CHAPTER IV

ANALYSIS AND INTERPRETATION

4.1. INTRODUCTION

In this chapter, an attempt has been made to analyse the key variables and provisions available in the public libraries in Tamil Nadu, socio-economic conditions of the selected library users. The levels of attitude of the selected users towards the services of public libraries in Tamil Nadu and the factors influencing the levels of attitude of the library users towards the services of public libraries in Tamil Nadu are interpreted by using primary data collected from 360 sample respondents.

4.2. AVAILABILITY OF PROVISIONS IN PUBLIC LIBRARIES IN TAMIL NADU

The availability of the provisions in public libraries in Tamil Nadu are strength of books collection, additions of books, newspapers subscribed, periodicals subscribed, reference books, computers and internet facilities. The details of the above provisions are presented below:
4.2.1. Strength of Books Collection

The Book Selection Committee at present consists of the members drawn from the Local Library Authority and subject experts in various fields are included. As the collection in public libraries must be all pervasive and comprehensive not only for the present generation, but also posterity, a lot of care and consideration needs to be given while acquiring books. Sometimes the readers recommendations in selecting books are accepted. The requisitions are sent to the public libraries depending upon the local demands as well as other socio-economic conditions. On receipt of books in bulk, they will be sent to the respective public libraries according to their requisition, with a request to clear the bills. Table 4.1 shows the strength of books collections available in public libraries in Tamil Nadu.
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</table>

Source: Department of Public Libraries, 2011.
Table 4.1 shows that the collection of language books in public libraries mostly comprises of regional language. Tamil book collections which are 65 per cent and the remaining 35 per cent are other languages such as English, Hindi and Malayalam. So, from the above table, it is observed that the regional language (Tamil) books are the major contribution to the District Central Libraries and followed by English, Hindi, and other language books.

4.2.2. Year-wise Addition of Books

The year-wise addition of books among the District Central Libraries in Tamil Nadu during the year 2002 to 2011 is presented in Table 4.2.
### TABLE 4.2
YEAR-WISE ADDITION OF BOOKS

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Source: Department of Public Libraries, 2011.
It is observed from the Table 4.2 that all the selected District Central Libraries have an increasing trend with regard to year-wise additions of book collection during the study period except Cuddalore District Central Library which has 2215 books in the year 2002 and it decreased to 1299 in the year 2011.

**Average and Stability of Year-wise Additions of Books**

The average and stability of year-wise addition of books possessed by the District Central Libraries in Tamil Nadu during the period from 2002 to 2011 are presented in Table 4.3.
### TABLE 4.3
AVERAGE AND STABILITY OF YEARWISE ADDITIONS OF BOOKS

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<tr>
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<td>2386.55</td>
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<td>2191.94</td>
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</table>

Source: Computed data.
It is clear from Table 4.3 that the average number of year-wise addition of books in Vellore District Central Library was higher which constitute 5638.20 and it is followed by Chennai public library, Villupuram, Tirunelveli and Nagapattinam District Central Libraries during the study period. With the regard to Coefficient of Variation, it was higher in Theni public library which constitute 70.23 per cent and lower in Salem public library which constitute 17.07 per cent. It is concluded from the above analysis, that the coefficient of variation is higher in Theni public library which leads to less consistency or stability and it is vice versa in Salem public library with regard to the year-wise addition of books.

**Trend and Growth of Additions of Books –Year-wise**

In order to find out the trend and growth of year-wise addition of books, the linear and semi-log trend equations are fitted and the results are presented in Table 4.4.
### TABLE 4.4
TREND AND GROWTH OF YEAR-WISE ADDITIONS OF BOOKS

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Name of the district</th>
<th>Linear Trend Coefficients</th>
<th>t-value</th>
<th>R²</th>
<th>Compound Growth Rate (%)</th>
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<td>81.47</td>
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Source: Computed data.
It is understood from Table 4.4 that the trend coefficients of year-wise additions of books among all the selected District Central Libraries are not statistically significant at 5 per cent level because the t-values for all the public libraries are less than 1.96. The compound growth rate was higher in Thanjavur public library which constitutes 19.571 per cent and lower in Dharmapuri public library which constitute 0.339 per cent.

4.2.3. Number of Newspapers Subscribed by public library

In general, the popular newspapers are subscribed by the public libraries in Tamil Nadu are related to Tamil and English languages only. Table 4.5 depicts the details about the newspapers subscribed by the public library in Tamil Nadu.
## TABLE 4.5
NUMBER OF NEWSPAPERS SUBSCRIBED BY PUBLIC LIBRARIES

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<th>Sl. No</th>
<th>Name of the district</th>
<th>Tamil</th>
<th>English</th>
<th>Hindi</th>
<th>Others</th>
<th>Total</th>
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Source: Department of Public Libraries, 2011.
It is observed from Table 4.5 that the newspapers subscribed by the public libraries in Tamil Nadu, out of 30 public libraries, the patronage of English newspaper is comparatively higher in urban districts than rural districts like Ramanathapuram, since 30 public libraries of rural population do not read English newspapers. On the other hand, Tamil newspapers are mostly subscribed by all the District Central Libraries in Tamil Nadu.

4.2.4. Number of Periodicals Subscribed by Public Library

The periodicals section as maintained by the public libraries are subscribing to a number of dailies, weekly, bimonthly, monthly, quarterly, half-yearly and annual and their strengths are different from district to district. Table 4.6 depicts the details about the periodicals subscribed by the public library in Tamil Nadu.
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Source: Department of Public Libraries, 2011.
It is found from the above table that the highest number of periodicals subscribed by the Chennai District Central Library and the lowest by Karur District Central Library which constitute 177 and 65 respectively. It is also found that the majority of the subscription of periodicals is monthly among the selected public libraries in Tamil Nadu.

4.2.5. Types of Access System

Table 4.7 portrays the types of access system followed by the public libraries in Tamil Nadu.

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<th>Sl.No.</th>
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<th>No. of public libraries</th>
<th>Percentage</th>
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</table>

Source: Department of Public Libraries, 2011.

The access system is classified into two, namely Open Access System and Closed Access System. The Open Access System means the library allows the
users freely to have access to the books and Closed Access System is that the users are not allowed to enter book section. They search through catalogue system. Table 4.19 reveals that out of 30 District Central Libraries, all of them followed Open Access System.

4.2.5 Number of Books Lent

The number of book lending in the District Central Libraries in Tamil Nadu during the study period from 2002 to 2011 is given in Table 4.8.
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</table>

Source: Department of Public Libraries, 2011.
It is seen from Table 4.8 that all the selected public libraries have an increasing trend with regard to the number of books lending except in Chennai, Erode, Krishnagiri, Madurai, Theni, Tirunelveli, Vellore and Villupuram District Central Libraries in Tamil Nadu. The highest number of book lending is found in Thanjavur public library in the year 2010 and the lowest in Tiruvallur, which was 4,07,609 and 12,149 respectively.

**Average and Stability of Number of Books Lending**

The average and stability of strength of number of book lending in District Central Libraries in Tamil Nadu during the period from 2002 to 2011 are presented in Table 4.9.
### TABLE 4.9
AVERAGE AND STABILITY OF NUMBER OF BOOKS LENDING

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<th>Sl. No</th>
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<th>Standard Deviation</th>
<th>Coefficient of Variation</th>
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Source: Computed data.
It is understood from Table 4.9 that the average number of book lending during the study period in Thanjavur Library was higher which was 89446.90 and it is followed by Coimbatore, Madurai, Dindigul, Kancheepuram and Chennai District Central Libraries during the study period. With regard to Coefficient of Variation, it was higher in Thanjavur public library which constituted 126.80 per cent and lower in Villupuram public library which constituted 3.28 per cent. It is concluded from the above analysis, that the coefficient of variation is higher in Thanjavur public library which leads to less consistent or stability and it is less in Villupuram which leads to more consistent or stability with regard to number of books lending.

**Trend and Growth of Number of Books Lent**

In order to find out the trend and growth of number of book lent during the study period, the linear and semi-log trend equations are fitted and the results are given in Table 4.10.
## TABLE 4.10
TREND AND GROWTH OF NUMBER OF BOOKS LENT

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Name of the district</th>
<th>Linear Trend Coefficients</th>
<th>t-value</th>
<th>$R^2$</th>
<th>Compound Growth Rate (%)</th>
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</thead>
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<td></td>
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<td>0.137</td>
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<td>0.598</td>
</tr>
<tr>
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<td>Dindigul</td>
<td>-40185.93</td>
<td>21845.02*</td>
<td>4.284</td>
<td>0.696</td>
</tr>
<tr>
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<td>Erode</td>
<td>43551.86</td>
<td>-1365.86*</td>
<td>-14.404</td>
<td>0.962</td>
</tr>
<tr>
<td>7</td>
<td>Kancheepuram</td>
<td>78148.00</td>
<td>-312.75</td>
<td>-0.979</td>
<td>0.106</td>
</tr>
<tr>
<td>8</td>
<td>Kanyakumari</td>
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<td>10.571</td>
<td>0.933</td>
</tr>
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<td>-867.16</td>
<td>-1.700</td>
<td>0.265</td>
</tr>
<tr>
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<td>1.685</td>
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<td>0.513</td>
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<tr>
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<td>Trichi</td>
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<tr>
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<td>Thiruvalur</td>
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<td>669.48*</td>
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<td>2.464</td>
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<td>3290.85*</td>
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<td>0.452</td>
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<td>0.0008</td>
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<td>Virudhunagar</td>
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<td>438.91</td>
<td>1.573</td>
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</tr>
</tbody>
</table>

* Significant at 5 per cent level.

Source: Computed data.
Table 4.10 reveals that the trend coefficients of number of book lending are statistically significant at 5 per cent and positive in the District Central Libraries namely, Coimbatore, Dharmapuri, Dindigul, Kanyakumari, Karur, Namakkal, Nilgiri, Ramanathapuram, Salem, Thanjavur, Thiruvallur, Thiruvannamalai, Thoothukudi and Villupuram. With regard to the compound growth, it was higher in Dindigul District Central Library, which constituted 28.120 per cent and lower in Tiruchi public library which constituted 0.127 per cent.

4.2.6 Number of Reference Books used

Table 4.11 furnishes the details about the number of reference books used for the last ten years in the public libraries in Tamil Nadu.
TABLE 4.11

NUMBER OF REFERENCE BOOKS USED IN PUBLIC LIBRARIES

<table>
<thead>
<tr>
<th>S. No</th>
<th>Name of the District</th>
<th>2002</th>
<th>2003</th>
<th>2004</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
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<td>466071</td>
<td>585037</td>
<td>433161</td>
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<td>37212</td>
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<td>23555</td>
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</table>

Source: Department of Public Libraries, 2011.
It is shown from Table 4.11 that all the selected public libraries have an increasing trend with regard to the number of reference books used except in Chennai, Erode, Kancheepuram, Madurai, Ramanathapuram, Thanjavur, Tirivannamalai and Virudhunagar District Central Libraries in Tamil Nadu because these districts are having a decreasing trend.

