CHAPTER 2 - REVIEW OF LITERATURE

An essential and crucial aspect of a Research Project is the Review of related literature which implies locating, reading and evaluating past as well as the current literature related to the planned research project. Hence, the investigator has put his best efforts to review the related literature by going through Indexing, Abstracting Journals, Bibliographies, Theses, Books, Databases such as Library and Information Science Abstract (LISA) and Library literature. Apart from the direct sources online resources were also searched using internet, such as Emerald database, proQuest, Educause, Taylor & Francis etc. and other open access sources. Some of the studies related to the topics are as follows:

Chowdhury, Poulter and McMenemy (2006) conducted a study entitled “At the sharp end Public Library 2.0: Towards a new mission for public libraries as a “network of community knowledge”. The main purpose of this study was to propose a new vision for public libraries in the digital age. This conceptual study was based on an understanding of the recent developments in ICT & Internet Technologies and author’s experiences- especially in relation to public libraries and digital libraries. To set a proper mechanisms for capturing, preserving and disseminating community knowledge and to underpin the proposal for Public Library 2.0, It returned to Ranganathan’s famous five principles which advocate Community Knowledge is for use, every user should have access to his or her community knowledge, all community knowledge should be made available to its users, save the time of the user in creating and finding community knowledge and community knowledge grows continually. It was concluded that public libraries in the digital age should move from solely providing access to knowledge to acting as a platform facilitating the creation of, and access to local community knowledge within the global context. The study also proposed a model for PL2.0 where public libraries can play new role to establish a network of community knowledge.

Warrenvilled Public Library District (2006) conducted a patron satisfaction survey consisting of questions related to library services, collection, electronic resources and staff. To achieve the purpose of the study, a total of 375 surveys were conducted including 59 patrons completed the survey online. Findings of the study showed that majority of users (94%) were able to find the information during their visit to the library, 97.3% rated their satisfaction with the overall services at the highest two levels.
97.6% rated that library staff is extremely helpful or very helpful, 53.9% were very satisfied with the library hours followed by 32.6% who were extremely satisfied. With regard to satisfaction of collection (i.e. books, videos, CDs, etc.); majority of respondents (56.1%) were very satisfied followed by 24.3% extremely satisfied. The highest number of respondents (49.7%) rated ‘In-library Flyers/Signs’ as the source by which they could know about the libraries program and services, 92.5% visited the library for checking out the books. 75.7% users visit to ‘Checkout DVDs/CDs’, 32.6% for use of computer and least number of users i.e. 5.9% indicated that they visited the library for other purposes. From the above findings, study concluded that patrons expressed highest degree of satisfaction with services, collection, electronic resources and staff. In spite of highest degree of satisfaction they desired for continued improvements and expansion, especially in Audio/Visual collection (DVDs, CDs, and books on CDs. Patrons also indicated to improve print collection in some weak areas and suggested that training opportunities would increase awareness and usage of the library’s online resources.

Liu and Li (2007) conducted a study on “Developing an integrated Public Library Service in Dongguan, one of China’s fastest growing cities”. The study was conducted through an analytical evaluation regarding the development of an integrated public service system and its distribution of information among libraries and information centers in an urban community and concluded that constructing an integrated public service system is an important trend in urban libraries in the new millennium as it provides a greater volume of original resources, improves work efficiency and expands services.

Flores and Pachon (2008) organized a study entitled “Lations and Public Library Perceptions” to determine the current level of library use by Lations and establish a baseline for libraries to use their strategic planning and outreach efforts. The study was initiated under the Tomas Rivera Policy Institute (TRIP). TRIP studied in depth and to a large extent. The study is a quantitative analysis conducted through telephone based on 2860 Latino adults who are over the age of 18 from six states i.e. California, Florida, New York, Texas, North Carolina and Nevada. The study showed that 54% of the Latino population visited libraries in the past year. More specifically, about 14% visited the library once or twice in the past year, 18% visited monthly, only 1% visited
the library daily, Two-fifth of the sample preferred to read in Spanish, one-third in English, and about one-fourth in both. Almost all (99.6%) of the sample is literate, among those who visited the library weekly or more; Latinos’ top six reported reasons were—to read or borrow books (69.1%), to take children (33.6%), to use computers (32.6%), to look for information (31.7%), to study or do homework (28.8%), to borrow movies (24.5%). With regard to satisfaction with libraries Latinos are somewhat more satisfied with English materials than Spanish materials, more respondents replied being “satisfied” or “very satisfied” with English books (93.3%), CDs (87.2%), movies (85.8%), newspapers/brochures/magazines (89.8%), children’s books (91.9%) and children’s movies (86.9%) than for Spanish books (74.0%), CDs (65.5%), movies (63.5%), newspapers/brochures/magazines (78.2%), children’s books (76.5%) and children’s movies (66.9%). Satisfaction was high with programs for adults (76.9%), for children (85.5%), availability of space (84.6%), and opportunities to learn English in the library (75.2%). More research is necessary to understand why there are different perceptions of English and Spanish language materials available in libraries. One reason may be that Spanish language materials in the library may reflect a higher literacy level than that of respondents included in study. TRPI recommends that library personnel should be aware of the overall diversity of Latinos and the particular composition of the area, advertise the library as a place to learn English is more essential as well as English-language material, advertise public access to computers and availability of the general information; only 47% of Latinos who use the library for internet access, inform the community that the library does not share library user information because foreign-born Latinos are much less likely to use the library as one reason for this may be that some Latinos fear to leakage of personal information.

Redding Public Library (2008) conducted a survey to evaluate customer satisfaction level of services were being provided in the Redding Public Library and identify the ways to enhance the services to encourage the patrons in the library. The results of survey were published under the title “Customer Satisfaction Survey - fall 2008: Redding Public Library”.

A questionnaire was developed by Library System and Services; which was made available in-house to the users and electronically via the Library’s website. The survey was implemented in October 2008 and ended in November 2008. The Library Customers’ participation was excellent with a total of 2,622 questionnaires and on-
line responses collected. In addition to answering the basic questions, 3771 comments were provided. These were categorized and analyzed.

The survey gave very positive and useful outcomes. Customers were very satisfied with the staff for providing quality customer service and hours of access rated as good. The majority visited the library at least once a month. The collection meets the needs of most of the users.

