APPENDIX

Questionnaire

Dear Librarian,

I have been working on Ph.D. entitle “Performance evaluation and Social Cultural study of Public Libraries in South Region Ahmednagar Dist. (M.S.)”. Shri Jagdishprasad Jhabarmal Tibrewala University, Vidyanagari, Jhunjhunu – Churu Road, Dist. Jhunjhunu, Rajasthan I need your co-operation and help, without it would be impossible. This project work here by prepared as small questioner and you are requested to fill it up by putting and tick mark in the appropriate box / space. This information will be used for research purpose only.

I shall be thankful to you for your active co-operation.

Yours sincerely,

Ghule Rajkumar P.

Research Student,

Shri Jagdishprasad Jhabarmal Tibrewala University,

Vidyanagari, Jhunjhunu, Rajasthan.

1. Name and Address of Public Library –………………………………………………

   Year of establishment -

2. Is librarian is qualified -(LTC. or B.Lib.) - Yes☐ No☐

3. Is library has own library building - Yes☐ No☐

4. Is your library provides Home Lending service - Yes☐ No☐

5. Timing of library –

6. Reading Room for children and women’s- Yes☐ No☐

7. Book Collection –

8. Periodicals –

9. Library members or users -

10. Is your library provides Reference Service - Yes☐ No☐

11. Is your library provides News Clapping Services- Yes☐ No☐

12. SDI Service- Yes☐ No☐

13. Reprographic Service - Yes☐ No☐
14. Translation service - Yes □ No. □
15. Internet- Yes □ No. □
17. Users information education and need - Yes □ No. □
18. Alerting services - Yes □ No. □
19. Digest services - Yes □ No. □
20. Inter Library Loan- Yes □ No. □
21. Referral services - Yes □ No. □
22. Book exhibition - Yes □ No. □
23. Physical atmosphere – Drinking water- Yes □ No. □, Electricity- Yes □ No. □,
Furniture- Yes □ No. □
24. Library Publicity- Yes □ No. □
25. Extension services - Yes □ No. □
27. Open Accesses- Yes □ No. □
28. Competitive examination guidance cells- Yes □ No. □
29. Celebration and Functions- Yes □ No. □
30. Lecture series- Yes □ No. □
31. Health Programs - Yes □ No. □
32. Readers awards - Yes □ No. □
33. Group reading- Yes □ No. □
34. Vocational guidance - Yes □ No. □
35. Plantation and environmental program - Yes □ No. □
36. Cultural program- Yes □ No. □
37. Public awareness programs - Yes □ No. □
38. National Festivals- Yes □ No. □
39. Calibration of Traditional festivals- Yes □ No. □
40. Arranging of focal teals, dance, songs etc. - Yes □ No. □

Please submit as early as possible.

Thank You,  
Prof. Rajkumar Ghule.
USAGE OF INFORMATION RESOURCES AND QUALITY SERVICES IN PUBLIC LIBRARIES: IN REFERENCE TO PATHARDI THESIL

Ghule Rajkumar P.
Research Scholar,
JJT University, Rajasthan.

ABSTRACT

Public library arose worldwide along with growth in education, literacy and publication. Energy state in India has its own public library. Survey on use of information resources and quality services in public libraries: in reference to Pathardi thesil, Ahmednagar district, Maharashtra shows that majority and above they included qualified staff. Newspapers and Magazines are more frequently read information sources and book lending services were the most often used services. The majority of the users are senior citizens. Public libraries need to take proactive approach in motivating users to use the resources and services to enhance their competence level.

INTRODUCTION

The service quality is very important to be practices in public library services because the users satisfaction is based on the quality of service that they received. Service quality will lead to customer satisfaction. The concept of service quality in library was defined as the difference between library user’s expectations and perceptions towards service performance. The service quality is about what public library users received from public library services that leads to their behavior and satisfactory towards the services whether it is good or bad. The public library is a library which is available and accessible to all regardless of age, skill level, or ability to pay. Public library is different from other library such as school library and academic library in term of the service that serves the public with the information generally.

