CHAPTER - V
SUMMARY OF FINDINGS, SUGGESTIONS AND CONCLUSIONS

5.1 Introduction:
Summary of findings of the study on use and non-use of City Central Library, Vijayapura is provided in this chapter under five subheadings. Major finding results of hypotheses testing, suggestions and conclusions are discussed in this chapter.

5.2 Major Findings
421 adult users who were actually using the City Central Library, Vijayapura (CCL) or its branch libraries; 354 children including both actual and non users; 1132 women residing in various localities of Vijayapuracity were surveyed and 47 women of high repute in the city who are opinion leaders were interviewed.

5.2.1 Use of CCL/Branch Libraries by adult users

1. A large number of male users visit CCL/branch libraries (85.5%, N=360), while female users are in minority (14.5%, N=61).

2. Majority of the actual users are retired people (43.2%, N=182) and people with ITI, Diploma holders.

3. A larger number of users aged between 51 and 65 (46.3%, N=195) visit CCL/Branch libraries. A small proportion of users aged below 35 years visit CCL/Branch Libraries (9.98%, N=42).

4. A very small percentage of female users visit CCL (11.5%, N=3) and branch libraries (14.7%, N=58).

5. A majority of the actual visitors of CCL/branch libraries are retired people (42.3%, N=167). At the same time very few house wives do visit (8.4%, N=33).
6. More than half of its user base (57.7%, N= 142) comprise of people ITI/Diploma background.

7. 25.9% of users visit CCL/branch libraries to escort children to library,(N=109) while another 25.2% visit to read newspaper (N=106).

8. A majority of users visit CCL/branch library once or twice a week (42.8%, N=180). Nearly one fourth of user community visit every day (24.9% N=105).

9. Adult users are highly satisfied with book collection (\(\bar{X}: 4.605\)). The users are in a dilemma as they have indicated with regard to library working hours (\(\bar{X}: 2.885\)) and library services (\(\bar{X}: 2.87\)). The users are not satisfied with reading room facilities (\(\bar{X}: 2.149\)) and cleanliness (\(\bar{X}: 1.56\)).

10. CCL is better than branch libraries in all areas except for providing library services and maintaining cleanliness.

11. Access to digital collection (\(\bar{X}: 1.89\)), provision of mobile van services (\(\bar{X}: 1.79\)), provision of Internet (\(\bar{X}: 1.65\)), photocopy services (\(\bar{X}: 1.57\)) and demand for more branch libraries (\(\bar{X}: 1.48\)) are the first five expectations of user community from the City Central Library.

12. Branch libraries user community expects photocopy services (\(\bar{X}: 2.65\)), outreach activities (\(\bar{X}: 2.27\)), community information services (\(\bar{X}: 2.19\)) as the top three services.

13. User community agree to the three statements, “I never find anything”, “there are too many rules” and there aren’t computers.

14. User community feels that the following are not of the opinion. “Libraries help all kinds of users find the information from all sources”, “library is a place for education”, “library is a place for lifelong education”, “technology can bring
information from around the world” and “public libraries have trained experts in finding the right information”.

5.2.2. Use and non-use of City Central Library by women

1. The study population comprises of more number of young women aged between 18 to 25 (31.1%, N=352), graduates (49.2%, N=557) and more than one third of SC/ST Women.

2. A majority of them are married (56.1%, N= 635) and hail from joint families (55.9%, N= 633).

3. Every single house of woman under study has a child.

4. A greater majority of women were staying in Vijayapura city since a long period (80.8%).

5. More than two-third of house wives (N= 68%, N=770), 15.2% of working women (N=172) and 16.8% of senior citizen / retired/ women constitute the study population (N=190).

6. A majority of women belongs to Low Economic Group (LIG) (61.1%, N=691).

7. Women under study have access to more than one media. Television is found in a greater majority of women’s house (91.9%, N= 1040) Land phone is available with three fourth of women (75.7%, N= 857) and mobile is available with nearly two third of women (64.8%, N= 734). Most surprisingly 71.4% of women have also access to Radio (N= 808) but availability of Internet is found in 45.5% among women (N=515).