Sin and Kim (2008) examined the characteristics of users and non-users of the public libraries using socio-demographic data from the current population survey conducted during October 13-19, 2002, and library services data from the Public Libraries Survey 2002. The study finds 34 variables to be significant. These variables including factors that have not often been studied, such as distance from the library, age/school attendance status, use of other types of library, and public library expenditure per state capita. It was found that disadvantaged groups, including ethnic minorities, recent immigrants, and people with disabilities, were less likely to use public libraries. The study provides a national-level assessment of the under-served populations. It also offers triangulation to other existing research, particularly qualitative information behavior studies of specific groups. The study indicated out of 57,148 households, 27,511 households (48.1%) had a household member who used the public library in the past year. To narrow the information divides among the non-users’ group who have less access to information resources, public libraries should proactively reach out to these disadvantaged groups. Building more branches could be beneficial in the areas closer to disadvantaged groups as the distance to the library seems to have a strong impact on the use of the public library. Support from all levels of government and different sectors of the society are more important for steadfast growth of the public libraries.

Wilson (2008) gave an overview of public libraries in Canada with an aim to compile information pertaining to Canadian public libraries in the areas of legislation, structure, governance, and funding models, and briefly described issues common to public libraries across the country. Information was gathered from territorial legislation that govern public libraries, as well as by referring to various web sites at the provincial, territorial, and national level. It was found that many commonalities and some differences exist across most provinces and territories in Canada with regard to public libraries in terms of legislation, structure, governance, and funding models.
Finally, it was concluded that Public libraries are lifeline in a country where vast land expanses can dwarf the population.

Chicopee Public Library (2009) conducted a survey to response the patrons’ needs. Questions were asked form the patrons of Chicopee Public Library relating to their level of satisfaction with services and demand of new material or services. CPL distributed and collected surveys both in paper and online. The paper surveys were distributed within the library and online survey was hosted on the website of the library. A total number of 252 responses received consisting of 168 responses received in print and 84 responses received through online. The findings showed that majority of the respondents i.e. 83.7% were of age group 18+ followed by 13.5% respondents were of age group 12-17 and least number of respondents (2.8%) did not specify their age group. The majority of respondents i.e. 89.2% had library card, 40.98% users visited the library 2-3 times a week in 12 previous months followed by 30% users visited 1-3 times a month, the service ‘Magazines and/or Newspapers’ was at rank first by using majority of respondents (21.99%), 74.06% respondents attended the library sponsored event organized in last 12 months, majority of respondents i.e. 36.11% quoted ‘library’ as the means through learned about the programme at the Chicopee Public Library and majority of the respondents (22.13%) accepted ‘Newspaper’ as source for community information. As far as concerned with the Children’s Programming and Materials; it was found that the ‘Performance, and ‘Summer Reading’ programmes were very famous programmes in which majority of the users i.e. 27.35% and 25.11% respectively brought their children to attend in last 12 months. 30.72% respondents viewed that the library should organize more programmes on ‘Good Blend’, majority of users (37.13%) came to know about the children oriented events through ‘postings’, the ‘Juvenile DVDs’ was the most borrowed by the children (25.88%) in Chicopee Public Library and children were satisfied with all the sections but the children were very satisfied with the section had ‘Picture Books’. Some questions were asked related to satisfaction of teen group and it was found that 86.36% had library card, 25% teens visited the library 2-3 times a week in last 12 months, the majority of teen users i.e. 36.6% and 29.3% attended ‘MTV Casting Class, and ‘Summer Reading Club’ programmes respectively in last 12 months, majority of teen users (22.6%) came to know about the teen oriented events through ‘Newspaper’, the ‘Teen fiction’ (19.2%) and ‘DVDs’ (13.6%) were the
most borrowed items by teen users, majority of teen users (26.6%) suggested to purchase more Teen Fictions.

**Parvthamma (2009)** surveyed the use of information resources and services in the public libraries of Bidar District, Karnataka State. The study showed that the majority of the users are students, unemployed youth or employees in private sector, belonging to lower and middle income group. They spent less than one hour in the library and inconvenient timing was found to be the main reason for not visiting the library more frequently. Newspapers and magazines were the most frequently read information sources and fictions were the most frequently borrowed documents. The study concluded that since majority of the users are students and unemployed youth, public libraries need to enrich their information resource collection and should provide access to internet and offer community-based services, including literacy programmes.

**Deswal** (2010) assessed the status of public libraries in Haryana through a study entitled “**Status of Public Libraries in Haryana: An analytical Study**”. The objectives of the study were to know the functioning of public libraries in terms of provision of space and related facilities, membership fee, number of users, availability of staff, opening hours, collection development policy and various library services being provided by the libraries. To achieve the aims of the study, a questionnaire was designed and circulated among the 19 district libraries and one State Central Library. Findings show that State Central Library has 18 staff members including 2 Sr. Librarian and has 69335 books, 14 daily newspapers, 21 magazines, and 35 periodicals. Library is providing circulation and referral Services. Out of 19 District Libraries, 17 District Libraries have responded and findings shows that 11 District Libraries are functioning in their own building and other 6 libraries are functioning in some other building. In terms of collection 53% libraries have collection ranging between 10,000-20000. The study also reveals that only 18% libraries are partially automated. In concern with technical processing 88% libraries are using DDC scheme for classification, 82% librareis are using AACR-II for cataloguing and concludes that some of the aspects in librareis need attention as libraries need to be computerized to cater the information needs of the users and as per Dr. S.R. Ranganathan’s standard staff structure formula staff should be recruited, financial grants should provided by the State govt. for building.
McGrath (2010) summarized the responses of survey on “Young People and Public Libraries in Ireland: Issues and Opportunities”, its main objectives were to examine the current provision of library services for young people in Ireland, their experiences and attitudes towards public library services, including barriers to using the public library services and to examine their reading & information needs and best practice in the promotion and development of library services among young people. The survey showed a lack of overall planning of services for teenagers as 28% of library authorities kept no records of the number of their teenage members, 34% of library authorities had no specific objectives for teenagers in their library development programmes. Only 10% of library authorities had included stock for teenagers in formal collection development policies, 55% of library authorities estimated that less than 10% of their public space was allocated to children and young people, no library authority employed a young adult librarian. Librarians identified the need for tailored child protection policies and procedures relevant to library services and the need for child protection training for library staff, 45% of library authorities had no staff with any training in working with young people; 83% of library authorities had no formal budgetary allocation of stock for young people. Despite these limitations, public library authorities provided a wide range of services to young adults, including books, Internet access, music CDs and DVDs. The responses demonstrate an awareness of the recreational and educational needs of young adults and a desire to meet them. 62% of library authorities had seen an increase in teenage membership over the last 5 years, Innovative and attractive services have been provided and more are being planned. Many services, however, are limited by lack of space, paucity of training for library staff, the absence of any dedicated young adults’ librarians and a low level of knowledge and interest in. libraries on the part of teenagers, as well as competition with their other activities.