**Average and Stability of Number of Reference Books**

The average and stability of strength of reference books in public libraries in Tamil Nadu during the period from 2002 to 2011 are presented in Table 4.12.
### TABLE 4.12
AVERAGE AND STABILITY OF NUMBER OF REFERENCE BOOKS

<table>
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<th>Sl. No</th>
<th>Name of the district</th>
<th>Mean</th>
<th>Standard Deviation</th>
<th>Coefficient of Variation</th>
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<td>25777.60</td>
<td>5319.73</td>
<td>20.64</td>
</tr>
<tr>
<td>14</td>
<td>Nilgiri</td>
<td>21789.90</td>
<td>2219.51</td>
<td>10.19</td>
</tr>
<tr>
<td>15</td>
<td>Perambalur</td>
<td>44941.00</td>
<td>21106.04</td>
<td>46.96</td>
</tr>
<tr>
<td>16</td>
<td>Pudukkottai</td>
<td>19759.40</td>
<td>3196.79</td>
<td>16.18</td>
</tr>
<tr>
<td>17</td>
<td>Ramanathapuram</td>
<td>19095.50</td>
<td>9418.91</td>
<td>49.33</td>
</tr>
<tr>
<td>18</td>
<td>Salem</td>
<td>31753.60</td>
<td>15351.06</td>
<td>48.34</td>
</tr>
<tr>
<td>19</td>
<td>Sivagangai</td>
<td>9151.10</td>
<td>4675.68</td>
<td>51.09</td>
</tr>
<tr>
<td>20</td>
<td>Thanjavur</td>
<td>174063.10</td>
<td>137558.58</td>
<td>79.03</td>
</tr>
<tr>
<td>21</td>
<td>Theni</td>
<td>160960.00</td>
<td>161523.51</td>
<td>100.35</td>
</tr>
<tr>
<td>22</td>
<td>Trichir</td>
<td>48632.60</td>
<td>8530.75</td>
<td>17.54</td>
</tr>
<tr>
<td>23</td>
<td>Thiruvallur</td>
<td>7566.80</td>
<td>2378.95</td>
<td>31.44</td>
</tr>
<tr>
<td>24</td>
<td>Thiruvannamalai</td>
<td>16411.90</td>
<td>2052.88</td>
<td>12.51</td>
</tr>
<tr>
<td>25</td>
<td>Thiruvuram</td>
<td>24485.30</td>
<td>4995.05</td>
<td>20.40</td>
</tr>
<tr>
<td>26</td>
<td>Thoothukudi</td>
<td>156700.50</td>
<td>100935.66</td>
<td>64.41</td>
</tr>
<tr>
<td>27</td>
<td>Thirunelveli</td>
<td>14342.60</td>
<td>2979.84</td>
<td>20.78</td>
</tr>
<tr>
<td>28</td>
<td>Vellore</td>
<td>583853.10</td>
<td>136284.66</td>
<td>23.34</td>
</tr>
<tr>
<td>29</td>
<td>Viluppuram</td>
<td>35856.50</td>
<td>2663.78</td>
<td>7.43</td>
</tr>
<tr>
<td>30</td>
<td>Virudhunagar</td>
<td>33042.80</td>
<td>3264.17</td>
<td>9.88</td>
</tr>
</tbody>
</table>

Source: Computed data.
It is observed from Table 4.12 that the average number of reference materials used during the study period in Vellore District Central Library was higher which constituted 583853.10 and it is followed by Chennai, Dindigul, Thanjavur, Theni and Thoothukudi District Central Libraries during the study period. With regard to Coefficient of Variation, it was higher in Theni public library which constituted 100.35 per cent and lower in Kanyakumari public library which constituted 3.70 per cent. It is concluded from the above analysis, that the coefficient of variation is higher in Theni public library which leads to less consistent or stability and it is vice versa in Kanyakumari public library with regard to number of reference books used.

**Trend and Growth of Number of Reference Books Used**

In order to find out the trend and growth of number of reference books used during the study period, the linear and semi-log trend equations are fitted and the results are given in Table 4.13.
<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Name of the district</th>
<th>Linear Trend Coefficients</th>
<th>t-value</th>
<th>R²</th>
<th>Compound Growth Rate (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>a</td>
<td>b</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Chennai</td>
<td>616181.86</td>
<td>-22108.64</td>
<td>-1.338</td>
<td>0.182</td>
</tr>
<tr>
<td>2</td>
<td>Coimbatore</td>
<td>32373.93</td>
<td>860.28*</td>
<td>16.494</td>
<td>0.971</td>
</tr>
<tr>
<td>3</td>
<td>Cudalore</td>
<td>15246.73</td>
<td>2250.83*</td>
<td>2.102</td>
<td>0.355</td>
</tr>
<tr>
<td>4</td>
<td>Dharmapuri</td>
<td>13919.26</td>
<td>2354.36*</td>
<td>7.269</td>
<td>0.868</td>
</tr>
<tr>
<td>5</td>
<td>Dindigul</td>
<td>-89184.53</td>
<td>60292.80*</td>
<td>4.086</td>
<td>0.676</td>
</tr>
<tr>
<td>6</td>
<td>Erode</td>
<td>23387.73</td>
<td>-996.93*</td>
<td>-3.487</td>
<td>0.603</td>
</tr>
<tr>
<td>7</td>
<td>Kanchipuram</td>
<td>28390.00</td>
<td>-309.16</td>
<td>-1.325</td>
<td>0.179</td>
</tr>
<tr>
<td>8</td>
<td>Kanyakumari</td>
<td>36969.93</td>
<td>452.77*</td>
<td>7.725</td>
<td>0.881</td>
</tr>
<tr>
<td>9</td>
<td>Karur</td>
<td>28490.13</td>
<td>825.64*</td>
<td>2.708</td>
<td>0.478</td>
</tr>
<tr>
<td>10</td>
<td>Krishnagiri</td>
<td>10383.20</td>
<td>2962.03*</td>
<td>3.334</td>
<td>0.581</td>
</tr>
<tr>
<td>11</td>
<td>Madurai</td>
<td>84400.86</td>
<td>212.09</td>
<td>0.418</td>
<td>0.021</td>
</tr>
<tr>
<td>12</td>
<td>Nagapattanam</td>
<td>1065.00</td>
<td>3018.54*</td>
<td>6.693</td>
<td>0.848</td>
</tr>
<tr>
<td>13</td>
<td>Namakkal</td>
<td>16863.80</td>
<td>1620.69*</td>
<td>6.754</td>
<td>0.875</td>
</tr>
<tr>
<td>14</td>
<td>Nilgiri</td>
<td>18459.60</td>
<td>605.50*</td>
<td>4.144</td>
<td>0.682</td>
</tr>
<tr>
<td>15</td>
<td>Perambalur</td>
<td>21368.46</td>
<td>4285.91*</td>
<td>2.205</td>
<td>0.377</td>
</tr>
<tr>
<td>16</td>
<td>Pudukkottai</td>
<td>15651.93</td>
<td>746.81*</td>
<td>2.830</td>
<td>0.500</td>
</tr>
<tr>
<td>17</td>
<td>Ramanathapuram</td>
<td>29952.66</td>
<td>-1974.03*</td>
<td>-2.322</td>
<td>0.402</td>
</tr>
<tr>
<td>18</td>
<td>Salem</td>
<td>22923.40</td>
<td>1605.49</td>
<td>0.944</td>
<td>0.100</td>
</tr>
<tr>
<td>19</td>
<td>Sivagangai</td>
<td>3953.46</td>
<td>945.02*</td>
<td>2.188</td>
<td>0.374</td>
</tr>
<tr>
<td>20</td>
<td>Thanjavur</td>
<td>222780.13</td>
<td>-8857.64</td>
<td>-0.562</td>
<td>0.038</td>
</tr>
<tr>
<td>21</td>
<td>Theni</td>
<td>-111114.53</td>
<td>49468.09*</td>
<td>7.004</td>
<td>0.859</td>
</tr>
<tr>
<td>22</td>
<td>Trichy</td>
<td>34202.66</td>
<td>2623.62*</td>
<td>7.223</td>
<td>0.867</td>
</tr>
<tr>
<td>23</td>
<td>Thiruvarur</td>
<td>3283.46</td>
<td>778.78*</td>
<td>21.117</td>
<td>0.982</td>
</tr>
<tr>
<td>24</td>
<td>Thiruvannamalai</td>
<td>18411.00</td>
<td>-363.47</td>
<td>-1.796</td>
<td>0.287</td>
</tr>
<tr>
<td>25</td>
<td>Thiruvallur</td>
<td>23021.66</td>
<td>266.11</td>
<td>0.462</td>
<td>0.026</td>
</tr>
<tr>
<td>26</td>
<td>Thoothukudi</td>
<td>948.73</td>
<td>28318.50*</td>
<td>4.553</td>
<td>0.721</td>
</tr>
<tr>
<td>27</td>
<td>Thirunveli</td>
<td>10273.86</td>
<td>739.76*</td>
<td>3.223</td>
<td>0.564</td>
</tr>
<tr>
<td>28</td>
<td>Vellore</td>
<td>797199.33</td>
<td>-38790.22*</td>
<td>-4.804</td>
<td>0.742</td>
</tr>
<tr>
<td>29</td>
<td>Viluppuram</td>
<td>31815.53</td>
<td>734.72*</td>
<td>4.294</td>
<td>0.697</td>
</tr>
<tr>
<td>30</td>
<td>Virudhunagar</td>
<td>36386.26</td>
<td>-607.90</td>
<td>-1.931</td>
<td>0.317</td>
</tr>
</tbody>
</table>

* Significant at 5 per cent level.
Source: Computed data.
Table 4.13 shows that the trend coefficients of number of reference books used during the study period among all the selected public Libraries are statistically significant at 5 per cent except Chennai, Kancheepuram, Madurai, Salem, Thanjavur, Thiruvannamalai, Thiruvarur and Virudhunagar. With regard to the compound growth, it was higher in Theni District Central Library which constituted 47.248 per cent and lower in Madurai public library which constituted 0.217 per cent.

4.2.7 Availability of Computers and Internet Facilities

It is noted that computer facilities are available among all the selected public libraries in Tamil Nadu. Table 4.14 presents the details of availability of computers and internet facilities in the selected public libraries in Tamil Nadu.
### TABLE 4.14
**NUMBER OF COMPUTERS AND INTERNET FACILITIES**

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Name Of The District</th>
<th>Number of Computer</th>
<th>Internet Facility</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Chennai</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>2</td>
<td>Coimbatore</td>
<td>6</td>
<td>4</td>
</tr>
<tr>
<td>3</td>
<td>Cudalore</td>
<td>5</td>
<td>2</td>
</tr>
<tr>
<td>4</td>
<td>Dharmapuri</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>5</td>
<td>Dindigul</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>6</td>
<td>Erode</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td>7</td>
<td>Kancheperam</td>
<td>10</td>
<td>2</td>
</tr>
<tr>
<td>8</td>
<td>Kanyakumari</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>9</td>
<td>Karur</td>
<td>12</td>
<td>5</td>
</tr>
<tr>
<td>10</td>
<td>Krishnakiri</td>
<td>6</td>
<td>2</td>
</tr>
<tr>
<td>11</td>
<td>Madurai</td>
<td>8</td>
<td>6</td>
</tr>
<tr>
<td>12</td>
<td>Nagapattanam</td>
<td>8</td>
<td>5</td>
</tr>
<tr>
<td>13</td>
<td>Namakkal</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>14</td>
<td>Nilgiri</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>15</td>
<td>Perambalur</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>16</td>
<td>Pudukkottai</td>
<td>8</td>
<td>5</td>
</tr>
<tr>
<td>17</td>
<td>Ramanathapuram</td>
<td>9</td>
<td>3</td>
</tr>
<tr>
<td>18</td>
<td>Salem</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>19</td>
<td>Sivagangai</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>20</td>
<td>Thanjavur</td>
<td>6</td>
<td>3</td>
</tr>
<tr>
<td>21</td>
<td>Theni</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>22</td>
<td>Trichi</td>
<td>9</td>
<td>5</td>
</tr>
<tr>
<td>23</td>
<td>Thiruvallur</td>
<td>6</td>
<td>3</td>
</tr>
<tr>
<td>24</td>
<td>Thiruvannamalai</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>25</td>
<td>Thiruvarur</td>
<td>8</td>
<td>5</td>
</tr>
<tr>
<td>26</td>
<td>Thoothukudi</td>
<td>8</td>
<td>3</td>
</tr>
<tr>
<td>27</td>
<td>Thirunelveli</td>
<td>8</td>
<td>4</td>
</tr>
<tr>
<td>28</td>
<td>Vellore</td>
<td>7</td>
<td>3</td>
</tr>
<tr>
<td>29</td>
<td>Viluppuram</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>30</td>
<td>Virudhunagar</td>
<td>7</td>
<td>1</td>
</tr>
</tbody>
</table>

Source: Department of Public Libraries, 2011.
It is observed from Table 4.14 that out of 30 public libraries, Karur and Kancheepuram public libraries are having 12 and 10 computers respectively. It is followed by Ramanathapuram, Trichy, Madurai, Nagapattinam, Pudukkottai, Thiruvarur, Thoothukudi and Tirunelveli District Central Libraries.

