

USER PERCEPTION TOWARD'S PUBLIC LIBRARY: A SURVEY OF MADHAV PUSTAKALAYA, GWALIOR

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Abstract Public library can act as catalyst to socio-economic changes as it provides lifelong means of self-education. It also functions as an alternative to formal education, keeping users well informed and supplying a food exercise. The present study examines the finding of a survey of users of Madhav Pustakalaya, Gwalior. It identified the demographic characteristics of the users of the public library. The study demonstrates and elaborates the types of sources used in the public library.

Keyword: Public Library, Information, Communication Technology, Library Resources

INTRODUCTION

The UNESCO Public Library manifesto has explicitly state that 'Freedom, prosperity and the development of society and of individuals are fundamental human values. They will only be attained through the ability of well-informed citizens to exercise their democratic rights and to play an active role in society. Constructive participation and the development of democracy depend on satisfactory education as well as on the free and unlimited access to knowledge, thought, culture and information. The public library the local gateway to knowledge provides a basic condition for lifelong learning, independent decision-making and cultural development of the individual and social groups".

The working group on Libraries, constituted by National Knowledge Commission of India, also stated that the objectives of each library, including the public library should be:

- To disseminate knowledge as widely as possible;
- To facilitate optimal use of knowledge by all sectors, such as government, industry, rural sector and civil society;
- To serve as a major vehicle to facilitate creation of new knowledge; and
- To ensure that people from all sectors and all parts of the country have easy access to knowledge relevant and to their needs, in their own languages.

EARLY DEVELOPMENTS

Before of Independence of India, a major part of Madhya Pradesh was under Raja's and Maharaja's. There were big

collections of books in the royal place of maharajas.

The first public library in this area was established in Indore in 1854. The Madhav Pustakalaya of Gwalior was started in 1899. The second decade of the present century witnessed the commencement of the Yuvaraja Public Library in Ujjain. The Central Library of Gwalior was founded in 1927 as a fledged Royal Government Library. This was followed by the established of Central Library in Bhopal and Reewa.

PROFILE OF MADHAV PUSTAKALAYA

The **Madhav Pustakalaya, Gwalior** was established in 1899 by Britishers. Library also have 1, 16,000 books in different languages i.e. Hindi, English language and other regional languages. Library also subscribes 15 News Paper and 23 Magazines/Journals and GIAN collection 3520.

Table Profile of Madhav Pushtkayala, Gwalior (Madhya Pradesh)

Total Collection (Books)	1,16,000	GIAN Unit	3520
Number of Newspaper	15	Number of Magazine/Journals	23
No. of PC's	10	Printers	01
LCD	01	Photocopiers	01
Externals CD Writer	01		

LITERATURE REVIEW

A large number of earlier studies to us of information sources and services in Public Library have appeared in the last few years.

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Chopra and Banerjee (2005) have conducted the study was related to “Utilization of Library and Information Services of Public Libraries in Punjab: A Case Study”. He obtained data about the users and usage of the public library services by different age group of users and users from different level of qualification. He identified their needs and assesses the quality of library services provided by the public libraries in the state of Punjab. The questionnaire method was adopted for the collection of data. The number of users surveyed is 383, comprising of 227 male and 156 female. Out of 338 users, 212 users belong to the age group of 18-30 years, 67 there from 31-40 years, 31 of them from are from 41-50 years another 36 of them are from 51-60 years, while 37 thereof are from more than 60 years of age. He identified their needs and assesses the quality of library services provided by the public libraries. The author highlighted that the usage of public library services by the female users is significantly low and needs serious attention by the library authorities of the state were found out.

King (2006) has conducted the study was related to “Effectiveness of ICT Training for Public Library Staff of the U. K.: A Case Study.” He finds out a survey into staff perceptions of the U.K. wide information and communication technology. He conducted under the people’s network programme for public library staff. He adopted a web-based survey for collection of data. He found that while the staff found the training rewarding there were concern at the lack of ICT troubleshooting in the programme. The paper suggests that ICT training for library staff should be built around problem solving and troubleshooting, rather than generic skills; in order to match the kinds of queries encountered in the first line of libraries were round out.

Kaushik and Khanchi (2007) revealed that as much as 19 respondents (56.9%) read newspapers daily and 52 respondents (33.33%) read newspaper occasionally. A majority of respondents (58.33%) read general magazines, (14.73%) respondents read magazines on films, and (16.67%) respondents read magazines relating to various competitions. More female under-graduate have been found reading Novels/Poetry/Stories books, whereas more male have been found reading religious and competitive books. The female under-graduate students have been found devoting more time for reading at home (during normal colleges’ days as well as during exam days) as compared to male under-graduate students. The use of Internet rural under-graduate students is very low, which is matter of great concern for us as librarians. Only 16 respondents out of 156 use the Internet.