Nevertheless, the library authorities recognize the need to change services to provide better and more relevant services to teenagers. Besides this, there should be appropriate budget for young collection, space, homework club, online services and support, to develop closer collaboration between schools and public libraries, training to staff and so more.

Pors (2010) conducted a survey on “Citizen Services and public libraries: an analysis of a new service in Danish public libraries”. It focuses on staff reactions and
perceptions and it also analyses the use and perception of the service in relation to the traditional services. For the purpose, a survey among library visitors in the two libraries was conducted through online. Personal interviews were also conducted with the involved library staff, citizen service users and administrative staff. The sample consisted of 243 valid responses collected. Major findings of the survey shows that (1) 25 per cent of the users have used this service in the library and they appreciated it very much (2) attitudes towards citizen services in the library, just ranked as number 12 with a score of 42. It is not surprising because citizen services can be considered marginal in relation to traditional services in the libraries. (3) Women tend to consider distance to the library slightly more than male users – 92 versus 69. (4) The citizen service non-users state more than the users of the service that the service is an advantage for the local community – 89 per cent versus 85 per cent agree with this statement. (5) 80% of the users contact the library through internet so correlation between library visit frequency and the use of citizen services in the libraries, not conclusive proof that the introduction of the service attract new library users. Over all conclusion is that citizen services through public libraries are beneficial but people access these services through internet.

Wonder (2010) executed a project for San Francisco Public Library with cooperation of Webjunction; which was made possible by a grant from the U.S. Institute of Museum and Library Services to examine the potential for online patron instruction in public libraries, part of which includes a pilot online tutorial project. The project was published under the title “San Francisco Public Library Needs Assessment: Report on Findings”. To complete the project a 25-questions patron survey was distributed in paper form and send through online in English, Chinese and Spanish language. Survey questions included demographic information, information on user needs, library usage and perceptions of the library and likelihood that the respondent would use online instruction tools. A total of 528 responses were received in which 309 responses were received through paper surveys and another 219 via online surveys. Findings showed that most of the respondents i.e. 95.3% were member of the library while 4.7% were non-members. Majority of the respondents were well educated i.e. 87.3% had completed at least college education. The majority of users (268 out of 528) replied that they had come to library for checking out or returning a book/CD/DVD or other library resources, the second and third most cited reasons were, looking for book to read’ and researching. In response to the question-“What needs do you address by
using the library or library computers?” -pleasure reading and personal enrichment were most frequently cited, with education, information and homework next etc. 61.4% users had responded as ‘extremely likely’ in favor of the statement that “library will help to achieve their goals”, about 80% of patrons indicated that they were comfortable or extremely comfortable using computers, but comfort with computers didn’t change the likelihood of using online instruction, Of those who were not comfortable or just somewhat comfortable, 39% were likely or extremely likely to use online tutorials, when patrons were asked to select topics for potential online instruction; to this question, 64.6% of those likely to use online instruction selected “Finding useful articles or information through databases 45% selected “Employment related topics” etc. The study recommended to remove some barriers to access i.e. instructional tool, it should be easy to access from the San Francisco Public Library homepage and tool should be available from catalogue computers. The tools should be visual and include text and the tutorial should also be available in multiple languages.

Elbert, Fuegi, and Lipeikaite (2012) Conducted a study to understand the perceptions of national and local stakeholders (municipalities, ministries, public agencies, media, etc.) and the public (including non-users) in public libraries in Ethiopia, Ghana, Kenya, Tanzania, Uganda and Zimbabwe about the potential of public libraries and to understand how these stakeholders could best be positively influenced to create fund and support public libraries. All the questionnaires were checked by the team leaders before data processing. The research revealed that libraries in Africa are mainly used by young people i.e 48% of users are aged between 21 to 30 years old, 70 percent of users are men, 30% of users have passed secondary studies in universities or technical institutes, 80% of library users are single and the majority (64%) of them are students. Most of the users of the library visit the library once a week Meanwhile typical library non user is aged between 21to 30 years old (54%), has relatively lower level of education: 27 percent have completed secondary. The majority of non-users i.e. 64% claim that being busy is a key barrier to usage of libraries.

The survey of the Librarians shows that the 96% of the librarians consider learning and developing skills as key benefits from using the library.

The survey of local officials reveals that overall satisfaction with current library services is not very high with only 55% saying they are fairly or very satisfied with the services. The main reasons for dissatisfaction are the lack of relevant materials
and computers as well as limited space. Finally, study provides rich body of knowledge to start discussions with stakeholders about the role of the libraries play in the community. However, there is need to be more proactive in creating and maintaining innovative services that would meet the needs of local communities.

Issa et al. (2011) made an investigation through a study “Information Needs of Public Library Patrons: A Survey of Users of Kwara State Library, Ilorin, Nigeria” with the aim to know information needs of the users; availability of the services and resources in the library for meeting these needs; and to know the constraints in meeting users’ information needs. Besides this, the aim of the study was to find out other ways by which they satisfy their information needs. To achieve the goals of the research, the study comprised 138 users out of 920 registered users of Kwara State Library, Ilorin i.e. 15% of the population were drawn as sample through the simple random sampling technique. 134 copies of questionnaire i.e. 87% were found correct for the purpose of analysis. The information needs relating to respondents’ course/profession were on the first priority of the majority of the users i.e. 86.6% and information needs regarding personal development was on 2nd rank as it was prioritized by 38.8% users followed by other information needs with less percentage. Interestingly, Internet and Library featured in this response prominently as means of satisfying respondent’ information needs. With regard to use of sections in public library, the General Reading Section attracted most of the users i.e. 56%; followed distantly by the Reference Section i.e. 20.1%. Curiously, the E-library (7.5%) and Children’s Section (5.2%) were not attractive to users on visit to the library. Most of the respondents i.e. 62.7%, 53.7%, and 40.3% visit the library to obtain material/information on subjects of interests; for personal study; and for general knowledge respectively. The main constraint to meet users’ needs include inadequate relevant materials and lack of information retrieval tools in the library as replied by 46.3% and 36.6% respectively. The study recommended that library should conduct periodic user needs studies to plan for concrete, realistic, realizable and presentable budgetary demand and service provision and delivery philosophy should change from the age-long reactive to a more proactive one as encapsulated in the cliché “If mountain refuses to go to Moses, then Moses must go to the mountain”.