**TABLE 4.15**

**COMPUTER SERVICE THROUGH LAN, WAN AND MAN**

<table>
<thead>
<tr>
<th>Sl.No.</th>
<th>Description</th>
<th>Available</th>
<th>Not Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Local Area Network</td>
<td>30 (100)</td>
<td>0</td>
</tr>
<tr>
<td>2.</td>
<td>Wide Area Network</td>
<td>0</td>
<td>30 (100)</td>
</tr>
<tr>
<td>3.</td>
<td>Metropolitan Area Network</td>
<td>0</td>
<td>30 (100)</td>
</tr>
</tbody>
</table>

Source: Department of Public Libraries, 2011.

From Table 4.15 it is observed that cent per cent of the District Central Libraries have Local Area Network connection whereas the Wide Area Network and Metropolitan Area Network are not available among them.
TABLE 4.16

IMPACT OF COMPUTERIZATION ON PUBLIC LIBRARIES

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Description</th>
<th>Yes</th>
<th>Percentage</th>
<th>No</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Better Utilisation</td>
<td>30</td>
<td>100</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>2.</td>
<td>Reducing the pressure of staff</td>
<td>30</td>
<td>100</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>3.</td>
<td>Nothing definite</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
</tbody>
</table>

Source: Department of Public Libraries, 2011.

From Table 4.16, it is observed that 30 public libraries have cent per cent of impact of computerization through better utilization and reducing the pressure of staff.

4.2.8 Types of Service Automated

The details about the types of services automated in the District Central Libraries in Tamil Nadu are given in Table 4.17.
TABLE 4.17

TYPES OF SERVICES AUTOMATED

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Description</th>
<th>Yes</th>
<th>Percentage</th>
<th>No</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Acquisition</td>
<td>0</td>
<td>0</td>
<td>30</td>
<td>100</td>
</tr>
<tr>
<td>2</td>
<td>Technical Processing</td>
<td>0</td>
<td>0</td>
<td>30</td>
<td>100</td>
</tr>
<tr>
<td>3</td>
<td>Circulation Control</td>
<td>24</td>
<td>80</td>
<td>6</td>
<td>20</td>
</tr>
<tr>
<td>4</td>
<td>OPAC SERVICE</td>
<td>24</td>
<td>80</td>
<td>6</td>
<td>20</td>
</tr>
<tr>
<td>5</td>
<td>Inter Library Loan</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>6</td>
<td>Administration</td>
<td>1</td>
<td>3</td>
<td>29</td>
<td>97</td>
</tr>
</tbody>
</table>

Source: Department of Public Libraries, 2011.

Table 4.17 reveals that out of 30 public libraries, 24 (80 per cent) each of them have automated by circulation control and OPAC service respectively and only one library (3 per cent) has automated by administration. It is also found that there was no automation by way of acquisition and technical processing among the selected public libraries in Tamil Nadu.

4.2.9 Types of Problem affecting the Development of Public Libraries

Every institution, irrespective of its size and kind, has its own problems. District Central Libraries, being one of the vital service institutions, are not an exception to this dictum. The public libraries are providing such as lending of books in the library premises and for home reading, reference services, on line searching like Online Public Access Catalogue (OPAC) through computerized
networks. While discharging the designated duties and functions, the public libraries encounter a number of problems in their future expansion and growth. The comprehensive picture of public libraries cannot be obtained without analyzing the various problems faced by them. As public libraries are non-profit motive organizations, the problems are varied and multi-faceted. Hence the researcher analyses the various problems affecting the functions and growth of public libraries in Tamil Nadu. The following Table 4.18 presents the various problems which affected the development of public libraries.

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Description</th>
<th>Yes</th>
<th>Percentage</th>
<th>No</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Inadequate Funds</td>
<td>22</td>
<td>73</td>
<td>8</td>
<td>27</td>
</tr>
<tr>
<td>2.</td>
<td>Lack of Planning</td>
<td>26</td>
<td>87</td>
<td>4</td>
<td>13</td>
</tr>
<tr>
<td>3.</td>
<td>Shortage of Staff</td>
<td>30</td>
<td>100</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>4.</td>
<td>Lack of adequate Physical facilities</td>
<td>30</td>
<td>100</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>5.</td>
<td>Inadequate Training</td>
<td>30</td>
<td>100</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>6.</td>
<td>Improper Salary Structure of Staff</td>
<td>30</td>
<td>100</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>7.</td>
<td>Lack of cooperation between the Staff and Office</td>
<td>22</td>
<td>73</td>
<td>8</td>
<td>27</td>
</tr>
<tr>
<td>8.</td>
<td>Administrative Delay</td>
<td>25</td>
<td>83</td>
<td>5</td>
<td>17</td>
</tr>
</tbody>
</table>

Source: Primary data.
Table 4.18 reveals that all the public libraries have met with the problems like shortage of staff, lack of adequate physical facilities and inadequate training and improper salary structure of staff. It is followed by lack of planning, administrative delay, inadequate funds and lack of co-operation between the staff and officers which constitute 87 per cent, 83 per cent, 73 per cent and 73 per cent respectively.

**TABLE 4.19**

**STAFF POSITION OF PUBLIC LIBRARIES IN TAMIL NADU**

<table>
<thead>
<tr>
<th>Sl.No.</th>
<th>Category</th>
<th>Number of Staff</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Professional</td>
<td>142</td>
<td>66</td>
</tr>
<tr>
<td>2.</td>
<td>Non-Professional</td>
<td>74</td>
<td>34</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td><strong>216</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

Source: Primary data.

Table 4.19 shows that out of 216 total staff, 142 are professional staff which constituted 66 per cent and the remaining 74 (34 per cent) are non-professional staff among the selected District Central Libraries in Tamil Nadu.
4.3. SOCIO-ECONOMIC CONDITIONS OF THE PUBLIC LIBRARY USERS

This section attempts to describe the socio-economic conditions of the respondents such as, gender, age, religion, marital status, type of family, number of family members, educational qualification, monthly income and the like.

4.3.1. Gender-wise classification

Gender is one of the important profile variables of the respondents. It has its own impact on the expectation and perception on the public library services. Hence, the present study includes the gender as one of the important profile variables. The gender-wise classification of the borrowers is shown in Table 4.20.

**TABLE 4.20**

GENDER-WISE CLASSIFICATION OF THE RESPONDENTS

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Gender</th>
<th>No. of Respondents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Male</td>
<td>218</td>
<td>60.55</td>
</tr>
<tr>
<td>2.</td>
<td>Female</td>
<td>142</td>
<td>39.45</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>360</td>
<td>100.00</td>
</tr>
</tbody>
</table>

Source: Primary data.

It could be observed from Table 4.20 that out of 360 sample respondents, 60.55 per cent are male whereas the remaining 39.45 per cent are females. It is
concluded from the above analysis that the majority of the public library users are male.
4.3.2. Age-wise Classification of the Respondents

Since the age of the respondents is one of important factors, it is included in the present study. The awareness on various services of public libraries depends upon the age of the users. In the present study, the age of the users is classified into below 30 years, 30 to 40 years, 41 to 50 years, 51 to 60 years and above 60 years. The age-wise classification of the respondents is presented in Table 4.21.

**TABLE 4.21**

**AGE-WISE CLASSIFICATION OF THE RESPONDENTS**

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Age (in years)</th>
<th>No. of Respondents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Below 30</td>
<td>116</td>
<td>32.20</td>
</tr>
<tr>
<td>2.</td>
<td>31 – 40</td>
<td>91</td>
<td>25.30</td>
</tr>
<tr>
<td>3.</td>
<td>41 – 50</td>
<td>95</td>
<td>26.40</td>
</tr>
<tr>
<td>4.</td>
<td>51 – 60</td>
<td>27</td>
<td>7.50</td>
</tr>
<tr>
<td>5.</td>
<td>Above 60 years</td>
<td>31</td>
<td>8.60</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>360</td>
<td>100.00</td>
</tr>
</tbody>
</table>

Source: Primary data.

It could be seen in Table 4.21 that the important age groups of the respondents are below 30 years and 41- 50 years. They constitute 32.20 and 26.40 per cent to the total respectively. It is followed by 31 – 40 years, above 60 years and 51 – 60 years which constitute 25.30 per cent, 8.60 per cent and 7.50
per cent respectively. It is concluded that the majority of the public library users fall under the age group of below 30 years.

Figure 4.2
Age-Wise Classification of the Respondents

- Below 30: 32.2%
- 31 – 40: 25.3%
- 41 – 50: 26.4%
- 51 – 60: 7.5%
- Above 60 years: 8.6%
4.3.3 Classification of Respondents based on Marital Status

The marital status is classified into three categories namely, married, unmarried and widow or widower. The marital status among the respondents is shown in Table 4.22.

TABLE 4.22

CLASSIFICATION OF RESPONDENTS BASED ON MARITAL STATUS

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Marital Status</th>
<th>No. of Respondents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Married</td>
<td>300</td>
<td>83.30</td>
</tr>
<tr>
<td>2.</td>
<td>Unmarried</td>
<td>34</td>
<td>9.40</td>
</tr>
<tr>
<td>3.</td>
<td>Widow or Widower</td>
<td>26</td>
<td>7.30</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>360</td>
<td>100.00</td>
</tr>
</tbody>
</table>

Source: Primary data.

It is evident from Table 4.22 that the majority of the respondents are married. They constitute 83.30 per cent to the total. It was followed by unmarried and widow or widower, which constitute 9.40 per cent and 7.20 per cent respectively.
Figure 4.3
Classification of Respondents Based on Marital Status
4.3.4. Classification of Respondents based on Religion

The religion is classified into three major categories namely, Hindu, Muslim and Christians. The details about the religion-wise classification of the respondents are shown in Table 4.23.

**TABLE 4.23**

CLASSIFICATION OF RESPONDENTS BASED ON RELIGION

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Religion</th>
<th>No. of Respondents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Hindu</td>
<td>273</td>
<td>75.80</td>
</tr>
<tr>
<td>2.</td>
<td>Muslim</td>
<td>27</td>
<td>7.50</td>
</tr>
<tr>
<td>3.</td>
<td>Christian</td>
<td>60</td>
<td>16.70</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td>360</td>
<td><strong>100.00</strong></td>
</tr>
</tbody>
</table>

Source: Primary data.