OBJECTIVES

The objective of present study is:

- To know the frequency of users to visit the Public Library;
- To know the purpose to visit the Public Library;
- To know the reading habits among the users of the Public Library;
- To know the time devoted for study in Public Library;
- To know the user’s opinion about the library facilities available for library users;

SCOPE OF STUDY

The study is restricted to Madhav Pustakalaya, Gwalior. The analysis of the data is based on the information provided by the respondents of the questionnaires.

SAMPLE SIZE

A structure questionnaire containing the questions relating to various aspects of reading habits was designed and also used personal interview to collect the data. The questionnaire was distributed among the respondents in the library. A total 60 questionnaire were distributed and 51 filled in questionnaires were obtained from the users. Out of the 51 questionnaires 40 questionnaires were selected for the analysis of data and remain 19 questionnaires were rejected because of incomplete response from the respondents. Rest of 40 questionnaires were coded and inputted in MS-Excel. The results are presented in the next paragraph along with the certain important tables.

METHODOLOGY AND DATA ANALYSIS

Methodology ‘deals with the cognitive processes imposed on research by the problems arising from the nature of its subject matter’.

Both primary and secondary sources of data have been used for the present study. Primary data has been collection by administering through a questionnaire. Secondary sources of data are also used to collect data, i.e. various newspapers, magazines, journals and books.

Table 1. Classification of Users by Age Group

No	Age Group	No of Respondent	Percentage
1	16-25 Years	05	12.50%
2	26-35 Years	17	25.00%
3	36-45 Years	06	15.00%
4	46-55 Years	05	12.50%
5	Above 55 Years	07	17.50%
	Total	40	100.00%

Figure 1

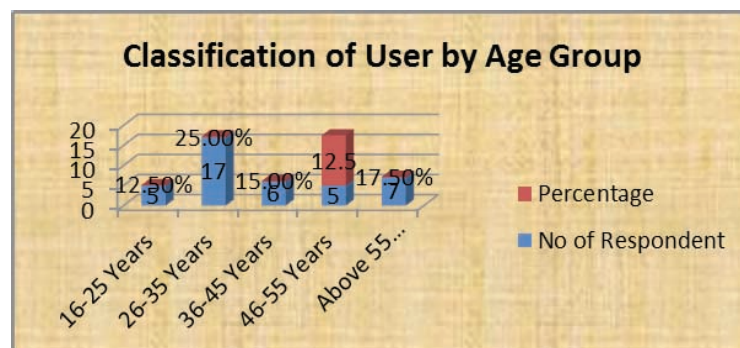


Figure 2.

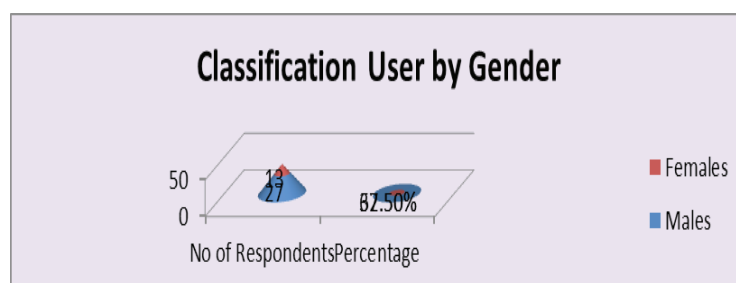


Table 1 and Figure 1 reveal that the respondents belong to different age groups. The respondent between the Age group of 16-25 and 46-55 years 05 (12.50) respectively, Age group of 36-45 years 06 (15.00%), above 55 years is 07 (17.50%) and majority of respondents between age group are 26-35 years is 17 (25.00%).

Table 2. Classification of Users by Gender Wise

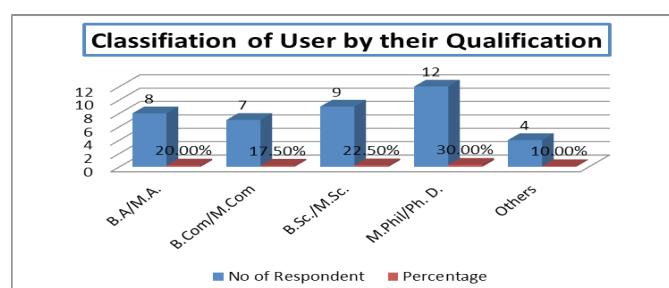
No	Gender	No of Respondents	Percentage
1	Males	27	67.50%
2	Females	13	32.50%
	Total	40	100.00%

Table 2 and Figure 2 reveals respondents belong to gender wise. The respondent the Males is 27 (67.50%) and Females is 13 (32.50%) is using effectively library services in state.