Kinya (2011) reported the outcomes of a users’ survey of 32 public libraries in Kenya under Kenya National Library Services (KNLS). This research paper is intended to help
public libraries librarians, managers and management to decide how to integrate resources and services in such a way that most users can understand them well enough to make productive choices.

The researcher distributed questionnaire to 382 users and all the users returned the questionnaire, giving 100% response.

**The study revealed that 67.61% users were dissatisfied with the library collection, facilities, staff and other services.**

As regards general facilities users were not satisfied with the size of the library and display of new books. The study concluded that Public library services are weak in many localities. It was observed that due to unavailability of adequate library resources in the concerned academic institutions, students are diverted to KNLS.

**Konappa and Chandran (2011)** carried out a study entitled “service quality in public library at Kadapa (AP): an evidence of District Central Library”. The objective of the study was to determine the perceptions of the District Central Library users as they relate to quality service. For the purpose 100 questionnaires were distributed among the users and 94 were received back. Data analysis showed average perception among users of the public library. Major findings of the study are; **regarding giving correct answer to reference question and making information available, the majority of respondents stated that they have been receiving an average quality service (48.94 % and 52.13% respectively), when comparing it to the importance of these aspects in users’ eyes, the large existing gap is revealed.** Result of the paper shows that although public library has conducted several programme for improving its services but because of lack of identifying the most important aspects of service quality in their customers’ ideas, **the efforts for providing customer satisfaction have failed to a great extent.**

**Kumar, Naick and Chandran (2011)** conducted a survey on usage of Information Resources and Services in Zilla Grandhalaya Samstha, Chittoor District (Andhra Pradesh). For the purpose 100 questionnaires were distributed and 79 were received back and it was concluded that newspapers and magazines are more frequently read information sources and book lending services were the most often used services. Concludes that since majority of the users are senior citizens, public libraries need to
take proactive approach in motivating users to use these resources and services to enhance their competence level.

**Mahajan (2011)** conducted a survey entitled “Information use pattern: A survey of T.S. Central State Library, Chandigarh” to analyze the user pattern and satisfaction of the users with regard to collection and services of the library. To achieve the aim, primary data was collected through questionnaire and secondary data was collected through published and unpublished sources. Survey showed that majority of the users i.e. 30.66% visited the library occasionally, 48% visited the library for recreational purpose which includes getting books for light reading, newspapers or meeting or accompanying friends. Majority of the users were satisfied with the adequacy of collection but users were not satisfied with the magazines acquired by the library, 90.66% users were satisfied with the library related competitions including essay writing, painting etc., 68.66% users were satisfied with reprographic services, however, majority of users i.e. 94.66% were not satisfied with the inter library loan facility and bibliographic facility. Majority of the users i.e. 84.66% showed their satisfaction with regard to loan period followed by behavior of the staff (84%), however 44.66% respondents were not satisfied with the seating capacity. The findings of the survey suggest to improve the website, information regarding how to become a member, how to locate book etc. Further each user should be given a password to know his outstanding books from the website only and also advocated to provide hyperlinks to general information etc.

**New Westminster Public Library (2011)** conducted a survey entitled “**Teen Library User Survey**” to assess the library’s services being provided to teens and how New Westminster Public Library could improve its facility to serve this group. A **total of 442 responses were received; 335 through online and 107 through paper survey, 399 responses were workable after removing the duplicate responses.** The report of the survey showed that 63.2% were female respondents and 36.8% were male respondents. Majority of the respondents were of age group 16-18 years contrary to already predicted that more of the younger teens (12-13 years) would be the largest group. **Majority of the users i.e. 74.4% visited the library for the purpose of borrowing the novels and 59.4% users visited the library for doing homework.** Majority of the users (58%) responded that they are too busy to come to library and some of the respondents said they live far away from the library, Interestingly 49.0% of
those surveyed said they prefer to sit in the teen section on the main floor. **Adventure (49.5%) was the leading preferred reading material** with Mystery and Fantasy running closely behind and as per gender wise breakup of preference regarding reading material; majority of females preferred Romance literature at top (54.8%) whereas males preferred adventure literature at top (51.4%). **In response of question - “what would encourage you to come to the library?” –**the top three choices quoted by the female respondents were better space (55.9%), school & life skills (49.2%) and volunteer opportunities (45.9%) whereas top three choices of male respondents were better space (54.5%), gaming programmer (45.5%) and school & life skills (37.8%). With regard to open-ended text question some interesting responses were received e.g. “open early on Sunday and stay open later on weekends”, “have the teens section distinct from the children section etc.” **And one more notable result was that the number of respondents (51 out of 293) requested to organize more activities for teens in the library.** Besides this, respondents suggested for increasing space, more PCs availability, eating arrangement etc. be added.

Obinyan, Obinyan and Aidenojie (2011) carried out a survey on the **Use of Information Resources and Services in four branches of a State Public Library in Nigeria** with the objective to find out the availability of the information resources and services in public libraries in rural Nigeria and the Edo State in particular. To achieve the main objective, some specific objectives were: to find out the characteristics of the rural dwellers, reasons for the library use, availability and the frequency of use of various resources, determine the adequacy of the information resources provided by the public libraries and the services being provided to the community. A structured questionnaire was developed to collect the data from the users of four branch libraries (Ekpoma, Uromi, Irrua and Ubiaja Branch Library). **There were 2,406 registered users in the libraries selected for the study. A total of 240 users were surveyed.** Useful Inferences were drawn from the data analyzed. The study revealed that 40% females less used the library as compared to the male respondents (60%), **25% of the respondents visited the library for reading and borrowing books** followed by 18.3% to read newspapers and Magazines. Findings indicated that non-fiction and reference materials were the most frequently used information resources. Majority of the respondents i.e. 61.7% viewed that information sources were inadequate, reading-room and reference services were the most frequently used services by the users i.e.
79.2% and 50.0% respectively. The study concluded that Public libraries have been lauded as the University of the People and it is expected from the public libraries to provide people-oriented services, provision of appropriate information resources and services such as advisory services, strategic leadership, and information on local content. However, improvement is demanded in many spheres of sources and services of the public libraries in Nigeria and of raising the awareness of library services in community.

Tyagi (2011) conducted a survey on “Use of Information Resources and Services at Delhi Public Library (DPL)” The aim of the survey was to study the users’ approach towards the public library. To achieve the goal, questionnaire and personal interview methods were used to collect the data. A total 120 questionnaires were administered and 109 filled questionnaires were obtained from the users and only 105 questionnaires were selected for analysis of data. Data analysis showed that majority of the users 53.33% were students and majority of the users 35% use the library for reading newspapers. Majority of the users i.e. 66.66% were satisfied with availability of the study material in the library. The study has recommended that multiple copies of heavily demanded books be acquired and reprographic service be improved. Besides this library should organize activities like drama, general knowledge competition and exhibition of books, etc. to increase the awareness among users.