8. Women under study know more than one language.

9. Women are members of more than one club or group.
10 Visiting temple (X: 2.91), watching movies (X: 2.87), chatting with people (X: 2.82), going for exhibition cum sale (X: 2.67), watching TV serials (X: 2.43) are the top five leisure activities of women under the study.

11 For a majority of women late morning hours are more convenient for leisure activities (51.1% N=579).

12 More than two third of women claim that they have a habit of reading (70.1%, N= 794).

13 Majority of women prefer to read, women related books (90.6%, N=719) followed by epics (72%), religious books (65%), newspapers (62.7%), food recipe books (53.5%), and magazines (52.9%).

14 Irrespective of places for reading materials; almost all of the respondents read novels/fictions (100%), Newspapers (97.8%), Short stories (97.5%) and Non-fiction (96.3%) at home only.

15 A majority of women spend less than an hour every day (46.6%) and 35.9% of them spend 1-2 hours on reading every day in City Central Library.

16 Main purpose of reading by the women respondent is for recreational activities (74.2%).

17 Women do not depend on a single initiation. They tap multiple paths. Nearly two third of women talk to their family members when the need for information arises (N=734).

18 393 respondents make a self search to find their required information and among them one third use internet (33.84%) for finding information and followed by searching reference books/News papers/ magazines (30.53%).

19 Two- third of women do use Internet. (66.8%, N=756).
20 They use Internet for different purposes. Prominent among them are E-mail (81.3%), Chatting (72%), Face book/Twitter (70.9%), Google Search (52.9%) and for downloading songs/pictures (42.7%).

21 More than half of those who use Internet use e-media (52.5%, N= 396).

22 E-papers were used by a majority (60.10%, N=238).

23 Mobiles are widely used devices among women for accessing Internet (65.7%).

24 Only 31.8% of respondents are aware of City Central Library Vijayapura.

25 Nearly two-third of those who are aware of CCL consider it as a place to read (66.9, N=241) while slightly less than one third consider it as a place to take rest when one goes to market (32.5%, N=117).

26 More than half of those who were aware of CCL were registered members (59.7%, N= 215).

27 More number of women are registered members of Kalyannagar (N= 29), Jorapurpeth (N=25),KHB Colony (N=28) and Viveknagar (N=22) branches.

28 More than three fifth of women who are aware of CCL have visited CCL and its branches at least once (60.3%, N=217), while more than one third (39.7%, N= 143) have not visited at least once during the last one year.

29 A small percentage of women (8.3%, N=18) do visit every day, 4.2%of women (N= 20) visit once a week.

30 There are multiple reasons for not visiting the City Central Library or its branch libraries. The prominent reasons cited by them are ‘they get information from Internet (87.4%, N-125), ‘Inconvenient library working hours’ (72.7%, N=104) and distance of library from home (69.2%).
A majority of women did visit either to read magazines (66.8%, N=145) or to return books borrowed (54.8%, N=119).

City Central Library or its branches were never visited: to read novels, to read fictions, to refer, to read non fictions, to use children’s library, to use Govt. publications, to read newspapers, to study, to meet friends, to look for information on a given topics, to get help from library staff and to view art work etc.

City Central Library or branch libraries are 15 to 20 minutes by walk for (41.4%) of women (N=149). For one fourth of women the distance is more than 10 minutes by vehicle (27.5%, N=99).

A larger majority of women did stay for less than half an hour (63.6%, N=138) while (31.2%) of women stayed for a very short period say 10-15 minute (N=31.2%).

A majority of women prefer to visit library during evening hours.

More than two fifth of women sometimes got what they wanted (44%, N=96) in the library.

The reason for not getting books is due to lack of collections on the subject required by them (89.9%, N=196).

(25.8%) of women opined that CCL / its branch libraries are friendly (N= 56).

Among 217 respondents, only i.e. (43.3%) respondents are aware of circulation service. (N=94).

A majority of those who are aware of circulation service (71.3%, N=67) were using the service.

A majority of those who have used circulation service either they were unsatisfied (64.2%, N=43) or highly unsatisfied (19.4%, N=13).
A majority of women are unaware of photocopy services (75.6%, N=164).

A majority of women who are aware of photo copy service are using the service (96.2%, N=51). Majority of women are not satisfied with photocopy service.

A greater majority of those who visit library were aware of reference service (92.6%, N=201).