It is found from Table 4.23 that the majority of the respondents are Hindus, who constitute 75.80 per cent. It was followed by Christians and Muslims, who constitute 16.70 per cent and 7.50 per cent respectively.
Figure 4.4
Classification of Respondents Based on Religion

Hindu
Muslim
Christian

No. of Respondents

Category
4.3.5. Social Status-wise Classification of the Respondents

Community is one of the social profiles of the respondents. Sometimes, the community of the respondents has its own role in the expectation and perception on the public library services. Hence it is included as one of the profile variables. The distribution of respondents on the basis of their community is presented in Table 4.24.

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Community</th>
<th>No. of Respondents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Scheduled Caste\Tribe</td>
<td>24</td>
<td>6.70</td>
</tr>
<tr>
<td>2.</td>
<td>Most Backward Caste</td>
<td>77</td>
<td>21.40</td>
</tr>
<tr>
<td>3.</td>
<td>Backward Caste</td>
<td>188</td>
<td>52.20</td>
</tr>
<tr>
<td>4.</td>
<td>Forward Caste</td>
<td>71</td>
<td>19.70</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>360</td>
<td>100.00</td>
</tr>
</tbody>
</table>

Source: Primary data.

It could be seen from Table 4.24 that out 360 respondents, 188 (52.20 per cent) are Backward Class and it was followed by Most Backward Class, Forward Class and Scheduled Caste/Schedule Tribes which constitute 21.40 per cent, 19.70 per cent and 6.70 per cent respectively. It is concluded that the majority of the respondents are come under the category of Backward Class in Tamil Nadu.
Figure 4.5
Community-Wise Classification of the Respondents

No. of Respondents

Scheduled Caste/Tribe  Most Backward Caste  Backward Caste  Forward Caste
4.3.6 Level of education of the Respondents

The level of education represents the level of formal education completed by the respondents at the time of interview. Since the level of education provides more awareness on the public library services, the highly educated respondents may utilize the more provision offered by public libraries. The level of education may increase the level of expectation and also determine the level of attitude towards the public library services in Tamil Nadu. In the present study, the level of education is confined to primary, secondary, higher secondary, collegiate and professional education. Table 4.25 presents the details about the distribution of respondents according to their level of education.

**TABLE 4.25**

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Level of Education</th>
<th>No. of Respondents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Primary</td>
<td>20</td>
<td>5.60</td>
</tr>
<tr>
<td>2.</td>
<td>Secondary</td>
<td>42</td>
<td>11.60</td>
</tr>
<tr>
<td>3.</td>
<td>Higher Secondary</td>
<td>51</td>
<td>14.20</td>
</tr>
<tr>
<td>4.</td>
<td>Collegiate</td>
<td>174</td>
<td>48.30</td>
</tr>
<tr>
<td>5.</td>
<td>Professionals</td>
<td>73</td>
<td>20.30</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>360</td>
<td>100.00</td>
</tr>
</tbody>
</table>

Source: Primary data.
It could be noticed from Table 4.25 that the level of education among the respondents. The important levels of education among them are collegiate which constitute 48.30 per cent to the total. The number of respondents with professionals, higher secondary, secondary and primary education constitutes 20.30, 14.20 per cent, 11.60 per cent and 5.60 per cent to the total respectively. It is concluded that the majority of the respondents have collegiate education in the study area.
4.3.7 Nature of family of the Respondents

The nature of family represents the type of family pattern at which the respondents are living. In the Indian set up, the traditional family system is joint family system under which, the respondents are living along with their parents, brothers, sisters and their children under one family. The respondents belonging to nuclear family and joint family system in the present study are shown in Table 4.26.

### TABLE 4.26

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Nature of Family</th>
<th>No. of Respondents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Nuclear Family</td>
<td>269</td>
<td>74.70</td>
</tr>
<tr>
<td>2.</td>
<td>Joint Family</td>
<td>91</td>
<td>25.30</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td><strong>960</strong></td>
<td><strong>100.00</strong></td>
</tr>
</tbody>
</table>

Source: Primary data.

It could be identified from Table 4.26 that a maximum of 74.70 per cent of the total respondents belong to nuclear family system, whereas the remaining 25.30 per cent of the respondents belong to joint family system. It is concluded that the majority of the respondents belong to nuclear family in Tamil Nadu.
4.3.8 Family-size of the Respondents

The family size represents the number of family members living along with the respondents in their respective families. The family size is one of the important factors that determine the standard of living of the respondents. The family size in the present study is confined to less than three members, three to five, six to seven and above seven members. The distribution of respondents according to their family size is illustrated in Table 4.27.

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Family Size</th>
<th>No. of Respondents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Less than 3</td>
<td>105</td>
<td>29.20</td>
</tr>
<tr>
<td>2.</td>
<td>3 – 5</td>
<td>136</td>
<td>37.80</td>
</tr>
<tr>
<td>3.</td>
<td>6 – 7</td>
<td>92</td>
<td>25.60</td>
</tr>
<tr>
<td>4.</td>
<td>Above 7</td>
<td>27</td>
<td>7.50</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>360</td>
<td>100.00</td>
</tr>
</tbody>
</table>

Source: Primary data.

It could be illustrated from Table 4.27 that the important family sizes among the respondents are three to five members and less than three members per family which constitute 37.80 and 29.20 per cent to the total respectively. The number of respondents have a family size of six to seven members and above seven members in their family that constitute 25.60 per cent and 7.50 per cent to
the total respectively. The analysis reveals that the important family sizes among the respondents is three to five members in the study area.

4.3.9 Family Income of the Respondents

The family income of the respondents indicates the total income earned by the earning members of the family during a year. Since the family income is an important factor in determining the standard of living of the respondents, it may have its own impact on perception on the services of public libraries. The family incomes per month are confined to less than Rs. 1,20,000; Rs. 1,20,000 to 1,80,000; Rs. 1,80,000 to 2,40,000; Rs. 2,40,000 to 3,00,000 and above Rs. 3,00,000. The distribution of borrowers on the basis of their family income is shown in Table 4.28.
TABLE 4.28
FAMILY INCOME OF THE RESPONDENTS

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Annual Income</th>
<th>No. of Respondents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Less than 80,000</td>
<td>102</td>
<td>28.30</td>
</tr>
<tr>
<td>2.</td>
<td>80,000 – 1,20,000</td>
<td>98</td>
<td>27.30</td>
</tr>
<tr>
<td>3.</td>
<td>1,20,000 – 1,80,000</td>
<td>43</td>
<td>11.90</td>
</tr>
<tr>
<td>4.</td>
<td>1,80,000 – 2,40,000</td>
<td>86</td>
<td>23.90</td>
</tr>
<tr>
<td>5.</td>
<td>Above 2,40,000</td>
<td>31</td>
<td>8.60</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td><strong>360</strong></td>
<td><strong>100.00</strong></td>
</tr>
</tbody>
</table>

Source: Primary data.

It could be seen from Table 4.28 that the important family incomes among the respondents are less than Rs.1,20,000, Rs.1,20,000 to 1,80,000 and Rs.2,40,000 to 3,00,000 which constitute 28.30, 27.30 and 23.90 per cent to the total respectively. The number of respondents that have a family income of Rs.1,80,000 to 2,40,000 and above Rs. 3,00,000 constitute 11.90 per cent and 8.60 per cent to the total respectively. It is concluded that the majority of the respondents’ family income group is less than Rs.1,20,000 in the study area.

4.3.10 Factors Influencing to avail Public Library Services

The important factors which are influencing to avail public library services are self-interest, friends, reading habits, to know the latest news, to know the
political information and research purpose. The details about the factors which are influencing to avail the public libraries are presented in Table 4.29.

**TABLE 4.29**

**FACTORS INFLUENCING TO AVAIL PUBLIC LIBRARY SERVICES**

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Influencing Factors</th>
<th>No. of Respondents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Self-interest</td>
<td>155</td>
<td>43.06</td>
</tr>
<tr>
<td>2.</td>
<td>By friends</td>
<td>48</td>
<td>13.33</td>
</tr>
<tr>
<td>3.</td>
<td>Reading habits</td>
<td>34</td>
<td>9.44</td>
</tr>
<tr>
<td>4.</td>
<td>Awareness on latest news</td>
<td>89</td>
<td>24.72</td>
</tr>
<tr>
<td>5.</td>
<td>Awareness on political information</td>
<td>21</td>
<td>5.83</td>
</tr>
<tr>
<td>6.</td>
<td>Research interest</td>
<td>13</td>
<td>3.61</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td><strong>360</strong></td>
<td><strong>100.00</strong></td>
</tr>
</tbody>
</table>

Source: Primary data.

It is observed from Table 4.29 that out of 360 respondents, 155 (43.06 per cent) are opined that the self-interest is the most important factor influencing to avail the public library services followed by awareness on latest news, by friends, reading habits, awareness on political information and research interest which constitute 24.72 per cent, 13.33 per cent, 9.44 per cent, 5.83 per cent and 3.61 per cent respectively. It is concluded that the majority of the respondents opined that the self-interest is the most important factor influencing to avail public library services in the study area.
4.3.11 Category of Public Library Users

The category of public library users is yet another important factor which determines the use of library. Anyhow the students community should give much more importance to the use of library for gathering many information regarding useful ideas to increase their life. The following Table 4.30 shows the classification of public library users on their basis of their profession.

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Profession</th>
<th>No. of Respondents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Student</td>
<td>120</td>
<td>33.33</td>
</tr>
<tr>
<td>2.</td>
<td>Private Employees</td>
<td>56</td>
<td>15.56</td>
</tr>
<tr>
<td>3.</td>
<td>Government Employees</td>
<td>48</td>
<td>13.33</td>
</tr>
<tr>
<td>4.</td>
<td>Unemployed</td>
<td>76</td>
<td>21.11</td>
</tr>
<tr>
<td>5.</td>
<td>Retired Persons</td>
<td>60</td>
<td>16.67</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>360</td>
<td>100.00</td>
</tr>
</tbody>
</table>

Source: Primary data.

Table 4.30 reveals that out of 360 selected public library users in Tamil Nadu, 120 (33.33 per cent) are students, followed by unemployed persons, retired persons, private employees and government employees which constitute 21.11 per cent, 16.67 per cent, 15.56 per cent and 13.33 per cent respectively. It is
concluded that the majority of the public library users are students community in Tamil Nadu.

4.3.12 Area-wise Classification

Different types of people used library from different places. The user from a particular place is very important factor to determine it because people may have more education in a particular place than other places. Therefore, the residential area is also very one of the most important criteria in the use of the public library. Table 4.31 presents the details about the classification of the users on the basis of their residential area.

**TABLE 4.31**

CLASSIFICATION OF THE USERS ON THE BASIS OF THEIR RESIDENTIAL AREA

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Profession</th>
<th>No. of Respondents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Rural</td>
<td>160</td>
<td>44.44</td>
</tr>
<tr>
<td>2.</td>
<td>Urban</td>
<td>200</td>
<td>55.56</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>360</td>
<td>100.00</td>
</tr>
</tbody>
</table>

Source: Primary data.

It is found from Table 4.31 that out of 360 selected public library users in Tamil Nadu, the majority of them 200 (55.56 per cent) come under the category of
urban area and the remaining 160 (44.44 per cent) are under the category of rural area.