Kumara and Nikam (2012) conducted a study on Perception of Young Adults towards Public Library Services with the aim to know the purpose for which young adults visit the library, to know the factors which motivate them to make optimum use of public library. The study covers young adult users between 15 to 35 years of age and only the users of central state library of Mysore. To achieve the aims of the study a total of 120 structured questionnaires were distributed and 84 (70%) responses were received back. Study showed that 71.4% users visited the library daily and the main purpose of visiting the library is to ‘read newspapers/magazines and journals for competitive exams and quizzes’ which was ranked at one. Majority of the users were highly impressed with the ‘library opening hours’ (mean 3.99). Users of the library had good opinion about the library staff especially their courteous nature (highest mean value= 3.76). However, the library needs to take necessary steps to provide internet facility, audio visual materials, Xerox facility and develop separate young adult
section to attract more number of users. Besides this, there is need to improve the basic amenities.

Macdonald (2012) has written a book entitled “A New Chapter: Public Library Services in the 21st Century” which is based on findings of research carried out by the Carnegie UK Trust. The report gives an overview about the future of libraries and current challenges as well as the opportunities which exist. A chapter-“Public views on and use of public libraries” gives evidence about the current use of public libraries and public attitudes towards libraries in all the five jurisdictions (England, Scotland, Wales, Northern Ireland and the Republic of Ireland). The research involves a secondary analysis of national surveys of wellbeing in England, Scotland, Wales and Northern Ireland; and an omnibus survey of 5330 people in the five jurisdictions. As per findings of the report, the majority of the people i.e. 65% in Northern Ireland, 79% in Ireland, 76% in Scotland, 74% in England and 77% in Wales viewed that libraries are either essential or very important to the community. The highest number of people who used any kind of library service in previous 12 months, were from Scotland (61%) and Ireland (51%) followed by England (50%). In all jurisdictions, more women than men used any kind of service in the library. There was less variation in Wales (48% women compared to 42% men) and England (53% compared to 46%) and most variation in Scotland (68% compared to 54%). It had been observed that households with children used the library service more than those without children. There was more difference in Northern Ireland (54% with children as opposed to 31% without children) and least difference in Scotland (67% as opposed to 59%). In all five jurisdictions, the people who were working part-time, or who were not working, used the library services more than people who were in full-time work. The research suggested that services were more valued by those in higher socio-economic groups, particularly in Northern, Ireland and England. The highest number of users who used a library at least once a month; were from Wales (57%) and Ireland (57%) followed by Scotland (56%), England (52%) and Northern Ireland (51%). In response to question regarding usage of books; highest number of people (31%) of Scotland jurisdiction read about one book every 2 to 6 weeks, the people who never read books in each jurisdiction, were 7% of Scotland, 7% of England, 16% of northern Ireland, 12% of Ireland and 15% of Wales. In comparing the responses of both users and non-users, users viewed that the factor ‘Providing better Information’ would encourage
them most to use the library while significant proportions of non-users in each jurisdiction said that none of the given factor would encourage them to use the library.

**Nzivo, (2012)** conducted a survey entitled “User perception on library services and information resources in Kenyan Public Libraries”, to know how public libraries and information services in Kenya National Library Service (KNLS) are perceived, by examining adult users, with a view of improving service delivery and enhancing the effective management of public library services. For the purpose **150 questionnaires were distributed** to adult users from Nairobi Area Library, Eldoret and Kericho District Libraries and National Library and Bibliography Division. **112 questionnaires were returned**, representing a return rate of 75 per cent. **Major findings of the survey are:** 63.3% of the respondents indicated usage of KNLS internet facilities, accessibility of computers was reported by 84.2 % of the respondents as very good. 89.4 % of respondents replied that internet services were easily available for academic and research purposes, 70.3 % of the total respondents agreed that library collection meets users’ needs, 89.6 % of the respondents reported KNLS staff work efficiently, 94.7% of respondents indicated that customer services such as working hours, library rules and regulations are very good.

**Chandrashekara, Aditya Kumari H and Mohan (2012)** conducted a Study on Use of information resources and services of City Central Library, Mysore and Branch Libraries with the objectives to understand the socio-economic, educational and occupational background of the public library users. Besides this, the study attempted to understand needs of the users and tried to find out the satisfaction level of users with regard to services available in the public library. To achieve the objectives 1200 questionnaires were distributed, 835 i.e. 69.58% filled questionnaires were received back. Study shows that **40.95 % users of CLL library and its branches visit the library daily.** Majority of the users i.e. 70.41% visit the library to read short stories books. With regard to availability of books 44.55 % users are satisfied but 32.36% are not satisfied. The study concludes that since majority of the users are students and unemployed youth, public libraries need to enrich their information resource collection, provide access to Internet and offer community-based services, including literary programs.
Gomathi (2012) carried out a study- User satisfaction of Sources and Services: Special Reference to Public Library in Chidambaram. The main objective of the study was to find out that how users rate the sources and services of Public Library in Chidambaram. A total of 200 questionnaires were randomly distributed to the users of the Chidambaram public library; out of which 195 questionnaires were received back. The study revealed the total number of members of this public library as 13115. It was observed that majority of the respondents i.e. 49.23% visited the library daily and 43.08% visited the library weekly; 40% of the respondents visited the library for Newspaper Reading 21.03% for Government Examinations, 20% for Subject Information and 18.97% for entertainment. With regard to the satisfaction with the customized services; majority of the respondents were satisfied with all the services i.e. library hours (52.31%); library staff (48.21%); library facilities (49.23%) and availability of books (53.33%). The study concluded that User satisfaction depends to a large extent on the ability of the library to integrate user needs into the development of the library. The study suggested to conduct regular surveys to improve the services in library and to increase the long run participation of the users in the library with high level of satisfaction.

