# Use and Nonuse of Public Libraries: An Analytical Study in Presidency Division of West Bengal

Thesis Submitted for the Degree of

## Doctor of Philosophy (Arts)

at

Jadavpur University

by

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West Bengal, India

2023

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Dedicated To the Public Library Organisers across the Globe.

# Certificate

Certified that the thesis entitled "**Use and Nonuse of Public Libraries: An Analytical Study in Presidency Division of West Bengal**" submitted by me for the award of the Degree of Doctor of Philosophy in Arts at Jadavpur University, is based upon my work carried out under the supervision of Prof. Goutam Maity, Department of Library and Information Science, Jadavpur University, West Bengal. And neither this thesis nor any part of it has been submitted before for any degree or diploma anywhere/ elsewhere.

**Countersigned by Supervisor**                  **Candidate**

**Dated:**                                        **Dated:**

# Preface

The basic objective of a public library is to provide information to the public to satisfy their informative, educational and recreational needs. However, it has been observed that the use of public libraries is decreasing day by day. Despite hundreds of user studies, we still know very little about the information needs of various communities, which is a prerequisite for designing information services to serve them.

It is, therefore, crucial to conduct a comprehensive investigation of the information requirements of both users and non-users of public libraries in order to effectively meet the societal demands.

Present study has tried to conduct a systematic study of the users as well as nonusers of the public libraries in the Presidency Division, West Bengal for obtaining the insights from them to gradually cope up with the changing scenario of information behavior and redefining existing public library system.

The study may be of significant importance in the field of studying information behavior of the community members, their perception towards public libraries and services, users' pattern of usage of the existing resources and services, and the public library nonusers' responses for their nonuses of these public libraries and thus may help in designing and developing public library resources and services in the Presidency Division, West Bengal.

**(Gouranga Charan Jana)**

**Date:**

# Acknowledgement

It is my pleasure to express my sincere thanks to all who came to help me to undertake this research study and to persevere and complete it satisfactorily.

At first, I would like to convey my sincere gratitude to my respected supervisor, Prof. Goutam Maity, Department of Library and Information Science, Jadavpur University, West Bengal, India for his continuous support to my Ph.D. study and related research, for his patience, motivation, and wisdom. His guidance helped me all the time of research and writing of this thesis.

I would also like to express my gratitude to other members of the Ph.D. Committee, Department of Library and Information Science, Jadavpur University namely Prof. Sunil Kumar Chatterjee, Prof. Udayan Bhattacharya, Prof. Subarna Kumar Das, Prof. Pijush Kanti Panigrahi, and Prof. D.S. Rath for their insightful comments and encouragement to widen my research from various perspectives.

I am grateful to Dr. Mustafijur Rahaman, Asim Kumar Halder, and Dr. Ranadip Chandra for their advice and cooperation in multiple ways. My sincere thanks also go to the Chief Librarian of Jadavpur University and library staff at circulation division, reference section and digital resource centre. I would be thankful to the Departmental library staff of the Dept. of Library and Information Science, Jadavpur University.

Finally, I am much indebted to Srijita, Ratan and Seuli for being with me. Last but not least, I take this opportunity to express my gratitude to my parents and to my family members for supporting me constantly during writing this thesis.

In spite of all these, if there be any mistake, only I shall remain solely responsible for that.


**(Gouranga Charan Jana)**

**Date:**

# Contents

# List of Tables

# List of Abbreviations

e.g.           exempli gratia (=example)

et al.         etalii (=And others)

etc.           Et cetera

ICT            Information Communication Technology

 i.e.          idest (= That is)

ILSA           Indian Library Science Abstracts

ISA            Information Science Abstracts

LISA           Library and Information Science Abstracts

No.            Number

Pgs.           Parganas

viz.           videlicet

# Abstract

The basic objective of a public library is to provide information to the public to satisfy their informative, education and recreational needs. However, it has been observed that the use of public libraries is decreasing day by day. Despite hundreds of user studies, we still know very little about the information needs of various communities, which is a prerequisite for designing information services to serve them. It is therefore crucial to conduct a comprehensive investigation of the information requirements of both users and non-users of public libraries in order to effectively meet the societal demands. In this study, an attempt has been made to study the use and nonuse of public libraries to assess the public library awareness, information behaviour, library usage pattern and reasons behind nonuse of public libraries by the users and as well as nonusers in the Presidency Division of West Bengal, India. In order to achieve the objective of the study, it was intended to collect data from a total sample of 410 individuals from rural, urban and sub-urban areas of five districts – 24 Pgs. (South), 24 Pgs. (North), Nadia, Howrah and Kolkata under this Division. It is worth noting here that samples have been selected through stratified random sampling method. From each district, two blocks have been selected and for Kolkata two municipal wards have been selected to serve the purpose. Then from each block/ward one primary unit library has been selected and from their adjunct areas forty-one respondents are surveyed according to availability and convenience of the study. A structured questionnaire was framed to collect required data. Data were collected from the selected sample using a combination of both questionnaire and interview. At the pre-processing stage, collected qualitative data were converted into quantitative data. Respondent's preferences, in case of multiple choices, were translated into corresponding integer, i.e. a whole number. After the analysis of gathered responses from the respondents certain outcomes arise that users come from with specific information need, having multiple information facilities at home and workplace, prefer both print and digital media and attempt first in internet for their information; non-users generally have difficulty articulating their information needs clearly, and they rely more on human sources for their required information;

psychological make up including ability/skill of an individual and accessibility to information influence use and nonuse of public libraries; apathy towards reading is one of the reasons for nonuse of public libraries and public libraries' infrastructure including resources, services, staff strength and lack of user-friendliness also lead to nonuse of public libraries.

**Keywords:** Public library; Library awareness; Library user; Library usage pattern; Public library nonuse; Nonuser; Information behaviour; Presidency Division; Reasons of nonuse

# Introduction

Public libraries are the very symbol of democratic educational institutions to serve the people of the community. The basic objective of a public library is to provide information to the public to satisfy their informative, educational and recreational needs. The Presidency Division under West Bengal, India is replete with a great legacy of public library movement. Numerous voluntary groups, philanthropists, social workers, freedom fighters and revolutionaries created the assured atmosphere of establishment of hundreds of public libraries since nineteenth century. These libraries attracted the public in manifold ways and become places of education, trust and culture. This Division is the land of the National Library, State Central Library, District libraries, town libraries and numerous primary unit libraries. A vast number of people from different sections have been benefitted from these libraries. These libraries opened the gateway to an unrestricted scope to information, education and recreation. Thus, the urge to establish and promote public libraries is the driving force by which the Government started to enact public libraries act to define, design and develop public library resources, facilities and infrastructure on a clear goal to serve the public and the role of librarian was defined as to persuade people to benefit by the knowledge treasured up in information resources.

Public libraries are open to all and often termed as 'Peoples' university'. However, it has been observed that the use of public libraries is decreasing day by day. In spite of its openness, certain nonuse of public libraries has been a pertinent issue. Despite the existence of numerous user studies, we possess limited knowledge regarding the genuine information requirements of diverse communities, which is a crucial

prerequisite for the design of information services that cater to their needs. It is perhaps necessary to abandon user studies and focus instead on a more productive area of research, that of nonuses and nonusers of information services.[1].

A comprehensive investigation of the information requirements of both users and non-users of public libraries in order to effectively meet the societal demands is therefore crucial.

In view of this, it was intended to conduct a systematic assessment of the users as well as nonusers of the public libraries in the Presidency Division, West Bengal.

Existing literary output, available in in various indexing and abstracting databases like LISA, ILSA, Indian Dissertation Abstracts, ProQuest Dissertations & Theses Global, University News, JSTOR, Taylor and Francis Database, and IASLIC Newsletter show little evidence of research on the questions raised. Therefore, a notable knowledge gap has been marked in this regard.

## 1.2   Statement of the problem and research questions

The problem of the research may be stated as-

**Assessment of use and nonuse of public libraries in Presidency Division of West Bengal**

The problem mentioned above along with few necessary and relevant research questions emerging therefrom warrants to be worked out in course of the study.

       i)       What is the attitude of the community members towards public libraries in the Presidency Division of West Bengal?

      ii)      What is the pattern of information behaviour of users and nonusers of public libraries?

      iii)     What is the usage pattern of public libraries?

      iv)     What are the reasons behind nonuse of public libraries?

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[1] Lancaster, F.W. (1968). Information retrieval systems, etc. New York: John Wiley.

*Chapter – 1: Introduction*

## 1.3   Objective of the study

The purpose of this study was to assess the use and non-use of public libraries in the Presidency Division of West Bengal.

To achieve the object, the following tasks had been adhered:

      i)     to understand the attitude of the community people about public libraries;

      ii)    to comprehend the information behaviour of users as well as non-user of public libraries;

      iii)   to learn about the usage pattern of public libraries; and

      iv)   to find out the reasons behind the non-use of public libraries.

## 1.4   Scope

To mention the scope of the study, the users and nonusers of the public libraries across the five districts – 24 Pgs. (South), 24 Pgs. (North), Nadia, Howrah and Kolkata, under the Presidency Division, West Bengal distributed under numerous categories and strata should come under the purview of this study as public libraries are ideally open to all. But it is impossible and inconvenient to cover such huge heterogeneous population for the study. The current research work is based on and limited to the opinion of the representative sample of a total four hundred ten of five districts under the Presidency Division of West Bengal, India covering their attitude towards public libraries, information behavior, usage pattern of public libraries, and reasons behind nonuse of public libraries.  It is worth mentioning that out of five administrative division (Burdwan Division, Presidency Division, Medinipur Division, Malda Division and Jalpaiguri Division) of West Bengal, only one division, that is, the Presidency Division which covers five districts - 24 Pgs. (South), 24 Pgs. (North), Nadia, Kolkata and Howrah were covered under the study. The reason behind it is that this division is very much diverse and rich in socio-cultural and economic ground and represents the population. Kolkata, the urban and metropolitan city in one hand, rural areas of other districts are there within this population area. The public library system also is very

much diverse within this area as the National Library of India, State Central Library, District Libraries, Town libraries and primary unit libraries are within the study area.

## 1.5  Methodology

In order to achieve the objective of the study, a survey was carried out to determine the attitudes of users as well as non-users of the public libraries in Presidency Division of West Bengal. However, it was not possible to cover such a huge and heterogeneous population for data collection.  Therefore, for convenience, a representative sample of the population was selected for data collection by using stratified random sampling technique.

**Sample size selection**

The investigation was conducted in each of the five districts, namely 24 Pgs.-South, 24 Pgs.-North, Nadia, Kolkata, and Howrah, which are all under the purview of the Presidency Division of West Bengal. From each district, two blocks were selected for the purpose. However, from Kolkata district, two Wards of Kolkata Municipal Corporation were chosen. Then, for convenience, a primary unit library was selected from each block/ward, and from their adjunct areas, forty-one respondents were surveyed based on their availability. The sample details have been given below in Table 1.5.1.

Table 1.5.1: Area-wise selection of samples

| | District | Block/Ward            [Primary Unit Library] | Sample Size |
|---|---|---|---|
| **Presidency Division** | Kolkata | Paikpara (Ward 4) [Agrani Pathagar] | 41 |
| | | Bagbazar (Ward 8) [Bagbazar Reading Library] | 41 |
| | 24 Pgs. (North) | Barasat II  [Bamungachi Bandhab Pathagar] | 41 |
| | | Habra II   [Dogachheya Mukul Sangha Pathagar] | 41 |

| | 24 Pgs. (South) | Baruipur [Madarat Bandhab Pathagar] | 41 |
|---|---|---|---|
| | | Kulpi [Durganagar Sabuj Sangha Library] | 41 |
| | Howrah | Bally- Jagacha [Brati sangha Granthagar] | 41 |
| | | Uluberia I [Sukanta Smriti Pathagar] | 41 |
| | Nadia | Chakdah [Nabankur Sadharan Pathagar] | 41 |
| | | Nakashipara [Golepara Public Library] | 41 |
| | **Total - 5** | **10**       **[10]** | **410** |

**Tools and techniques used for data collection and organization**

The following tools and techniques had been used for data collection and organization:

➢ A structured questionnaire was designed for the purpose of gathering data from the selected sample.

➢ Interview method had been combined with the questionnaire for data collection.

➢ Statistical Package for Social Science (SPSS) version 22.0, had been employed for tabulation, data analysis and management.

## 1.6    Style of referencing

The format for citations for print and non-print materials in the text and for list of references is strictly in accordance with the guideline forwarded by American Psychological Association, 6th ed., 2010.

## 1.7    Chapters

**Chapter - 1** (Introduction) gives introduction to the work. Includes the statement of the problem, objective of the study, and the methodology adopted.

**Chapter - 2** (Overview of Literature) includes a comprehensive overview of available literature in relation to the problem of this research.

**Chapter – 3** (Community Attitude towards Public Libraries) deals with community attitude towards Public Libraries.

**Chapter -4** (Information Behaviour of Public Library Users and Nonusers) focuses on information behaviour of public library users and nonusers.

**Chapter – 5** (Public Library Usage Pattern) shows public libraries' usage pattern.

**Chapter – 6** (Reasons behind Nonuse of Public Libraries) deals with the reasons behind non-use of public libraries.

**Chapter - 7** (Summary of Findings and Conclusion) provides the summary of findings and conclusion.

# Overview of Literature

Each and every researcher must do a thorough and systematic review of the literature related to his or her research subject before beginning a new study. Since the researcher must select and locate relevant literature from a vast output of information resources that are available and dispersed in many sources and forms. The work is exceedingly time-consuming and requires through effort. Despite the difficulties of the task, literature searches play an important part in study and investigation. Therefore, its significance for study cannot be overstated. An endeavor towards a comprehensive literature search had been conducted at the preliminary stage, to identify and locate available information, relevant and pertinent to the problem of this research work, that have been scattered in various information sources like journal articles, conference papers, theses and dissertations, research reports, books, electronic information sources, even in Internet resources. To get access to such sources, both print and electronic document surrogates like bibliographies, indexes, library catalogues, booksellers' catalogues, and guide books had been used. However, a major portion of data had been collected from pioneer databases, like Library and Information Science Abstract (LISA), Indian Library Science Abstract (ILSA), ProQuest Dissertation & Theses Global, JSTOR, H. W. Wilson, Oxford University Press, Taylor & Francis, Shodhganga, Indian Dissertation Abstracts and University News. The information collected in such a manner had been analyzed, classified and represented under suitable respective headings, keeping consistency with the intention of the research work.

An in-depth review of existing literature related to the problem of this research work is furnished below

## 2.2    Objective

This chapter presents a thorough analysis of the body of research that has already been done on the issue at hand. The goal of the literature review was:

i)      to focus and more precisely define the research problem;

ii)     to identify any gaps or lacunae in the area's development;

iii)    to find methodologies that have already been successfully used by other researchers in the field;

iv)     to get new ideas or approaches in the planning of this investigation; and

v)      to develop a firm understanding of the theoretical implications of this research.

## 2.3    Observations

The findings revealed through study of literature are as follows.

### 2.3.1    Public library services

The primary objective of public libraries is to offer services and materials in a range of media that satisfy the needs of the general public (IFLA, 2001) while ensuring equal access for everyone (UNESCO, 1994). Libraries are collections and structures, but they exist most of all for the community (Anglada, 2014). There wouldn't be a library without users since "libraries are about people, not books" (Booth, 1993). For improving current services or developing new ones, it is crucial to understand the preferences and expectations of both library users and non-users (Connaway, 2015; Schmidt & Etches, 2014). This information can be found in the characteristics of both groups. Aslam (1998) acknowledged the significance of transforming rural libraries into Community Information Centers. The history of rural libraries in India begins in 1910 with the founding of free public libraries in Baroda. It then discusses the current situation in a few selected States, like Karnataka and Kerala, and emphasises the necessity of bolstering rural libraries to take on new responsibilities for socioeconomic development. It lists the following as the primary goals of Community Information Centers (CIS): providing easy access to the information rural people need to participate

effectively in the development process; acting as a hub for educational and cultural events; facilitating access to non-print media, especially for those who lack study skills; and developing an effective communication strategy with the appropriate media channels. The public library is a product of modernity that follows in the wake of industrialization, urbanization, and popular movements, while at the same time the public library itself supports the building up and development of the modernity (Rasmusen & Jochumsen, 2007). This view is also resembled by Nelles (1999) that the cultural history of the Renaissance is inextricably entwined with the fortune of its libraries and these libraries were important sites of learning, patronage and, prestige. McClure (1997) asserts that public libraries are chief sources of information to the public and he defines what a modern public should be and its services. He suggested new information services keeping the technology changes in view, emphasized on books and non-book materials for better service to the people in the public libraries.

Knight (1969) observes that 'from the time we know anything of the history, such accumulations, known as archives and libraries, have enjoyed a kind of sanctity as embodying the best efforts of men's minds.' In a path breaking analysis Buschman (2006) asserts that 'after more than two decades of scholarship that poisted a theory (a) that the foundations of public libraries was an exercise in class, cultural and ideological domination and merely spouted a democratic dogma, (b) that the field relentlessly concentrated its theoretical  and practical on a false neutrality and technicist implementation of unproblematic social ends that have obscured its foundations, and (c) that libraries are weak players in the game of reproducing the hegemony of the dominant ideology'. Again Glorieux, Kuppens & Vandebroeck (2007) treats public library as key instruments in the diffusion of the new bourgeois ideology of moral development through cultural cultivation and were considered as the tools par excellence to educate the public and to bring printed cultural goods within the reach of people of all ranks of society.

Smith (2019) in his guest editorial to discuss about the challenges faced by public libraries mentions ten challenges which are noteworthy to this study and the challenges are – growing mistrust of government, erosion of faith in objective information, the decline in civility and civic engagement, the disappearing middle class, tax revolt and the tyranny of ROI, the decline of attention span, the decline in reading, lack of

diversity, lack of recognition and the struggle of library education. Jochumsen (2018) develops a model of new librarianship by certain key elements with four-space model and three-function model to qualify the debate on public libraries by the use of these models characterized by the public debate in public library development. This is the study carried out by the author in the library context in Denmark. The political context in the United Kingdom that led to the creation of performance measures for public libraries was described by Midwinter and McVicar (1990). Value for money models and corporate planning are addressed. The development of public library objectives in Scotland is described along with a survey of Scottish public library authorities and their use of performance indicators in connection to planning, budgeting, and assessment. Consideration is given to the main issues with using performance measurements in public libraries.