The public libraries play a pivotal role in the socio-economic development of a nation or a society. However, it is found that the structure and functioning of public library system differ from state to state in India. The Maharashtra state has enacted public libraries act in 1967 and has a structure of the public library system, but suffers from apparent lapses and lacunae. The main use of public libraries at Pathardi thesil, in Ahmednagar district, which would help in farming
appropriate policies related to collection development and improve the quality of library services.

Ahmednagar district lies between 18°2’ to 19°9’ N. latitude and 73°9’ to 75°5’ E. longitude. Ahmednagar district is bounded by on the North by Igatpuri taluka of Nashik district, on the North east by Aurangabad district, on the East by Beed district and Osmanabad district, on the South of Solapur district, on the south – west by Thana district. This is the largest district of Maharashtra. There are around 117 villages in Ahmedgar tehsil. Total area of tehsil is 1473.33 hectors, and population is 230733 as per 2001 census. The literacy rate of tehsil is 84.64%. Ahmednagar has historical heritage. The city is known by the name of founder of the city Ahmed Shah Nizam. In Ahmednagar fort, many national heroes of Indian Freedom Struggle including Late Pandit Jawharlal Nehru were detained during Indian Freedom movement. Pandit Jawharlal Nehru wrote the famous book ‘Discovery of India’ in this fort. Pathardi is one of the historical places in Ahmednagar district. Though it is a drought tahasil, it has religious importance. The civilization in this area started from the ancient India. In medieval period this place was a part of ‘Bhakti Clatt’ particularly ‘Nath Sampraday’. 

OBJECTIVES

- To find out the frequency of visit to library by users of various age groups.
- To know the educational status of users.
- To know the quality services in library.
- To know about the information resources most frequently consulted.

METHODOLOGY

A survey of the user community at Pathardi in Ahmednagar district public libraries was undertaken with the help of a well structured questionnaire in regional language, Marathi. The survey consisted of 9 questions, 8 fixed response and 1 free test. All of these public libraries were open on all working days, except weekly holiday and on government declared holidays. Simple random sampling was adopted to collect the data. First 10 visitors in the morning requested to fill the questionnaire. Out of 100 questionnaires distributed, 79 questionnaires were received with a response rate of 79%. A brief profile of distribution of questionnaire is presented in Table 1.
Table 1: Users distribution of Questionnaire

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Study taken public library</th>
<th>Q. distri.</th>
<th>Q. rece</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Swastic Public Library, Pathardi, Tal. Pathardi. (SPL)</td>
<td>10</td>
<td>9</td>
<td>11.39</td>
</tr>
<tr>
<td>3</td>
<td>Jai Bajarang Sarwajanik Wachnalaya, Nipani Jalgaon, (JBSW)</td>
<td>10</td>
<td>7</td>
<td>8.86</td>
</tr>
<tr>
<td>4</td>
<td>Shahid Shankarrao Borude Wachnalaya, Pathardi(SSBW)</td>
<td>10</td>
<td>8</td>
<td>10.12</td>
</tr>
<tr>
<td>5</td>
<td>Shri Bhagwanbaba Sarwajanik Wachnalaya, Sonoshi, (SBSW)</td>
<td>10</td>
<td>6</td>
<td>7.59</td>
</tr>
<tr>
<td>6</td>
<td>Swami Vivekanand Sarwajanik Wachnalaya, Chichondi, (SVSW)</td>
<td>10</td>
<td>9</td>
<td>11.39</td>
</tr>
<tr>
<td>7</td>
<td>Swami Vivekanand Granthalaya, Jawakhede, Tal. Pathardi. (SVG)</td>
<td>10</td>
<td>7</td>
<td>8.86</td>
</tr>
<tr>
<td>8</td>
<td>Hind Wachnalaya Nagarparishid Pathardi, (HWN)</td>
<td>10</td>
<td>8</td>
<td>10.12</td>
</tr>
<tr>
<td>9</td>
<td>Kai. G. Vitthalrao Kedar Sarwajanik Wachnalaya, (KGVKW)</td>
<td>10</td>
<td>7</td>
<td>8.86</td>
</tr>
<tr>
<td>10</td>
<td>Dr. B. A. Sarwajanik Wachnalaya, Manikdowndi, (DBASW)</td>
<td>10</td>
<td>10</td>
<td>12.65</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>100</td>
<td>79</td>
<td>100</td>
</tr>
</tbody>
</table>