Iwhiwhu and Okorodudu (2012) conducted a survey entitled “Public Library Information Resources, Facilities, and Services: User Satisfaction with the Edo State Central Library, Benin-City, Nigeria”. The main aim of the survey was to know the satisfaction level of the users with regard to information sources and services available in the central state library so that services may be improved more. The descriptive survey research via the ex post facto design was used in this study. A total of 200 questionnaires were distributed among users and 196 responses were received back which were found suitable for analysis. Questionnaire and observation instruments were used to collect the data and the data were analyzed using descriptive statistics such as percentages and frequencies and mean. The point of decision was fixed at 2.0 since the questionnaire is a four point scale. In this study, any item that attracted a mean of 2.0 and above was regarded as satisfied/agreed while any item that attracted a mean of less than 2.0 was regarded as dissatisfied/disagree and all the information sources i.e. fiction books, non-fiction books, text books, journals, magazines and others attracted mean below the 2.0 hence it is revealed that all the users were dissatisfied. All the facilities like reading tables, chairs, space, electricity,
computers, others etc. attracted mean more than 2.0; hence it indicated users were satisfied with almost all the facilities except some facilities i.e. photocopier, computers, carrels and periodicals. The users of Edo state central Library were satisfied with the only three services provided in the library, which are hours of service, labeling services and bindery with the mean 2.87, 2.32 and 2.88 respectively. With regard to infrastructural facilities; overall mean of 2.71 confirmed that the available facilities generally influenced users’ satisfaction in Edo state central library. The results regarding the influence of information resources on users’ satisfaction; showed that the overall average i.e. 1.67 as mean hence it revealed that information sources were not adequate and this reduced the satisfaction level of users who patronized the library. The poor attitude of the library staff was the main challenge faced by the users of the Edo State Central Library with mean of 2.58. Finally, this study recommended that the state government should provide the necessary funds to stock the library with relevant information resources and ICT facilities for effective functioning of the Edo State Central Library; In addition, the operations of the library should be automated to enhance library services provided by the library.

Akinola et al. (2013) carried out a survey to examine information needs, services available, to the Post-Secondary School Students in the three selected public libraries in Nigeria. The study revealed that the information needs of the Post-Secondary School students were information on academic work, personal development and sports news and recreation and the study recommends that the public libraries should ensure that relevant, current and adequate information resources in the various formats like prints and electronic are made available in the libraries so that the post-secondary school students and other users can have access to them and help them meet their various information needs regularly. Besides this, public libraries should endeavour to teach the students library use skills to enable them exploit the richness of the library resources and services so that they can be able to meet their information needs.

Bhanu Partap (2013) conducted a survey to know the opinions of Senior Citizens as the users of T.S.Central State Library, Chandigarh (India). For the purpose 150 questionnaires were distributed out of which 123(82%) were received back. The main objective of the study was to investigate the use of public library resources by senior citizens and other objectives were to: know the various purposes of using the
library; frequency of visiting the library and besides this, to know the satisfaction of senior citizens with the collection, adequacy of the library staff, library timings, library resources & services and to suggest the ways for the improvements of the library, its collection and services. The findings of the study showed that majority of the respondents i.e. 67 (54.47%) belonged to the age group of between 61-65 years, followed by 33 (26.82%) to the age group between 66-70. Majority of the respondents i.e. 71(57.72%) made use of the library once in a day, majority of the respondents i.e. 105 (85.36%) and 98.37% responded that they were satisfied with the reading room facilities and working hours. 2(1.62%) respondents were not satisfied with the working hours. Majority of the respondents 87 (70.73%) read fictions. The study showed different purposes of using library and its resources by senior citizens; it is interesting that majority of users i.e. 95 (77.23%) used the library to spend their leisure time. 114 (92.68%) and 117 (95.12%) users were satisfied with the assistance given by the library staff. With regard to different type of collection available in the library; majority of the users (97.56%) replied that the collection of newspapers is adequate, followed by 93.49% who were satisfied with books. The study offered suggestions that library should also purchase multiple copies of the books. User education programs should be conducted and library should organize different cultural programs, exhibitions, quiz and debate competition for senior citizens, Separate Internet access zone should be allotted to the senior citizens.

Saravanan and Jadhav (2013) examined the system and services of Connemara Public Library through a study entitled “Usage and Information needs of the users at Connemara Public Library: An Analytical study”. The main objective of the study was to identify the information needs and satisfaction level of users of Connemara Public Library, Chennai, Tamil Nadu, India. For the purpose 300 questionnaires were distributed, out of which 250 questionnaires were received back. From this study, it has been concluded that majority of the users are satisfied with collection, services, infrastructure facilities and other services provided in the library. The study recommends that the LIS professionals should create awareness about electronic resources and market their services among their user community. The government also should take initiative to provide the financial support and required manpower to the libraries to extend their services.
Thanuskodi (2013) conducted an intensive study entitled “Assessing the Efficacy of Library Services of District Central Libraries in Tamil Nadu from Users Perception”. The objectives of the study was to assess the existing state of affairs of the library in respect of its services, facilities and general satisfaction of the users regarding the library services. To achieve the goals, the data was collected from a total of 580 users through questionnaire method. The study found that district central libraries are lagging behind particularly in providing user-specific information. It is thus imperative that they must redesign their approach.

Toronto Public Library (2013) carried out two surveys in October & November 2012 under the title “Strategic Plan 2012-2015: Public and Visitor Survey Results”. The surveys were part of the consultation strategy for the Library’s new strategic plan 2012-2015 with a mission to provide free and equitable access to services and new services that are valued and used by a very broad cross section of Toronto residents. To achieve the goal, TPL (Toronto Public Library) undertook the survey through a hybrid online telephone surveys and an in-library survey of TPL users. The key findings of the survey reported that 72% of the adult population of Toronto used the TPL Library; out of which 67% visited branch library; 38% accessed through online and 20% accessed on phone. In concern with the awareness of library services; both users and non-users reported relatively high awareness of traditional library services and about the new services like e-book download - 48% of users and 24% of non-users reported awareness about the new services. The facilities of Browsing, borrowing, returning or renewing library materials were reported the major reasons of visiting the library- 35% respondents used Library computer while 14% brought their own laptop to use and 76% users consult the library website for searching the catalogue. With regard to satisfaction and attitudes towards library services; 97% respondents were satisfied with the overall quality of library services. The attitude toward Revenue Sources/ Awareness of Fundraising- 79% users agreed that sale of e-books is the most acceptable source of fundraising followed by advertising (65%). The services which attracted more of non-users to the library were: to download E-books (45%); to borrow Books, CDs and DVDs (41%); Free use of computers in every branch (39%); Programs for adults on a variety of subjects (38%); Specialized programs, including job search or starting a new business (36%). It is concluded on behalf of findings, by incorporating strategies to improve
services of the Library will strengthen its contribution to Toronto communities and fulfill its mission to provide free and equitable access to services which meets the changing needs of Torontonians.