If public libraries want to develop new strategies to achieve their goals of cultural diffusion and democratization, they cannot do this in isolation and they need to involve closely with other cultural and social institutions (Glorieux, et al, 2007). IFLA (2001) conducted a study to determine that both local and federal authorities are in charge of the public library. It needs to be funded by the federal, state, and municipal governments and supported by particular legislation. Any long-term strategy for culture, information provision, literacy, and education must include it as a crucial element. Legislation and strategic plans must also define and support a national library network based on agreed-upon standards of service in order to ensure nationwide coordination and cooperation amongst libraries. The network of public libraries needs to be planned in relation to other libraries, including those in schools, colleges, and universities, as well as national, regional, research, and special libraries. Verma (2002) examined the state of public libraries in Delhi, Haryana, and Rajasthan and looked at how legislation governing libraries affected their growth as well as their contribution to the literacy movement. A majority of public libraries are not associated with literacy programs, only large libraries have their own buildings, and public library reading materials and services are not based on the same standards as those provided by private libraries. The study also found that public libraries have contributed more to satisfying the recreational and cultural needs of society than to meeting the informational and educational needs of the society. Development was centred on libraries. Wani (2008) discusses that the vast majority of the populations they served, public libraries have traditionally been the

gateway to learning. They serve as knowledge hubs and promote lifelong learning. There are obstacles in India's path to the objective of having a public institution, which is even more important in the current information society in a country where 40% of the population is below the poverty line. To transform public libraries into actual information resource hubs for the general public, significant investment is required.

It is good that the public library is held in high esteem by many people; it is not good that this regard has a debilitating effect on how the library might progress and develop further (O'Beirne, 2010). According to Surbhi (2011), there have been numerous developments in North East India's public libraries over the past 20 years. The effects of RRRLF have a significant impact on the growth of public libraries. The creation of public library legislation offers resources for funding and infrastructure that are beneficial for the growth of public libraries. The current state of public libraries in the digital environment is the subject of this study. The services provided by public libraries should be reorganised to take into consideration the evolving electronic environment, including digital collections, the rise of digital literacy, conservation, and preservation. Garnsey (2000) shown that while an increasing number of libraries are providing electronic mail reference services, little is known about these services. In order to better understand the users of public library e-mail reference services, we performed an exploratory study. A questionnaire was delivered to participating libraries, and library users also completed a questionnaire on the internet. The information gathered covered the following topics: (1) administration and operation of e-mail reference services offered by public libraries throughout the United States; (2) characteristics of e-mall reference users at public libraries; (3) classification of e-mail reference questions received by public libraries. The characteristics of e-mail reference services varied greatly, but users were generally happy with what they got, citing convenience and ease as the main reasons they used them.

In Indian libraries, the cultural sector and recent advancements in information services are discussed, according to Balaji (2012). Additionally, it offers an examination of the plans and guidelines for India's public libraries in terms of library and information science education. Over 15 states and union territories in India still lack public library legislation. India requires the assistance of public libraries to spread awareness at all levels. The creation of a library commission, committees, and organisations to enhance

public libraries is a development related to public libraries in India. However, the expanding Indian youth group cannot be served by public libraries at their current rate of growth. The purpose statements of the Public Library were examined critically by Barniskis (2016). In a social and information environment, the researcher reevaluates and reframes the public libraries' objectives and justifications for existing. This critical content study of the mission statement of 32 Public Libraries focuses on the roles and viewpoints that are created and institutionalised through the language of the mission statement, including the Reality claims, Metaphors, Subject positions, and Formulas used to do so.

### 2.3.2 Use of public libraries

Books and culture are associated with the conventional image of the library (Anglada, 2014). Compared to what the general public typically recognises, libraries offer more services and have more goals (Levien, 2011). Due to the fact that users and nonusers have distinct perceptions of the public library (McCarthy, 1994; Quick & et al., 2013), this widens the psychological distance to the library, which is typically thought of as a barrier to use (Booth, 1993). The same is true for the perception of librarians and the preconceived notions about their profession (Luthmann, 2007). According to a survey of the literature, their work is misinterpreted and there are many unfavourable impressions of them (Vassilakaki & Moniarou-Papaconstantinou, 2014). According to a survey by Parvathamma (2009) on the use of information resources and services in the public libraries of Bidar District, Karnataka State, India, the majority of users were men between the ages of 11 and 30. These users included students, young people without jobs, and people working in the private sector who were from lower- and middle-class families. They stayed in the library for less than an hour, with scheduling conflicts being the biggest deterrent to going more regularly. The information sources they used most frequently to satiate their information demands were books and periodicals, friends/teachers, radio, and television. The most commonly read informational sources were newspapers and periodicals, while fiction books were the most frequently borrowed publications. The two services that were used the most were reading rooms and book guiding services. Conclusion: Since students and unemployed young make up the bulk of customers, public libraries need to expand their collections of information resources, give internet access, and provide community-based services

like literacy programmes. In order to encourage patrons to utilise these resources and services and raise their level of competency, public libraries need to be proactive in their approach. Four key unsolved problems about children's and young adult programmes in public libraries were addressed by Walter (2003). 1) How have children's and young adults' services in public libraries changed over time? 2) How do young people use public libraries, and why do they do so? 3) How can the efficiency of public library services for children be assessed? 4) Why should governments support programmes for children and young adults in public libraries? The author reviews the body of knowledge that can act as a framework for the required research and then offers suggestions for how to improve and carry out this agenda. Fraser et al. (2002) deals with the issue of direct benefits of using public libraries. The benefits are the value of the services accessed and realized by the users of the public libraries. The authors indicate about indirect benefits which are those generated from the existence of the public libraries for the nonusers or rather the community at large. The authors conducted an exploratory survey to examine public library e-mail reference services and the patrons who use them, using data collection techniques such as a questionnaire mailed to participating libraries and a Web-based questionnaire filled out by library patrons. Garnsey (2000) showed that more and more libraries are offering electronic mail reference services, but little information about these services has been reported. The information gathered covered the following topics: (1) details on the delivery and management of e-mail reference services offered by public libraries throughout the United States; (2) traits of e-mall reference users at public libraries and their satisfaction with the service they received; and (3) classification of e-mail reference questions received by public libraries. The characteristics of e-mail reference services varied greatly, but users were generally happy with what they got, citing convenience and ease as the main reasons they used them.

Fielding (2000) focused on the public library's function as a supplier of internet access. She stated that because of their long-standing dedication to ensuring democratic access to information, libraries are particularly positioned to fulfil this function. The article also mentioned new roles for the library as a result of the changing information landscape, including fostering network literacy, offering remote reference and research services, disseminating official information and other public data, encouraging independent learning and research, acting as a hub for community internet access and

resources, supporting small businesses, and disseminating official information and other public data. Other new occupations include organising and navigating the generally disorganised content of the internet by offering a structured interface and quality guidelines, as well as creating local content like resources for local knowledge or online archives of local history. The study's conclusion was that libraries must make policymakers aware of their critical position in the new information economy if they are to secure the resources required to carry it out effectively.

Sutton (1998) outlined a strategy for enhancing public libraries' assistance to users who were taking open or distant learning courses by finding and categorising a variety of learning resources that could be accessed online. The proposal included an initial phase that involved collaboration with the Robert Gordon University School of Information and Media to create information and skills training for independent learners, which could then serve as the foundation for creating information skills courses that could be offered locally by public library staff.

### 2.3.3 Study of public library users

Public libraries are considered as excellent tools to educate the public and to bring the fruit of their resources and services within the reach of the people of community (Kerslake & Kinnell, 1998; Pateman, 1999). One example showed how poor self-confidence, which was primarily brought on by prior unsuccessful educational experiences, might be a significant barrier for those with less education. In addition to having low self-confidence, those with less education may not realise they need to engage or may not need to participate at all. Adults from higher socioeconomic backgrounds frequently take part in AE programmes at a higher rate. According to OECD data (OECD, 2003 as referenced in Desjardnis, Rubenson, & Milana, 2006), a higher parents' educational level may result in a greater participation rate.

Murugan (2011) observes that the users come to the public library with needs for information to be obtained with minimum possible time and the library has to satisfy their information needs. With the help of a survey method and structured questionnaire, Taufiq, Rehman, & Ashiq (2020) conducted research on the level of user satisfaction with resources and services as well as the issues faced by patrons of public libraries in Lahore, Pakistan. They used convenience sampling technique for sample selection, and

the results revealed that the majority of respondents tended to visit the public library on a daily basis and were satisfied with the resources and services.

According to Asemi (2018), public libraries offer resources and services to meet user demands. The demands of teenagers in Iran's public libraries are discussed in this paper. The information requires professional, educational, cultural, and recreational growth for the staff. The SPSS software examined the primary data, which was gathered from 328 respondents. The outcome indicates that education and related topics are preferred first. 51.5% of respondents said they used the public library. The majority of respondents (n=39) utilise libraries for research and education. More books and other resources should be added, and staff members should treat customers kindly, according to the user.

However, recent public libraries scenario has deviated much from its earlier spirit as was shown in the beginning of modern democracy as contrasts with today's coerced world where urgently 'the need is to endorse the spirit of enquiry, giving free space to decorum, dignity and debate that allow criticism and reflection within a multiple world where tradition and modernity can coexist' (Walia, 2016).

Ramesh (2013) conducted a study using public libraries in Erode Corporation, Tamil Nadu, India. A structured questionnaire was used to collect information from 200 readers to determine whether or not Erode Corporation, Tamil Nadu, India's public library patrons read regularly. The findings of this study, which sought to determine why people read books and how electronic media like TV, CDs, and DVDs have changed peoples' reading habits, allowed us to reveal some intriguing discoveries that are presented in the results and comments section of this paper. The specialists should be informed of the discovery.

In their study, Parvathamma & Reddy (2010) looked at the services and library information available at the Gulbarga district's public libraries. The user of the public library in Gulbarga provides the researcher with data using a standardised questionnaire. 50 questionnaires were sent to each of the nine branch libraries at the Taluk headquarters in the Gulbarga district for the study. There were 450 questionnaires given, and 259 users (57.7%) responded. According to the findings, men between the ages of 11 and 30 make up the majority of users. The majority of customers went to the

library every day or at least twice a week to read newspapers and periodicals. Users should be treated kindly by staff members, books, and other resources. the rooms that offer newspaper and magazine services. The majority of patrons are moderately satisfied with the library's holdings; however the majority of respondents are either unsatisfied or ambivalent about the book lending and reference services. Return of library resources and services for the benefit of the library.

Salma & Yelwa (2004) looked at the viewpoint of the pupils using the Borno State's central library's services and resources. The information gathered by a survey using a carefully constructed questionnaire and secondary. The secondary information was gathered from Borno State's main library in Nigeria. According to the analysed results, 64% of the respondents who use the central library are not members. 36% of respondents went to the library to find books for exams. 20% of visitors use the library to check out books; 12% read newspapers and magazines; 40% of respondents said the library's resources, services, and facilities were inadequate for their needs; 28% and 64% of respondents said "very good" on those same surveys.

An exploratory research of Singapore's public library services for young persons in wheelchairs between the ages of thirteen and nineteen was carried out by Leong & Higgins (2002). What are the information needs of young people who are wheelchair-bound? What are their opinions of libraries and library services? What are the challenges they encounter while utilising library resources? These are the three key research questions that were examined in the study. The results show that most participants enjoyed reading books but did not read newspapers; they primarily used computers for leisure purposes and found the convenience of the internet appealing; they rarely used public libraries; they were unaware of the full range of library facilities and services; current library promotions were insufficient to pique their interest or maintain their awareness; and they had difficulties using libraries.

Malarvele & Higgins (2003) looked into how the National Library Board of Singapore's system of Public Libraries provided services to the Tamil community. The focus group interview technique was used in this study with 12 participants ranging in age from 14 to 65. All twelve participants visited the library at least once a month, eight suggested that all magazines be put in the lending section, four thought the library could create nonprint materials for kids in Tamil, eight claimed that the reference collection in Tamil

did not satisfy their intellectual needs, and all participants were dissatisfied with the collection as a whole, including myself. They all recommended offering the Tamil community home delivery services for Tamil books, Tamil internet services, and one regional centre for Tamil studies.

According to Prasad (1991), information is a fundamental resource and a very crucial necessity for every person. Because its clear definition is recorded experience and that is used for making decisions about information demands, the information needed and utilised by the user for their information cannot be easily articulated. This article discusses user studies' research approach. The information demands, seeking patterns, user needs, user education, and significant user studies in library and information science are also exposed.

Lange (1984) in his celebrates research work on public library users and nonusers attempted to uncover several issues related public library use, user and nonuser by adopting telephone interview mode. He interviewed equal number of public library users and nonusers. He gathered data from the respondents about their past and present library use, community involvement, attitudes towards the library, reading habits and personal history. Regarding individual variables he chose 72 factors and grouped them into seven clusters as- demographics, childhood history, present residential location, community involvement, library-elated habits, perceived value of the library and library-related attitudes and behaviour. The study uniquely analyses the behaviours into five clusters for better understanding of the users and nonusers as- in-library use of materials and services, child-related use, relaxation, an outlet for books and easy-access information, and in-library use of space and conveniences. The study concludes that the public libraries can be opportunity providers rather than information providers.

Ramaraj (1984) described library patrons and how their reading habits contributed to knowledge acquisition. Well-planned reading, action, or learning constitutes a reading habit. This survey examines the reading preferences of patrons in Bangalore's rural public libraries. On the basis of employment, demographic distribution, membership patterns in terms of which subjects and what types of books are read by the users, reading habits also help the development of public library resources utilisation and other services.

### 2.3.4    Nonuse of public libraries

According to Merriam-Webster Dictionary, the word "nonuse" denotes "failure to use" or "the fact or condition of not being used." 'A failure to utilise, an absence of usage' is another meaning provided by Collins Dictionary. According to Sridhar (1994), "nonuse of a library may be due to nonusers' lack of strong need or nonusers' lack of awareness of need." Because he believes that, "on the one hand, in an age of mass literacy use of public libraries is both too ordinary an activity to warrant our attention, and too pervasive for us to ignore," Towheed (2010) examines the nonuse of public libraries as a topic or subject. On the other hand, it is frequently the most intensely involved act in the development of a person's identity and thus the community. Although Glorieux et al. (2007) supports the idea that social differences in library use are nothing new for sociologists, it sometimes seemed as though librarians themselves were unaware of the seriousness of this underlying issue. Lack of time (Schleihagen & Ehmig, 2012; Evjen & Auduson, 2009) is cited as a reason for non-use, as is the belief that the service is unnecessary (Consonni, 2010; Schleihagen & Ehmig, 2012); and the pervasiveness of the internet as a quicker source of resources (Consonni, 2010; Schleihagen & Ehmig, 2012; Sin & Kim, 2008). Additionally, a lack of awareness of library services contributes to increased non-use (Toner, 2008). Last but not least, lack of habit within the family, with considerable differences in dimensions such as gender, age, ethnicity, and socioeconomic background, was the most prevalent reason for young people in the UK not visiting the library (Clark, 2010).

Sbaffi & Rowely (2015) carried out a comparative analysis of the strategies used by the cities of Manchester and Rome to draw in nonusers. The study found that the two regions' public libraries are used in quite different ways. While libraries in Manchester are mostly task-oriented and provide access to community services, those in Rome place a greater emphasis on leisure, entertainment, and social events. In Manchester, non-users tend to be older teenagers and young adults, but in Rome, non-users tend to be younger teenagers and 37-year-old retirees. Reading clubs, a crucial service for promoting reading and acquainting people with libraries' resources, are well-established in England; 90% of Manchester's libraries can accommodate one or more groups, compared to 50% of Rome's libraries, which typically only offer one session. Additionally, Manchester libraries frequently provide a number of specialised reading

groups to accommodate a wide range of reading preferences. The libraries in both cities were aware of the need for proactive marketing techniques to increase public interest in their activities and programmes.

Despite the high-profile nature of the current 'digital divide' debate, academic understanding of who is making little or no use of public libraries, which are open to all, is of immense importance. In spite of the wide openness of the public libraries a major section of the people for some reasons don't use the public library. Among nonusers there is a hardcore majority that simply believes nothing on earth can get them use these particular library facilities (Knight and Nourse, 1969). It is well known that the lower social classes visit public libraries less often (Smith, 1999).

In their study from 2013, Jayakumar and Nikham primarily focused on how young adults in southern Karnataka perceived and acted towards public libraries. Their attitudes towards reading various genres of books, the library's collection, and the general public library services and amenities were the subjects of the study, the results of which were obtained using questionnaires. It was discovered that 77% of the respondents were men and that adults in the age range of 21 to 25 made up 35% of the total.

People, those are young and men, with high level of education, high-status of jobs are more likely to take part in any form of education and training. On the contrary, typical non participants tend to be women, older, less educated, and coming from poor socio-economic backgrounds. In addition, less-skilled, unemployed, immigrants, language minorities, and rural residents are less likely to participate in adult education (AE) programmes (Wikipedia, 2019).

According to Mairaj & Naseer (2013), a library's collection, organisation, infrastructure, furnishings, environment, reference and circulation services, staff attitudes, etc. are all measured by how satisfied users are with the facility's services. The survey discussed how satisfied users were with the PIC library's resources and services. The services that benefit libraries ought to be preserved and improved. A systematic questionnaire was used to obtain the main data from 45 postgraduate students and 51 medical professionals. The end result talks about how pleased people were with the PIC library's materials, services, and staff members' gracious, polite, and

helpful service attitudes. Finding, analysing, searching, obtaining, and the necessary library materials were all included in the reference service.

In their 2016 study, Sujatha and Chandrasekhar Rao examined the state of the women's libraries in Andhra Pradesh and pinpointed the prevailing conditions that contributed to the underutilization of the state's women's library services.

A study on library non-users was conducted by Ramesh Babu, Ashok Kumar, and Reddy (2007) at the Circle Libraries of Chennai in Gandhi Nagar's Adyar. Surveys were given to a total of 112 non-users, and Chi-square and Cluster Analysis were used to statistically analyse the reasons why they didn't utilise the library. The non-users were selected from the vicinity of the library. The investigators visited their homes and gathered the information. Additionally, user expectations and information needs were gathered. According to the report, men make up the majority of Circle Library non-users. According to the report, the majority of non-users are graduates who are between the ages of 21 and 30. One of the primary causes of non-use is a lack of time. It has been discovered that while the public's occupation did have some influence on the non-use of the public library, age was not a significant determinant. The use of the library is also influenced by the gender.

