

# **A Study on Awareness and use of Public Library Services: with Special Reference to District Central Library, Dindigul**

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## **ABSTRACT**

*This paper describes is to examine the study on awareness and use of public library services: with special reference to District Central Library, Dindigul. This study's main objective is to examine their awareness and satisfaction with regard to information sources and services available in DCL, Dindigul, to find out the Purpose to visit the library by the users of district central library, to know the use and awareness of electronic information resources among the users and to make suggestions for betterment of information sources and services in public library. The present study is a survey method and covers 57 users were randomly selected. Data were collected using questionnaires. The researcher has used MS Excel and MS Word to create and format tables required for the study. The majority of the respondents belong to male than female, most of the respondents belong to the category of age 21-30, Most of the respondents preferred to read Dinathanthi, purpose of use of library for reading newspaper, most of the respondents read by different types of sports materials, 15(26.3%) of respondents state that available in library collections of newspaper, journals and magazines, nearly one third of the respondents finding of materials and information searching in library by seeking the help of library staff, more than one third of the respondents are always with the adequacy of information in E-resource and 18 respondents (31.6%) opine that it is good with overall satisfaction of library services*

**KEYWORDS:** *Public Library services, Information resources, Users study, User awareness program and User satisfaction.*

## **INTRODUCTION**

The Public libraries have recognized their role to satisfy information needs of all types of people in the society. The government at the state level and National level has taken initiatives to make public libraries as an important source of information's for people formal walks of life. The National mission of libraries set up by the ministry of culture has provided recommendations for the development of libraries and information centers to make public libraries equipped with information.

The Public library is regarded in the people's institution. It is a local gateway to knowledge that provides basic condition for life learning and facilitates cultural development of the individual and social groups. The public library provides services to all irrespective of age, sex, cast, religion, education and social studies; generally all users get the material relevant to their needs and requirements in the public library.

A Public library is a nonprofit library maintained for public use. Library movement is a saga of organized growth and development of libraries, giving the details of establishing; maintenance and functioning make a library a growing organization. No country in the world can progress without providing free public library services to the citizens. It is imperative on the part of the democratic country like India to establish the service institutions like public libraries in order to strengthen the democratization of information and to promote the social, cultural, historical and scientific and technical knowledge in the public at large.

UNESCO, in its Public Library Manifesto has described public libraries its "democratic institution for education, culture and information (UNESCO Public Library Manifesto, 1972). The Manifesto further states that "the public library should be established under clear mandate of law... it should be maintained wholly from the public funds and no direct charge should be made to any one of its services."

## **REVIEW OF LITERATURE**

**Muthu Krishnan, Lawrence Mary and Murugan (2015)** the study is very useful to study the user and resources available in the library and its usability and the impact of the Thoothukudi District Central Library in the district etc. This study is a better way to find out the availability of resources, services rendered and facilities available in the District Central Library of Thoothukudi. The present study deals with the usability of information through the Public Library, desirable changes needed by the users, to find out the problem faced by the users when they are using the Library. It gives suggestion to solve the user's problems and increase the usability of resources in Thoothukudi District Central Library.

**Padma, Ramasamy and Chinna Ayyar (2014)** under took a study on Public libraries are the standing testimonies of democracies. They are the social transformers and cultural saviours. They are the storehouses of intellectual heredity of our forefathers. They are the lighthouses fostering creative leisure activities. This study was conducted with the help of structured questionnaires to analyze the information seeking behavior randomly selected 50 users at Usilampatti Public Library, Usilampatti and Tamilnadu in 2013. The data was entered and analyzed in MS Excel using simple average and percentage methods and presented using various chart options available therein. The major findings of the study are: A majority of respondents use the branch library at Usilampatti for preparing themselves for various competitive exams; 30 % respondents use the library once a week; Majority of users visit the library to read newspapers and reference books; While 12 respondents (24%) have time constraints in using the resources, 11 respondents (22%) opined that lack of adequate library staff is their major problem. 26 respondents (52%) search for

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materials subject wise and 12 respondents (24%) search for materials title-wise; 37 respondents (74%) opine that the quality of internet service offered by the library is good; 32 respondents (64%) are highly satisfied with the information they access from magazines and journals; 24 respondents (48%) rated the quality of overall library services as very good.

**Pandeeswaran and Chellappandi (2018)** the purpose of present study deal the information use pattern regarding the users of district central library Madurai. it indicates the purpose of regarding, preference of language, form of library collection, assistance from the library staff in the use of resources and services necessary to help users meet their information requirements. The findings are that people are unable to visit the library regularly due to lack or shortage of time, and literature is mostly read by the serious users and magazines and newspapers are the most common forms preferred by the readers. the study found that majority (61.8%) of users are male category using the central library, 33 (30%) of the respondents frequency of using visit the twice in a week, 24.5% of the respondents are in their under graduate students, 24.5 per cent belong to the occupation and majority of users purpose of visit the library to read newspapers.