Velmurugan (2013) conducted a survey on Use of library sources and services of Virudhnagar District Central Library. The main objectives of the survey were to analyse the membership pattern, various physical facilities available to the users, evaluate use of various sources of information and services available in the library and, to study opinion about the library collection and satisfaction of reference system available in the Virudhnagar District Library. To achieve the objectives; 125 questionnaires were distributed to the users; out which 75 questionnaires were received back and data collected was analyzed with averages and simple percentage method. Interpretation of the data shows that there are 43 (57.33%) male respondents and 32(42.67 %) female respondents, it is found that 46.67% of the respondents belong to the age group of 15-30 followed by 30.67% of 31-40, 16 % of 41-50 and remaining of 51 & above 6.66%, 50.67% of users consult the books daily while 25.33% of respondents are consulting books 2 times in a week, 84% of users say that the reference collection is adequate, 92% are expressing the opinion that they get the required information from the catalogue whereas the remaining 8% feels that the catalogue does not provide required information, 62.76% users understand the classification scheme but 37.33% users do not understand the classification scheme, 66.67% of the respondents are satisfied with bibliographical service and the remaining 33.33% are not satisfied, majority of the users i.e. 89.33% feel that reprographic service is necessary, majority of the users i.e. 93.33% read newspapers and 94.67% users are satisfied with the number of newspapers subscribed by the library, 28% of the users like to read the Hindu, followed by Daily Thanthi 17.33%, most of the users i.e. 53.33% feel that collection is good followed by 37.33% of them feel that the collection is satisfactory. The study concluded that Public Library is useful to the researchers to complete their research work as well as public library is the best powerful instrument to provide utility, skills, innovativeness, positive thinking and so on. The Study recommends developing digitized collections services and knowledge, improved accessibility of catalogues and databases especially for users with visual impairments.
Fairbairn and Lipeikaite (2014) conducted a survey entitled “Small services big impact: public libraries’ contribution to urban and rural development”. Study explores the ways in which public libraries are contributing to the growth of individuals and communities in different urban and rural settings. EIFL-PLIP (Electronic Information for Libraries-Public Library Information Programme) has supported 49 new and innovative services in 27 developing and transition economy countries by providing small grants and capacity building support in form of ICT training and developing skills. The EIFL-PLIP has developed a service development model for initiating innovative public library services that use ICT to contribute to community development in urban and rural areas. To identify the impact of the services in urban areas, the library’s service, titled ‘Knowledge Opportunities for Work’ (KNOW) was introduced in Lyuben Karavelov Regional Library, Bulgaria. People who were long term unemployed and aged over 40 were introduced with the services and were taught to tackle with problems on four level -- 1. ICT Training 2. job-seeking training (3) access to employment information (4) motivation and counseling. It was observed that Librarians recorded 70% increase in the number of people coming to use the library. The library’s impact assessment produced positive result. 44 out of 60 trainees found job due to this innovative service. A service titled ‘Creative Minds Create Job Opportunities’ was introduced in Public Library Braka Miladinovci, Macedonia and after one year a survey of unemployed service users demonstrated several positive outcomes in relation to community economic wellbeing. 41% were first-time internet users. Respondents rated the library’s internet service ‘highly positive’ with respect to sending / receiving money to / from family (44%); financial savings (60%); finding work (63%) and obtaining access to central and government services (38%). An overwhelming majority of those who used the service found information about employment on the internet (80%) and used the information to apply for a job (89%).

In rural areas, EIFL-PLIP supported primarily target farmers and farming communities. The AgriLib-Ja (ICT training and skills training for farmers) service was introduced in four villages to train the farmers. After one year a survey was conducted to assess the impact of the service. The majority of farmers surveyed said they used the service to look for agricultural information. Over 70% said information provided through the service had helped them to increase production, and 50% said the information had helped to increase check sales. The library service titled ‘Library on wheels-library at the will of the farmers’ was introduced in Regional public library,
Macedonia. Librarians organized 30 seminars attracting 357 participants. They provided individual guidance to 145 farmers to apply for grants and trained 42 farmers to use ICT. **20% more farmers applied for agriculture production grants due to knowledge of provisions of grants.** One more service, **Libr-A Service** was introduced in Public Library, Lithuania to focus on enterprise development. 120 farmers, entrepreneurs and rural librarians were trained to use ICT skills. The library established strong partnerships with farmers’ associations, local business, media and the Pasvalys Municipality. The municipality was so impressed by Libr-A that they have included the library in their plans for local business and e-government service infrastructure development. It clearly shows how innovative services, using ICT can contribute to community economic wellbeing.

**Kumar and Naik (2014)** conducted a study entitled “**Use pattern of information resources by citizens in public library: A case study of District Central Library, Tumkur (Karnataka)**”. The aim of the study was to identify the satisfaction level of citizens with regard to the library resources and services. To achieve the main objective, the questions regarding visit to the library and satisfaction with the collection, staff, services and available resources were asked from the users though questionnaires distributed among 120 users. A total of 110 questionnaires were received back and 100 questionnaires were found valid for analysis. The study reveals that 47% users visit the library daily followed by 27% who visit the library once in two days. 29% respondents come to library to gain knowledge followed by 26% to read poetry books, 22% to read fiction and the meager number of users i.e. 3% visit the library to consult the encyclopedias. Further 87% respondents are satisfied while 13% are not satisfied with the services being provided. Majority of the respondents i.e. 36% have suggested to improve the general knowledge books followed by 27% users who have suggested to improve the quality of service and 23% users want more story books. Finally keeping in view of the opinions of the users and the analysis; it is recommended that library should purchase multiple copies of the classic books as per interest of the users; user education programes should be organized and special additional budget should be allocated to enhance the library collection.

**Padma, Ramasamy and Ayyar (2014)** carried out case a study entitled **Information seeking behaviour of users at Usilampatti Public Library, Tamilnadu: A Case Study.** A structured questionnaire was prepared with a number of objectives – to
identify the categories of users by sex, visiting frequency of the users, purposes of visiting the library, mode of searching information, satisfaction level regarding services, sources used, constraints faced by the users, quality of information retrieved by the respondents from the journals and magazines and to elicit the opinion of the users about quality of services offered and resources used. The major findings of the study showed that 66% respondents were male and 34% were females, 26% visited the library daily, and 28% used the branch library at Usilampatti for Reading Newspaper and getting general knowledge. Majority of users i.e. 74% opined ‘good’ about internet service in the library and 48% rated ‘very good’ about overall library services. Study recommended that more resources in various formats are to be collected; sufficient and qualified library staff should be made available; and strong infrastructure is required to provide better internet facility in the library.