Particularly important is the emotional component associated with the interpersonal connection with (possible users) (Consonni, 2010; Coker, 1993). Overall, how a person uses a library is intimately tied to how that person and library funders view libraries, library services, and the profession of librarians (Green, 1994; Coker, 1993). According to Coker, barriers need to be removed not only because of unfavourable perceptions and pictures, but also because of ignorance of the "library world" and irrational expectations.

Ghosh (2005) provided an explanation of the state of Indian public libraries' scenario. In India, the public library system is doomed to perpetual decline and is reduced to little more than a repository for leisure reading materials, the vast majority of which are written in regional languages. The author offers suggestions for potential solutions to the problem, lists new technological advancements that already have the potential to transform public libraries in rural India, and sketches out a vision for their future based on the idea of "Information Communication Technologies for Development." The

author provided a detailed account of recent technology advancements, the practical implications of which would specially make it easier to establish digital library services in rural India.

When offering a public library service to rural towns in England, Benstead, Spacey, and Goulding (2004) addressed alternatives to the mobile library service as well as the effects of best value, public library standards, and social inclusion policy on provision. The public library authorities in England with rural hinterlands filled out a questionnaire survey. Follow-up case studies were used to supplement the data that was gathered. The most common location for co-locating library services was village halls, and it was discovered that achieving social inclusion goals and the findings of best value reviews were the main drivers for much of the development of alternative library service delivery in rural areas. ICT use was seen in co-location facilities and learning centers, and it was believed to have had a favourable impact on the delivery of library services in rural areas. However, some authorities in rural areas neglect to consult both users and non-users. This study gives researchers and public library practitioners a picture of how public libraries serve populations in remote areas and illustrates the effects of government-driven policies. Authorities in public libraries appear to have various levels of respect for the distinctive nature of rural communities.

The functions, issues, and future of rural library services have been studied by Sule (2003), who has also looked at how they contribute to the growth of literacy in Nigeria. The study identified the main issues that libraries face. They are a shortage of skilled library workers, financial restrictions, a lack of reading resources, a dispersed population, and government attitude issues. The following is a list of the libraries' prospects. Rural libraries can maintain the level of literacy among the rural population, prevent the negative effects of rural-urban migration on development, act as centres for independent study, and promote culture and entertainment.

Walter (2003) four important unsolved concerns about children's and young adult services in public libraries in Delhi NCR were covered in the paper Public Library Service to Children and Teens: A Research Agenda. How have children's and young adults' services at public libraries changed throughout time? Youth use public libraries, right? effectiveness of youth services at public libraries? funding the operations of public libraries for children and teenagers? The author offered techniques for enhancing

and putting this research agenda into action after analysing the body of existing information that can act as a scarf-fold for the required investigation.

The history of public libraries in Egypt and their current state of deterioration have been detailed by Bouri (1994). Due to a general policy that instructed the Egyptian government to change the developmental goals from education for development to a new development priority known as "information for development," Egyptian Public Libraries have been declining since the late 1960s. The previous belief that public libraries were essential to growth has been eclipsed by the current priority, which has directed the Egyptian government towards creating national information infrastructures for decision-making.

Hikhamenor (2003) conducted a study to look into how Nigerian scientists utilise and don't use online resources. A new scientific communication system with new tools is emerging thanks to Internet culture, and it could eventually displace the current printed information sources. Using information gathered from a survey of academic staff in a few chosen disciplines at ten institutions, it was examined if Nigerian academic scientists were using or not using these resources. The scientists' continued reliance on printed information sources, particularly journals, indexes, and abstracts, was discovered. According to the report, 64.4% of them have access to a computer, and 50.4% can access and use the Internet. Few people utilise any other Internet services besides email. Accessibility, usability, and affordability issues are to blame for the low usage of the Internet. The majority of non-users are aware of the information and communication capabilities of the Internet in their fields and think that it will eventually become essential to their research.

A study was undertaken by Cabonero, Soliven, Lanzuela, Balot, and Bugaling (2017) to examine the use and non-use of publications and journals at Saint Mary's University Learning Resource Center. Data from the 40 teachers and 46 students from the four undergraduate institutions that responded to the survey were gathered. The reasons for using and not using magazines and journals were ascertained using the descriptive technique, and suggestions for their efficient use were ascertained using the qualitative method. Out of the 86 respondents, the study found that 47.7% registered their magazines before using them, whereas 52.3% did not. The three main uses of magazines and journals are for personal or leisure reading, research, and academic

assignments. The three main uses of magazines and journals that are not recommended are: They don't have time to attend the library, they prefer the internet, and reading publications and journals is not necessary in class. When it comes to magazines, professors and students utilise them almost equally, with ladies using magazines more frequently than males do. The professors and students want to increase the use of magazines and journals in the classroom and throughout the institutions.

Inequality in education has always existed as a kind of blistering sore on the ideological body politic of America. After all, if education is supposed to be the primary institution responsibility for fostering opportunities for economic equality and democracy, one would hope that the institution itself could provide equitable resources in non-discriminatory way. In practice, however, our national education systems and educations are rife with inequalities. The social problems of education can be broken down into two major categories: issues of inequality and access that impact whether or not certain groups get an education, and issues of institutional resources and curriculum that determine what kind of education is ultimately available (Dolgon & Baker, 2011).

### 2.3.5 Assessment of public library use and nonuse

Shin, Jeon & Lee (2022) observes that in order to be relevant, public libraries must meet the needs of the communities they serve, but identifying those requirements in the midst of the rapid development of information technology is particularly difficult. In order to ascertain user demands for space and services, this study looks at needs assessments to understand the user community, library services, and anticipated sources. The study used a mixed-methods approach that included big data analysis from Social Network Sites (SNS), questionnaire assessment, and semi-structured interviews. The South Korean Yongsan-gu Public Library's user and non-user demands and characteristics were evaluated in the study. Data were gathered to look at how COVID-19 influenced the library, how services were adjusted and provided, and how patrons acclimated to using the library. The study's findings offer guidance for future public library construction in areas lacking in cultural infrastructure. The outcomes also show that by developing intricate cultural and user-cantered environments, infrastructure related to cultural projects must be built.

Libraries' use is impacted by their accessibility in terms of space has been discussed by Cheng, Wu, Moen & Hong (2021). The effects of spatial accessibility on the fairness and inclusivity of public libraries must be taken into account. The equality of spatial accessibility to library materials and services across demographic groups is to be evaluated using a method that is proposed. There are two techniques to assess accessibility in space: closest-based measures and quantity-based measurements, which describe the accessibility to the nearest resource and to various resources based on travel time and distance on road networks, respectively. Two methods are used to evaluate equality using socioeconomic and demographic data from census tracts, such as the percentage of minorities, non-adults, and those living in poverty.

Galluzzi (2014) observes that the managerial approach to libraries includes measuring and evaluating the quality of library services. As a result, where a patron-driven approach is more firmly established and a library is managed as a complex organisation and conceived as a social institution, the need to adopt performance measure tools to explicitly state the benefits of library services was felt earlier and more strongly than elsewhere. This explains why, whereas the assessment of library services was implemented in Anglo-American countries from the beginning of the 1960s, the first systematic data gathering targeted at enhancing planning strategies only began in southern European countries in the late 1970s and early 1980s. The supranational organisations like the International Federation of Library Associations and Institutions, the goals, objectives, and tools of library assessment have gradually broadened over time, and the standardisation process of terms, definitions, methods, and tools has been carried out at both the national and international level.

Glorieux, Kuppens & Vandebroeck (2007) tries to focus on the effectiveness of public libraries in reaching the large, socio-economically diverse people of Belgium (Flemish). The paper tries to assess the impact of public libraries over their surrounding community dwellers. The authors gather the municipal demographic data and a large-scale library visitor survey along with a survey of the librarians to understand the people and developed a statistical model which incorporates all these into a single assessment tune. The study specifically emphasizes on the relationship between the various collections of library and opening hours of the library in attracting the visitors. The study concludes with certain suggestions to improve the existing library services,

library system, library staff. It furthers stated that the evidence of social difference in public library use is vital issue and concluded into a prominent point that lower educated men are less likely to visit public libraries. The paper also doubted that reaching to the socially disadvantaged is perhaps an unachievable goal to the public libraries.

Park (2012) tried to conceptualize physical accessibility of public libraries through measuring different socio-demographic details and other aspects of the users by the application of geographic information system (GIS). A study on the effects of information service to business in Japanese public libraries was reported by Tamura and his colleagues in 2007. The project's main objectives are to provide a conceptual framework for comprehending the consequences of a library service and then to look at those effects in relation to corporate information services. This initial report's goal is to gain a general understanding of how business information services are currently provided by public libraries in Japan, as well as to look at representations of users and how they are used by the librarians in charge. There are three stages to the project. A focus group interview with the librarians in charge of the service was undertaken in the first stage, along with a series of field excursions and semi-structured interviews in 22 libraries across Japan. (not reported here). Public libraries offer a wide range of services. The most crucial elements in establishing the nature and type of service given are reference service levels and connections with other agencies and organisations. The method of providing the service is very intricate and affected by numerous variables. Results strongly imply that value generation is a complicated process. Images of users and uses are created as a result of this intricate process as well as through direct contact with users. Occasionally, as stakeholders like librarians and others point out, visuals carry political overtones.

Gilbert (2006) and their colleagues showed interest in virtual reference and training, although evaluation of digital reference is still largely unexplored in the literature on libraries. How can the ground-breaking new combined online reference environment at the Dr. Martin Luther King, Jr. Library be evaluated using the standards for online reference and education that now exist? The combined reference unit, run by the co-unit heads of the San Jose State University Clark Library and the old San Jose Public Library Main Branch, serves as a cutting-edge testing ground for perceived distinctions

between academic and public reference services. To ascertain what is functioning and what is not, evaluation of both the online and the live integrated reference environments is essential. This article examined strategies for evaluating digital resources, such as email, live online references, and online education, both now and in the future.

Aabo & Strand (2004) studied the responses from the citizens of Norway about the benefit received by them using or by nonuse of public libraries. They applied the contingent valuation (CV) method which is by far a frequently used method. An important area of the study was that the total value of public libraries as cultural goods is nonuse value and a part of is altruistically motivated. The authors presented in this study that most respondents valued use and nonuse values of public libraries and were motivated by self-interest and benefits accumulated to the community. In the Shimoga district of Karnataka, Vijayakumar and Kumar (2001) conducted a quantitative study on the various functions, staff, financial, collection, services, and facility elements of rural libraries. The study's key findings include the following: none of the study's rural libraries had any permanent, professional, or semi-professional library employees; All the rural libraries included in the study received funding from the district central library, five libraries received funding from the Raja Rammohan Roy Library Foundation, and only one rural library received funding from the Grama Panchayath; four libraries had a library committee, while the other eleven rural libraries lacked one. maximum reference collection was comprised of biographies and books; No rural library kept a catalogue, none of the rural libraries possessed computers or projectors, radios, TVs, or other forms of mass media, and none of the rural libraries had their own classification system. Usherwood (2000) published the findings of a preliminary assessment on the UK public library employment. A postal poll of all UK public library authorities was used for the inquiry, and 80% of those who responded did so. Data and information about different attitudes and practises were gathered. A statistically significant association exists between the length of stay of new professionals and continued career development, and there is evidence that some authority with career development efforts are twice as likely to be actively recruiting applicants. There is evidence of a new recruitment trend that places more emphasis on individuals' unique characteristics, talents, and competencies than just their holding of a single certificate.

The current situation and characteristics of the reference service in Japanese public libraries were evaluated by Sugie (2001). All 30 libraries in the Tama district of Tokyo were surveyed via mail and on the ground. The surveys were made to look into the operational specifics of reference service as well as how much the libraries were aware of the many other parts of reference service. Public libraries received questionnaires by mail in July 2001. Late in August, surveys in the field were carried out. The outcomes were: 1) The main function of reference services is to respond to inquiries, and most libraries acknowledge answering qualification. asking for references as a service. 2) The majority of the libraries examined do not actively promote their reference services, nor do they set up reference equipment and resources so that users can use them. Few libraries classify these operations as reference services. 3) The level of reference assistance offered to customers and the library's awareness of the breadth of reference assistance are related. 4) When compared to other services, like circulation, the reference service is not seen as a crucial component of library operations.

Throughout their assessment of the influence of information and communication technology (ICT) on the growth of public libraries in the United Kingdom, Dutch and Muddiman (2001) looked at national and local information policy, community networking, and public library policy. An important recent report commissioned by the U.K. Government's Social Exclusion Unit recommended that by April 2002, impoverished neighbourhoods should have at least one publicly accessible community-based ICT facility and envisions a network of local ICT facilities. These findings are summarised as the government recognised the central role of public libraries in the information age and stated that every public library should be connected to the National Grid for Learning by 2002. The important goal of the research project on Public Libraries and Social Exclusion was to evaluate the potential of U.K. Public library ICT developments for combating social exclusion; the U.K. National Lottery supported New Opportunities Fund (NOF) has provided Pd.10 for the project. The Department of Trade and Industry (2000) estimated that a total of approximately 6500 public ICT access points could eventually be expanded to a network including 19,000 post offices and 4716 Public Libraries and the practicalities of creating a network that involves providing access to ICT through existing library service points have been the main focus of U.K. public library policy.

Garten (1994) observes that as has been obvious for quite some time, libraries can no longer be evaluated solely on the basis of collection size, number of staff, and hours of opening. These are some of the input measures traditionally used by accreditors in their evaluation of academic libraries. The author further goes with that how one should evaluate libraries is a problem whose solution remains elusive.

Singh (1991) evaluated the state of the public libraries in BDLSar. He goes into great length about the role that public libraries play at the state, divisional, district, sub-divisional, block, and village levels. Additionally, he briefly discusses the operations of library organisations in BDLSar, librarianship training, library services, and the organisational structure of the libraries. According to this analytical analysis, the low literacy rate and lack of funding appear to be the cause of the sector's underwhelming performance.

## 2.4    Inferences

By analysing as well as observing deeply all the data gathered about the past research, it may be concluded that although several researches have been conducted on different issues of public library use and nonuse in different geographical areas and countries. But the study of public library uses and nonuse in Presidency Division of West Bengal is not marked during the entire process of reviewing of these research works.

A critical analysis of the observations, revealed through the previous researches, concerned with various aspects of public library, has brought out a notable knowledge gap in the area. With this objective condition, myself was prompted to undertake a comprehensive study on the study of use and nonuse of public libraries in the Presidency Division of West Bengal.

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# Community Attitude towards Public Libraries

This chapter intends to bring out the attitude of the community members, both users and nonusers, about the public libraries around them. The responses gathered here from the users and nonusers from five districts under Presidency Division in West Bengal. Public libraries are community institutions and they try to serve the community with their resources and services to fulfil informative, recreational and cultural needs (D'Elia, 1980). The essential aspect in this regard is to assess the existence and activities of these public libraries from the perceptions of the community members (Kim & Kim, 2014; Kim & Kwon, 2020). The very image it upholds through its services and resources creates the bond with the community (Levien, 2011).

## 3.2 Objective

The study had attempted to identify the attitude of the community members about the public library functioning around them. To be specific, the functions of this study were:

i)   to identify community members' attitude about the public libraries; and

ii)  to know their awareness about various programmes and services of the public libraries.

## 3.3 Data analysis and findings

The findings obtained by analysing the data, collected so far from the survey on the community members, are discussed below:

### 3.3.1 Existence of public library

The respondents have been asked whether they are aware about the existence of any public library near to their locality. The table 3.3.1 below describes the awareness of the community members about the existence of the public libraries.

Table 3.3.1 – Existence of public libraries

|  |  |  | Aware about existence of nearest public library | | Total |
|---|---|---|---|---|---|
|  |  |  | Yes | No |  |
| Public Library Use Status | User | Count | 250 | 0 | 250 |
|  |  | % | 100.0% | 0.0% | 100% |
|  | Nonuser | Count | 151 | 9 | 160 |
|  |  | % | 94.3% | 5.6% | 100% |
| Total | | Count | 401 | 9 | 410 |
|  |  | % | 97.8% | 2.1% | 100% |

From the above table, it is evident that the public library users are naturally aware about the existence of the public library and the share is 100 per cent. Among the nonusers of public library 94.3 per cent know about the existence of a public library, but 5.6 per cent nonusers do not know where their nearest public library exists. This result is significant enough to show that there is a gap in promoting library to each and every one of the community.

### 3.3.2 Familiarity with the public library premises

Public library is generally established at a place where community members can meet, gather and reach easily. The library building makes an impact on the community members with its physical presence. Familiarity with the library premises is essential in studying awareness about libraries (Karkee & Majumder, 2014). table 3.3.2.

Table 3.3.2 – Familiarity with the library premises

| | | | Familiarity with the library premises | | |
|---|---|---|---|---|---|
| | | | Yes | No | Total |
| Public Library Use Status | Yes | Count | 250 | 0 | 250 |
| | | % | 100% | 0.0% | 100% |
| | No | Count | 148 | 12 | 160 |
| | | % | 92.5% | 7.5% | 100% |
| Total | | Count | 398 | 12 | 410 |
| | | % | 97.0% | 2.9% | 100% |

Table 3.3.2 deals with the respondents' familiarity of the public library building. The table shows that among 250 users 100 per cent have seen the building. On the other hand, 92.5 per cent nonusers have also seen the library building and 7.5 per cent belong to the category that they have never seen the library building. The findings indicate that a major portion of the community members are aware about the library premises and in spite of that they do not make use of them.

### 3.3.3 Distance from public library

In multiple studies distance from public library has been treated as a factor responsible behind use or nonuse of public library (Japzon & Gong, 2005; Sridhar, 1994). In this study also the responses have been gathered from the community members regarding the distance from public library and tabulated in table 3.3.3 below.