Table 3. Classification of Users by their Education qualification

No	Qualification	No of Respondent	Percentage
1	B.A/M.A.	08	20.00%
2	B.Com/M.Com	07	17.50%
3	B.Sc./M.Sc.	09	22.50%
4	M.Phil./Ph. D.	12	30.00%
5	Others	04	10.00%
	Total	40	100.00%

Figure 3.



From the table 3 and figure 3 it is inferred that, B.Sc./M. Sc. is have 09 (22.50%), 08 (20.00%) have BA/MA, 07 (17.50%) have B. Com/M.Com, 04(10.00%) have other qualifications and majority is 12 (30.00%) is have M.Phil./PhD.

Table 4. Classification of Users by Profession

No	Profession	No of Respondents	Percentage
1	Students	17	42.50%
2	Govt. Servants	04	10.00%
3	Research Scholars	12	30.00%
4	Retired Persons	04	10.00%
5	Others	03	07.50%
	Total	40	100.00%

Figure 4.

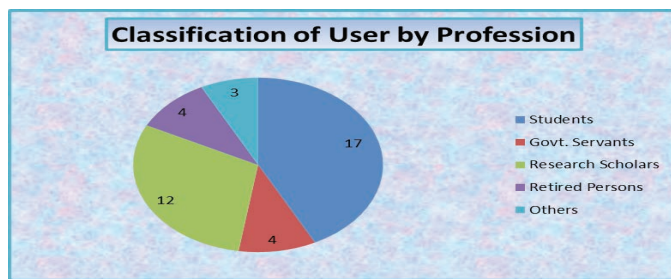


Table 4 and Figure 4 It reveals that students using the library stood at first 17 (42.50%), students, Research scholars is 12 (30.00%), 04(10.00%) Retired persons, Govt. Servants respectively and others 03 (07.50%).

Table 5. Classification of Users by Frequency

No	Profession	No of Respondents	Percentage
1	Every Day	15	37.50%
2	Once a Week	05	12.50%
3	Twice a Week	06	15.00%
4	Fortnightly	07	17.50%
5	Once a Month	05	12.50%
6	Occasionally	02	05.00%
	Total	40	100.00%

Figure 5.

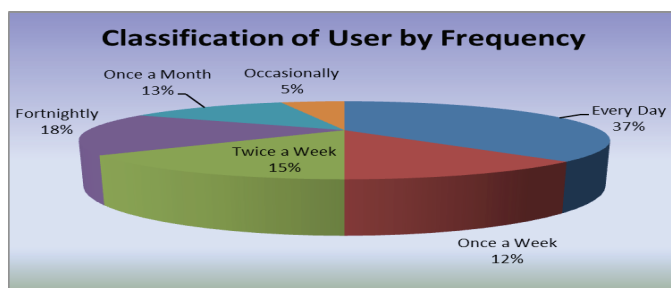


Table 5 and Figure 5 Interprets that 15 (37.50%) of the respondents visit libraries every days, followed by 07 (17.50%) of the respondents visit the library fortnightly, while 06 (15.00%) visit the library twice a week, 05 (012.50%) visit the library once a week and once a month respectively and occasionally 02 (05.00%) visit the library for their information needs.

Table 6.

No	Duration in the Library	No of Respondents	Percentage
1	Less than one hour	10	25.00%
2	One hour	07	17.50%

3	Two-three hours	09	22.50%
4	More than three hours	12	30.00%
5	Not ascertain	02	05.00%
	Total	40	100.00%

Table 6 is state that 12 (30.00%) of users spent in the library for more than three hours, while 10 (25.00%) users spent in the library less one hours, 09 (22.50%) of users spent in the library for two- three hours, 07 (17.50%) users pent in the library less than one hours and 02 (05.00%) were not ascertain to stay in the library to fulfill their information needs.

Table 7. Classification of Users by Purpose of Using Libraries

No	Field of Interest	No of Respondents	Percentage
1	For Books (Subjective/Reference)	10	25.00%
2	Periodicals	07	17.50%
3	General/Competition Magazines	09	22.50%
4	News Paper/ News Paper Clipping	12	30.00%
5	For Research purpose	02	05.00%
	Total	40	100.00%

Figure 6.