4.3.13 Purpose of Library Visit

Every one is not ready to utilize the library. The foremost essential feature of using the library is the purpose of the users. In a particular area all the people may be educated but they may not use library because the use of library is caused by the purpose. The details about the purpose of visit are given in Table 4.32.

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Purpose</th>
<th>No. of Respondents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Reading Newspaper</td>
<td>96</td>
<td>26.67</td>
</tr>
<tr>
<td>2.</td>
<td>Reading Novels</td>
<td>72</td>
<td>20.00</td>
</tr>
<tr>
<td>3.</td>
<td>Reading Stories</td>
<td>24</td>
<td>6.67</td>
</tr>
<tr>
<td>4.</td>
<td>Taking Books and Novels</td>
<td>66</td>
<td>18.33</td>
</tr>
<tr>
<td>5.</td>
<td>Taking reference materials</td>
<td>54</td>
<td>15.00</td>
</tr>
<tr>
<td>6.</td>
<td>Reading Articles and Journals</td>
<td>56</td>
<td>13.33</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td><strong>360</strong></td>
<td><strong>100.00</strong></td>
</tr>
</tbody>
</table>

Source: Primary data.

It is inferred from Table 4.32 that out of 360 respondents, 96 (26.67 per cent) are visiting the library for reading the newspapers followed by reading
novels, taking books and novels, taking reference materials, reading articles and
journals and reading stories which constitute 20.00 per cent, 18.33 per cent, 15.00
per cent, 13.33 per cent and 6.67 per cent respectively. It is concluded that the
majority of the users are going to the library for reading the newspapers.

4.3.14 Frequency of Visit

The use of library by the users is always depends upon the availability of
time. If they have enough time they may use the library frequently. The details of
the frequency of library visit by the users are presented in Table 4.33.

TABLE 4.33
FREQUENCY OF THE LIBRARY VISIT

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Frequency of Visit</th>
<th>No. of Respondents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Daily</td>
<td>171</td>
<td>47.50</td>
</tr>
<tr>
<td>2.</td>
<td>2 or 3 Times in a week</td>
<td>68</td>
<td>18.89</td>
</tr>
<tr>
<td>3.</td>
<td>Once in a week</td>
<td>41</td>
<td>11.39</td>
</tr>
<tr>
<td>4.</td>
<td>Once in a month</td>
<td>55</td>
<td>15.28</td>
</tr>
<tr>
<td>5.</td>
<td>Occasionally</td>
<td>25</td>
<td>6.94</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>360</td>
<td>100.00</td>
</tr>
</tbody>
</table>

Source: Primary data.
It is found from Table 4.33 that out of 360 respondents, the majority of them 171 (47.50 per cent) are visiting the library daily and it is followed by 2 or 3 in a week, once in a month, once in week and occasionally which constitute 18.89 per cent, 15.28 per cent, 11.39 per cent and 6.94 per cent respectively. It is concluded that the majority of the public library users are visiting the library daily.

4.4. LEVEL OF ATTITUDE TOWARDS THE PUBLIC LIBRARY SERVICES

The level of attitude of the public library users have been determined by the score values calculated for 20 statements which are related to the services provided by the public libraries by adopting a scaling technique namely the Likert Type Five Point Scale\(^1\). The statements are:

1. Public libraries should function as community information centre
2. Public libraries are the suitable institutions to provide services to the needy
3. Satisfied services and facilities available in the library
4. Book borrowing facilities of the library is very easy
5. Help of computer counter service
6. Online public access catalogue is very useful

7. Difficult in using online public access catalogue
8. Sufficient reference books collection in the library
9. The book arrangement are helpful to retrieve the book easily
10. More difficulties in finding information in the library
11. Adequate Infrastructural facilities
12. Sufficient reading materials are available in the library
13. Proper arrangement of books in the shelves
14. Proper documentation services in the library
15. Proper bibliographical services in the library
16. Availability of inter library loan
17. Proper assistance of library staff
18. Availability of latest publication of journals
19. Easy to find out the location of books, and
20. Subject-wise arrangement of books in the library is not properly

To secure the total score for every positive statement scores are allotted in the order by 5 for ‘Strongly Agree; 4 for ‘Agree’; 3 for ‘No opinion’; 2 for ‘Disagree’ and 1 for ‘Strongly Disagree’. Similarly for every negative statement scores are allotted in the order of 1 for ‘Strongly Agree’, 2 for ‘Agree’ 3 for ‘No opinion’ 4 for ‘Disagree’ and 5 for ‘Strongly Disagree’. All positive statements bear odd numbers and negative statements even numbers in the 20 statements. This enabled the respondents to record their responses with proper understanding of the statements.
The level of attitude of the respondents towards the public library services in Tamil Nadu have been classified into three categories, namely low level, medium level and high level for analytical purpose. The score value \( \geq (\bar{X}+SD) \) and the score value \( \leq (X-SD) \) have been classified as high level and low level of performance respectively. The score values between (\(\bar{X} + SD\)) and (\(\bar{X}-SD\)) have been classified as medium level performance, \(\bar{X}\) and SD are the arithmetic mean and standard deviation calculated from the score values of 360 respondents.

\[
(\bar{X}+SD) = (74.62 + 5.77) = 80.39 \text{ and above – High level.}
\]

\[
(\bar{X} - SD) = (74.62 – 5.77) = 68.85 \text{ and below Low level.}
\]

\[
(\bar{X} - SD) \text{ to } (\bar{X} + SD) = 88.39 \text{ to } 68.85 \text{ – Medium level.}
\]

In order to examine the relationship between the level of attitude and the profile variables of the respondents, the Chi-square test has been used. It is calculated by adopting the following formula.

\[
\text{Chi-square} = \sum \frac{(O-E)^2}{E} \text{ with } (r-1)(c-1) \text{ degree of freedom}
\]

Where, \(O\) – observed frequency

\(E\) – Expected frequency

\[
E = \frac{\text{Row total } \times \text{ Column total}}{\text{Grand total}}
\]

Table 4.34 presents the details about the level of attitude of the 360 sample respondents towards the services of public libraries in Tamil Nadu.

**TABLE 4.34**

**LEVEL OF ATTITUDE**

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Level of Attitude</th>
<th>Number of Respondents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>High</td>
<td>65</td>
<td>18.05</td>
</tr>
<tr>
<td>2.</td>
<td>Medium</td>
<td>244</td>
<td>67.78</td>
</tr>
<tr>
<td>3.</td>
<td>Low</td>
<td>51</td>
<td>14.17</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>360</strong></td>
<td><strong>100.00</strong></td>
</tr>
</tbody>
</table>

Source: Primary data.

It is found from Table 4.34 that out of the 360 respondents, 65 (18.05 per cent) fall under the high level of attitude, 244 (67.78 per cent) come under the category of medium level and 51 (14.17 per cent) fall under the low level.
4.4.1 Gender and Level of attitude

Gender is an important factor in determining the level of attitude. The gender of the respondents has been identified as the first variable. Table 4.35 shows the gender-wise classification of the respondents and their opinion about the level of attitude towards the services of public libraries.

**TABLE 4.35**

**GENDER AND THE LEVEL OF ATTITUDE**

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Gender</th>
<th>Level of attitude</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>High (per cent)</td>
<td>Medium</td>
</tr>
<tr>
<td>1.</td>
<td>Male</td>
<td>58 (89.20)</td>
<td>190 (77.90)</td>
</tr>
<tr>
<td>2.</td>
<td>Female</td>
<td>7 (10.80)</td>
<td>54 (22.10)</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>65 (100.00)</td>
<td>244 (100.00)</td>
</tr>
</tbody>
</table>

Source: Primary data.

Note: Figures in brackets indicate percentages.

It is understood from Table 4.35 that out of the 360 respondents, 286 (79.40 per cent) are males and 74 (20.60 per cent) are females. Out of the 65 respondents with high level of attitude towards the public library services, 58 (89.200 per cent) are male and the remaining 7 (10.80 per cent) are female. Out of the 244 respondents with medium level, 190 (77.90 per cent) are male and 54
(22.10 per cent) are females. Out of 51 respondents with low level, 38 (74.50 per cent) are male and the remaining 13 (25.50 per cent) are female respectively.

In order to test the relationship between the gender and the level of attitude of the respondents, the following hypothesis was formulated.

**Hypothesis**

*There is no significant relationship between gender and their level of attitude on services of public libraries in Tamil Nadu.*

The chi-square test was applied to examine the null hypothesis and the computed results are given below:

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calculated value</td>
<td>4.9434</td>
</tr>
<tr>
<td>Table value at 5 per cent</td>
<td>5.991</td>
</tr>
<tr>
<td>Degrees of freedom</td>
<td>2</td>
</tr>
<tr>
<td>Inference</td>
<td>Insignificant</td>
</tr>
</tbody>
</table>

It is evident from the Table 4.36 that the calculated value is lesser than the table value. Hence the hypothesis is accepted. Therefore, it could be inferred that the gender does not influence the level of attitude of the respondents on public library services in Tamil Nadu.
4.4.2. Age and Level of Attitude

Age is one of the important factors in determining the level of attitude. The age of the respondents and their opinion about the level of attitude towards the services of public libraries in Tamil Nadu are shown in Table 4.37.

**TABLE 4.37**

**AGE AND LEVEL OF ATTITUDE**

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Age (in years)</th>
<th>Level of attitude</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>High (in %)</td>
<td>Medium (in %)</td>
</tr>
<tr>
<td>1.</td>
<td>Below 30</td>
<td>22 (33.80)</td>
<td>78 (32.00)</td>
</tr>
<tr>
<td>2.</td>
<td>30 – 40</td>
<td>22 (33.80)</td>
<td>55 (22.50)</td>
</tr>
<tr>
<td>3.</td>
<td>40 – 50</td>
<td>14 (21.50)</td>
<td>70 (28.70)</td>
</tr>
<tr>
<td>4.</td>
<td>50 – 60</td>
<td>3 (4.60)</td>
<td>21 (8.60)</td>
</tr>
<tr>
<td>5.</td>
<td>Above 60 years</td>
<td>4 (6.20)</td>
<td>20 (8.20)</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>65 (100.00)</td>
<td>244 (100.00)</td>
</tr>
</tbody>
</table>

Source: Primary data.

Note: Figures in brackets indicate percentages.

Table 4.37 reveals that out of the 65 respondents with high level of opinion on the services of public libraries, 22 (33.80 per cent) are each in the age group of below 30 and 30-40 years followed by 14 (21.50 per cent) in the age group of 40-50 years, 4 (6.20 per cent) in the age group of above 60 years and 3 (4.60 per
cent) in the age group of between 50-60 years. Out of 244 respondents with medium level, 78 (32.00 per cent) are in the age group of below 30 years followed by 70 (28.70 per cent) in the age group between 40-50 years, 55 (22.50 per cent) in the age group of between 30 and 40 years, 21 (8.60 per cent) in the age group between 50 to 60 years and 20 (8.20 per cent) in the age group of above 60 years. Further it also shows that out of the 51 respondents with low level, 16 (31.40 per cent) are in the age group below 30 years followed by 14 (27.50 per cent) in the age group between 30-40 years, 11 (21.60 per cent) are in the age group between 40 to 50 years and only 3 (5.90 per cent) are in the age group of 50-60 years respectively.

In order to test the relationship between age and their level of attitude on public library services, the following hypothesis was formulated.