Joy and Idowu (2014) studied utilization and users satisfaction of Public Library Services in South-West, Nigeria in the 21st Century. The objectives of the study were to: assess how often users patronize public libraries, find out the services used by the users, find out the purpose of visiting the libraries, examine the awareness of services and assessing the factors affecting the users satisfaction. To achieve these objectives, users were selected from Oyo, Ogun, Ekiti and Ondo. A structured questionnaire was distributed among 400 selected users; out of which 350 questionnaires were received back and were found useful for analysis. Analysis of Data showed that majority of the users (42%) visited the library daily followed by 25% who visited occasionally. It was revealed that majority of respondents (77.7%) visited the library to read for examination while 76.9% of the respondents visited with the purpose of obtaining general information. The mostly used library services were: user education (71.8%), reference service (69.4%), lending of materials (53.7%) and current awareness services (60.8%). It was also revealed that only 6.6% of the respondents used Computer/Internet/ICT services. With regard to the satisfaction with services offered in the library; 42.8% respondents revealed satisfaction with the services while majority of respondents (57.2%) were not satisfied because some time they did not get the relevant materials needed due to lack of adequate facilities like internet or online. And there were some major factors affecting the satisfaction of public library users as lack of internet/ICT Services as rated by majority of users(75.1%), and inadequate facilities (63.9%). Based on the findings, the important recommendations were made: 1) up-to-
date information should be stocked and outdated stock should be weeded out regularly; 2) Network and online facilities should be provided to attract more users; 3) there should be qualified staff in the library; Besides these 4) adequate funds should be provided by the government for the smooth functioning of the Public Library.

The Asia Foundation and Myanmar Book Aid and Preservation Foundation (2014) conducted a nationwide study of the country’s public libraries. The survey aimed to establish a comprehensive current picture of Myanmar Public Library System. The report was published under the title “Myanmar Library survey: A comprehensive study of the country’s public libraries and information needs”. Out of 55,755 registered public libraries in the country, only 4,868 are considered active. The objectives of the project were to evaluate each library’s location, condition, and capabilities, including technology capabilities; to assess the current perception of libraries by users and non-users of libraries; and to gather information on the country’s most prevalent information needs and to assess whether libraries are meeting those needs. To achieve the purpose, the researchers visited 206 different libraries and in total conducted 1,275 interviews with librarians, township officers of the Information and Public Relations Department, village and ward administrators, and library users and non users. The key findings are that majority of the respondents i.e. 97% have the opinion that their library has “some impact” to “very big impact” on community life, only 44% libraries are receiving the funding from any source, more than 80% of the libraries have less than 4 library committee members and staff, majority of the librarians i.e. 39% have finished high school and 31% have graduated or are attending university, 91% of the libraries have their own building or provided by the government, and only 3% of the libraries have to pay rent, more than half (59%) have reported that libraries need renovation, in addition, 82% of the surveyed libraries do not have toilet facility, only less than half (42%) of users expressed satisfaction with library facilities, majority of the libraries i.e. 44% open between 4 and 8 hours per day followed by 40% of village libraries open between 1 to 4 hours per day, more than 90% of users were either satisfied or very satisfied with the level of fees paid, the average number of books a library owns is 900, with a vast range from the smallest collection of 20 to the largest with nearly 10,000 books, majority of the users i.e. 38% prefer to use periodicals followed by region books (37%), most libraries do not have basic technology and only 55% of libraries surveyed
have electricity. The majority of the libraries (96%) visited do not have a fixed landline phone, 98% of the libraries do not have a computer and only two have internet connection, almost all librarians interviewed (87%) did not know how to use a computer. 72% of non-users and 58% of users say they do use the internet via mobile phones, 99% of all users opined that free Internet access would make their libraries more useful. One third of respondents has given the opinion that mobile libraries are popularly seen as a way to overcome barriers to access, Lack of free time was cited as one of the main reasons more people do not visit their community library. **In conclusion, libraries are highly valued institutions that are supported in large part by their own communities. However, libraries need adequate infrastructure and funds.** Further study is needed on the different needs and challenges of urban versus rural libraries, as well as on the most appropriate ways to bring up-to-date information and services to rural libraries where the absence of reliable electricity is a real constraint. Finally, to given the high standing of libraries in community life, there is need of innovative and dynamic approaches to attracting funders, volunteers and users by successful libraries should be documented and disseminated widely.

Yuvaraj and Maurya (2014) conducted a study entitled “Public libraries in Varanasi (Uttar Pradesh), India: An Explorative Study” with the core purpose to explore the current status of public libraries of Varanasi. Other objectives were: to find out the status of current collection strengths, strength of members, ICT facilities, problems that hinder the gradual development and to offer some suggestions to improve the current status of public libraries in Varanasi. For data collection, a **structured questionnaire was prepared in view of objectives. A total of 100 valid responses were considered for the study.** The responses received were analyzed and implications of the findings have been presented in two sections. First part deals with an overview of libraries while the second one provides users opinion on the libraries. **Overview of the first section shows that working hours of the libraries are directly proportional to the per day visits,** most of the libraries are running short of library staff, standard classification schemes and cataloguing codes are not being used. RRRLF is providing financial support to these libraries. Except Government District library no library has computer facility. Arya Bhasa library has highest number of books i.e. 80000 and 3000 manuscripts followed by Karmaiecel library with 40000 books. Government district library ranks third with a collection of 38000 but with
regard to preservation of newspapers; the duration of the preservation of the newspapers is the least while most of the users require back date newspaper also. **Overview of the second section shows that majority of the public library users are less than or equal to 21 years age representing 45% of the total users** followed by the second highest majority of the public library users are in 21-30 years age group scoring 24%, most of the users are male (62% ) whereas only 38% are female users, the maximum users i.e.19% have passed SSC followed by 18% who have passed intermediate degree. Shree Vishvnath Pustakalaya has the highest number of registered members i.e. 380 followed by Karmaicel library (300). Lack of necessary books of studies is the prime barrier for library membership. About 31 % of users feel that the documents were inadequate, most of the users have ranked first that the use of IT will enhance the knowledge and expertise, Users rank awareness programmes to top priority followed by internet services that is inevitable for the 21st century and with regard to barriers to development; most of the users have viewed that financial deficit, lack of infrastructure and space are the factors that affect the development of public library services. It has been concluded from the study that India has progressed in last some years in strengthening the services of public libraries and emphasis on use of technology has further brightened its future. However, the present study shows that even today public libraries lag behind in providing their basic services and the libraries under study lack basic amenities which are lying in a dilapidated state. The government should ensure monetary support along with necessary infrastructure which may enable the libraries to provide their services in best possible manner.
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