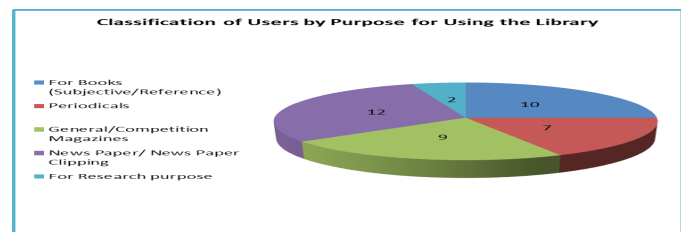


Table 7 and Figure 6 reveals that, 12(30.00%) refer to News Paper/ News Paper Clipping, 10 (25.00%) refer for books (Subjective/reference), while 09 (22.50) refer to General/Competition Magazines, followed by 07 (17.50%) respondents refer to Periodicals and only 02 (05.00%) is referrer for research purpose.

Table 8. Personal Assistance from the Library Staff.

No	Do you uses personal assistance from the library staff	Response	Percentage
1	Yes	29	72.50
2	No	11	27.50%
	Total	40	100.00%

Table no 8 is shows that (72.50%) library users used the help of library staff searching for the reading materials in the library and 27.50% do not seek the help of the library staff.

4	Text Books	05	12.50%
5	Research Journals	06	15.00%
	Total	40	100.00%

Table 9. Locate the Library Resources

No	Are you able to locate the Library Resources	Response	Percentage
1	Yes	22	55.00%
2	No	18	45.00%
	Total	40	100.00%

Table no 9 is shows that (55.00%) library users have locate the library resources without library staff and (45.00%) do not locate the library resources with personal assistance of the library staff.

Table 10. Classification of Users by Satisfaction Level

No	Satisfaction Level	No of Respondents	Percentage
1	Very Good	03	07.50%
2	Good	04	10.00%
3	Satisfactory	15	37.50%
4	Average	10	25.00%
5	Below Average	08	20.00%
	Total	40	100.00%

Figure 7

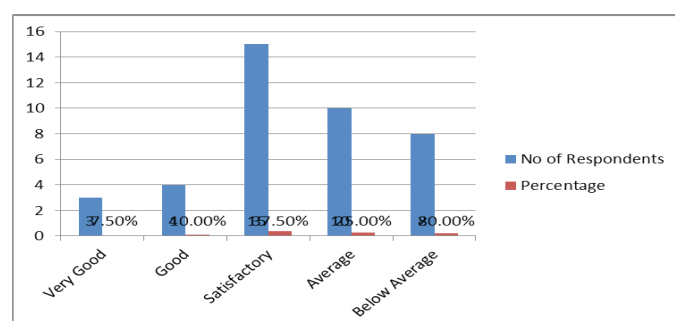


Table 10 and Figure 7 reveals that the satisfaction level of respondents are 15 (37.50%) satisfactory, 10 (25.00%) is average, 08 (20.00%) is below average, 04 (10.00%) is good and only 03 (07.50%) is very good.

Table 11. User Expectation from the Library

No	User Expectations	No of Respondents	Percentage
1	Internet Facility	16	40.00%
2	Journals/Magazine	07	17.50%
3	Reference Book	06	15.00%

Figure 8.

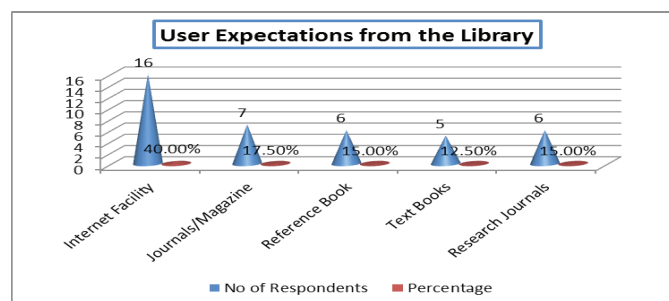


Table 11 and Figure 8 It reveals that user expectations from the library is 16 (40.00%) wants Internet facility in library, 07 (17.50%) to want add more Journal/Magazine is collection, 06 (15.00%) to add reference books and research journals in library collection and 05 (12.50%) to add text books in library collection.

SUGGESTIONS

It is seen that user's awareness of sources and services is less among the users. The poor shape of the library old library organization and lack of uses of ICT's Infrastructure do not attract the users to the library. So some suggest that:

- Library users should be informed about the library resources which available in the library;
- Users education programmes should be Organized by the library on a regular basis for library users to be aware of the library collection and service offered by libraries;
- The library should be computerized and provide e-services and e-information to their users.

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