**Hypothesis**

*Age is independent from the level of attitude on services of public libraries.*

The chi-square test was applied to examine the hypothesis and the computed results are given in Table 4.38.
### TABLE 4.38
COMPUTED RESULTS OF CHI-SQUARE TEST

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calculated value</td>
<td>7.6442</td>
</tr>
<tr>
<td>Table value at 5 per cent</td>
<td>15.507</td>
</tr>
<tr>
<td>Degrees of freedom</td>
<td>8</td>
</tr>
<tr>
<td>Inference</td>
<td>Insignificant</td>
</tr>
</tbody>
</table>

It is seen from Table 4.38 that the calculated Chi-Square value is lesser than the table value at the 5 per cent level, the hypothesis is accepted. Hence, it may be concluded that the age is independent of the level of attitude on the services of public services.

#### 4.4.3 Marital Status and Level of Attitude

The level of attitude of the respondents may also depend upon the marital status of them. An attempt has been made to study the relationship between marital status and their opinion about the level of attitude on the services of public libraries. The marital status of the respondents and their level of attitude are shown in Table 4.39.
### TABLE 4.39

**MARITAL STATUS AND LEVEL OF ATTITUDE**

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Marital Status</th>
<th>Level of attitude</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>High ( )</td>
<td>Medium ( )</td>
</tr>
<tr>
<td>1.</td>
<td>Married</td>
<td>45 (69.20)</td>
<td>206 (84.40)</td>
</tr>
<tr>
<td>2.</td>
<td>Unmarried</td>
<td>10 (15.40)</td>
<td>22 (9.00)</td>
</tr>
<tr>
<td>3.</td>
<td>Widow</td>
<td>10 (15.40)</td>
<td>16 (6.60)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>Marital Status</strong></td>
<td><strong>Level of attitude</strong></td>
<td><strong>Total</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>High</strong></td>
<td><strong>Medium</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>65 (100.00)</td>
<td>244 (100.00)</td>
</tr>
</tbody>
</table>

Source: Primary data.

Note: Figures in brackets indicate percentages.

It is illustrated from Table 4.39 that out of the 65 respondents with high level opinion on the services of public libraries, 45 (69.20 per cent) are married followed by 10 (15.40 per cent) each are unmarried and widow. Out of 244 respondents with medium level, 206 (84.40 per cent) are married followed by 22 (9.00 per cent) are unmarried and 16 (6.60 per cent) are widow. Further it also shows that out of 51 respondents with low level, 49 (96.10 per cent) are married followed by only two (3.90 per cent) are married.

In order to find out the relationship between marital status of the respondents and their level of attitude on public library services, the following hypothesis was formulated.
Hypothesis

*The level of attitude on the services of public libraries is independent of the marital status.*

The Chi-square test was applied and the results are shown below:

**TABLE 4.40**

**COMPUTED RESULTS OF CHI-SQUARE TEST**

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calculated value</td>
<td>16.5322</td>
</tr>
<tr>
<td>Table value at 5 per cent level</td>
<td>9.488</td>
</tr>
<tr>
<td>Degrees of freedom</td>
<td>4</td>
</tr>
<tr>
<td>Inference</td>
<td>Significant</td>
</tr>
</tbody>
</table>

It could be observed from the Table 4.40 that the calculated value of Chi-square is greater than the Table value at the 5 per cent level. Hence the hypothesis is rejected. Thus it may concluded that there is a relationship between marital status of the users and their level of attitude on the services of public libraries in Tamil Nadu.

4.4.4 Religion and Level of Attitude

An attempt has been made to study the relationship between religion and their opinion about the level of attitude on the services of public libraries. The religion of the respondents and their level of attitude are shown in Table 4.41.
TABLE 4.41

RELIGION AND LEVEL OF ATTITUDE

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Marital Status</th>
<th>Level of attitude</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>High</td>
<td>Medium</td>
</tr>
<tr>
<td>1.</td>
<td>Hindu</td>
<td>40 (61.50)</td>
<td>188 (77.00)</td>
</tr>
<tr>
<td>2.</td>
<td>Muslim</td>
<td>7 (10.80)</td>
<td>17 (7.00)</td>
</tr>
<tr>
<td>3.</td>
<td>Christian</td>
<td>18 (27.70)</td>
<td>39 (16.00)</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>65 (100.00)</td>
<td>244 (100.00)</td>
</tr>
</tbody>
</table>

Source: Primary data.

Note: Figures in brackets indicate percentages.

It is portrayed from Table 4.41 that out of the 65 respondents with high level of attitude on the services of public libraries in Tamil Nadu, 40 (61.50 per cent) are Hindus followed by 18 (27.70 per cent) are Christians and 7 (10.80 per cent) are Muslims. Out of 244 respondents with medium level, 188 (77.00 per cent) are Hindus followed by 39 (16.00 per cent) are Christians and 17 (7.00 per cent) are Muslims. Further it also shows that out of 51 respondents with low level, 45 (88.20 per cent) are Hindus followed by 3 (5.90 per cent) are each Christians and Muslims respectively.

In order to test the following hypothesis, the Chi-square test was applied and the results are shown below:
Hypothesis

The level of attitude on the services of public libraries is independent of the religion.

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calculated value</td>
<td>16.5322</td>
</tr>
<tr>
<td>Table value at 5 per cent level</td>
<td>9.488</td>
</tr>
<tr>
<td>Degrees of freedom</td>
<td>4</td>
</tr>
<tr>
<td>Inference</td>
<td>Significant</td>
</tr>
</tbody>
</table>

It could be notified from Table 4.42 that the calculated value of Chi-square is greater than the Table value at the 5 per cent level. Hence the hypothesis is rejected. It could be inferred that there is a relationship between religion and the opinion on the level of attitude on the services of public libraries.

4.4.5. Community and Level of Attitude

The responsibilities of the respondents differ with the community. Hence the researcher has made an attempt to study the relationship between the community of the respondents and their opinion about the level of attitude. Community and level of attitude on the services of public libraries are shown in Table 4.43.
### TABLE 4.43
COMMUNITY AND LEVEL OF ATTITUDE

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Community</th>
<th>Level of attitude</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>High (%)</td>
<td>Medium (%)</td>
</tr>
<tr>
<td>1.</td>
<td>Scheduled Caste/Tribe</td>
<td>2 (3.10)</td>
<td>19 (7.80)</td>
</tr>
<tr>
<td>2.</td>
<td>Most Backward Caste</td>
<td>15 (23.10)</td>
<td>51 (20.90)</td>
</tr>
<tr>
<td>3.</td>
<td>Backward Caste</td>
<td>33 (50.80)</td>
<td>126 (51.60)</td>
</tr>
<tr>
<td>4.</td>
<td>Forward Caste</td>
<td>15 (23.10)</td>
<td>48 (19.7)</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>65 (100.00)</td>
<td>244 (100.00)</td>
</tr>
</tbody>
</table>

Source: Primary data.

Note: Figures in brackets indicate percentages.

It is inferred from Table 4.43 that out of 65 respondents with high level of opinion on the services of public libraries in Tamil Nadu, 33 (50.80 per cent) are come under the category of Backward Caste followed by 15 (23.10 per cent) each are come under the categories of Most Backward Caste and Forward Caste and only two (3.10 per cent) are Scheduled Caste / Tribes. Out of 244 respondents with medium level, 126 (51.60 per cent) are come under the category of Backward Caste followed by 51 (20.90 per cent) are come under the categories of Most Backward Caste, 48 (19.70 per cent) are come under the categories of Forward Caste and 19 (7.80 per cent) are Scheduled Caste / Tribes. Further it also shows that out of 51 respondents with low level, 29 (56.90 per cent) are come
under the category of Backward Caste followed by 11 (21.60 per cent) are come under the categories of Most Backward Caste, 8 (15.70 per cent) are come under the categories of Forward Caste and 3 (5.90 per cent) are Scheduled Caste / Tribes.

In order to test the relationship between the community and the level of attitude, the following hypothesis was formulated.

**Hypothesis**

*There exists no relationship between the community and the level of attitude on the services of public libraries.*

The hypothesis was tested by applying the Chi-square test. The computed results are given below:

**TABLE 4.44**

**COMPUTED RESULTS OF CHI-SQUARE TEST**

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calculated value</td>
<td>2.9922</td>
</tr>
<tr>
<td>Table value at 5 per cent level</td>
<td>12.60</td>
</tr>
<tr>
<td>Degrees of freedom</td>
<td>6</td>
</tr>
<tr>
<td>Inference</td>
<td>Insignificant</td>
</tr>
</tbody>
</table>

It is found from the Table 4.44 that the calculated value of Chi-square is less than the table value at the 5 per cent level. Hence the hypothesis is accepted.
It may be concluded that the community is independent of the level of attitude of the respondents towards the services of public libraries in Tamil Nadu.

4.4.6 Family Type and Level of attitude

Family type is an important factor in determining the level of attitude on the services of public libraries. Table 4.45 shows the family type-wise classification of the respondents and their opinion about the level of attitude.

TABLE 4.45

FAMILY TYPE AND THE LEVEL OF ATTITUDE

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Type of Family</th>
<th>Level of attitude</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>High</td>
<td>Medium</td>
</tr>
<tr>
<td>1.</td>
<td>Nuclear</td>
<td>54</td>
<td>175</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(83.10)</td>
<td>(71.70)</td>
</tr>
<tr>
<td>2.</td>
<td>Joint</td>
<td>11</td>
<td>69</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(16.90)</td>
<td>(28.30)</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>65</td>
<td>244</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(100.00)</td>
<td>(100.00)</td>
</tr>
</tbody>
</table>

Source: Primary data.

Note: Figures in brackets indicate percentages.

It is understood from Table 4.45 that out of the 360 respondents, 269 (74.70) are come under the category of nuclear family and 91 (25.30 per cent) are come under the category of joint family. Out of 65 respondents with high level opinion on the services of public libraries, 54 (83.10 per cent) are come under the
category of nuclear family and 11 (16.90 per cent) are come under the category of joint family. Out of 244 respondents with medium level, 175 (71.70 per cent) are come under the category of nuclear family and 69 (28.30 per cent) are come under the category of joint family. Further it shows that out of 51 respondents with low level, 40 (78.40 per cent) are come under the category of nuclear family and 11 (21.60 per cent) are come under the category of joint family.

In order to test the association between the family type and the level of attitude of the respondents, the following hypothesis was formulated.

**Hypothesis**

*Family type is independent from the level of attitude on the services of public libraries.*

The chi-square test was applied to examine the hypothesis and the computed results are given below:

**TABLE 4.46**

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calculated value</td>
<td>3.9368</td>
</tr>
<tr>
<td>Table value at 5 per cent</td>
<td>5.991</td>
</tr>
<tr>
<td>Degrees of freedom</td>
<td>2</td>
</tr>
<tr>
<td>Inference</td>
<td>Insignificant</td>
</tr>
</tbody>
</table>
It is inferred from the Table 4.46 that the calculated value is lesser than the table value, the hypothesis is accepted. Therefore, it may be concluded that the family type does not influence the level of attitude of the library users towards the services of public libraries in Tamil Nadu.