Response rate 79%

LIMITATION OF THE STUDY

The present study is confined to use of information resources and services in public libraries of Pathardi thesil in Ahmednagar district, at Maharashtra state. Out of 60 public libraries in Pathardi thesil only 10 public libraries were taken under study. Questionnaire were distributed randomly only of 10 visitors.

DATA ANALYSIS

Frequency to visiting the public library by age

The public library is to be an information highway, positioning itself to provide services to the public in society. Table 2 and 3 show the frequency of list of users to the library based on age and sex respectively. It is found that visitors of public libraries were 15.18% are between 15-25 years and 46-55 years respectively, 18.985 are between 26-35 years 20.25% are between 36-45 years and 26.615 are above 56 years of age. 31.64% visit public libraries once in a week and 56 years of age frequently visit library.
Table 2: Age Vs frequency to visit the library

<table>
<thead>
<tr>
<th>S.No</th>
<th>Age</th>
<th>Daily</th>
<th>Twice a Week</th>
<th>Once in week</th>
<th>Once in Month</th>
<th>Rarely</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>15-25</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td>2</td>
<td>3</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(2.53)</td>
<td>(2.53)</td>
<td>(3.79)</td>
<td></td>
<td>(15.18)</td>
</tr>
<tr>
<td>2</td>
<td>26-35</td>
<td>3</td>
<td>3</td>
<td>4</td>
<td>1</td>
<td>4</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(3.79)</td>
<td>(5.06)</td>
<td>(1.26)</td>
<td></td>
<td>(18.98)</td>
</tr>
<tr>
<td>3</td>
<td>36-45</td>
<td>2</td>
<td>8</td>
<td>6</td>
<td>0</td>
<td>0</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(2.53)</td>
<td>(10.12)</td>
<td>(7.59)</td>
<td></td>
<td>(20.25)</td>
</tr>
<tr>
<td>4</td>
<td>46-55</td>
<td>0</td>
<td>2</td>
<td>8</td>
<td>2</td>
<td>3</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(2.53)</td>
<td>(10.12)</td>
<td>(2.53)</td>
<td></td>
<td>(18.98)</td>
</tr>
<tr>
<td>5</td>
<td>56 and above</td>
<td>12</td>
<td>2</td>
<td>4</td>
<td>2</td>
<td>1</td>
<td>21</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(15.18)</td>
<td>(5.06)</td>
<td>(2.53)</td>
<td></td>
<td>(26.61)</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>19</td>
<td>17</td>
<td>5</td>
<td>7</td>
<td>11</td>
<td>79</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(24.05)</td>
<td>(21.51)</td>
<td>(31.64)</td>
<td></td>
<td>(100)</td>
</tr>
</tbody>
</table>

(Figures in parentheses indicate percentage)

Table No.3 Frequency for visiting the Public Library by sex.

