

# **USE AND AWARENESS OF INFORMATION RESOURCES AMONG THE USERS OF DISTRICT CENTRAL LIBRARY IN CHAMARAJANAGAR: A STUDY**

**Dr. Jaya Kumara<sup>1</sup>; Savitha, E. H.<sup>2</sup>; Nagesh, M.<sup>3</sup>**

Senior Scale Librarian Government First Grade College,  
Chamarajanagar-571313 Karnataka, India<sup>1</sup>;

Guest Faculty Department of Library and Information Science Dr. B R Ambedkar Post Graduate  
Center, Suvarnangotri, Chamarajanagar-571 313<sup>2</sup>;

Student of Library and Information Science Dr. B R Ambedkar Post Graduate Center,  
Suvarnangotri, Chamarajanagar-571 313,<sup>3</sup>

## **ABSTRACT**

*The present study discusses about the use and awareness of information resources and services by the users of district central library in Chamarajanagara. A survey method was conducted by using structured questionnaire, which were distributed among 150 public library users, among them 120 filled questionnaire were received with response rate of 80 percent. The study reveals that majority 79% of users of male, about 40% of respondents are bachelor degree holders and it is followed by post graduates. More number respondents accounting 55% are fall between 20-30 years of age group, majority of users visit the library daily and they are interested in reading newspapers and magazines. The study also reveals that, users are not aware about newspaper clipping and photocopy services of the library and they are not satisfied with the collection of e-resources in the library.*

**Key Terms:** Information Resources, Services, Awareness, Public Library.

## **1. INTRODUCTION**

Public library is a social institution which is based on the concept of democracy and it is an institution for the people, by the people and of the people. It always strives to meet the informational, educational and recreational needs of the community by providing collection and services. Maximum utilization of library resources and services by the users is the main motive of a public library. According to the UNESCO Public Library Manifesto (1994) "Public library is a living force for education, culture and information and an essential agent for the fostering of peace and understanding between people and between nations". It is an organization which provides access to knowledge, information and works of imagination through a range of resources and services and is equally available

to all members of the community regardless of race, nationality, age, gender, religion, language, disability, economic and employment status and educational attainment (IFLA/UNESCO, 2001). Librarians Glossary defines “Public library as a library provided wholly or partly from public funds, and the use of which is not restricted to any class of persons in the community but is freely available to all”.

The Chamarajanagara is the border district in the southern part of Karnataka, India. The district central library in Chamarajanagar was established in the year 1998 under the Karnataka Public Library Act 1965, at present the library nearly 30 thousand collection of books, 28 magazines and 20 daily newspapers to cater the information needs of general public.

## **2. OBJECTIVES**

The main objectives of this study are as follows:

1. To study the various information resources and services used by the library users.
2. To know the frequency of visit to the library by the users.
3. To find out the purpose of visit to the library.
4. To examine the awareness of users in understanding the availability of resources and services of the library.
5. To ascertain user's satisfaction level about library collection.

## **3. METHODOLOGY, SCOPE AND LIMITATION**

The researchers have used survey method of research and structured questionnaire were used to collect data from public library users. A total of 150 questionnaires were distributed to users, among them 120 filled questionnaires were received with response rate of 80 percent. The data, collected will be tabulated and interpreted to arrive at the valid inferences and conclusions.

This study is confined to the use of information resources and services among the users of district central library in Chamarajanagar. The scope of the present study is limited to the district central library in Chamarajanagar. The limitation of the study is, it excludes Taluk and Gramapanchayath libraries of Chamarajanagara district.