4.4.7. Educational Qualification and Level of attitude

Education is the vital factor which influences the level of attitude on the services of public libraries in Tamil Nadu. The independent identity of the respondents can be proved only through education. Generally educated persons are able to appreciate the importance of public libraries. Education widens knowledge, understanding and capability of doing things. Educational qualification of the respondents and their opinion about the level of attitude on the services of public libraries are shown in Table 4.47.
### TABLE 4.47
EDUCATIONAL QUALIFICATION AND LEVEL OF ATTITUDE

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Educational Qualification</th>
<th>Level of attitude</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>High</td>
<td>Medium</td>
</tr>
<tr>
<td>1.</td>
<td>Primary</td>
<td>3</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(4.60)</td>
<td>(4.90)</td>
</tr>
<tr>
<td>2.</td>
<td>Secondary</td>
<td>6</td>
<td>32</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(9.20)</td>
<td>(13.10)</td>
</tr>
<tr>
<td>3.</td>
<td>Higher Secondary</td>
<td>12</td>
<td>31</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(18.50)</td>
<td>(12.70)</td>
</tr>
<tr>
<td>4.</td>
<td>Collegiate</td>
<td>37</td>
<td>111</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(56.90)</td>
<td>(45.50)</td>
</tr>
<tr>
<td>5.</td>
<td>Professionals</td>
<td>7</td>
<td>58</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(10.80)</td>
<td>(23.80)</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td>65</td>
<td>244</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(100.00)</td>
<td>(100.00)</td>
</tr>
</tbody>
</table>

Source: Primary data.

Note: Figures in brackets indicate percentages.

It could be seen from Table 4.47 that out of 65 respondents with high level of opinion on the services of public libraries in Tamil Nadu, 37 (56.90 per cent) have collegiate education followed by 12 (18.50 per cent) who have higher secondary education, 7 (10.80 per cent) who have professional education, 6 (9.20 per cent) have secondary level education and only three (4.60 per cent) are primary level. Out of 244 respondents with medium level, 111 (45.50 per cent) have collegiate education followed by 58 (23.80 per cent) who have professional level education, 32 (13.10 per cent) who have secondary school education,
31 (12.70 per cent) have higher secondary level of education and 12 (4.90 per cent) have primary level of education. Further it shows that out of 51 respondents with low level, 26 (51.00 per cent) have collegiate education followed by 8 (15.70 per cent) are each have higher secondary and professional level education, 5 (9.80 per cent) are primary and 4 (7.80 per cent) who have secondary school education.

For finding the relationship between educational qualification and their level of attitude towards the services of public libraries, the following hypothesis was formulated.

**Hypothesis**

*There exists no relationship between educational qualification and the level of attitude on the services of public libraries.*

To test the above hypothesis, the chi-square test was applied. The computed results of chi-square are presented below:

**TABLE 4.48**

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calculated value</td>
<td>16.0145</td>
</tr>
<tr>
<td>Table value at 5 per cent</td>
<td>15.507</td>
</tr>
<tr>
<td>Degrees of freedom</td>
<td>8</td>
</tr>
<tr>
<td>Inference</td>
<td>Significant</td>
</tr>
</tbody>
</table>
It is notified from Table 4.48 that the calculated value of Chi-square is greater than the table value at the 5 per cent level. Hence the hypothesis is rejected. Therefore, it may be concluded that the educational qualification influences the level of attitude of the library users towards the services of public libraries in Tamil Nadu.

**Family Size and Level of attitude**

Responsibilities of the respondents differ with the size of their family. Hence the researcher has made an attempt to study the relationship between the family size of the respondents and their level of attitude on the services of public libraries. Family size and level of attitude are shown in Table 4.49.

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Family size</th>
<th>Level of attitude</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>High</td>
<td>Medium</td>
</tr>
<tr>
<td>1.</td>
<td>Less than 3</td>
<td>26</td>
<td>65</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(40.00)</td>
<td>(26.60)</td>
</tr>
<tr>
<td>2.</td>
<td>3 – 5</td>
<td>25</td>
<td>91</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(38.50)</td>
<td>(37.30)</td>
</tr>
<tr>
<td>3.</td>
<td>6 – 7</td>
<td>11</td>
<td>68</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(16.90)</td>
<td>(27.90)</td>
</tr>
<tr>
<td>4.</td>
<td>Above 7</td>
<td>3</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(4.60)</td>
<td>(8.20)</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>65</td>
<td>244</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(100.00)</td>
<td>(100.00)</td>
</tr>
</tbody>
</table>

Source: Primary data.

Note: Figures in brackets indicate percentages.
It is inferred from Table 4.49 that out of 65 respondents with high level of attitude towards the services of public libraries, 26 (40.00 per cent) have a family size of less than 3 members followed by 25 (38.50 per cent) who have 3-5 members, 11 (16.90 per cent) who have 6 – 7 members and 3 (4.60 per cent) who have above 7 members in their family. Out of 244 respondents with medium level, 91 (37.30 per cent) of them have a family size of 3 – 5 members followed by 68 (27.90 per cent) who have 6 – 7 members, 65 (26.60 per cent) who have less than 3 members and 20 (8.20 per cent) who have above 7 members. Further it also shows that, out of the 51 respondents with low level, 20 (39.20 per cent) have a family size of 3 – 5 members followed by 14 (27.50 per cent) who have less than 3 members, 13 (25.50 per cent) who have 6 - 7 members and 4 (7.80 per cent) who have above 7 members respectively.

In order to test the association between the family size and the level of attitude the services of public libraries, the following hypothesis was formulated.

**Hypothesis**

_There exists no relationship between the family size and their level of on the service of public libraries._

The above hypothesis was tested by applying the Chi-square test. The computed results are given below:
TABLE 4.50
COMPUTED RESULTS OF CHI-SQUARE TEST

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calculated value</td>
<td>6.5458</td>
</tr>
<tr>
<td>Table value at 5 per cent level</td>
<td>12.60</td>
</tr>
<tr>
<td>Degrees of freedom</td>
<td>6</td>
</tr>
<tr>
<td>Inference</td>
<td>Insignificant</td>
</tr>
</tbody>
</table>

It is observed from Table 4.50 that the calculated value of Chi-square is less than the table value at the 5 per cent level. Hence the hypothesis is accepted. It may be concluded that the family size is independent of the level of attitude on the services of public libraries.

**Income and Level of attitude**

There may be various sources of income for some respondents whereas a few respondents may have only one source of income. Hence the researcher has made an attempt to study the relationship between income and their level of attitude on the services of public libraries. Table 4.51 presents the level of performance and income of the respondents.
### TABLE 4.51
FAMILY INCOME AND LEVEL OF ATTITUDE

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Family Income per Annum (in Rs.)</th>
<th>Level of attitude</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>High</td>
<td>Medium</td>
</tr>
<tr>
<td>1.</td>
<td>Less than 1,20,000</td>
<td>16 (24.60)</td>
<td>71 (29.10)</td>
</tr>
<tr>
<td>2.</td>
<td>1,20,000 – 1,80,000</td>
<td>22 (33.80)</td>
<td>64 (26.20)</td>
</tr>
<tr>
<td>3.</td>
<td>1,80,000 – 2,40,000</td>
<td>7 (10.80)</td>
<td>30 (12.30)</td>
</tr>
<tr>
<td>4.</td>
<td>2,40,000 – 3,00,000</td>
<td>15 (23.10)</td>
<td>59 (24.2)</td>
</tr>
<tr>
<td>5.</td>
<td>Above 3,00,000</td>
<td>5 (7.70)</td>
<td>20 (8.20)</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>65 (100.00)</td>
<td>244 (100.00)</td>
</tr>
</tbody>
</table>

Source: Primary data.

Note: Figures in brackets indicate percentages.

It is observed from Table 4.51 that out of 65 respondents with high level of attitude on the services of public libraries in Tamil Nadu, 22 (33.80 per cent) have annual income between Rs.120000–180000 followed by 16 (24.60 per cent) who have annual income of less than Rs.120000, 15 (23.10 per cent) of them who have annual income between Rs.240000-300000, 7 (10.80 per cent) who have annual income between Rs.180000-240000, and 5 (7.70 per cent) who have annual income of above Rs.300000. Out of 244 respondents with medium level, 71 (29.10 per cent) have annual income of less than Rs. 120000 followed by
64 (26.20 per cent) who have annual income between Rs.120000-180000, 59 (24.20 per cent) of them who have annual income between Rs.240000-300000, 30 (12.30 per cent) who have annual income between Rs.180000-240000, and 20 (8.20 per cent) who have annual income of above Rs.300000. Further it shows that out of 51 respondents with low level, 15 (29.40 per cent) have annual income of less than Rs.120000, followed by 12 (23.50 per cent) each who have annual income of Rs.120000-180000 and Rs.240000-300000 respectively, 6 (23.50 per cent) each who have annual income between Rs.180000-240000 and above Rs.300000.

In order to test the relationship between the monthly income and the level of attitude on the services of public libraries, the following hypothesis was formulated.

**Hypothesis**

*The level of attitude on the services of public libraries is independent from the income of the respondents.*

The chi-square test was applied to examine the hypothesis and the computed results are given below:
TABLE 4.52
COMPUTED RESULTS OF CHI-SQUARE TEST

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calculated value</td>
<td>2.6123</td>
</tr>
<tr>
<td>Table value at 5 per cent</td>
<td>15.507</td>
</tr>
<tr>
<td>Degrees of freedom</td>
<td>8</td>
</tr>
<tr>
<td>Inference</td>
<td>Insignificant</td>
</tr>
</tbody>
</table>

It is inferred from Table 4.52 that the results of the calculated value of Chi-Square value is less than the table value of Chi-Square. Hence the hypothesis is accepted. It is inferred that the level of attitude on the services of the public libraries is independent from the income of the library users.

4.5. FACTORS INFLUENCING THE LEVEL OF ATTITUDE OF THE LIBRARY USERS ON THE SERVICES OF PUBLIC LIBRARIES IN TAMIL NADU

In this section, an attempt has been made to identify the factors which are perceived by the library users towards the services rendered by the public libraries in Tamil Nadu. For this, 20 statements relating to attitude of the users towards the services of public libraries have been selected so as to identify the significant and important factors with the help of factor analytical technique.
4.5.1 Analytical Framework

The technique adopted to identify and analyse the special attractions that galvanised the users of public libraries is factor analysis. The principal factor analysis method is mathematically satisfying because it yields a unique solution to a factor problem. Its major solution feature is the extraction of maximum amount of variation as each factor is calculated. In other words, the first extracts the most variance and so on.

Most of the analytical methods produce results in a form that is difficult or impossible to interpret. Thurstone argued that it was necessary to rotate factor matrices if one wanted to interpret them adequately.

He pointed out that original factor matrices are arbitrary in the sense that an infinite number of reference frames (axes) can be found to reproduce any given ‘R’ Matrix.

---


There are several methods available for factor analysis. But the principal factor method with orthogonal variance rotation is mostly used and widely available in factor analysis computer programme.

Further orthogonal rotations maintain the independence of factors that is, the angles between the axes are kept at 90 degrees. One of the final outcomes of a factor analysis is called rotated factor matrix, a table of co-efficient that expresses the ratios between the variable and the factors that have been prepared. The sum of squares of the factor loadings of variable is called communalities ($h^2$).

The communality ($h^2$) of a factor is its common factor variance. The factors with factor loadings of 0.5 or greater are considered as significant factors. This limit is chosen because it had been judged that factors with less than 50 per cent common variation with the rotated factor pattern are too weak to report.\(^7\)

In the present study, the principal factor analysis method with orthogonal varimax rotation is used to identify the significant dimensions of satisfaction of users towards services provided by public libraries.