A majority of those who were aware of reference service were using it (70% N=141).

Women are not satisfied with the way reference service is provided.

Inter library Loan service is not known to women community as few are aware of it (2.3%, N=5) and those who are aware of ILL have used it (N=5). 1 out of 5 is satisfied with ILL services.

Nobody is aware of Internet service.

Women are satisfied with lighting arrangements ($\bar{X}$: 4.2), seating arrangements ($\bar{X}$: 3.81) and quality of library building ($\bar{X}$: 3.71). Women under study are unsatisfied with library services ($\bar{X}$: 1.96), cleaning ($\bar{X}$: 2.33), magazines collection ($\bar{X}$: 2.38), non- fiction ($\bar{X}$: 2.40) and fiction collection ($\bar{X}$: 1.90). Women under study are highly unsatisfied with outreach activities ($\bar{X}$: 1.41), arrangement of books ($\bar{X}$: 1.36), children collections ($\bar{X}$: 1.48), drinking water facility ($\bar{X}$: 1.41) and toilet facility ($\bar{X}$: 1.60).

The CCL/ its branch libraries do not have what is required by women. The “working staff there are not friendly “They are not welcome in the library which again indicates on the behaviour of the staff. They don’t just feel like using the public library.
Those women who have interest in reading but have not visited CCL / its branches a majority of them get books and other reading material brought by somebody (65%, N= 93). Those women who do not go to library get books from CCL/branches mainly either through their children (50.5%, N=47) or through their husbands (45.2%, N=42).

Very few women did get books from elsewhere like university library (71.43%) and college library (25%).

Nearly half of women are getting books from circulating libraries (50.25%, N=399).

(83%) of respondent women are also found to be members of circulating libraries.

Major reasons for availing membership of circulating libraries are found to be service availability at the door step of the respondents (37.4%) and delivery of needed magazines to their home (33.9%).

More than half of the respondent women are dissatisfied with City Central Library/Branch libraries (55.8%) and (29.5%) are highly dissatisfied.

More than half of the respondent women motivate their children to visit CCL/branch libraries to cultivate and develop reading habits among children’s (59.7%).

Majority of respondent women found to visit the City Central Library/Branch Library with their children’s (84.65%).

More than one third of respondent women inspire their friends/neighbours to visit CCL by sharing their library use experiences (38.6%).

Family members of(39.4%) of women also visit CCL or its branches. They visit whenever they are in need of information (74.4%, N=64).
Women prefer community halls as first choice ($\bar{X}: 4.21$), public libraries as second choice ($\bar{X}: 4.06$) and parks as third choice ($\bar{X}: 4.00$), swimming pools ($\bar{X}:3.85$), sports complex ($\bar{X}:2.99$) and art gallery and museum have been ranked fourth, fifth and sixth respectively.

A majority of women feel that library is an important community service.

Women observe that neither City Central Library nor its branch libraries provide any digital library services.

A majority of women wants improvements in providing basic amenities (42.2%, N=92). More than one third also wants improvements in public relations (36.2%, N=79).

A majority wants (45.9%, N=100) digital collection (14.3%) of women have suggested to develop collection related to curriculum (N=31).

Half of the women expect basic facilities from City Central Library /Branch libraries to have drinking water; toilet and ventilation provision (50.9%).

More than one forth of women expect mobile library services (25.8%, N=56), and internet services (28.9%, N=63), Xerox services (photocopying) is demanded by (15.6%) of women (N=34).

5.2.3: Children’s use of CCL / branch libraries

1 Among the total 354 children covered in the study, only 83 children’s were actual visitors and the remaining 271 were non visitors.

2 Among the actual visitors to the public library, majority of children using public library are above 12 years (72.3%). More than half of children aged between 9 to 12 (51.3%) and one third of children aged less than nine years (33.6%) were not using libraries.
3 It is boys in a majority whether inside the library as actual visitors (83.1%) and outside the library (71.6%). Number of girls who are actual visitors is comparatively very low.

4 Majority of the actual visitors among children to CCL branch libraries are from Government schools (60.2%) and (39.8%) are from private schools. Almost all the children who are not visiting are from private schools (95.9%).