## **4. LITERATURE REVIEW**

A number of studies carried out on use of public library resources and services. In this paper the author reviewed some latest articles on public libraries. Mahesh (2018) investigates the distance students' use of public libraries for their academic purposes and converse the public library as an alternate for instructive or University libraries. The data collection was carried out by personally distributing the questionnaire to the randomly selected students and the sample consists of students from both undergraduate and post graduate. It is found from the study that 1309 (90.60 %) distance learners who used public libraries during contact classes. Raghavaiah (2017) focuses on the library services, resources and problems existing in District Central Libraries of Rayalseema region of Andhra Pradesh. The study reveals that lack of staff, ICT facilities, lack of sufficient budget are the main problems faced by these libraries in Rayalaseema region. Rao (2017) in his study stated that a large number of people, research guide and schools have been using the Chittoor District Central Library. There seems to be greater scope for further improvements in terms of equipment, technology and other facilities like internet. Omolola (2015) investigates the “Availability and Utilization of Information Resources for Prison Inmates in North Central States of Nigeria”. Thanuskodi (2012) in his study he stated that the Public libraries are essential since they improve literacy, stimulate imagination and expand personal horizons. They also inform and empower citizens, enable access to a common cultural heritage and support education at all levels. Kumar & Nikam (2013&2012) have made a study on attitudes of young adults

## ***Use and Awareness of Information Resources among the Users of District Central Library in ChamaraJanagar: A Study***

towards public library services, in this study they provide glimpse of the young adults' public library users attitudes and their perception about the public library services in Southern Karnataka. The study focused on young adult users between 15 to 35 years of age. The study revealed that majority of young adults' users are satisfied with library resources, services and facilities available in the city central libraries of Karnataka.

### **5. ANALYSIS OF DATA**

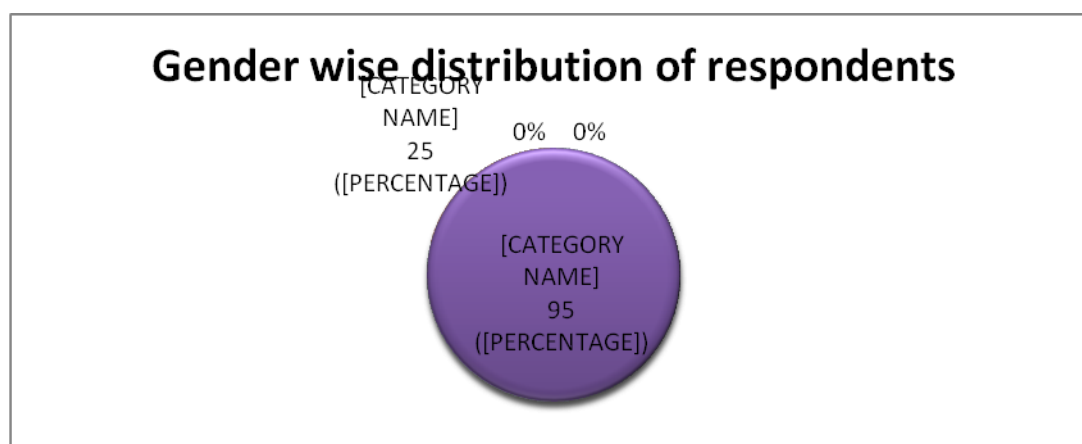
The collected has been analyzed with statistical techniques in tabular form.

#### **5.1 Gender Wise Distribution of Respondents**

The table 1 shows the gender wise distribution of respondents. It is seen from the table that out of 120 respondents, 95(79%) respondents are male and remaining 25(21%) respondents are female.

**Table 1: Gender of Respondents**

Sl. No.	Gender	No. of responses	Percentages (%)
1	Male	95	79%
2	Female	25	21%



**Fig: Gender Wise Distribution of Respondents**

#### **5.2 Age Wise Distribution of Respondents**

The age wise distribution of users is depicting in the table 2. It is clear from the table that, majority 67(55.83%) of respondents are between 20-30 years' group. Nearly 21(17.5%) respondents are between 30-40 years of age. About 18(15%) respondents fall in the age group of below 20 years. And remaining 14 respondents are above 40 years of age group.

**Table 2: Age Wise Distribution of Respondents**

Sl. No.	Age	No. of responses	Percentages (%)
1	Bellow 20 year	18	15.00%
2	20-30 year	67	55.83%
3	30-40 year	21	17.50%
4	Above 40 year	14	11.67%

### 5.3 Education Level of Respondents

The below table shows the distribution of respondents by education level. It is seen from the table that; majority of respondents are bachelor degree holders representing 40 percent. It is followed by Post Graduation Degree accounting 29(24.17%), Pre University 19(15.83%), SSLC 18(15%). And lastly 6 respondents have other qualification like ITI, Diploma etc., representing 5 percent.