Table 3.3.3 – Distance from the public library

| | | | Distance from the public library | | | |
|---|---|---|---|---|---|---|
| | | | Within 1km. | 1km. to 2km. | More than 2km | Total |
| Public Library Use Status | User | Count | 102 | 35 | 113 | 250 |
| | | % | 40.8% | 14.0% | 45.2% | 100% |
| | Nonuser | Count | 68 | 35 | 57 | 160 |
| | | % | 45.6% | 15.4% | 30.9% | 100% |
| Total | | Count | 170 | 70 | 170 | 410 |
| | | % | 41.4% | 17.0% | 41.4% | 100% |

In table 3.3.3, 40.8 per cent users belong to the distance that ranges within one kilo meter from their residence, 14 per cent are from one km. to two km. of distance and 45.2 per cent belong to the distance of more than 2km. Among the nonusers 45.6 per cent are from the areas covering within one km. of distance, 15.4 per cent are from the distance between one – two km. and 30.9 per cent are from the distance of more than two kms.

### 3.3.4 Time takes to reach the public library

The population for this study was asked to a question on what amount of time might take to reach a public library near to them. The responses have been tabulated in the table 3.3.4 below.

Table 3.3.4 - Time takes to reach the public library

| | | | Time may take to reach the library | | | |
|---|---|---|---|---|---|---|
| | | | Up to 30 minutes | Up to 45 minutes | Up to 1 hour | Total |
| Public Library Use Status | User | Count | 137 | 78 | 35 | 250 |
| | | % | 54.8% | 31.2% | 14.0% | 100% |
| | Nonuser | Count | 68 | 58 | 34 | 160 |
| | | % | 42.5% | 36.2% | 21.2% | 100% |
| Total | | Count | 205 | 136 | 69 | 410 |
| | | % | 50.0% | 33.1% | 16.8% | 100% |

Varied responses from the respondents on amount of time taken to reach by the users to the nearest public library shows that 54.8 per cent may reach within 30 minutes, 31.2 per cent may reach within 45 minutes and 14 per cent users may take time up to one hour to reach a public library. Among the nonusers 42.5 per cent may reach a public library within 30 minutes, 36.2 per cent may reach within 45 minutes and 21.2 per cent may reach within one hour of time.

### 3.3.5 Facilities provided by the public library

Public libraries are free for all. It offers multiple free facilities and services to the community members. In this survey the respondents have been asked with the question if they are aware about the free services and facilities provided by the public library and the responses have been displayed in table 3.3.5 as follows.

Table 3.3.5 - Facilities provided by the public library

| | | | Awareness about facilities available at public library | | Total |
| | | | Yes | No | |
|---|---|---|---|---|---|
| Public Library Use Status | User | Count | 250 | 0 | 250 |
| | | % | 100.0% | 0.0% | 100% |
| | Nonuser | Count | 102 | 58 | 160 |
| | | % | 63.7% | 36.2% | 100% |
| Total | | Count | 352 | 58 | 410 |
| | | % | 85.8% | 14.1% | 100% |

From the data in the table 3.3.5 it is evident that the users are naturally aware about the free facilities and services provided by the public libraries. But among the nonusers 63.7 per cent are aware of the free facilities and services but they do not use them and 36.2 per cent are unaware about the available facilities and services from public libraries.

### 3.3.6 Programmes organised by public library

Organisation of different types of programmes beside regular services is an integral part of public library activities (Bandyopadhyay, 2008). Table 3.3.6 below shows community awareness about various socio-cultural programmes by public libraries except their regular services.

Table 3.3.6- Awareness about extension programmes organised by public libraries

| | | | Aware about extension programmes organized by public libraries | | Total |
| | | | Yes | No | |
|---|---|---|---|---|---|
| Public Library Use Status | User | Count | 222 | 28 | 250 |
| | | % | 88.8% | 11.2% | 100% |
| | Nonuser | Count | 76 | 84 | 160 |
| | | % | 47.5% | 52.5% | 100% |
| Total | | Count | 298 | 112 | 410 |
| | | % | 72.6% | 27.3% | 100% |

The above table 3.3.6 deals with the responses on awareness about different programmes organised by public library, shows that 88.8 per cent users are aware and

11.2 per cent are unaware of it. Among the nonusers 47.5 per cent are aware of various programmes organised by public library and 52.5 per cent are quite unaware of the programmes. From the total 410 respondents 27.3 per cent are unaware about the programmes.

### 3.3.7 Library authority's promotional appeal for using libraries

Public relation is primary task of any community organisation and to promote the services and use of library resources is of immense value. Willingness to become a library member largely depends on developing library awareness among the community members (Karkee & Majumder, 2014). The responses are given below in table 3.3.7.

Table 3.3.7 – Appeal made by library authority for using the library

| | | | Appeal made by library authority to use or visit the public library | | |
|---|---|---|---|---|---|
| | | | Yes | No | Total |
| Public Library Use Status | User | Count | 102 | 148 | 250 |
| | | % | 40.8% | 59.2% | 100% |
| | Nonuser | Count | 23 | 137 | 160 |
| | | % | 14.4% | 85.6% | 100% |
| Total | | Count | 125 | 285 | 410 |
| | | % | 30.5% | 69.5% | 100% |

Table 3.3.7 shows that 40.8 users have given positive response that they have been appealed or communicated to become user of public library and 59.2 per cent users have responded negatively. At the same time 14.4 per cent nonusers have been communicated to become user of library, although they have not become so and 85.6 per cent nonusers are not appealed or communicated anyway to use or visit the public library.

### 3.3.8 Negative perception about public library

Any negative perception towards libraries have impact on the surrounding people in accessing and visiting a library (Levien,2011). In response to the question of any negative idea or experience from the public library the respondents' answers have been tabulated below in table 3.3.8.

Table 3.3.8 – Negative perception about public library

| | | | Negative perception about public library | | |
|---|---|---|---|---|---|
| | | | Yes | No | Total |
| Public Library Use Status | User | Count | 58 | 192 | 250 |
| | | % | 23.2% | 76.8% | 100% |
| | Nonuser | Count | 34 | 126 | 160 |
| | | % | 21.3% | 78.8% | 100% |
| Total | | Count | 92 | 318 | 410 |
| | | % | 22.4% | 77.6% | 100% |

Table 3.3.8 shows that out of 250 public library users 23.2 per cent are with positive response that they have experienced or idea of some negativity about public library system and services and 76.8 per cent users' do not have any negative idea. From the nonusers' category, 21.3 per cent are with negative idea only and 78.8 per cent do not have and negative idea or experience about public library.

### 3.3.9 Family members' use of public library

The result of the answer of the question whether the respondents' family members use any public library as it impacts upon other members of the family regarding the use or nonuse behaviour of public library. Family members' involvement with public library comprises a great deal in building library awareness (Karkee & Majumder, 2014). The responses have been tabulated below in table 3.3.9.

Table 3.3.9 - Family members' use of public library

| | | | Family members' use of public library | | |
|---|---|---|---|---|---|
| | | | Yes | No | Total |
| Public Library Use Status | User | Count | 90 | 160 | 250 |
| | | % | 36.0% | 64.0% | 100% |
| | Nonuser | Count | 46 | 114 | 160 |
| | | % | 28.7% | 71.3% | 100% |
| Total | | Count | 136 | 274 | 410 |
| | | % | 33.2% | 66.8% | 100% |

Table 3.3.9 shows that out of 250 users 36 per cent users' family members are associated with or uses public library and 64 per cents users' family members do not

use library. Among the160 nonusers 28.7 per cent respondents' family members use public library and 71.3 per cent nonusers' family members do not use any public library.

### 3.3.10 View on public library as essential for community

Public libraries are catalysts for development of community (Madu, Onyeneke, & Azubogu, 2018). It is essential to learn about the responses from the community members about their view regarding public library as an essential component in the society and this question has been asked to the respondents and the result has been tabulated below in table 3.3.10.

Table 3.3.10- View on public library as essential for community

| | | | Belief in public library is essential for community | | | |
|---|---|---|---|---|---|---|
| | | | Yes | No | Unanswered | Total |
| Public Library Use Status | User | Count | 225 | 0 | 25 | 250 |
| | | % | 90.0% | 0.0% | 10.0% | 100% |
| | Nonuser | Count | 103 | 12 | 45 | 160 |
| | | % | 64.4% | 7.5% | 28.1% | 100% |
| Total | | Count | 328 | 12 | 70 | 410 |
| | | % | 80.0% | 2.9% | 17.1% | 100% |

From table 3.3.10 it is evident that 90 per cent users have expressed their positive response that public library is essential for community, 10 per cent have replied that they do not know whether essential or not. On the other hand, 64.4 per cent nonusers also view public library as essential for community, 12 per cent nonusers think public library is not essential for community and 28.1 per cent are unanswered to the to the point.

## 3.4    Conclusion

Public libraries function and are managed by the policy framed by the authorities of different hierarchy. To conclude on the analysis of this chapter, the study finds that a minor portion of nonusers even do not know about the existence of any public library in their locality. This outcome may be a factor behind nonuse. Again, out of 160 nonusers 12 respondents have not even seen the library premises. Majority of the users are from the distance within 1 km. and more than 2 km from public library. Nonusers

are also majorly comprising from within the distance of 1 km from public library. The study finds that 36.2 per cent nonusers do not know about the free facilities and services provided by public libraries. Majority of users are aware about the socio-cultural programmes organized by public libraries. But majority of the nonusers are unaware about the programmes arranged by public libraries. The analysis also indicates that the promotional activities or library extensional activities to be accelerated as majority of nonusers have never been appealed to visit the public libraries. A certain proportion of users and nonusers have negative ideas about public libraries. Strikingly, majority of the users and nonusers' family members do not visit or use public libraries. The analysis of data finds that majority of users and nonusers still believe that public libraries are essential for community.

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# Information Behaviour of Public Library Users and Nonusers

Need for information may seem to be a very simplistic issue to many of us as our present life is moulded by all-encompassing information environment (Glorieux, Kuppens, & Vandebroeck, 2007). Like food, people need supply of information constantly as information is the nutrition for mind and it fuels learning and creates the base of knowledge (Ford, 2015). With the rapid changes of information resources and technology, information behaviour has also passed through gradual changes. Public libraries as gateway to information must response to the need of information of the community members. Public libraries gradually have been experiencing changes in information behaviour of the community members and thus try to cope up with these changes for being proved to be valid destinations for informative and reading purposes. Information behaviour of the community members is vital in the assessment of user experience (Vakkari, 2008) and nonuse reasons of public library services and the data gathered here no doubt have focussed on the pertinent issues.

## 4.2 Objective

This study was intended to learn the information behaviour of the community members. To be more precise, this study had made an attempt:

    i) to know the areas of information behaviour of the public library users and nonusers; and

    ii) to learn about the self-perception about different aspects of information.

## 4.3    Data analysis and findings

The data gathered through the survey of community members was analyzed, and the findings are presented below.

### 4.3.1 Specific need for information

The table presents data on the self-perception of the community members' specific area of information need. Public libraries as information gateway or information provider try to meet the information need of the community members. The table below presents the responses from the respondents about their particular area of information need.

Table 4.3.1 Response towards specific need for information

|  |  |  | Response of having specific need for information | | | |
|---|---|---|---|---|---|---|
|  |  |  | Yes | No | Unanswered | Total |
| Public Library Use Response | User | Count | 238 | 0 | 12 | 250 |
|  |  | % | 95.2% | 0.0% | 4.8% | 100.0% |
|  | Nonuser | Count | 80 | 0 | 80 | 160 |
|  |  | % | 50.0% | 0.0% | 50.0% | 100.0% |
| Total | | Count | 318 | 0 | 92 | 410 |
|  |  | % | 77.5% | 0.0% | 22.4% | 100.0% |

Table 4.3.1 shows that majority (95.2 per cent) of the public library users have clearly expressed that they have specific need for information. 4.8 per cent users have been unanswered that they have information need but that is not so clear. In case of the nonusers of public library 50 per cent respondents have expressed that they have specific information need and other 50 per cent are unanswered.

### 4.3.2 Area of information need

According to the individual life-style, area of activity and life-goal information need differs. At the same time information facilities and resources available and accessible to an individual shape the information need. Public library uses or nonuse is associated with the awareness about available information from the libraries (Karkee

& Majumder, 2014). The present table presents data gathered from the study on the respondents' areas of information need.

Table 4.3.2 Area of information need

| | | | Areas of information need | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | | Livelihood and Financial | Health | Socio-Cultural | Psychological | Political | Other | Total |
| Public Library Use Response | User | Count | 93 | 25 | 55 | 11 | 36 | 30 | 250 |
| | | % | 37.2% | 10.0% | 22.0% | 4.4% | 14.4% | 12.0% | 100.0% |
| | Nonuser | Count | 53 | 27 | 30 | 19 | 22 | 9 | 160 |
| | | % | 33.1% | 16.8% | 18.7% | 11.8% | 13.7% | 5.6% | 100.0% |
| Total | | Count | 146 | 52 | 85 | 30 | 58 | 39 | 410 |
| | | % | 35.6% | 12.6% | 20.7% | 7.3% | 14.1% | 9.5% | 100.0% |

In the above Table 4.3.2 it is evident that 37.2 per cent users need information on livelihood and financial aspects of life. 10 per cent users seek health-related information, 22 per cent users seek information in the field of socio-cultural sphere, 4.4 per cent from psychology-related information, 14.4 per cent respondents need political information and 12 per cent users need information from other areas. Among the public library nonusers, 33.1 per cent seek information on livelihood and financial information, 16.8 per cent on health-related information, 18.7 per cent need socio-cultural information, 11.8 percent seek information from the area of psychology, 13.7 per cent from political and 5.6 per cent from other areas.

### 4.3.3   Fulfilment of information need

Public libraries are there in the community to fulfil information, reading and cultural need of the people. The study here tries to gather the responses whether the information need has been fulfilled or not from the public library users and nonusers and the table below presents the result.

Table 4.3.3 –Fulfilment of information need

| | | | Response regarding fulfilment of information need | | | |
| | | | Yes | No | Unanswered | Total |
|---|---|---|---|---|---|---|
| Public Library Use Response | User | Count | 90 | 93 | 67 | 250 |
| | | % | 36.0% | 37.2% | 26.8% | 100.0% |
| | Nonuser | Count | 80 | 69 | 11 | 160 |
| | | % | 50.0% | 43.1% | 6.9% | 100.0% |
| Total | | Count | 170 | 162 | 78 | 410 |
| | | % | 41.5% | 39.5% | 19.0% | 100.0% |

Table 4.3.3 shows that out of 250 public library users 36 per cent have expressed that their information need is fulfilled, 37.2 per cent respondents' information need is unfulfilled and 26.8 percent is unanswered whether their information need has been fulfilled or not. On the other hand, amongst the 160 nonusers 80 respondents' (50 per cent) information need is fulfilled, 43.1 per cent are with unfulfilled information need and 6.9 per cent do not know whether their information need if fulfilled or not.

### 4.3.4 Availability of information facilities at home or workplace

The study here tries to know the information facilities like- broadcast media, print media and internet access, available and accessible by the respondents at their home or workplace. Availability of information facilities help to get involved in information activities and impacts on information behaviour. More and more exposure to information facilities may have certain impact on an individual's information behaviour. The table below presents the result as follows.

Table 4.3.4 - Information facilities available at home or workplace

| | | | Broadcast Media only | Broadcast Media and internet access | Print Media only | Print Media and Internet | Broadcast Media and Print Media | Only internet access | All of these | Total |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | Availability of information facilities at home or workplace | | | | |
| Public Library Use Response | User | Count | 17 | 35 | 7 | 21 | 38 | 29 | 103 | 250 |
| | | % | 6.8% | 14.0% | 2.8% | 8.4% | 15.2% | 11.6% | 41.2% | 100.0% |
| | Nonuser | Count | 19 | 47 | 6 | 14 | 15 | 30 | 29 | 160 |
| | | % | 11.8% | 29.3% | 3.7% | 8.7% | 9.3% | 18.7% | 18.1% | 100.0% |
| Total | | Count | 36 | 82 | 13 | 35 | 53 | 59 | 132 | 410 |
| | | % | 8.7% | 20.0% | 3.1% | 8.5% | 12.9% | 14.3% | 32.1% | 100.0% |

Table 4.3.4 discloses that among the total 250 users of public libraries 41.2 per cent have all the information facilities, that is, broadcast media, print media and internet or online media. 6.8 per cent with only broadcast media, 14 per cent are with broadcast and internet, 2.8 per cent are with only print media, 8.4 per cent respondents are with print and internet, 15.2 per cent have broadcast and print media and 11.6 per cent have the facilities of internet or digital media only. Among the nonusers 11.8 per cent have only broadcast media, 29.3 per cent have broadcast and internet, 3.7 per cent have only print media facilities, 8.7 per cent have print media and internet, 9.3 per cent have broadcast and print media, 18.7 per cent have facilities of internet only and 18.1 per cent have all the facilities of information.

### 4.3.5    Preference to medium of information

The study tries to learn from the respondents about their preferred media in information search and use. Information behaviour of an individual largely bases on

the preferred media for required information. The result has been presented and analysed below.

Table 4.3.5 - Preferred medium of information

| | | | Print Media | Digital Media | Both Print and Digital | Broadcast | Other | Total |
|---|---|---|---|---|---|---|---|---|
| Public Library Use Response | User | Count | 11 | 47 | 135 | 46 | 11 | 250 |
| | | % | 4.4% | 18.8% | 54% | 18.4% | 4.4% | 100.0% |
| | Nonuser | Count | 33 | 35 | 59 | 22 | 11 | 160 |
| | | % | 20.6% | 21.8% | 36.8% | 13.7% | 6.8% | 100.0% |
| Total | | Count | 44 | 82 | 194 | 68 | 22 | 410 |
| | | % | 10.7% | 20% | 47.3% | 16.5% | 5.3% | 100.0% |

Table 4.3.5 shows that there are 250 users of public library and 150 nonusers. Among the users 4.4 per cent prefer print media, 18.8 per cent prefer digital media, 54 per cent prefer both print and digital media equally, 46 (18.4 per cent) prefer broadcast media and 11 (4.4 per cent) prefer other media. Among the nonusers 20.6 per cent prefer print media, 21.8 per cent prefer digital media, 36.8 per cent prefer both digital and print media, 13.7 per cent prefer broadcast media and 6.8 per cent prefer other media for their required information.

### 4.3.6 Book collection at home

Books as recordings of information and ideas are time-tested medium. To own such book collection at home may impact an individual's information behaviour. The table below presents the responses regarding the existence of book collection at their own.