5 85.5% of children’s parents either one of them (Father or Mother) are graduate in case of actual visitors and (48%) in case of non visitors. Irrespective of visitors or non-visitors, slightly above ten percent of children’s parents are found to be graduates both father and mother.

6 Among actual visitors of library, majority of children’s feeling is library is that it is a place where books are kept (67.5%). In case of non-visitors, nearly half of the children’s feel library as a place for recreational reading (42.4%).

7 Main reasons for children’s visit to library are to read newspaper (26.5%) and followed by a casual visit (20.5%), children had also visited to read comics (19.3%) and magazines (13.31) and to prepare for project work (10.8%) and to return borrowed books (9.6%)

8 More than half of children visit once or twice a week to the library (55.4%) and the remaining children visit occasionally (44.6%)

9 A majority of children felt that the environment is quite unfriendly (54.2%)

10 Children are not satisfied with any of the aspects. Children do not like public library ($\bar{X}$: 4.05).
11 Among the non-visitors of public library, the main reasons found for not visiting the public library is mainly due to lack of time (32.5%) and followed by inconvenient working hours (26.9%), parents restrictions (10.3%), newspapers availability at home (10.7%).

12 Actual users among children are somewhat convinced that library is a place for education ($\overline{X}$: 4.1) while non-visitors tend to be convinced or unconvinced as the mean ranges between 3.06 and 3.69.

13 Actual visitors prefer Internet as their first choice ($\overline{X}$: 2.87) while for non-visitors, it is a second choice among non-visitors ($\overline{X}$: 3.04) while it is the second preferred among actual visitors ($\overline{X}$: 2.81), E-resources are the third most preferred among actual visitors ($\overline{X}$: 2.45) and non-visitors ($\overline{X}$: 2.24).

5.2.4: Views of women of repute in Vijayapura city

1 A majority of women who were interviewed were graduates (48.94%), while nearly one fourth was post-graduates (19.15%).

2 Working professionals like doctors, engineers, lawyers, bankers (19.15%), women activists (17.02%), politicians (14.89%), women entrepreneurs (14.89%), Educationists (12.77%), Writers (12.77%) and Government Executive officers like Assistant commissioners, CEO’s and other such officers (8.51%) were included in the study.

3 A majority of them strongly deny that women visit City Central Library or its branches (48.94%, N=23).

4 Routine work (100%), declining reading habits (85.10%), availability of many alternatives for entertainment (95.84%) were the three major reasons quoted by eminent women. Nearly half of eminent women also felt that culture is one reason that prevents women to go to library and spend time there.
A greater majority of eminent women felt that (82.98%) library is very important as a community service.

Nearly three fourth of the interviewed women strongly disagree (74.46%) that public libraries are responding to women’s needs in the digital age.

5.3: Hypotheses Testing

1. Gender of users has no bearing on the type of library visited - CCL or branch libraries.
2. Social class of women has bearing on the awareness of CCL and its branch libraries.
3. Leisure timings available to women has bearing on the awareness of CCL and its branch libraries.
4. Reading habit of women has bearing on the awareness of CCL and its branches.
5. Purpose for reading has bearing on the awareness of CCL and its branches.
6. Need of information has bearing on the awareness of CCL and its branches.
7. Action taken when information is needed has bearing on awareness of CCL and its branches.
8. Use of Internet has bearing on the awareness of CCL and its branches.
9. Use of E-media has bearing the awareness of CCL and its branches.
10. Getting books from circulating libraries has bearing on the awareness of CCL and its branches.
11. Reading habit has no bearing on the membership of CCL and its branch libraries.
12. Age has bearing on the visit to CCL and its branch libraries at least once in last one year.
13. Reading habit of women has bearing on the visit to CCL and its branch libraries.

14. Purpose of reading has bearing on the visit to CCL and its branch libraries.

15. Action taken when information is needed has bearing on the visit to CCL and its branch libraries.

16. Age, educational qualification and age of children of women has bearing on the visit to frequency of visit to CCL and its branch libraries.