**Table 3: Education Level of Respondents**

Sl. No.	Level of education	No. of responses	Percentages (%)
1	SSLC	18	15%
2	Pre-University	19	15.83%
3	Bachelor Degree	48	40.00%
4	Post-Graduation Degree	29	24.17%
5	Other (ITI, Diploma etc.,)	6	5.00%

### 5.4 Frequency of Library Visit

The frequency of library visit by the respondents is presented in the below table. It is clear from the table that; majority of respondents visits the library daily representing 45.83 percent. About 43 respondents visit once in a week. It is followed by once in month 13(10.83%), once in fortnightly 8(6.67%). And only one respondent visit occasionally.

**Table 4: Frequency of Library Visit**

Sl. No.	Frequency of visit	No. of responses	Percentages (%)
1	Daily	55	45.83%
2	Once in a Week	43	35.83%
3	Once in Fortnightly	8	6.67%
4	Once in a Month	13	10.83%
5	Occasionally	1	0.83%

### 5.5 Purposes of Library Visit by the Respondents

Users visit the library for different purposes. The table 5 depicts the purpose of library visit by the respondents. It is seen from the table that, majority 80(66.67%) of respondents visit the library 'to read newspapers and magazines'. About 61 respondents visit the library to prepare for competitive exams representing 50.83 percent. And only 31(25.83%) respondents visit the library to read novels.

**Table 5: Purposes of Library Visit**

Sl. No.	Purposes for visit	No. of responses	Percentages (%)
1	To barrow books	51	42.50%
2	To read newspapers/magazines	80	66.67%
3	To read novels	31	25.83%
4	To read text and reference books	45	37.50%
5	To prepare for competitive exams	61	50.83%

### 5.6 Satisfaction Level of Library Collection

Users' opinion about satisfaction level of library collection is shown in table 6. It is seen from the table that out of 120 respondents nearly 55 respondents opine that they are satisfied with the text book collection in the library. And about 36 respondents said highly satisfied represents 30 percent. Regarding collection of journals and magazine 58(48.33%) respondents are satisfied. Nearly 63(52.50%) respondents are satisfied with the collection of novels, 54(45%) respondents satisfied with newspapers and all the respondents gave opinion that they are not satisfied with the e-resources in the library.

**Table 6: Satisfaction Level of Library Collection**

S.No.	Library collection	Highly Satisfied	S a t i s f i e d	Not Satisfied
1	Text books	36 (30.00%)	55 (45.83%)	29 (24.17%)
2	Journals/Magazines	27 (22.50%)	58 (48.33%)	35 (29.17%)
3	Novels	27 (22.50%)	63 (52.50%)	30 (25.00%)
4	Newspapers	38 (31.67%)	54 (45.00%)	28 (23.33%)
5	e-resources	0 (0%)	0 (0%)	120 (100%)

### 5.7 Awareness of Library Services

The awareness of library services is depicted in table 7. We can observe from the table that, users are aware about 'Reference Services' where 73.33% of respondents says yes, it is followed by Issue/return services accounting 50%. Job message notification services representing 48.33%. Users are not aware about Photocopy service because majority 81.87% of respondents said No. It is followed by referral services 72.50%, and about 53.33% of respondents said not aware about newspaper clipping service of the library.

**Table 7: Awareness of the following library services**

Sl. No.	Library Services	Yes	1.1 No
1	Reference services	88 (73.33%)	32 (26.67%)
2	Referral service	33 (27.50%)	87 (72.50%)
3	Issue /return document service	60 (50.00%)	60 (50.00%)
4	Job message notification service	58 (48.33%)	62 (51.67%)
5	Newspaper clipping service	56 (46.67%)	64 (53.33%)
6	Photocopy (Xerox) service	22 (18.33%)	98 (81.67%)

## 5.8 Awareness and Use of Library Resources

The table 8 indicates the awareness and usefulness of various sources of information in the library. Among 120 respondents, the 49(40.83%) respondents opined that text books are “Most useful” for them followed by Journals 26(21.67%), Dictionaries 20(16.67%), Handbooks 12(10%), Monographs 10(33%), Novels 8(6.67%), Manuals 7(5.83%), and Encyclopedia 4(3.33%).The 52(43.33%) respondents opined that Journals are “Very useful”. The 38(31.67%) respondents opined that Encyclopedia are “Moderately useful”.The 67(55.83%) respondents opined that Encyclopedia are “Not useful” for them followed by Monographs 59(49.17%), Handbooks 58(48.33%), Manuals 58(48.33%), Novels 47(39.17%), Dictionaries 33(27.5%), Journals 14(11.87%) and Text book 6(5%).