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\(^7\)Fred. N. Kerlinger, *op.cit.*, p. 470.
4.5.2 Testing for Sampling Adequacy

Before extracting the factors, to test the appropriateness of the factor model, Bartlett’s test of sphericity was used to test the hypothesis that the variables are intercorrelated in population. The test statistics of sphericity is based on a chi-square transformation of the determinant of the correlation matrix.

Another useful statistic is the Kaiser-Meyer Oklin (KMO) test of sampling adequacy. Small value of the KMO statistic indicates that the correlation between parts of variable cannot be explained by other variables and that factor analysis may not be appropriate. Generally, a value greater than 0.5 is desirable.

The correlation matrix was examined carefully and the two tests namely Bartlett’s test of sphericity and Kaiser-Meyer Oklin test were undertaken to test if it was judicious to proceed with factor analysis in the present study. The computed results are given in Table 4.53.

---

TABLE 4.53
MEASURES OF SAMPLING INADEQUACIES

<table>
<thead>
<tr>
<th>Measures</th>
<th>Estimated Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kaiser-Meyer Oklin Measure of Sampling Adequacy</td>
<td>0.8641</td>
</tr>
<tr>
<td>Bartlett’s Test of Sphericity</td>
<td>Appropriate Chi-Square 3023.7009</td>
</tr>
<tr>
<td></td>
<td>Significance</td>
</tr>
</tbody>
</table>

From Table 4.53 it has been observed that the Bartlett’s test was significant with P=0.000, being less than 0.05. Sampling adequacy measured using the Kaiser-Mayer Oklin (KMO) of 0.8641 was taken as acceptable. Thus the factor analysis may be considered an appropriate technique for analysing the data.

Factor analysis was done with 20 variables (item) by orthogonal varimax rotation for the library users towards the services of public libraries.

4.5.3 Results and Interpretation for the Attitude of Library Users Towards Services of Public Libraries in Tamil Nadu

The rotated factor matrix for the variables relating to the attitude of the library users in public libraries of Tamil Nadu is given in Table 4.54.
### TABLE 4.54

**ROTATED FACTOR MATRIX**

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Variables</th>
<th>Factor 1</th>
<th>Factor 2</th>
<th>Factor 3</th>
<th>Factor 4</th>
<th>Factor 5</th>
<th>$h^2$</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Satisfied services and facilities available in the library</td>
<td>0.7793</td>
<td>0.1215</td>
<td>0.0776</td>
<td>-0.0128</td>
<td>0.0374</td>
<td>0.6296</td>
</tr>
<tr>
<td>2.</td>
<td>Public libraries are the suitable institutions to provide services to the needy</td>
<td>0.7548</td>
<td>0.0200</td>
<td>0.3406</td>
<td>0.0999</td>
<td>-0.0474</td>
<td>0.6983</td>
</tr>
<tr>
<td>3.</td>
<td>Adequate infrastructural facilities</td>
<td>0.7187</td>
<td>0.0928</td>
<td>0.2649</td>
<td>0.1433</td>
<td>0.0154</td>
<td>0.6160</td>
</tr>
<tr>
<td>4.</td>
<td>Public libraries should function as community information centre</td>
<td>0.6596</td>
<td>0.3879</td>
<td>0.0510</td>
<td>0.2418</td>
<td>0.2158</td>
<td>0.6930</td>
</tr>
<tr>
<td>5.</td>
<td>Proper assistance of library staff</td>
<td>0.5981</td>
<td>0.1313</td>
<td>0.4415</td>
<td>0.0665</td>
<td>-0.1998</td>
<td>0.6141</td>
</tr>
<tr>
<td>6.</td>
<td>Easy to find out the location of books</td>
<td>0.5704</td>
<td>0.4148</td>
<td>0.0562</td>
<td>0.2476</td>
<td>0.2088</td>
<td>0.6054</td>
</tr>
<tr>
<td>7.</td>
<td>Online public access catalogue is very useful</td>
<td>0.1693</td>
<td>0.8275</td>
<td>0.1551</td>
<td>0.2189</td>
<td>-0.0694</td>
<td>0.7802</td>
</tr>
<tr>
<td>8.</td>
<td>Help of computer counter service</td>
<td>0.2310</td>
<td>0.7817</td>
<td>0.0812</td>
<td>0.1597</td>
<td>-0.0369</td>
<td>0.6978</td>
</tr>
<tr>
<td>9.</td>
<td>Proper documentation services in the library</td>
<td>0.1545</td>
<td>0.7701</td>
<td>0.2751</td>
<td>0.1960</td>
<td>0.0344</td>
<td>0.7321</td>
</tr>
<tr>
<td>10.</td>
<td>Proper bibliographical services in the library</td>
<td>0.0092</td>
<td>0.6685</td>
<td>0.5001</td>
<td>0.2111</td>
<td>0.0628</td>
<td>0.7454</td>
</tr>
<tr>
<td>11.</td>
<td>Book borrowing facilities of the library is very easy</td>
<td>0.3235</td>
<td>0.2109</td>
<td>0.7066</td>
<td>0.1668</td>
<td>-0.0556</td>
<td>0.6793</td>
</tr>
<tr>
<td>12.</td>
<td>Availability of inter library loan</td>
<td>0.1708</td>
<td>0.1939</td>
<td>0.6912</td>
<td>0.3211</td>
<td>0.1185</td>
<td>0.6616</td>
</tr>
<tr>
<td>13.</td>
<td>The book arrangement are helpful to retrieve the book easily</td>
<td>0.3925</td>
<td>0.2238</td>
<td>0.6521</td>
<td>0.1390</td>
<td>-0.0824</td>
<td>0.6553</td>
</tr>
<tr>
<td>14.</td>
<td>Availability of latest publication of journals</td>
<td>0.3182</td>
<td>0.1725</td>
<td>0.6275</td>
<td>0.2536</td>
<td>0.0237</td>
<td>0.5896</td>
</tr>
<tr>
<td>15.</td>
<td>Difficult in using online public access catalogue</td>
<td>0.0138</td>
<td>0.0464</td>
<td>0.5018</td>
<td>-0.0527</td>
<td>0.1492</td>
<td>0.5887</td>
</tr>
<tr>
<td>16.</td>
<td>Sufficient reference books collection in the library</td>
<td>0.1092</td>
<td>0.1613</td>
<td>0.1533</td>
<td>0.8872</td>
<td>-0.0409</td>
<td>0.8501</td>
</tr>
<tr>
<td>17.</td>
<td>Sufficient reading materials are available in the library</td>
<td>0.1813</td>
<td>0.2234</td>
<td>0.0887</td>
<td>0.8341</td>
<td>-0.0116</td>
<td>0.7864</td>
</tr>
<tr>
<td>18.</td>
<td>Proper arrangement of books in the shelves</td>
<td>0.0795</td>
<td>0.2475</td>
<td>0.1857</td>
<td>0.7590</td>
<td>0.0449</td>
<td>0.6801</td>
</tr>
<tr>
<td>19.</td>
<td>Subject-wise arrangement of books in the library is not properly</td>
<td>0.0590</td>
<td>-0.0221</td>
<td>0.1424</td>
<td>-0.0037</td>
<td>0.9129</td>
<td>0.8576</td>
</tr>
<tr>
<td>20.</td>
<td>More difficulties in finding information in the library</td>
<td>0.2145</td>
<td>0.0124</td>
<td>0.0365</td>
<td>0.1658</td>
<td>0.8763</td>
<td>0.7936</td>
</tr>
</tbody>
</table>

|        | **Eigen Value**              | 7.3656    | 1.9784    | 1.2632    | 1.1988    | 1.0163    |           |
|        | **Percentage Variance**      | 38.80     | 10.10     | 6.60      | 6.30      | 5.30      |           |
|        | **Cumulative Percentage**    | 38.80     | 48.90     | 55.60     | 61.90     | 67.20     |           |
Table 4.54 gives the loadings received by the factors under F1, F2, F3, F4 and F5. From the above table, the rotated factor loadings for the twenty statements (variables) of attitude of library users towards the services of public libraries are observed. It is clear from Table 4.49 that all the twenty statements have been extracted into five factors namely F1, F2, F3, F4 and F5. The factors with identified new names which influence attitude of the users in public libraries are discussed in below:

The first factor is designed as “Users’ Satisfaction” on the basis of the loaded variables. Six variables in this category are important with high factor loading. It indicates that among the various performance scale, ‘Satisfied services and facilities available in the library (0.7793)’, ‘Public libraries are the suitable institutions to provide services to the needy (0.7548)’, ‘Adequate infrastructural facilities (0.7187)’, ‘Public libraries should function as community information centre (0.6596)’, ‘Proper assistance of library staff (0.5981)’ and ‘Easy to find out the location of books (0.5704)’ are important attributes in this category. Thus, the users’ satisfaction is identifying as an important factor to influence the attitude of library users towards the services rendered by the public libraries in Tamil Nadu.

The second factor is narrated as “Gaining of Computer Knowledge” on the basis of the loaded variables. Four variables in this category are important with high factor loading. It indicates that among the various performance scale,
‘Online public access catalogue is very useful (0.8275)’, ‘Help of computer counter service (0.7817)’, ‘Proper documentation services in the library (0.7701)’ and ‘Proper bibliographical services in the library (0.6685)’ are important attributes in this category. Thus, the gaining of computer knowledge through online (internet facilities) is identifying an important factor to influence the attitude of the users towards services rendered by the public libraries.

The third factor is prescribed as “Easy to borrow the books” on the basis of the loaded variables. Five variables in this category are important with high factor loading. It indicates that among the various performance scale, ‘Book borrowing facilities of the library is very easy (0.7066)’, ‘Availability of inter library loan (0.6912)’, ‘The book arrangement are helpful to retrieve the book easily (0.6521)’, ‘Availability of latest publication of journals (0.6275)’ and ‘Difficult in using online public access catalogue (0.5018)’ are important attributes in this category. Thus, the easy to borrow the books from the public library is identifying an important factor to influence the user attitude towards the services rendered by the public libraries.

The fourth factor is highlighted as “Sufficient Collection of Books and Materials” on the basis of the loaded variables. Three variables in this category are important with high factor loading. It indicates that among the various performance scale, ‘Sufficient reference books collection in the library (0.8872)’,
'Sufficient reading materials are available in the library (0.8341)', and ‘Proper arrangement of books in the shelves (0.7590)’ are important attributes in this category. Thus, the sufficient collection of books and materials is identifying an important factor to influence the user attitude towards the services rendered by the public libraries in Tamil Nadu.

The fifth factor is designed as “Arrangement of Books” on the basis of the loaded variables. One variable in this category is important with high factor loading. It indicates that among the various performance scale, ‘Subject-wise arrangement of books in the library is not properly (0.9129)’ and ‘More difficulties in finding information in the library (0.8763) are important attributes in this category. Thus, the arrangement of books on the basis of subject-wise is identifying an important factor to influence the user attitude towards the services provided by the public libraries in Tamil Nadu.

It is concluded from the above factor analysis that the following factors are determining the attitude of the library users towards the services rendered by the public libraries in Tamil Nadu:

a. Users’ Satisfaction
b. Gaining of Computer Knowledge
c. Easy to borrow the books
d. Sufficient collection of books and materials
e. Arrangement of books
4.6 SUMMARY

Chapter IV consisted of the analysis and interpretations of the key variables, characteristic features of sample respondents, statistical and mathematical applications, testing of hypotheses and a factor matrix.

Logically, next chapter presents details and leading findings in summary form. A few suggestions and the scope for further research has also been highlighted.