Table 4.3.6 - Book collection at home

| | | | Yes | No | Total |
|---|---|---|---|---|---|
| Public Library Use Response | User | Count | 144 | 106 | 250 |
| | | % | 57.6% | 42.4% | 100.0% |
| | Nonuser | Count | 91 | 69 | 160 |
| | | % | 56.9% | 43.1% | 100.0% |
| Total | | Count | 235 | 175 | 410 |
| | | % | 57.3% | 42.6% | 100.0% |

Table 4.3.6 indicates that out of 250 public library users 144 (57.6 per cent) have their book collection at home and 106 (42.4 per cent) do not have any such book collection at their home. Among 160 nonusers 91 (56.9 per cent) have book collection and 69 (43.1 per cent) do not have book collection at their home. It could be summarised that among the total respondents (410), 57.3 per cent have book collection and 42.6 per cent do not have book collection.

### 4.3.7 Access to ICT gadget

Information Communication Technology (ICT) gadgets are technological appliances or devices which are used to search, retrieve, share and gather information. Access to ICT gadgets helps to manipulate information and that may have certain impact on an individual's information behaviour. The study has gathered data from the respondents and has been presented below.

Table 4.3.7 – Access to ICT gadgets

|  |  |  | Have any gadget to access digital information | | |
|---|---|---|---|---|---|
|  |  |  | Yes | No | Total |
| Public Library Use Response | User | Count | 241 | 9 | 250 |
|  |  | % | 96.4% | 3.6% | 100.0% |
|  | Nonuser | Count | 137 | 23 | 160 |
|  |  | % | 85.6% | 14.4% | 100.0% |
| Total | | Count | 378 | 32 | 410 |
|  |  | % | 92.1% | 7.8% | 100.0% |

Table 4.3.7 shows that out of 410 respondents 250 Users and 160 Nonusers. 241 (96.4%) users have ICT gadget to access digital information. Out of 160 nonusers, 137 (85.6%) have ICT gadget to access digital information and 23 (14.4%) have no any ICT gadget to access digital information. It is concluded that out of 410 respondents, 378 (92.1%) have ICT gadget to access digital information and 32 (7.8%) have no any ICT gadget to access digital information.

**4.3.8    Reading on Internet**

Internet with its inherent features presented an array of medium to communicate ideas across the globe. People access internet for multiple purposes. In the context of public library use and nonuse the habit of reading on internet is an important information behaviour. In this study it is an approach to find the trend of reading on internet and the result has been tabulated below.

Table 4.3.8 - Reading on internet

|  |  |  | Reads on internet | | |
|---|---|---|---|---|---|
|  |  |  | Yes | No | Total |
| Public Library Use Response | User | Count | 226 | 24 | 250 |
|  |  | % | 90.4% | 9.6% | 100.0% |
|  | Nonuser | Count | 102 | 58 | 160 |
|  |  | % | 63.7% | 36.3% | 100.0% |
| Total |  | Count | 328 | 82 | 410 |
|  |  | % | 80.0% | 20.0% | 100.0% |

Table 4.3.8 shows that out of 250 users, 226 (90.4%) users read on internet and 24 (9.6%) users do not read on internet. And out of 160 nonusers, 102 (63.7%) nonusers read on internet and 58 (36.3%) nonusers do not read on internet. It could be observed from the above table that out of 410 respondents, 328 (80.0%) read on internet and 82 (20.0%) do not read on internet.

**4.3.9    Social media account**

Internet with its all-pervasive presence in the field communication rapidly has been taking much space. Social media platforms steadily put their marks in everyday life in community. The study while studying the information behaviour of the community members, tries to find out the attachment with social media. The data has been presented in the table below.

Table 4.3.9 - Respondents' social media account

|  |  |  | Whether have social media account | | |
|---|---|---|---|---|---|
|  |  |  | Yes | No | Total |
| Public Library Use Response | User | Count | 203 | 47 | 250 |
|  |  | % | 81.2% | 18.8% | 100.0% |
|  | Nonuser | Count | 103 | 57 | 160 |
|  |  | % | 64.4% | 35.6% | 100.0% |
| Total |  | Count | 306 | 104 | 410 |
|  |  | % | 74.6% | 25.4% | 100.0% |

Table 4.3.9 reveals that out of 250 users, 203 (81.2%) have Social Media account and 47 (18.8%) have no social media account. And out of 160 nonusers, 103 (64.4%) have social media account and 57 (35.6%) have no social media account. It could be observed that out of 410 respondents 306 (74.6%) have social media account and 104 (25.4%) have no social media account.

### 4.3.10 Time spent on social media use

Modern ICT with their gradual changes and newer approaches in the field communication, involvement, participation and entertainment, has been adept with grabbing certain time put its mark in an individual's daily activities. Time spent by an individual in using social media may shape information behaviour to some extent and the study gathers data from the respondents and presented in the below table.

Table 4.3.10 Time spent on social media use

|  |  |  | Amount of time spent on social media per day | | | | |
|---|---|---|---|---|---|---|---|
|  |  |  | Up to One Hour | Up to Two Hours | Up to Three Hours | More than three Hours | Total |
| Public Library Use Response | User | Count | 11 | 103 | 78 | 11 | 203 |
|  |  | % | 5.4% | 50.7% | 38.4% | 5.4% | 100.0% |
|  | Nonuser | Count | 12 | 46 | 34 | 11 | 103 |
|  |  | % | 11.7% | 44.7% | 33.0% | 10.7% | 100.0% |
| Total |  | Count | 23 | 149 | 112 | 22 | 306 |
|  |  | % | 7.5% | 48.6% | 36.6% | 7.1% | 100.0% |

Table 4.3.10 shows that out of 203 users who have social media account, 5.4 per cent spend up to one hour every day, 50.7 per cent spend up to two hours, 38.4 per cent spend up to three hours and 5.4 per cent spend more than three hours in social media every day. And out of 103 nonusers who uses social media, 11.7 per cent spend up to one hour, 44.7 per cent up to two hours, 33.0 per cent spend up to three hours and 10.7 per cent spend more than three hours of time using social media daily.

### 4.3.11   Preference towards sources of information

Public libraries try to cope up with the requirements of information, reading and recreational needs of the community members by making available various types of media. The use and nonuse of the public library is related to the media choice of the public and thus the study of their first attempt or priority of media in using information is crucial in this regard. The gathered data has been presented in the table below.

Table 4.3.11- Preference towards source of information

| | | | Preference towards medium of information media | | | | | |
|---|---|---|---|---|---|---|---|---|
| | | | Documentary Source | Broadcast Media | Internet | Organisation | Human Resource | Total |
| Public Library Use Response | User | Count | 38 | 58 | 96 | 37 | 21 | 250 |
| | | % | 15.2% | 23.2% | 38.4% | 14.8% | 8.4% | 100.0% |
| | Nonuser | Count | 18 | 45 | 64 | 16 | 17 | 160 |
| | | % | 11.2% | 28.1% | 40.0% | 10.0% | 10.6% | 100.0% |
| Total | | Count | 56 | 103 | 160 | 53 | 38 | 410 |
| | | % | 13.6% | 25.1% | 39.0% | 12.9% | 9.2% | 100.0% |

Table 4.3.11 reveals that out of 250 users of public libraries 38 (15.2 per cent) approaches to documentary sources of information, 58 (23.2 per cent) approach broadcast media, 96 (38.4 per cent) attempts on internet, 14.8 per cent organisational sources and 8.4 per cent on human resources as their first attempt for information search. On the other hand, among 160 nonusers 198 (11.2 per cent) attempts over documentary sources of information, 45 (28.1 per cent) from broadcast media, 40.0 per cent from internet, 10.0 per cent from organisational sources of information and

10.6 per cent attempt on human sources of information for their first attempt to a query.

### 4.3.12  Cost of information as a barrier

Access to information is sometimes become harder due to the cost of information. Public libraries are with the objectives of providing information free of cost to the public. The study here presents the opinions of the public library users and nonusers whether the cost of information creates any barrier in accessing their required information or not.

Table 4.3.12 - Cost of information as a barrier

| | | | Cost of information is barrier to use more information | | | |
|---|---|---|---|---|---|---|
| | | | Yes | No | Unanswered | Total |
| Public Library Use Response | User | Count | 147 | 0 | 103 | 250 |
| | | % | 58.8% | 0.0% | 41.2% | 100.0% |
| | Nonuser | Count | 69 | 23 | 68 | 160 |
| | | % | 43.1% | 14.4% | 42.5% | 100.0% |
| Total | | Count | 216 | 23 | 171 | 410 |
| | | % | 52.7% | 5.6% | 41.7% | 100.0% |

Table 4.3.12 shows that out of 250 users, 147 (58.8%) said that cost of information is barrier to them and 103 (41.2%) don't know that cost of information is barrier to them. And out of 160 nonusers, 69 (43.1%) said that cost of information is barrier to them, 23 (14.4%) said that cost of information is not barrier to them and 68 (42.5%) are unanswered that cost of information is barrier to them. It is inferred from the table that out of 410 respondents, 216 (52.7%) said that cost of information is barrier to them, 23 (5.6%) said that cost of information is not barrier to them and 171 (41.7%) respondents remain unanswered regarding whether cost of information is barrier to them.

### 4.3.13  Response regarding time- consuming information

Every information system including public libraries designs its information services to meet the information need of the users. But the ease of access is a prerequisite to any information system. The amount of time an individual wants to spend for some specific information is a crucial issue for any kind of information system.

Table 4.3.13 - Response regarding time-consuming information

| | | | If it requires lot of time to get information, then refuse? | | | |
|---|---|---|---|---|---|---|
| | | | Yes | No | Unanswered | Total |
| Public Library Use Response | User | Count | 137 | 102 | 11 | 250 |
| | | % | 54.8% | 40.8% | 4.4% | 100.0% |
| | Nonuser | Count | 91 | 69 | 0 | 160 |
| | | % | 56.9% | 43.1% | 0.0% | 100.0% |
| Total | | Count | 228 | 171 | 11 | 410 |
| | | % | 55.6% | 41.7% | 2.7% | 100.0% |

Table 4.3.13 shows that 54.8 per cent users of public library among the 250 total users surveyed here are with the opinion that they would refuse to wait for an information if takes much time. 40.8 per cent users will not refuse to wait for information they require and 4.4 per cent of users are unanswered. The table further shows that among the nonusers 56.9 per cent want to refuge and 43.1 per cent will not refuse for a specific information if it takes much time. The table further reveals that 55.6 per cent of the total respondents are not willing to wait for much time for a specific information.

**4.3.14  Dealing of doubtful information**

In this present information society, credibility and validity of information is of immense importance. Public libraries are with the principles to assure authentic information. The study tries to gather responses in face of doubtful information by the respondents, and the table below shows the result.

Table 4.3.14 – Dealing of doubtful information

| | | | Response in the face of doubtful information | | | | |
|---|---|---|---|---|---|---|---|
| | | | Avoid | Ask a Person | Check/verify | Unanswered | Total |
| Public Library Use Response | User | Count | 71 | 45 | 123 | 11 | 250 |
| | | % | 28.4% | 18.0% | 49.2% | 4.4% | 100.0% |
| | Nonuser | Count | 22 | 80 | 34 | 24 | 160 |
| | | % | 13.8% | 50.0% | 21.3% | 15.0% | 100.0% |
| Total | | Count | 93 | 125 | 157 | 35 | 410 |
| | | % | 22.7% | 30.4% | 38.3% | 8.5% | 100.0% |

Table 4.3.14 shows that out of 250 users of public libraries, 71 (28.4 per cent) will avoid any doubtful information, 45 (18.0 per cent) will ask a person, 123 (49.2 per cent) will check the source or verify with other authentic sources, and 11 (4.4 per cent) remains unanswered what to do in the face of any doubtful information. And among the 160 nonusers, 22 (13.8 per cent) will avoid, 80 (50.0 per cent) ask a person, 34 (21.3 per cent) will verify, and 24 (15.0per cent) remains unanswered regarding what to do in the face of doubtful information.

### 4.3.15   Response on lack of skill in information handling

Information is essential for each and everyone in this all-encompassing information society. The present study tries to gather responses from the respondents regarding their opinion in the face of doubtful information for checking credibility of information.

Table 4.3.15 – Response on lack of skill in information handling

| | | | Lack of skill in information handling | | | |
|---|---|---|---|---|---|---|
| | | | Yes | No | Unanswered | Total |
| Public Library Use Response | User | Count | 136 | 103 | 11 | 250 |
| | | % | 54.4% | 41.2% | 4.4% | 100.0% |
| | Nonuser | Count | 114 | 46 | 0 | 160 |
| | | % | 71.3% | 28.7% | 0.0% | 100.0% |
| Total | | Count | 250 | 149 | 11 | 410 |
| | | % | 61.0% | 36.3% | 2.7% | 100.0% |

Table 4.3.15 shows that out of 250 users, 136 (54.4%) feel that they have lack of skill regarding information handling, 103 (41.2%) feel that they have skill regarding information handling and 11 (4.4%) feel that they don't know. And out of 160 nonusers, 114 (71.3%) feel that they have lack of skill regarding information handling, 46 (28.7%) feel that they have skill regarding information handling. Out of 410 respondents, 250 (60.0%) feel that they have lack of skill regarding information handling, 149 (36.3%) feel that they have skill regarding information handling and 11 (2.7%) are unanswered.

### 4.3.16 Perception towards abundance of information

The table attempts to gather self-perception from the respondents about their reactions towards abundance of information. Advent of internet has opened the floodgate of information creation and information sharing, and dissemination of information passes through strong and cohesive networks in certain situations of information abundance (Darr & Pretzsch, 2008). The study tries to gather the self-perception of the respondents toward abundance of information.

Table 4.3.16 - Response regarding abundance of information

| | | | Feeling of abundance of information | | | |
|---|---|---|---|---|---|---|
| | | | Yes | No | Unanswered | Total |
| Public Library Use Response | User | Count | 125 | 88 | 37 | 250 |
| | | % | 50.0% | 35.2% | 14.8% | 100.0% |
| | Nonuser | Count | 80 | 47 | 33 | 160 |
| | | % | 50.0% | 29.4% | 20.6% | 100.0% |
| Total | | Count | 205 | 135 | 70 | 410 |
| | | % | 50.0% | 32.9% | 17.1% | 100.0% |

It is found from table 4.3.16 that out of 250 users, 125 (50.0%) users feel there is abundance of information, 88 (35.2%) users feel there is no abundance of information and 37 (14.8%) feel there may be abundance of information. And out of 160 nonusers, 80 (50.0%) feel there is abundance of information, 47 (29.4%) feel there no abundance of information and 33 (20.6%) feel there may be abundance of information. Out of 410 respondents, 205 (50.0%) feel there is abundance of information, 135 (32.9%) feel there no abundance of information and 70 (17.1%) remain unanswered.

## 4.4    Conclusion

It may be concluded that regarding assertion of specific information need, majority of the public library users (95.2 per cent) response that they have clear and specific information need. Nonusers share 50 per cent of their total towards having specific information need and another 50 per cent are not clear regarding their information

need. The analysis above shows that major share goes to the field of information on livelihood and financial well-being. 37.2 per cent public library users still think that their information need is unfulfilled. Nonusers also majorly suffer from unfulfillment of information need. Users are with accessibility of all three types – print, broadcast and digital media majorly and the nonusers' access dominate broadcast and digital media. Users majorly (54 per cent) prefer print and digital media and nonusers also prefer mostly print and digital media. Majority of nonusers and nonusers hold book collection at home. Users have ICT gadgets mostly and nonusers also have majorly ICT gadgets. The analysis shows that a major share of users read on internet and nonusers also. 81.2 per cent users and 64.4 per cent nonusers have social media account and they spend hours daily majorly on social media. The study finds that internet has become the most satisfying media for information for a major section of library users. Most of the users and nonusers think that cost of information is a barrier to access more information. Again, majority of users and nonusers have expressed that they will refuse to wait for an information if it requires to wait for long. In face of doubtful information, a major section of users wishes to avoid that information. Majority of the nonusers think they lack skill in information handling in this present time. Majority of users and nonusers in their categories think that there is abundance of information. Therefore, such insights obviously matter in respect of public library use and nonuse.

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<div align="right">**Chapter - 5**</div>

# Public Library Usage Pattern

In the public libraries users are the end links or recipients of the information in the communication cycle (Murugan, 2011). Users use these libraries according to their need requirements. This chapter deals with the users' responses regarding their usage pattern of the services and resources of public libraries.

## 5.2    Objective

The present study was intended to understand the public library usage pattern. To be precise, this study attempted to achieve the following.

      i)      To know the usage pattern of public libraries by the users; and

      ii)     To learn about the satisfaction of the users.

## 5.3    Data analysis and findings

The data collected from the users of public libraries through a survey on their usage pattern of libraries was analysed, and the results are presented below.

### 5.3.1    Frequency of library visit

The frequency of visit to library sometimes indicates the intensity of library use. Frequency of visit at a public library is a factor in measuring library use (D'Elia,1980). The survey result has been presented in the table 5.3.1 below.

Table 5.3.1 – Frequency of visit to library

| Frequency of Visit | Number | % |
|---|---|---|
| 1-3 times a week | 12 | 4.8% |
| Monthly | 125 | 50.0% |
| Bi-monthly | 56 | 22.4% |
| Half-Yearly | 23 | 9.2% |
| Infrequent | 34 | 13.6% |
| Total | 250 | 100 % |

Table 5.3.1 shows that frequency of visit to the public library by its users is of varied intensity as only 12 users (4.8 %) visit the library every week. The majority of total 250 uesrs, 125 users (50%) visit the library monthly. Among the total users 22.4 per cent visit bi-monthly, 9.2 per cent visit half-yearly and 13.6 per cent users are infrequent users.

## 5.3.2 Length of library use

The users of public libraries use them for certain period according to their requirements. The present table tries to focus on the users' length of use of libraries.

Table 5.3.2 – Length of library use

| Length of library use | Number | % |
|---|---|---|
| Less than one year | 29 | 11.6% |
| Since one year | 48 | 19.2% |
| For two years | 53 | 21.2% |
| More than two years | 120 | 48.0% |
| Total | 250 | 100% |

From table 5.3.2, it is evident that 11.6 per cent users are with the use duration of less than one year. It indicates that they are the new users of public libraries. 19.2 per cent users are users with more than one year. 21.2 percent users have been using the library services for two years. The table further shows that the majority (48 per cent) of the users has been using the libraries for more than two years.

### 5.3.3 Medium used to reach library

The survey has also gathered data from the library users on their medium used to reach the public library and the result has been presented in the table 5.3.3 as follows.