**Table 8: Awareness and Utilization of library resources**

Sl. No.	Types of information sources	Most useful	Very useful	Moderately	Not useful
1	Text book	49 (40.83%)	37 (30.83%)	28 (23.33%)	6 (5.00%)
2	Journals	26 (21.67%)	52 (43.33%)	28 (23.33%)	14 (11.67%)
3	Monographs	10 (8.33%)	19 (15.83%)	32 (26.67%)	59 (49.17%)
4	Encyclopedias	4 (3.33%)	11 (9.17%)	38 (31.67%)	67 (55.83%)
5	Dictionaries	20 (16.67%)	19 (15.83%)	18 (15.00%)	33 (27.50%)
6	Hand books	12 (10.00%)	5 (4.17%)	25 (20.83%)	58 (48.33%)
7	Manuals	7 (5.83%)	9 (7.50%)	26 (21.67%)	58 (48.33%)
8	Novels	8 (6.67%)	20 (16.67%)	25 (20.83%)	47 (39.17%)

## 6. CONCLUSION:

Public libraries exist in many countries across the world and are often considered an essential part of having an educated and literate population. Public libraries are distinct from research libraries, school libraries and special libraries. The mandate of public library is to serve the general public information needs (rather than the needs of a particular school, institution, or research population), it also provide free services such as preschool story times to encourage early literacy, quiet study and work areas for students and professionals, or book clubs to encourage appreciation of literature in adults. The present study reveals that majority of respondents are male and more number users are between 20 – 30 years’ age group. Most of users are bachelor degree holders and majority of users visit the library daily. Majority of users visit the library for reading newspaper and magazines and they are satisfied with collection of books and journals. The major finding is that the respondents are not satisfied with e-resources so the library need to procure e-collection. The users are not aware about photocopy and newspaper clipping services so

## ***Use and Awareness of Information Resources among the Users of District Central Library in Chamarajanagar: A Study***

the library is take an initiative to promote use of photocopy and newspaper clipping service. Majority of users interested in reading textbooks and periodicals so the library need to add more number of textbooks and periodicals to satisfy the information needs of the users.

### **REFERENCES:**

- [1] Kumara, J. & Nikam, K.(2012). Perception of young adults towards public library services. *International Journal of Information Dissemination and Technology*, 2(4), 270-277.
- [2] Kumara, J. & Nikam, K.(2013). Attitudes of young adults towards public library services: A study. *International Journal of Information Dissemination and Technology*, 3(1), 08-14.
- [3] Mahesh, G. T. & Kumari, H. Adithya. (2018 Mar). Use of **public library services** by the distance learners of Bangalore University.*DESIDOC Journal of Library & Information Technology*, 38(2), 117-124.
- [4] Omolola, Ibiknle Gladys. (2015). Availability and utilization of information resources and services for prison inmates in North central state of Nigeria. *IOSR Journal of Humanities and Social science*, 20(7), 21-24.
- [5] Raghavaiah, Parvathaneni & Babu, K. Surendra.(2017 Jul). Access and use of public library services in Nigeria. *DESIDOC Journal of Library & Information Technology*, 37(4), 270-273.
- [6] Rao, Sorakananda P. & Chandraiah, I. (2017, Apr-Jun). Information use pattern and resources of district central public library, Chittoor district, Andhra Pradesh: a study. *International Journal of Library and Information Studies*, 7(2), 1-42.
- [7] Thanuskodi, S. (2012). Assessing the efficacy of library services of district central libraries in Tamil Nadu from user's perception, *DESIDOC Journal of Library and Information Technology*, 32, (6) 485-492.