17. Reading habit of women has bearing on the frequency of visit to CCL and its branch libraries.

18. Purpose of reading has bearing on the frequency of visit to CCL and its branch libraries.

19. Distance taken to travel has bearing on the membership to CCL and its branches.

20. Distance taken to travel has bearing on the visit to CCL and its branch libraries during last one year.

21. Frequency of visit to CCL and branch libraries has bearing on the distance between home and CCL/branch libraries.

22. Availability of reading material has bearing on the frequency of visit to CCL and its branch libraries.

23. Availability of reading materials has bearing on the time spent in the library.

24. User friendliness has bearing on the membership to CCL / branch libraries.

25. User friendliness has bearing on the frequency of visit

26. Age, social class and occupation of women have bearing on the awareness of circulation service.

27. Reading habit of women has bearing on the awareness of circulation service.
28. Frequency of visit has bearing on the awareness of circulation service.

29. Age and occupation of women have bearing on the awareness of Xerox service.

30. Frequency of visit to CCL and branch libraries has bearing on the awareness of Xerox service.

31. Occupation of women has bearing on the awareness of reference service.

32. Frequency of visit to CCL and branch libraries has bearing on the awareness of reference service.

5.4 Suggestions

City Central Library authorities have to use certain innovative methods to attract women to libraries. The suggestions include:

1. Set up more branch libraries.

2. Start mobile library services throughout the city vicinity

3. Identify target audience by gender and conduct user and use studies. Develop reading materials and services based on the needs of the community.

4. Create awareness as to the importance of public libraries through extension programme.

5. Create awareness among the user community in general and women in particular the resources, services and facilities available in the CCL including branch libraries.

6. Motivate users to use resources and services of City Central Library and its branches.

7. Go for a massive membership drive.
8. Provide free meeting space in the premises of CCL and branch libraries for programs organized by women.


10. Celebrate local festivals and organize religious functions and programs during Chaitra, Shravana, Kartikamasa and also during Ramzan, Id Miladetc.

11. Organize community programs on the occasion of Librarian’s day, National Library Week, World Book Day etc.

12. Organize weeklong women’s related programs as part of International Women’s Day every year.


15. Organize health awareness programs and provide Health Information Services.

16. Provide library services to empower women.

17. Introduce services provided by circulating libraries.

18. Should function like community kitchens. Identify the community services required to be provided and start providing such services.


20. Give special attention to develop women related collection. Develop focused collection.
21. Develop children’s collection because it is women who will accompany them to library.

22. Introduce digital culture in the library environment.
   
   a. Provide access to the internet. Establish wi-fi in the City Central Library and all the branch libraries.
   
   b. Provide Internet based services.
   
   c. Develop a website for the CCL.
   
   d. Develop a webOPAC and integrate it into the CCL website.
   
   e. Can use Face Book, Twitter, You Tube and such other social media to provide library services.

23. Provide user services such as a new books arrivals display, inter library loan, paper clipping services, over the night issues and book exhibition.

24. Provide basic amenities like water, wash rooms in the library premises.

25. Educate women about library use, particularly electronic resources, and how to effectively locate and evaluate information from the web and other resources so libraries can remain a vital part of lifelong learning.

26. Train the staff to be user friendly and inculcate among the staff, the importance of public relations.

27. Establish linkages with local institutional libraries like Akkamahadevi Women’s University Library, various college libraries etc in providing Inter Library Loan Service.

28. Undertake Literacy drives to attract neo-literate and children to the library.

29. Start providing services to support Digital India.
5.5: Areas of further research:

- Gender differences in the use of public libraries.
- Public Libraries, ICT and women.
- Libraries as strategies for empowering young women for greater political participation.
- Provision of facilities, services and resources made available to women in public libraries.
- Public library responses to women and their changing role.
- Outreach services provided by public libraries for women.

5.6: Conclusions:

The study has uncovered the facts of use and non-use of City Central Library and its branch libraries in Vijayapura city. Though the literacy rate is quite high among women, the user base among them in CCL or branch libraries is quite low. Awareness of its existence is also not widespread. There are many tools available to women to spend their leisure time. They get their reading habit satisfied with the existing reading materials being made available to them by their family members or friends. Hence the public libraries have to design such services that can pull women to use libraries. One way is to promote reading habits. Internet penetration in the city is increasing steadily. But still a larger mass exists that depend on cyber cafe to avail Internet based resources and services. If the CCL introduces Internet in the CCL premises there exists few opportunities to attract women to the libraries. In this regard this study has identified various measures that could be implemented in a phased manner.