Table 5.3.3 - Medium used to reach library

| Medium used to reach library | Number | % |
|---|---|---|
| On foot | 68 | 27.2% |
| Cycling/Motorbike | 114 | 45.6% |
| Public transport | 68 | 27.2% |
| Total | 250 | 100% |

In above table 5.3.3, it is found that 27.2 per cent respondents out of 250 public library users reach their preferred public library on foot. 45.6 per cent of the users use their bicycle or motorbike and 27.2 per cent use public transport to reach the public library.

### 5.3.4 Time takes to reach the library

Intensity of need of an individual leads to pursue a service from a system. Public library users also invest certain time to reach the library and access their service according to their intensity of need. The responses on amount of time to reach a library has been categorised into three and these responses have been tabulated in table 5.3.4 as follows.

Table 5.3.4 –Time takes to reach the library

| Amount of time takes to reach library | Number | % |
|---|---|---|
| Within 30 Minutes | 137 | 54.8% |
| Up to 45 minutes | 78 | 31.2% |
| Up to one hour or more | 35 | 14.0% |
| Total | 250 | 100% |

Table 5.3.4 reveals that out of total 250 users 137 (54.8 %) reach their public library within 30 minutes from their residence. 31.2 per cent users take up to 45 minutes to reach the library and 35 users (14.0 %) reach the library by spending up to one hour or more.

### 5.3.5 Purpose of visit to library

Public library as community institute fulfils certain demands and thus becomes purposeful to the community. Zweizig & Dervin (1977) upheld the idea that the purpose of using a library is an individual's need-resolution process. An individual does not merely go to a library, rather he goes to library to satisfy a need that can be fulfilled by visiting the library. To study the purposes of visiting or using a public library the study has gathered the data from the respondents and have been tabulated in table 5.3.5 as follows.

Table 5.3.5 – Purpose of visit to the library

| Purpose of visit to library | Number | % |
|---|---|---|
| To Borrow book | 149 | 59.6% |
| For Children's Reading | 24 | 9.6% |
| Career related information | 68 | 27.2% |
| Recreational need | 89 | 35.6% |
| Attending a program | 103 | 41.2% |
| Access to digital content | 44 | 17.6% |
| Some other specific information need | 67 | 26.8% |

(N=250; multiple responses)

Table 5.3.5 deals with the purpose of visiting the public library by the users and shows that majority of the users' (59.6 per cent) purpose is to borrow books. 41.3 per cent users visit a library for attending a program. 27.2 respondents are with the purpose to seek information on employment or career, 9.6 per cent visit library for their children, 35.6 per cent users to fulfil recreational need, 17.6 per cent are with the purpose of accessing digital information and 26.8 per cent visit library for some specific information need.

**5.3.6    Services used from library**

Library users visit library with specific purpose to fulfil his need. Public libraries provide an array of services designed to serve the community members' need. Different types of public libraries have different types of service provisions, although there are some basic services irrespective of their size and strength. The study here presents the services used by the users of public libraries in table 5.3.6.

Table 5.3.6 –Library services used

| Library Services | Number | % |
|---|---|---|
| Book lending | 171 | 68.4% |
| Information and Reference Service | 113 | 45.2% |
| Children's Section | 58 | 23.2% |
| Reading Room | 108 | 43.2% |
| Digital Resources | 40 | 16.0% |
| As Community Centre | 79 | 31.6% |
| Other Services | 39 | 15.6% |

(N=250; multiple responses)

In the above table 5.3.6, it is evident that out of 250 public library users 68.4 per cent (171) have used book lending facility of the library, 113 users (45.2%) have used information and reference service, 23.2 per cent have accessed children's section, 43.2 per cent have used reading room facility, 16 per cent have used digital resources, 31.6 per cent have used as community centre and 15.6 per cent users have used it for some other specific services.

**5.3.7    Extent of subject areas accessed by users**

The table deals with the responses from the users of libraries regarding their usage on the extent of subject areas. Public libraries try to fulfil the informative requirements of the community members as gateway to information. The table below tabulates the responses.

Table 5.3.7 – Extent of subject areas accessed by users

| Extent of subject areas | Number | % |
|---|---|---|
| Literature | 77 | 30.8% |
| History and Geography | 27 | 10.8% |
| Social Science | 42 | 16.8% |
| Science | 23 | 9.2% |
| Applied science | 13 | 5.2% |
| Generalities | 56 | 22.4% |
| Others | 12 | 4.8% |
| Total | 250 | 100% |

From table 5.37, it is obvious that literature is the highest accessed subject. 30.8 per cent users has accessed resources on literature as their preferred subject form libraries. 10.8 per cent users have used history and geography, 16.8 per cent have used social science, 9.2 per cent has used basic science; 5.2 per cent users have used applied science as their chosen subject from libraries. The table also shows that, 22.4 per cent users have accessed resources on generalities and 4.8 per cent from other subject areas. It is evident from the table that generalities subjects are the second most accessed subject from libraries.

## 5.3.8   Time spent in the library during every visit

Extent of time spent in using a library in every visit comprises the account of library usage. The table tries to present the data on the amount of time a user generally spends on every visit to a library. The table 5.3.8 tabulates the data below.

Table 5.3.8 – Time spent in the library during every visit

| Time spent in library | Number | % |
|---|---|---|
| Less than 30 minutes | 48 | 19.2% |
| Up to one hour | 87 | 34.8% |
| One hour to two hours | 79 | 31.6% |
| More than two hours | 36 | 14.4% |
| Total | 250 | 100% |

Table 5.3.8 shows that 19.2 per cent users spend less than 30 minutes each time they visit the library. 34.8 per cent users spend up to one hour each time they go to the library. The table further shows that, 31.6 per cent users spend up to two hours and 14.4 per cent users spend more than two hours per visit to library.

### 5.3.9 Type of media used by users

Public libraries try to meet varied types of informative, recreational and cultural need of the community by providing different types of media. The present table deals with the users' responses on the media they have used in libraries. Table 5.3.9 presents data below

Table 5.3.9 - Type of media use

| Type of media use | Number | % |
|---|---|---|
| Print Media | 206 | 82.4% |
| Nonprint media | 7 | 2.8% |
| Digital media | 23 | 9.2% |
| Other media | 14 | 5.6% |
| Total | 250 | 100% |

From table 5.3.9, it is evident that 82.4 per cent users have used print media form the libraries. This result clearly indicates that the libraries still mostly based on print media. Only 2.8 per cent users have used resources of nonprint media. 9.2 per cent users have used digital media and 5.6 per cent have used other type of media from the libraries.

### 5.3.10 Experience about the functions of public library

In the study of public library usage, it is important to learn from them the functions of public library as they experience. The users have chosen multiple options. The responses have been presented below in table 5.3.10.

Table 5.3.10 – Functions of public library

| Functions of public library | Number | % |
|---|---|---|
| Leisure utilization | 34 | 13.6% |
| Various collection | 136 | 54.4% |
| Operation of a Program | 102 | 40.8% |
| Community Space | 81 | 32.4% |
| Cultural life | 79 | 31.6% |
| Local Information Centre | 22 | 8.8% |
| Meeting with People | 11 | 4.4% |
| Digital Information | 11 | 4.4% |

(N=250; multiple responses)

Table 5.3.10 discloses that out of 250 users, with their multiple responses, 34 (13.6%) think that proper leisure utilization is the function of public library. Majority of the users (54.4%) has opined that providing various collection for access is the prime function of public library. 40.8 per cent perceive that operation of a specific programme, 32.4 per cent think public library as a community space, 31.6 per cent think it functions as a cultural life, 8.8 per cent experiences that public library functions as a local information centre and 4.4 per cent have perceived that public library functions as meeting place with people and centre for digital information.

**5.3.11  Biasness of library staff**

One of the vital pillars of library triangle is its staff. Ramesh Babu and Parameswaran (1998) studied the attitude of the public library staff towards automation of libraries. The present study has gathered data from the respondents regarding their responses on biasness of library staff and the data has been presented below.

Table 5.3.11 –Biasness of library staff

| Opinion regarding biasness of library staff | **Responses** | **Number** | **%** |
|---|---|---|---|
| | Yes | 24 | 9.6% |
| | No | 145 | 58.0% |
| | Unanswered | 81 | 32.4% |
| | **Total** | **250** | **100.0%** |

The table above shows that 9.6 per cent (24) users out of 250 users think that public library staff are biased to some extent, although majority of users (58%) do not think that library staff are biased and 32.4 per cent users remain unanswered whether library staff are biased or not.

## 5.3.12  Public library use satisfaction

The study intends to learn from the public library user community about their opinion on their satisfaction with public library resources and services. The responses are important as they add significant insights in redefining library resources and services.

Table 5.3.12- Public library use satisfaction

| Variable | Responses | Number | % |
|---|---|---|---|
| | Yes | 181 | 72.4% |
| Satisfied with Public library service | No | 69 | 27.6% |
| | Total | 250 | 100% |

The above table 5.3.12 reveals that out of total 250 library users 181 (72.4%) are satisfied with existing services and resources and 69 users (27.6%) are dissatisfied.

## 5.3.13  Level of satisfaction

The users of public libraries are asked to express their level of satisfaction and the result has been displayed in the table below. The study of satisfaction level is of immense importance as satisfaction adds more inspiration to be involved in the institute and thus the libraries will bear more fruit to the community.

Table 5.3.13 – Responses on level of satisfaction

| Areas of Satisfaction | Level of Satisfaction | | | | Total |
|---|---|---|---|---|---|
| | Strongly Satisfied | Somewhat Satisfied | Somewhat Dissatisfied | Strongly Dissatisfied | |
| Range of Library Services | 65 (26%) | 116 (46.4%) | 47 (18.8%) | 22 (8.8%) | 250 (100%) |
| Library Resources | 88 (35.2%) | 93 (37.2%) | 52 (20.8%) | 17 (6.8%) | 250 (100%) |
| Library staff | 72 (28.8%) | 109 (43.6%) | 42 (16.8%) | 27 (10.8%) | 250 (100%) |
| Library as a Space | 79 (31.6%) | 102 (40.8%) | 39 (15.6%) | 30 (12.0%) | 250 (100%) |
| Overall ambience | 58 (23.2%) | 123 (49.2%) | 53 (21.2%) | 16 (6.4%) | 250 (100%) |

Table 5.3.13 shows that out of 250 users 65 (26 per cent) are strongly satisfied with the range of services provided by public libraries, 116 (46.6 per cent) are somewhat satisfied, 47 (18.8 per cent) somewhat dissatisfied and 22 users (8.8 per cent) are strongly dissatisfied. Regarding public library resources, 35.2 per cent are strongly satisfied, 37.2 per cent are somewhat satisfied, 20.8 per cent are somewhat dissatisfied and 6.8 per cent are strongly dissatisfied. In response to the area of library staff, 28.8 per cent users are strongly satisfied, 43.6 per cent are somewhat satisfied, 16.8 per cent are somewhat dissatisfied and 10.8 per cent are strongly dissatisfied. In respect with public library as a space, 31.6 per cent users are strongly satisfied, 40.8 per cent are somewhat satisfied, 15.6 per cent are somewhat dissatisfied and 12.0 per cent are strongly dissatisfied. The table also discloses that 23.2 per cent users are strongly satisfied with the overall ambience of the public libraries, where 49.2 per cent are somewhat satisfied, and 21.2 per cent users are somewhat dissatisfied and 6.4 per cent are strongly dissatisfied. Therefore, the table provides vital glimpses regarding the public library services, resources, staff, premises and overall ambience of public libraries in the view of their users.

## 5.4    Conclusion

From the analysis of data of this chapter it is found that out of total 410 respondents, 250 (61 %) are users and 160 (39%) are nonusers of public library. The analysis brings out that majority of the users (50%) visit public library monthly. At the same time, majority of the users (59.6%) comes to library with the purpose to borrow a book or other material. From the library services, 68.4 per cent users use book lending service, 45.2 per cent use specific information service, 43.2 per cent use reading room, and 31.6 per cent use the service as community centre. The study finds that among the total 250 users, 181 (72.4%) are satisfied and 69 users (27.6%) are dissatisfied. From the analysis it is further disclosed that majority (58 %) of users cherish the idea that library staff are not biased.

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# Reasons Behind Nonuse of Public Libraries

Nonusers are not the ones who do not have a library to use, but the ones who are wilfully and voluntarily do not use library services and facilities (Slater, 1984). Public libraries are open to all of the community, by principle. The objective of these libraries is to meet the informative, educational, recreational and cultural needs of the society. In reality, for certain reasons a portion of the community members do not access the services or resources of these public libraries. This chapter tries to find out the factors responsible for not using these public libraries by gathering and tabulating the responses from the nonusers.

## 6.2 Objective

The purpose of this study was to investigate the reasons for non-use of public libraries. However, to achieve the objective, an attempt was made to find out the following.

i)     To identify the service-related reasons behind nonuse;

ii)    To know infrastructure-related reasons behind nonuse;

iii)    To find out resource-related reasons behind nonuse;

iv)    To trace socio-economic reasons for not using the public libraries; and

v)     To identify personal reasons behind nonuse of public libraries.

## 6.3    Data analysis and findings

Data gathered from the nonusers of public libraries regarding the reasons of not using a public library has been analysed and interpreted as follows.

### 6.3.1    Service-related reasons behind nonuse

For certain reasons there are nonusers of public library resources, services and facilities. The questions were asked to the nonusers regarding the service-related reasons for what they do not make use of the public libraries. Likert scale (2018) with four points has been used to get the opinion of the nonusers and the responses have been tabulated and presented below.

Table 6.3.1- Service-related reasons behind nonuse

| Sl no. | Reasons | Strongly Agree | Somewhat Agree | Somewhat Disagree | Strongly Disagree | Total |
|---|---|---|---|---|---|---|
| 1. | Library is not opened regularly | 23 (14.3%) | 39 (24.3%) | 33 (20.6%) | 65 (40.6%) | 160 (100%) |
| 2. | Service hour is not suitable | 19 (11.8%) | 28 (17.5%) | 66 (41.2%) | 47 (29.3%) | 160 (100%) |
| 3. | Short Opening Hour | 31 (19.3%) | 50 (31.2%) | 58 (36.2%) | 21 (13.1%) | 160 (100%) |
| 4. | Range of Services are not Suitable | 11 (6.8%) | 23 (14.3%) | 51 (31.8%) | 75 (46.8%) | 160 (100%) |
| 5. | Lack of interesting event | 13 (8.1%) | 28 (17.5%) | 63 (39.3%) | 56 (35.0%) | 160 (100%) |

Table 6.3.1 shows that total nonusers are 160. Out of the total 160 nonusers, 23(14.3 per cent) strongly agree, 39 (24.3 per cent) somewhat agree, 33 (20.6 per cent somewhat disagree) and 65 (40.6 per cent) strongly disagree that library is not opened regularly. This situation leads to nonuse. To the reason that library hour is not suitable, 11.8 per cent strongly agree, 17.5 per cent somewhat agree, 41.2 per cent somewhat disagree and 29.3 per cent strongly disagree. On the reason of short opening hours of public libraries 19.3 per cent strongly agree, 31.2 per cent agree somewhat, 36.2 per cent somewhat disagree and 13.1 per cent strongly disagree. On the other hand, 11 (6.8 per cent) nonusers strongly agree, 14.3 per cent somewhat agree, 31.8 per cent somewhat

disagree and 46.8 per cent strongly disagree with the reason that the services provided by public libraries are not suitable to them. Again, 8.1 per cent nonusers strongly agree, 17.5 per cent somewhat agree, 39.3 per cent somewhat disagree and 35.0 per cent are strongly disagree with the point that there is lack of interesting events by the public libraries.

### 6.3.2 Infrastructure-related reasons behind nonuse

Public libraries are with certain infrastructure to serve the community. The library authority tries to cope up with the demands of its users by developing its infrastructure. The nonusers were asked about the infrastructure of the public libraries and whether reasons related to infrastructure are associated with their nonuse of public libraries. The responses have been tabulated using a four-point Likert scale (2018).

Table 6.3.2- Infrastructure- related reasons behind nonuse of public libraries

| Sl no. | Reasons | Strongly Agree | Somewhat Agree | Somewhat Disagree | Strongly Disagree | Total |
|--------|---------|----------------|----------------|-------------------|-------------------|-------|
| 1. | Absence of Library Staff | 13 (8.1%) | 58 (36.2%) | 50 (31.2%) | 21 (13.1%) | 160 (100%) |
| 2. | Lack of sufficient Staff | 21 (13.1%) | 49 (30.6%) | 55 (34.3%) | 35 (21.8%) | 160 (100%) |
| 3. | Library building is not attractive | 26 (16.2%) | 35 (21.8%) | 38 (23.7%) | 61 (38.1%) | 160 (100%) |
| 4. | Poor Lighting and ventilation | 14 (8.7%) | 37 (23.1%) | 23 (14.3%) | 74 (46.2%) | 160 (100%) |
| 5. | Library is at noisy location | 13 (8.1%) | 28 (17.5%) | 56 (35.0%) | 63 (39.3%) | 160 (100%) |
| 6. | Difficult to Access Library Building | 9 (5.6%) | 23 (14.3%) | 77 (48.1%) | 51 (31.8%) | 160 (100%) |
| 7. | Poor public utility | 7 (4.3%) | 14 (8.7%) | 87 (54.3%) | 52 (32.5%) | 160 (100%) |
| 8. | Not enough seats | 8 (5.0%) | 17 (10.6%) | 83 (51.8%) | 52 (32.5%) | 160 (100%) |

In the table 6.3.2 it is evident that out of 160 nonusers, 13 (8.1 per cent) are strongly agree with the reason that there is an absence of library staff in public libraries. Furthermore, 58 (36.2 per cent) somewhat agree, 50 (31.2 per cent) somewhat disagree and 13.1 per cent strongly disagree with the point that there is absence of library staff to run the public libraries. Regarding the point, that is lack of sufficient library staff as a reason for nonuse of public libraries, 21(13.1 per cent) strongly agree, 30.6 per cent

somewhat agree, 34.3 per cent somewhat disagree and 21.8 per cent are strongly disagree. Among the nonusers, 26 (16.2 per cent) strongly agree, 35(21.8 per cent) somewhat agree, 38(23.7 per cent) are somewhat disagree and 61 (38.1 per cent) strongly disagree that the public library building is not attractive. Again, 8.7 per cent strongly agree, 23.1 per cent somewhat agree, 14.3 per cent somewhat disagree and 46.2 per cent strongly disagree with the reason that the public library is too far from their residence. Similarly, 13 (8.1 per cent) respondents strongly agree, 28(17.5 per cent) somewhat agree, 56 (35.0 per cent) somewhat disagree and 63 (39.3 per cent) strongly disagree with the reason that public libraries are at noisy places. Lack of proper lighting and ventilation inside the library is also a cause of nonuse of libraries. This view is strongly agreed by 8.7 per cent, somewhat agreed by 23.1 per cent, somewhat disagreed by 14.3 pr cent and strongly disagreed by 46.2 per cent nonusers. Difficulty to access public library building as a reason of nonuse, 5.6 per cent strongly agree, 14.3 per cent somewhat agree, 48.1 per cent somewhat disagree and 31.8 per cent strongly disagree. Poor public utility as a reason behind nonuse of public libraries, 4.3 per cent strongly agree, 8.7 percent somewhat agree, 54.3 per cent somewhat disagree and 32.5 per cent strongly disagree. Out of total nonusers, 5.0 per cent strongly agree, 10.6 per cent somewhat agree, 51.8 per cent somewhat disagree, and 32.5 per cent strongly disagree with the reason that there is no sufficient seating capacity in the public libraries.