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Public library Code</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>SPL</td>
<td>7</td>
<td>2</td>
</tr>
<tr>
<td>2</td>
<td>KHSW</td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td>3</td>
<td>JBSW</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>4</td>
<td>SSBW</td>
<td>7</td>
<td>2</td>
</tr>
<tr>
<td>5</td>
<td>SBSW</td>
<td>6</td>
<td>2</td>
</tr>
<tr>
<td>6</td>
<td>SVSW</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>7</td>
<td>SVG</td>
<td>6</td>
<td>2</td>
</tr>
<tr>
<td>8</td>
<td>SWA</td>
<td>8</td>
<td>1</td>
</tr>
<tr>
<td>9</td>
<td>KGVKW</td>
<td>7</td>
<td>2</td>
</tr>
<tr>
<td>10</td>
<td>DBASW</td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>62</td>
<td>17</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(78.48)</td>
<td>(21.52)</td>
</tr>
</tbody>
</table>
As illustrated in table 3 frequency of visits based on sex shows 78.48% are men and women population is 21.52%.

Figure 1. Six frequency for visits for library

![Pie chart showing frequency of visits for library with 78.48% for men and 21.52% for women.]

Table no. 4 Other Services Provided by Public Libraries

<table>
<thead>
<tr>
<th>Sr.No.</th>
<th>Name of Services</th>
<th>No. Libraries provide Services</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Home Lending Service</td>
<td>79</td>
<td>100%</td>
</tr>
<tr>
<td>2</td>
<td>Reference Service</td>
<td>65</td>
<td>82.27%</td>
</tr>
<tr>
<td>3</td>
<td>Book Exhibition</td>
<td>43</td>
<td>54.43%</td>
</tr>
<tr>
<td>4</td>
<td>Reprographic Service</td>
<td>07</td>
<td>08.86%</td>
</tr>
<tr>
<td>5</td>
<td>Separate Reading Hall</td>
<td>22</td>
<td>27.84%</td>
</tr>
<tr>
<td>6</td>
<td>Audio Visual aids</td>
<td>05</td>
<td>06.32%</td>
</tr>
<tr>
<td>7</td>
<td>Internet</td>
<td>02</td>
<td>02.53%</td>
</tr>
<tr>
<td>8</td>
<td>Comp. exam. Cell</td>
<td>09</td>
<td>11.39%</td>
</tr>
<tr>
<td>9</td>
<td>Inter Lib. Loan</td>
<td>42</td>
<td>53.16%</td>
</tr>
<tr>
<td>10</td>
<td>News Paper Clapping</td>
<td>79</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table No. 4 shows the various services of public library were provide to users. Home lending and News paper clapping services were provided by all public libraries (100%). Only two public libraries were providing Internet facility. Reprographic Service, Audio Visual aids
and Competitive examination Cell these facilities are very less in study area they are respectively 08.86%, 6.32% and 11.39%. Public libraries can increase these facilities.

CONCLUSION

Library is a place where books and other sources of information collected and organized. It means that libraries help directly to the reader get all the reading materials to make him aware of the recent knowledge. Libraries also play a vital role in our social and cultural life that’s way the researcher has chosen the topic related to the usage of information resources and quality services in public libraries: in reference to Pathardi thesil. There were 10 public libraries in study area in which 100 questioners were distributed and 79 users were responded.

Majority of users of public library under study are men with age group 56 years and above and visit library once a week. Most of them are retired persons. Reading Newspapers, Magazines and to find information about employment seems to be significant criteria to visit library often. Majority of users utilize books lending service and reading room services, while photocopying is least commonly preferred by them. Public libraries have always been the door to learning for great majority of populations that they contribute. Public libraries are knowledge centers and put in to lifelong learning. For Pathardi thesil there are bumps in the road that leads to the goal of having institutions to serve the masses. A massive investment in public libraries is needed to mate them information resources centers for the layman.
REFERENCE

3. Gautam J.N., The role of a modern public library in society, Lucknow. 1994,
6. Singh Surendra and Singh Sonal, Library Information Science and Society, New Delhi, 2002
ROLE OF PUBLIC LIBRARY LIBRARIANS IN INFORMATION BASED SOCIETY

Prof. Rajkumar P. Ghule
Research scholar,
JJT University, Rajasthan.