### 6.3.3    Resource-related factors behind nonuse

Public libraries are with the objective to meet the informative, reading, recreational and cultural need of the community members and thus they collect and preserve the array of resources. Resources of different types of media are available in the public libraries. Libraries, in general, and public libraries in particular, are treated as faithful guard of official records (Winters,2019), but the trend of undermining authoritative information and authenticity of information is devaluing libraries and it is a challenge before the libraries (Smith, 2019). The present study tries to assess by gathering the responses from the nonusers by asking them whether resources held by public libraries is responsible for their nonuse of these libraries. The responses have been tabulated and presented in the table below using four-point Likert scale (2018).

Table 6.3.3- Resource-related reasons behind nonuse of public libraries

| Sl. No. | Reasons | Strongly Agree | Somewhat Agree | Somewhat Disagree | Strongly Disagree | Total |
|---|---|---|---|---|---|---|
| 1. | Collection of books are not suitable | 12 (7.5%) | 24 (15%) | 56 (35%) | 68 (42.5%) | 160 (100%) |
| 2. | Books are old and torn | 26 (16.2%) | 35 (21.8%) | 61 (38.1%) | 38 (23.7%) | 160 (100%) |
| 3. | Library is based on printed resources only | 14 (8.7%) | 23 (14.3%) | 37 (23.1%) | 86 (53.7%) | 160 (100%) |
| 4. | Library doesn't have any audio-visual resources | 28 (17.5%) | 37 (23.1%) | 59 (36.8%) | 36 (22.5%) | 160 (100%) |
| 5. | Human sources of information required | 31 (19.3%) | 50 (31.2%) | 58 (36.2%) | 21 (13.1%) | 160 (100%) |
| 6. | Internet is unavailable at public library | 13 (8.1%) | 28 (17.5%) | 63 (39.3%) | 56 (35.0%) | 160 (100%) |
| 7. | Nothing of interest to me in the library | 7 (4.3%) | 26 (16.2%) | 69 (43.1%) | 58 (36.2%) | 160 (100%) |

Table 6.3.3 shows that out of 160 nonusers, 7.5 per cent strongly agree, 15 percent somewhat agree, 35 per cent somewhat disagree, and 42.5 per cent strongly disagree that range of books are not suitable to them. Similarly, 16.2 per cent strongly agree, 21.8 per cent somewhat agree, 38.1 per cent somewhat disagree, and 23.7 per cent strongly disagree that books of the public libraries are old and torn. Again 8.7 per cent strongly agree, 14.3 per cent somewhat agree, 23.1 per cent somewhat disagree, and 53.7 per cent are strongly disagree that the reason behind their nonuse of public libraries is the collection of printed material only. Unavailability of audio-visual resources as a reason of nonuse is strongly agreed by 17.5 per cent, somewhat agreed by 23.1 per cent, somewhat disagreed by 36.8 per cent and disagreed strongly by 22.5 per cent respondents. Unavailability of human sources of information as a reason behind nonuse of public libraries is strongly agreed by19.3 per cent, somewhat agreed by 31.2 per cent, and somewhat disagreed by 36.2 per cent and strongly disagreed by 13.1 per cent. Unavailability of internet is also a reason which is strongly agreed by 8.1 per cent, somewhat agreed by 17.5 per cent, somewhat disagreed by 39.3 per cent and strongly disagreed by 35 per cent nonusers. On the other hand, 7(4.3 per cent) of the total nonusers strongly agree with the view that nothing of their interest is there in the public libraries and this view is somewhat agreed by 26 (16.2 per cent), somewhat disagreed by 43.1 per cent and strongly disagreed by 36.2 per cent respondents.

### 6.3.4   Socio-economic reasons behind nonuse

An individual's information and other recreational and cultural needs are decided by multiple factors. Individual traits and phenomena mould a lot in selecting a particular information or media. D'Elia (1980) observes that nonusers are those who are not active reads, and are not involved in cultural, community, or adult education programmes. Public libraries with their myriad types of information resources and media tries to satisfy the needs of community members. Hider (2008) also stressed on the modern life-style and time management in search of reasons behind nonuse of public libraries in Australia.  The study presents here the responses of the nonusers of public libraries as a part of assessment of nonuse of these libraries by asking them to answer certain questions on their part which are to be treated as personal reasons which are not related with the library. The four-point Likert scale has been employed to form the general opinion regarding the reasons of nonuse of public libraries.

Table 6.3.4- Socio-economic reasons behind nonuse of public libraries

| Sl. No. | Reasons | Strongly Agree | Somewhat Agree | Somewhat Disagree | Strongly Disagree | Total |
|---------|---------|----------------|----------------|-------------------|-------------------|-------|
| 1. | I cannot read | 7 (4.3%) | 13 (8.1%) | 73 (45.6%) | 67 (41.8%) | 160 (100%) |
| 2. | I do not feel comfort to visit library | 9 (5.6%) | 23 (14.3%) | 51 (31.8%) | 77 (48.1%) | 160 (100%) |
| 3. | Library is unable to satisfy my needs | 31 (19.3%) | 47 (29.3%) | 33 (20.6%) | 49 (30.6%) | 160 (100%) |
| 4. | Lack of free time | 21 (13.1%) | 49 (30.6%) | 55 (34.3%) | 35 (21.8%) | 160 (100%) |
| 5. | I become exhausted after hard work | 40 (25.0%) | 36 (22.5%) | 51 (31.8%) | 33 (20.6%) | 160 (100%) |
| 6. | No need since I stopped studying | 29 (18.1%) | 52 (32.5%) | 47 (29.3%) | 32 (20.0%) | 160 (100%) |
| 7. | Difficulty in reaching the library | 21 (13.1%) | 35 (21.8%) | 55 (34.3%) | 49 (30.6%) | 160 (100%) |
| 8. | I prefer to e-books and e-resources | 14 (8.7%) | 23 (14.3%) | 37 (23.1%) | 86 (53.7%) | 160 (100%) |
| 9. | I cannot read fluently | 10 (6.2%) | 13 (8.1%) | 57 (35.6%) | 80 (50.0%) | 160 (100%) |

Table 6.3.4 deals with the reasons related to an individual's socio-economic factors behind the nonuse of public libraries and shows that out of total 160 respondents, 4.3 per cent strongly agree with the point that they cannot read and this point is somewhat agreed by 8.1 per cent, somewhat disagreed by 45.6 per cent and strongly disagreed by

41.8 per cent respondents. Similarly, 5.6 per cent strongly agreed that because of their discomfort to visit public libraries nonuse occurs, 14.3 per cent somewhat agree with it, somewhat disagreed by 31.8 per cent and strongly disagreed by 48.1 per cent. Inability of public library to satisfy the requirements is strongly agreed by 19.3 per cent, somewhat agreed by 29.3 per cent, somewhat disagreed by 20.6 per cent and strongly disagreed by 30.6 per cent respondents. Among the nonusers, 13.1 per cent strongly agree that they do not have sufficient free time and this is why they do not use public libraries and this reason is somewhat agreed by 30.6 per cent, somewhat disagreed by 34.3 per cent and strongly disagreed by 21.8 per cent. Exhaustion after hard work hinders the nonusers to make use of public libraries is strongly agreed by 25.0 per cent, somewhat agreed by 22.5 per cent, somewhat disagreed by 31.8 per cent and strongly disagreed by 20.6 per cent nonusers. Out of the total nonusers, 18.1 per cent strongly feel not to use public libraries as they have stopped studying and this view is somewhat agreed by 32.5 per cent, somewhat disagreed by 29.3 per cent and strongly disagreed by 20 percent respondents. Difficulty to reach the public libraries as reason behind nonuse is strongly agreed by 13.1 per cent, somewhat agreed by 21.8 per cent, somewhat disagreed by 34.3 per cent and strongly disagreed by 30.6 per cent. 8.7 per cent respondents become strongly agree that they prefer to e-books rather than printed books this is why they do not use public libraries, and this view is somewhat agreed by 14.3 per cent, somewhat disagreed by 23.1 per cent, and strongly disagreed by 53.7 per cent. Inability to read fluently a book, newspaper or magazine is a cause of not using public library, and it is strongly agreed by 6.2 per cent, somewhat agreed by 8.1 per cent, somewhat disagreed by 35.6 per cent and strongly disagreed by 50 per cent.

### 6.3.5 Personal reasons behind nonuse

To mention and categorize the reasons table 6.3.1, 6.3.2, and 6.3.3 have dealt with the reasons related with the public libraries and table 6.3.4 has dealt with reasons related to socio-economic factors. There are few more reasons which have been categorized under personal reasons responsible for nonuse of public libraries are presented here using the four-point Likert scale (2018).

Table 6.3.5 - Personal reasons behind nonuse of public libraries

| Sl. No. | Reasons | Strongly Agree | Somewhat Agree | Somewhat Disagree | Strongly Disagree | Total |
|---|---|---|---|---|---|---|
| 1. | I have internet at home | 14 (8.7%) | 23 (14.3%) | 37 (23.1%) | 86 (53.7%) | 160 (100%) |
| 2. | I don't like reading | 52 (32.5%) | 47 (29.3%) | 32 (20.0%) | 29 (18.1%) | 160 (100%) |
| 3. | I have access to other library and information centre | 6 (3.7%) | 15 (9.3%) | 47 (29.3%) | 92 (57.5%) | 160 (100%) |
| 4. | Poor health | 8 (5.0%) | 13 (8.1%) | 52 (45.6%) | 87 (54.3%) | 160 (100%) |
| 5. | Buy books and other materials on my own | 10 (6.2%) | 21 (13.1%) | 70 (43.7%) | 59 (36.8%) | 160 (100%) |
| 6. | Lack of command on language | 31 (19.3%) | 53 (33.1%) | 40 (25.0%) | 36 (22.5%) | 160 (100%) |
| 7. | Library is of no use to me | 23 (19.3%) | 32 (29.3%) | 46 (20.6%) | 59 (30.6%) | 160 (100%) |
| 8. | I cannot decode the scripts | 9 (5.6%) | 13 (8.1%) | 71 (44.3%) | 67 (41.8%) | 160 (100%) |

Table 6.3.5 discloses that there are total 160 nonusers and they have expressed their responses regarding the questions in four different degree. The reason of not using the public libraries because of having internet access at their home or workplace is strongly agreed by 8.7 per cent, somewhat agreed by 14.3 per cent, somewhat disagreed by 23.1 per cent, and strongly disagreed by 53.7 per cent. Dislike towards reading as a reason of nonuse is strongly agreed by 32.5 per cent, somewhat agreed by 29.3 per cent, somewhat disagreed by 20 per cent and strongly disagreed by 18.1 per cent respondents. This clearly indicates that reading likeness is a crucial point for use or nonuse of public libraries. At the same time, 3.7 per cent nonusers strongly agree that they have access to other information centres or library and this is why they do not use public libraries. This point is also somewhat agreed by 9.3 per cent, somewhat disagreed by 29.3 per cent and 57.5 per cent strongly disagree with this view. From the total nonusers, 5 per cent agree strongly that they suffer from poor health and this is the reason behind their nonuse of public libraries and this reason is somewhat agreed by 8.1 per cent, somewhat disagreed by 45.6 per cent and strongly disagreed by 54.3 per cent respondents.

Similarly, the nonusers who buy books online on their own also do not use public libraries and this view is strongly agreed by 6.2 per cent, somewhat agreed by 13.1 per cent, somewhat disagreed by 43.7 per cent and strongly disagreed by 36.8 per cent respondents. The table shows further that, 19.3 per cent strongly agree that they do lack command on language prohibits them to visit a public library. This view as a reason of nonuse of public libraries is strongly agreed by 19.3 per cent, somewhat agreed by 33.1 per cent, somewhat disagreed by 25 per cent and strongly disagreed by 22.5 per cent respondents. Table 6.3.5 shows further that public library is of no use to them, and it is strongly agreed by 19.3 per cent, somewhat agreed by 29.3, somewhat disagreed by 20.6 and strongly disagreed by 30.6 per cent nonusers. Inability to decode the messages scripted in a document as a reason for nonuse of public libraries is strongly agreed by 5.6 per cent, somewhat agreed by 8.1 per cent, somewhat disagreed by 44.3 per cent and strongly disagreed by 41.8 per cent respondents.

## 6.4    Conclusion

Many public libraries are not opened regularly and short duration of library service are factors behind nonuse of libraries. At the same time absence of sufficient library staff for running the public libraries successfully, causes nonuse. As a physical space, public library buildings also do not attract to use them is also a responsible factor of nonuse. Physical distance from library is also a reason of nonuse to 31.8 per cent nonusers. Similarly, old and fragile books are also accelerating nonuse. Unavailability of audio-visual information resources is an agreeable reason of nonuse. Internet gives more information, and this is agreed by more than 50 per cent nonusers, and it is factor behind neglecting public libraries. Regarding the factors on the side of nonusers, the analysis finds that their present-day life-style, feeling of uselessness, lack of leisure, apathy towards reading, exhaustion after work, lack of command on language, and preference for e-resources are reasons behind nonuse.

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<div align="right">

**Chapter - 7**

</div>

# Summary of Findings and Conclusion

This chapter includes summary of findings of the study, discussion on findings, scope for further research, and conclusion.

## 7.2  Summary of findings

A summary of findings on the basis of analytical study of use and nonuse of public libraries in Presidency Division of West Bengal has been presented under the following sub-headings.

1.  Community attitude towards public libraries;
2.  Information behaviour of public library users and nonusers;
3.  Public library usage pattern; and
4.  Reasons behind nonuse of public libraries.

### 7.2.1  Community attitude towards public libraries

- It is found from table 3.3.1 that 5.6 per cent nonusers of public libraries are unaware and 94.3 per cent nonusers are aware about the existence of the public libraries in their locality.

- From table 3.3.2, it is evident that 92.5 per cent nonusers are familiar with the public library premises in their locality and 7.5 per cent nonusers do not know about the library premises in their areas.

- Table 3.3.3 discloses that 40.8 per cent public library users reside within the area of one kilo meter of the library. 14 per cent comes from within two kilo meter of distance and 45.2 per cent users comes from more than two kilo meter distance to use the public libraries.

- From table 3.3.3 the result shows that, 45.6 per cent nonusers reside within the distance of one kilo meter from a public library. 15.4 per cent nonusers reside within the distance of two kilo meter and 30.9 per cent nonusers reside with a distance of more than two kilo meter.

- Majority of the users reach their libraries within 30 minutes. 31.2 per cent users spend up to 45 minutes to reach the public libraries and 14 per cent users spend up to one hour to reach their public libraries as evident from table 3.3.4.

- In chapter 3, table 3.3.4 shows that, 42.5 per cent nonusers can reach their nearest public libraries within 30 minutes, 36.2 per cent nonusers may reach within 45 minutes and 21.2 per cent nonusers may reach a public library by spending up to one hour.

- From table 3.3.5 in chapter 3, it is evident that 63.7 per cent nonusers are aware about the available resources and services, and 36.2 per cent nonusers are unaware about free facilities provided by public libraries.

- Table 3.3.6 shows that majority (52.5 %) of nonusers are unaware about different programmes organised by public libraries.

- Majority of users are naturally aware about the programmes organised by public libraries, but 11.2 per cent users are still unaware about various programmes organised by public libraries.

- Among the users, 40.8 per cent have been appealed, but majority (59.2 per cent) of the users have not been appealed to use public libraries by any library authority.

- Among the nonusers, 85.6 per cent nonusers are not appealed by any library authority to use the public libraries.

- From the analysis it is evident that 76.8 per cent users have no negative idea about public libraries, but among the users 23.2 per cent have negative idea about public libraries.

- Majority (78.8 %) of the nonusers are with negative idea about public libraries' services and resources.

- The study shows that 64 per cent users' family member are nonusers of public libraries as evident in table 3.3.9 of chapter 3.

- It is evident from the analysis that 71.3 per cent nonusers' family members have never used public libraries.

- From the analysis in table 3.3.10, it is found that 64.4 per cent nonusers think public libraries are essential for community.

## 7.2.2  Information behaviour of public library users and nonusers

- From table 4.3.1 it is evident that 95.2 per cent public library users have specific need for information, while among the nonusers 50 per cent feel strong need for specific information and other 50 per cent are not sure in articulating their information need specifically,

- It is inferred from table 4.3.1 that 4.8 per cent library users remains unanswered regarding their specific information need.

- Most of the users seek information in the areas of livelihood and financial (37.2 per cent) and socio-cultural information (22 per cent) as disclosed in table 4.3.2.

- From table 4.3.2, it is found that majority (33.1 per cent) of nonusers' areas of information need is financial and livelihood, other leading areas of information need are socio-cultural (18.7 per cent), health (16.8 per cent).

- Table 4.3.3 discloses that 36 per cent users and 50 per cent nonusers feel that their information need is fulfilled while 37.2 per cent users and 43.1 per cent nonusers opine that their information need is unfulfilled. Interestingly, 26.8 per cent users remain unanswered whether their information need is fulfilled or not.

- Majority of the users have multiple types of information facilities at their home or workplace, as found in table 4.3.4.

- The table 4.3.4 shows further that 41.2 per cent among the total users possess the facilities of all three types of media – print, broadcast and digital. These users are well acquainted with information media.

- From table 4.3.5, it is found that majority (54 per cent) of users prefer both print and digital media, while majority of the nonusers (42.5 per cent) nonusers prefer audio-visual media.

- Among the nonusers, availability and access to broadcast media and internet is higher (29.3 per cent).

- It is found from analysis that 57.6 per cent users of public libraries possess a collection of books at home while 42.4 per cent library users do not possess book collection personally.

- From the data of table 4.3.6, it is found that, 56.9 per cent nonusers have their book collection at home and 43.1 per cent do not have any book collection.

- Public library users have modern ICT gadget for accessing digital information. A minor portion do not have ICT gadget.

- Majority of nonusers of public libraries have gadgets for accessing digital information.

- Among the users, 90.4 per cent users read on internet, and 63.7 per cent of the nonusers, access reading material from internet, as found from table 4.3.8.

- From table 4.3.9, it is found that 81.2 per cent public library users have social media account, and 64.4 per cent public library nonusers have social media account.

- The analysis discloses that 50.7 per cent library users spend up to two hours in using social media and up to three hours are spent by 38.4 per cent users on accessing social media.

- Among the nonusers 44.7 per cent spend up to two hours and 33 per cent spend up to three hours daily on social media.

- Social media attracts the respondents a lot, as because they spend few hours daily from their leisure as evident from table 4.3.10.

- Table 4.3.11 discloses that most of the library users prefer internet for their required information and most of the nonusers ask people as their first attempt for information.

- Nonusers also rely majorly (40 per cent) on internet for their preferred source for information.
- Broadcast media is the preferred source for information to 25.1 per cent of the participants.
- The study shows that 46.8 per cent users of public libraries become satisfied by information from internet or digital media as evident in table 4.3.12.
- Broadcast media also is satisfactory media to 21.2 per cent users.
- Nonusers of public libraries, 39.3 per cent become satisfied with internet and 28.7 per cent with broadcast media.
- The study shows that 58.8 per cent users think cost of information is a barrier.
- The analysis of data discloses that to 43.1 per cent nonusers, cost of information is a barrier and 41.7 per cent of total 410 respondents, remains unanswered whether cost of information is a barrier or not.
- The study shows that 56.9 per cent nonusers will refuse to wait for long to access information and majority of the users and nonusers need information instantly and they do not want to wait for much time as evident from the table 4.3.13.
- Table 4.3.14 shows that, majority of the users will verify the information while facing any doubtful information, while 50 per cent nonusers will ask people in face of doubtful information.
- The study discloses that 28.4 per cent library users avoid doubtful information.
- Majority of nonusers (71.3%) feel they lack skill for information handling at present time, and most of the users also think that they lack skill for information handling, as found in table 4.3.15.
- It is evident from the analysis that to 50 per cent library users there is abundance of information, while 35.2 per cent do not feel so, as found in table 4.3.16.
- Most of the library users and nonusers feel that there is abundance of information.

## 7.2.3 Public library usage pattern

- From table 5.3.1, it is found that majority (50%) of the public library users visits public libraries once in a month.

- Majority of the users (48 per cent) have been using public libraries for more than two years. New users who are using with the duration of less than one year, are 11.6 per cent.

- Library users generally come with cycle or motorbike majorly (45.6 per cent).

- Users also visit the libraries on foot 27.2 per cent.

- Majority of users take 30 minutes to reach the library from their residence.

- To borrow a book or other resource is the major (59.6%) purpose of visiting a public library, as found from table 5.3.5.

- The analysis of data shows that 41.2 per cent users visit their library to attend library extension programme.

- From table 5.3.6, it is found that 45.2 per cent users visit library for some specific information need, 68.4 per cent for book lending service and 43.2 per cent comes to access reading room.

- Literature is the highest accessed subject (30.8 per cent), followed by generalities subjects (22.4 per cent).

- From the analysis of table 5.3.8, it is inferred that 34.8 per cent users spend up to one hour in the library each time they visit and 31.6 per cent spend up to two hours per visit. Only 14.4 per cent users spend more than two hours in the library during their each visit.

- Mostly printed media is used by the users of the public libraries from these libraries. (table 5.3.9)

- It is found from table 5.3.10 that, 54.4 per cent users view that access to various collection of public libraries' is the major function, while 40.8 per cent users think operation of service, and 32.4 per cent users think as community space is the prior function of public library.

- Majority (58%) of users are with the opinion that library staff are not biased, but remaining users (32.4 %) are unanswered whether the library staff are biased or not, as evident in table 5.3.11.

- Majority of the library users (72.4%) are satisfied with the existing resources and services rendered by the public libraries, while 27.6 per cent users are not satisfied with the current resources and services as evident in table 5.3.12.

- Level of satisfaction of the users majorly is associated with resources.

- Dissatisfaction with in certain areas of public library resources and services is there as found in table 5.3.13.

- The study finds that overall ambience of the libraries is somewhat satisfactory to 49.2 users.

- Library extension activities are also important functions provided by the public libraries for the users. Public libraries function as community space and part of cultural life to many users.

- Almost three-fourth of total users are satisfied with existing public library services while more than a quarter of users are still dissatisfied with library services.

- The study shows that regarding range of library services rendered by public libraries, users are somewhat satisfied.

## 7.2.4  Reasons behind nonuse of public libraries

- The study finds that more than 38 per cent nonusers agree that library is not opened regularly.

- Table 6.3.1 reveals that, short duration of library service hour is a reason behind nonuse of public libraries.

- From the analysis, it is inferred that 29.3 per cent nonusers do not use public libraries because library service hour is not suitable for them while more than 78 per cent nonusers disagree that range of services are not suitable.

- Lack of interesting events on the part of public libraries does not attract a certain portion of nonusers.

- From table 6.3.2, it is found that absence of library staff to run the public libraries fuels nonuse of these libraries, and 38 per cent nonusers feel public library buildings are unattractive.

- The study shows that to one-fourth of nonusers, location of the library at a noisy place is the cause of their nonuse.

- Poor lighting and ventilation cause nonuse of libraries, at the same time location of public libraries at far off places is also a cause of nonuse.

- From the table 6.3.3, it is evident that 39 per cent nonusers do not use the public libraries, because of the old and torn books in these libraries.

- The analysis finds that unavailability of audio-visual resources in the public libraries also causes nonuse.

- Unavailability of internet facility in the public libraries is also a reason behind nonuse of public libraries.

- From table 6.3.4, it is evident that public library is unable to satisfy the need of a large section of nonusers.

- It is also found that lack of free time and exhaustion after work fuel to the nonuse of public libraries.

- After the end of formal education, public library is of no use to 51.6 per cent respondents among the nonusers.

- From table 6.3.5, it is evident that majority of the nonusers (61.8 per cent) do not like reading. Apathy towards reading is a cause of not using public libraries.

- Poor health condition of the nonusers is also a reason of nonuse of public libraries, while inability to read a document fluently also causes nonuse of library.

- From the analysis of data, it is found that to a large number of nonusers, public library is of no use, and inability to decode the script is a reason behind nonuse of public libraries.

## 7.3    Scope of further research

The present study has paved the way for further research in the following areas.

1. An in-depth study may be conducted to assess the users' nonuse of public library resources and services.

2. A study may be conducted to determine the benefits lost due to users' non-use of public library resources and services.

3. Research may be carried out to discover the socio-economic factors that influence the use and nonuse of public libraries.

4. Research may be conducted to discover the impact of physical abilities on the use and nonuse of public libraries.

5. Research may be carried out to discover the gender impact on the use and nonuse of public libraries.

6. A study may be conducted to determine the perception of the illiterates towards the public libraries.

7. Research may be conducted to assess the impact of individual differences in information behaviour on the use and nonuse of public libraries.

## 7.4 Conclusion

Following conclusion is drawn based on the generalization of the findings of this study:

- Majority of the users uses printed media, although some users access digital media from library; access information on literature, textbooks and career-guidance related literature;
- Many users treat libraries as community space and cultural centre.
- Distance from library; time to reach library; behaviour of library staff and time spent to provide information influence library use.
- Although most of the users are satisfied with the existing resource and services, some of them are not satisfied.
- Non-users generally have difficulty in articulating their information needs clearly, and they rely more on human sources for their required information.
- Socio-economic status, psychological make up including ability/skill of an individual and access to information influence use and nonuse of public libraries.
- Poor reading habits and illiteracy are also the reasons for non-use of public libraries.
- Public libraries' infrastructure including resources, services, staff strength and lack of user-friendliness also lead to non-use of public libraries.
- Many users having multiple information facilities at home and/or workplace, do not bother to get services from public libraries.

It may be claimed that the objective of this research work has been met against the findings of this study.

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# Questionnaire

# Jadavpur University

## Dept. of Library and Information Science

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Dear Sir/Madam,

This questionnaire is intended to gather data from you for my PhD research work entitled "Use and Nonuse of Public Libraries: An Analytical Study in Presidency Division of West Bengal". Your participation is completely voluntary. Your privacy will be assured. Your name, contact details will not be disclosed to any third party. This survey is solely intended for academic purposes.

Thanking you,

*Gouranga Charan Jana*

Research Scholar
Dept. of Library and Information Science
Jadavpur University
West Bengal, India

Date:                                                        Form No. ☐

**Topic:** *Use and Nonuse of Public Libraries: An Analytical Study in Presidency Division of West Bengal*

**<u>Personal Information</u>**

Name:
Address:
Contact no.:

**<u>Socio-Demographic Details</u>**

1.  Age:
2.  Gender:
3.  Marital Status: M/U/W/D
4.  Do you have child?
       Yes            No
5.  Area of residence:
       i)  Rural          ii) Semi-Urban                iii) Urban
6.  Type of residence:
       i) Permanent              ii) Temporary          iii) Other
7.  Formal Education:
       i) Graduate and above ii) High School iii) Primary iv) Illiterate

8.  Formal education of Father:
       i) Graduate and above          ii) High School          iii) Primary     iv) Illiterate
9.  Formal education of Mother:
       i) Graduate and above ii) High School          iii) Primary    iv) Illiterate
10. Employment:
       i) Present:                  ii) Earlier (if any):
11. Do you perform any part-time job or overtime?
       Yes            No
12. Establishment:
       Public          Private                Self-employed
13. What is the level of your job-satisfaction?
       High            Medium                Low
14. Profession of Parents:
       i) Father:                  ii) Mother:
15. Which language do you speak mainly?
16. In how many other languages you can communicate?
       English            Hindi                Other
17. Do you have any physical disability?

Yes          No

18. Income (annual approx.):

**<u>Information Behaviour</u>**

19. Do you strongly feel that you require specific information to make your life meaningful?

    Yes         No        May Be/Unanswered

20. What is the level of your necessity?

    High        Medium        Low

21. What type of information is of your high necessity?

    Financial well-being;      health related;      Socio-cultural;
    psychological/ spiritual;      Educational      Political
       Other

22. Do you think your information need is fulfilled?

    Yes        No        Unanswered

23. Do you feel the necessity of others help to locate proper information?

    Yes        No        Unanswered

24. Which of the facilities are available at home?        Radio
    TV    Mobile    Internet        Newspaper
    None        Other

25. What is your preferred media? Print        Digital        Print and Digital both  Human        Microfilm    Other

26. Do you have regular reading habit?

    Yes        No

27. Do you read book, magazines, newspapers etc.?

    Yes        No

28. Do you have book collection at your home?

    Yes        No

29. Why do you read?  Pleasure        Business        Education
    Personal Research        Self-Improvement    others

30. Do you have any gadget to access digital information? Yes      No

31. If yes, please mention.    Smartphone   Laptop/Desktop
    Other

32. Do you read on internet? Yes        No

33. Which resources do generally you read? News portal        Magazine
    Book        Social Media  Others

34. Do you have social media account? Yes  No

35. If yes, please mention – Facebook        WhatsApp        Instagram
    You tube        LinkedIn        Blog

36. How much time do you generally spend there?

37. Do you think these media are to uphold your self-image? Yes      No

38. Do you use any service under e-governance? Yes No

39. Do you gather information from informal sources of information like friend, neighbour, family members etc.? Yes          No

40. Where do you generally attempt first for your information? People          Book          Google   Social Media          TV   Other

41. In information seeking do you prefer well known, renowned scientific source? Yes          No

42. Which media do satisfy your information need more? Print          Digital          Both   Other

43. Do you feel that there will be an error in matching your needs with the resources of public library? Yes          No

44. Do you think that the cost of right information is a barrier to get right information? Yes          No

45. Do you refuge to access your required information, if it requires a lot of time and energy? Yes          No

46. What do you do when face doubtful information?
    i)     Avoid
    ii)    ii) Check /verify
    iii)   iii) Indifferent

47. Do you feel that there is a lack of skill in you in finding information that to be fulfilled? Yes          No

48. Do you feel there is abundance of information? Yes,          No     May be

### Involvement and Motivations

49. What is the amount of leisure do you enjoy per day?

50. What are the areas of your relaxation? Sports          TV          social media          Reading          Recreational Activity     Other

51. Are you an opinion leader? Yes          No

52. How long are you active? 1-5 Years          6-10Years     More than 10 years

53. Are you active with any kind of social group except your family? Yes          No

54. If yes, please mention - Club          Peer Group     Community     Other

55. Are you actively involved in recreational activities? Yes No

56. If yes, please mention - Sports          Music          Drama          Painting          Other

57. Do you visit cinema hall? Yes          No

58. If yes, what is the frequency? Weekly     Monthly          Infrequent

59. Have you ever visited any museum? Yes          No

60. Have you ever attended any art exhibition? Yes          No

61. Do you purchase items online? Yes          No

62. Are you associated with any religious group? Yes          No

63. Do you practice religious activities? Yes          No

64. Level of religious practice: i) regular      ii) Infrequent   iii) Occasional iv) other

65. Are you active in political activity or opinion making? Yes                No

66. What is the outlook of the organization you are involved?

      Local         State    National              International   Other

67. What type of value do they cherish?  Democratic Autocratic     Feudal
    Socialist              Other

68. Do they encourage you to be involved with any public library or other type of library? Yes            No

69. Do you like to travel? Yes         No

70. Do you like foreign nationals? Yes               No

## Attitude towards the Public Library

71. Are you aware of the existence of any public library near you? Yes
    No

72. Have you ever seen the library building? Yes            No

73. How far is it from your residence?

74. How much time does it take to reach the public library?

75. Do you know you may have the facility to read books, newspapers etc. free of cost in the library?

76. Do you know that public library organizes different types of programmes?
    Yes         No

77. Have you ever been appealed by anyone from the library administration to visit or use a public library?

78. Have you ever heard public library promotion programme by any Govt dept.?

79. Do you think Govt. is taking proper steps for overall development of public libraries?

80. Have you ever learnt of any negative experience with public library?

81. Does anybody of your family use any public library?              Yes
    No

82. Is any of your friend uses any public library?     Yes              No

83. Do you believe that public library is essential for the community? Yes  No

84. Do you have trust on public libraries?     Yes    No

85. If yes, what is the level?          High          Medium
    Low

86. Do you think that you may visit the library in future if situation deserves?
    Yes             No

## Library Use and Nonuse

87. Do you use any public library?              Yes            No

88. Which of following statement describe you?

I am a current library user

I used to be a library user, but am not any more

I am not a library user

89. How many times have you visited a public library in the past year?

1-3 times a week

4times or more a week

1-3 times a month

1-3 times a year

4-6 times a year

90. What is the length of your library use?

Less than one year

For one year

Since last two years

More than two years

91. What is the main purpose of visiting the public library?

To read or borrow books

For children's reading

To access employment related resources

Attending a cultural program

Recreational need

To access digital content

For some specific Information need

Other

92. How do you reach the public library?

On foot

Bicycle

Motorcycle

By Car

Public Transport

93. How long does it take to reach the public library?

Less than 15 minutes

15-30 minutes

30-60minutes

more than 1 hour

94. How did you find out about the public library?

I saw the library building

I knew from my Friend/neighbour

I saw a leaflet about library event

I saw it in newspaper or magazine

I learnt from social media / internet

95. Which services or facilities do you access from the public library?

96. What are the preferred media you use in the library?

97. Which subjects do you prefer to read in library?

98. What do you think are the important functions of public libraries?

> Leisure utilization
> Various Collections
> operation of reading and cultural programs
> Community Space
> Cultural Life
> Provision of Local Information
> Meeting with authors/lecture
> Provision of Digital information

99. What is the amount of time do you generally spend during each time you visit the library?
> Less than 30 minutes
> Upto one hour
> Upto two hours
> More than two hours

100. If public library resources and services are expanded, what kind of facilities to be introduced?
> Youth facilities
> Cultural centers
> Book Café
> Concert Hall
> Exhibition Hall
> Digital Infrastructure

101. How satisfied are you with the books and services of the public library? Very satisfied     satisfied                average        dissatisfied
> very dissatisfied

102. Are you satisfied with the services from the public library? Yes
> No

103. If yes, please mention the level.   High               Medium
> Low

104. Do you think Public library is politicized? Yes               No
> Unanswered

105. Do you think library staff are biased anyway?  Yes          No
> Unanswered

106.  Do you think it is hard to access a public library?  Yes                   No
> Unanswered

107. Do you think provision of library fine impacts upon your library use?
> Yes            No     Unanswered

108. What are the reasons of not using the public library?

> **ServiceRelated**:        The library is not opened regularly

Library service hour is not suitable
Openinghoursare not long enough
It takes too much time to access a service
Lack of interesting events

**InfrastructureRelated**:

Absence of library staff
Library staff are insufficient
Library building is not attractive
The library is at a noisy place
Difficulty in accessing the building
Library rooms are not airy and poor lighting
Poor Public utility facility
Not enough seats

**ResourcesRelated**:  Collection of books are not suitable,
Books are old and torn
Library mainly is based on print resources
Library don't have any audio-visual resource
Human sources of information is insufficient
Internet is not available
Nothing of interest to me in the library

**Socio-economic**   I cannot read
I feel discomfort to visit the library
Library is unable to satisfy my needs
Lack of free time
I become exhausted after hard work
No need since I stopped studying
Difficulty in reaching the library
I prefer to e-books and e-magazines
I cannot read fluently

**Personal**   I have internet at home
I don't like reading
I have access to other library and information
centre
Poor health
Buy books and other materials on my own
Lack of command on language
Library is of no use to me
I cannot decode the scripts