ABSTRACT

In the knowledge era, the Public library will become a treasure house of human knowledge, participate in knowledge innovation. It is, therefore, pertinent on the part of public library librarians to acquire new skills required for developing and managing knowledge. Public library librarians have a long ancestry of adopting technology to enhance services. From the book keepers, librarians are now in a dynamic environment in which technology, resources, information needs and user expectations rapidly changes. This paper is illustrating what are the additional skills and knowledge required for public library librarians in changing information society.

KEYWORDS: Public library, Librarian, Information Society, Skills.

INTRODUCTION

In the early days public library librarians were keepers of books. From there with changing social, culture, librarian and public library become an essential and respectable part of the society. Advances in technology have changed virtually every aspect of our lives. These changes have dramatically impacted how we complete simple and complex daily tasks. Technology is also reforming how information is accessed and processed. Electronically, the users are able to visit various websites to access the information in anywhere in the world, in a variety forms, for their studies and research activities. The role of pub library librarian is change in to public library and information science professional. The public library and information science professionals strive to keep abreast of current research and best practice in teaching and learning to meet local people and community educational needs.
Public library librarianship is a noble and exalted profession. Service of mankind is its motto. Public library librarians are the persons who have to be vigilant and conscientious to keep existing high ideals alive. Rather it is desirable that they should build even healthier traditions for the steady growth of this profession. Dr. Ranganathan, speaking about the profession of librarianship that, ‘The Library Profession is a noble profession. It can do no harm to anybody’.

ROLE OF PUBLIC LIBRARY LIBRARIANS

The public libraries have experienced a reduction of their physical space and print materials as virtual resources and services expanded with desktop delivery of information directly to the user. ‘It is creating an exciting opportunity for library growth and development for both the collection and the staff.’

- Organizing information resources to meet the specific needs and interests of users.
- Monitoring trends in publishing and organize materials for their users.
- Managing staff, programs, information systems and databases.
- Computer and technical ability.
- Instructing users in research skills, techniques and systems.
- Negotiating contracts for resources, services, materials and equipment.
- Preparing and managing budgets.
- Directing the daily activities of the public library.
- Communication skills such as written, verbal and listening.
- Promote E-learning education

VARIOUS SKILLS FOR PUBLIC LIBRARY LIBRARIANS

Advance in technology have changed virtually every aspect of our lives. These changes have dramatically impacted how we communicate, manage information, use our time, and complete simple and complex daily tasks. Public library librarian strives to keep abreast of current research and best practice in teaching and learning to meet local people and community educational needs.
LEADERSHIP SKILLS FOR PUBLIC LIBRARY LIBRARIANS

‘The librarians frequently hold positions of leadership that extend beyond the sphere of their primary responsibilities, academics are also involved in administration of information technology, contribute administrative expertise across the organization.’\(^3\) Moreover, successful public library librarians understand that the demands of a changing information environment require that they actively apply their knowledge, expertise and skill to analysis issues facing professionally. There are significant challenges to expressing leadership. These challenges disproportionately affect the public library professionals that-

- Institutional bias that does not recognize that versatility of the information professional.
- Perceived lack of value of the professional activity on the part of the institution.
- Many public library professionals would like to be more active in their professional associations, but find that the rigors of their job responsibilities, or the lack of support from their institutions.
- Ensuring that adequate educational opportunities exist to train new information professionals in the expanding requirements of leadership.
- Encouraging experienced public library librarians to develop or update their own leadership skills.
- Encouraging public library leaders to develop leadership skills in all levels of staff members.
- Encouraging employers of public libraries to see the value in professional contributions and continuing education.
- Fostering meaningful leadership opportunities for our younger generation public library librarians.

MANAGEMENT SKILLS FOR PUBLIC LIBRARY LIBRARIANS

The staff that is required to adopt the skills and techniques of sound management practice will depend largely on organization and structure of the service. It is essential that public library librarians acquire the skills that will enable them to operate effectively in large and increasingly competitive organizations. ‘Staffing means putting a right person at the right job’\(^4\). There is a
range of factors, which suggests that managerial responsibilities need to be more widely adopted. These include:

- The gradual breakdown of hierarchical staffing structures.
- Increasingly participative decision-making, models.
- Greater emphasis on accountability and service of individual performance.
- Ability to negotiate effectively with institution.
- Greater emphasis on teamwork.
- Recognition of the importance of flexibilities and budgets.
- The devolution of responsibilities and budgets
- The importance of individual time management.

TEACHING AND TRAINING SKILLS FOR PUBLIC LIBRARY LIBRARIANS

The public library librarian’s educational role forms the central plank on which his or her other duties and responsibilities are built. According to Fielden Report that the librarians understand teaching and training skills to fulfill academic needs.

- To provide effective user education for large group of users or small group of users.
- To understand how students organize their studies and how they go about learning. In this way, library programs may be tailored to majority needs and styles of learning in society.
- To be familiar with a wide variety of teaching and learning methods including coaching, facilitation, workbooks, joint or group teaching and increasingly nowadays the opportunities provided by the electronic classroom.
- To be aware of the problems of non-traditional students such as those studying part-time, distance learners and disabled students.
- To prepare to innovate and take risks whenever the opportunity presents itself.
- To help academic staff to design and develop course material. This may be particularly helpful where open and distance learning conducted.
IT SKILLS FOR PUBLIC LIBRARY LIBRARIANS

Information technology generates the most vigorous debate in relation to the changing role of the public library librarian. ‘An object is an entity that is represented by information in a database. User queries are matched against the database information’. The technological advances continue to ask questions of the support services, including the library.

- To keep up to date with subject-based knowledge and accompanying IT developments.
- To play an advisory role in guiding local people through the diverse range of electronic sources, formats and services.
- To train public library staff and users.
- To access to electronic sources of information including for various academic and public activities.

ADMINISTRATIVE ABILITY PUB LIBRARY LIBRARIANS

It would appear an obvious truism to declare the public library librarian should have the qualities of a good administrator. ‘It is essential that the librarian assume a large measure of administrative responsibility, including the supervision of the staff, the proper budgeting and expenditure of library funds, and the oversight of the library building.’ Randall and Goodrich state that administrative ability consists generally of four things;

- The power to see clearly the significance and the implications of problem.
- The ability to analyses a known problem in such a way as to identify the important parts of its structure.
- The genius to put facts side by side, to consider their combined significance, and thus to come to a conclusion
- The faculty to secure cooperation from others

RESPONSIBILITIES OF PUBLIC LIBRARY LIBRARIANS

Public library librarians have different types of responsibilities to perform while functioning to serve the users. ‘Librarianship is experiencing rapid change.’ The public library
librarians generally provide access to available knowledge/information to users. It is one of the most important responsibilities of public library librarian. All people in the community or organization should have an equal right to use the public library. To implement this public library librarian should do the following-

- Stick to unrestricted, impartial and active service.
- Equality among all users on account of nationality, race, creed, group, sex, etc.
- Assure users freedom to access knowledge or information; respect the privacy of each users.
- Resist all pressures to do so except as required under due process of law.
- Guide researches and script writing.
- Cooperation policy for healthy growth of an organization.
- Cooperation with local residents.

CONCLUSION

The public library librarians have to learn the new technology to provide effective services to the users. The information resources are available in a variety of forms. The users also need specific information related to academic and public activities. In order to satisfy the requirements of the users, the public library staff should have ability to access information from various sources like online sources, databases etc. In future, the user will depend on public library for information where as the public library librarian has to play a vital role to direct or to connect the users to resource electronically in networked environmental.

Public library librarians should help to develop the definition of right communicates. He must have good organizational, active, communicative and contractual qualities. New opportunities and responsibilities will wait for public library librarians who are able to take this account. The status of information within our organization is undergoing a profound transformation. Many of our users foresee that in the future the availability of quality information will be a necessary contribution to public library professional competence and to the competitiveness of the organizations.
REFERENCES