**Senthil and Chellappandi (2016)** this study is to examine the study on Information Seeking Behaviour of Users of Public Libraries in Karur District. The present study is descriptive survey method and covers 478 students were randomly selected. Data were collected using questionnaire. The questionnaire discusses their socio-demographic information, find out that Statistical Package Social Sciences (SPSS). The researcher has used MS Excel and MS Word to create and format tables required for the study. Therefore Male respondents to use the public Library with play the first place, among the 81% respondents the age group 26 to 35 placed in the first for use the library, rural male people have first place. The urban Male respondents placed as second, majority of respondents have five years and less than five years of experience to use the public library Libraries, more than half of the respondents are using the library for all the purpose like news paper reading, 184 (38.49%) respondents pointed out frequently good of the reprographic service, the access the books and other reading materials are good stated by the 133 rural respondents and 72 urban respondents, most of the respondents agree to lack of services from the staff members that ice 309 male and female respondents and nearly more than half of the respondents disagree with library timings.

**Thavamani (2014)** Public libraries are responsible for accruing books and periodicals for its reading community. It is necessary to find out the users really except from the library. It is hoped that the findings of the study will certainly help to improve the functioning and services of the library. The study focused on Information use pattern of Connemara public library, Chennai. The majority of 88.50% respondents are satisfied with availability of the information sources like newspapers and magazines section being situated separately in the library. The results of the study are also indicates that majority of the users 92 (46%) are colleges students. The users are good opinion about the reference sources.

**Veena (2016)** the main purpose of the study is to examine the role of Open Access Digital Repositories on Information Seeking Behavior among Research Scholars. The study adopted a questionnaire based survey research design, 220 questionnaires were distributed among research scholars at Mangalore University, out of which 200 filled questionnaires were received after duly filled for analysis. The result of the revealed that 116(56.6%) of respondents prefer to seeking information through Open Access Digital Repositories , 68(34.30%) of the respondents believed that the use of Open Access Digital Repositories while seeking information has increased their academic activities made easy and free access.

**Veena and Mallaiah (2015)** the purpose of present research study was to examine the information seeking behaviour of management students (MBA) and teaching staff in Sahyadri Engineering and Management College Library, Adyar, Mangalore. The study adopted a survey method, and data were collected using a questionnaire administered to 150 students and 120 staff randomly. 131 filled questionnaires were returned by students and 97 returned by staff. The finding of the study reveals internet is highly preferred channel of information seeking and the major information seeking habit is to reading books and articles.

### **OBJECTIVES OF THE STUDY**

- ❖ To examine their awareness and satisfaction with regard to information sources and services available in the District Central Library, Dindigul.
- ❖ To find out the type of services provided
- ❖ To find out the Purpose to visit the library by the users of district central library
- ❖ To know the use and awareness of electronic information resources among the users
- ❖ To make suggestions for betterment of information sources and services in public library
- ❖ To understand the problems being faced by the users in utilizing modern services if any
- ❖ To know about the special collections to the specially challenged users

### **STATEMENT OF THE PROBLEM**

The study is entitled as “A Study on Awareness and Use of Public Library Services: With Special Reference to District Central Library, Dindigul”.

### **PURPOSE OF THE STUDY**

The purpose of the study is to examine the awareness and use of public library services: with special reference to District Central Library, Dindigul.

### **METHODOLOGY**

The present study is a survey method using a questionnaire. A total number of 70 Questionnaires were randomly distributed to the users of district central library, Dindigul District and 62 filled questionnaires were received back by the researchers. However, 5 questionnaires were rejected due to incompleteness of answers. Hence selected 57 questionnaires are used for data analysis and interpretation.

### **SCOPE OF THE STUDY**

The topic of the research study is “A study on Awareness and Use of Public Library Services: With special reference to the District Central Library, Dindigul”. The target group of this study includes library users of district central library, Dindigul. The target respondents in other its branch libraries are not included in this study. There is a scope for other future researchers to take this area of the study. The geographical area of this study is confined only Dindigul city only.

### **BIBLIOGRAPHY RENDERING STYLE**

The report format follows the American Psychological Association (APA) manual of style in rendering the bibliography with slight modifications regarding Indic and Islamic names.

**DATA ANALYSIS AND INTERPRETATION**

**Table 1: Gender of the Respondents**

S. No	Gender	No. of respondents	Percentage
1	Male	33	57.89
2	Female	24	42.11
<b>Total</b>		<b>57</b>	<b>100</b>

Sources: Primary data

Table 1 discusses the gender wise distribution of respondents. Among the overall 57 respondents, 33 respondents (57.89) are male, whereas 24 respondents (42.11) are female. Hence the majority of the respondents belong to male than female.

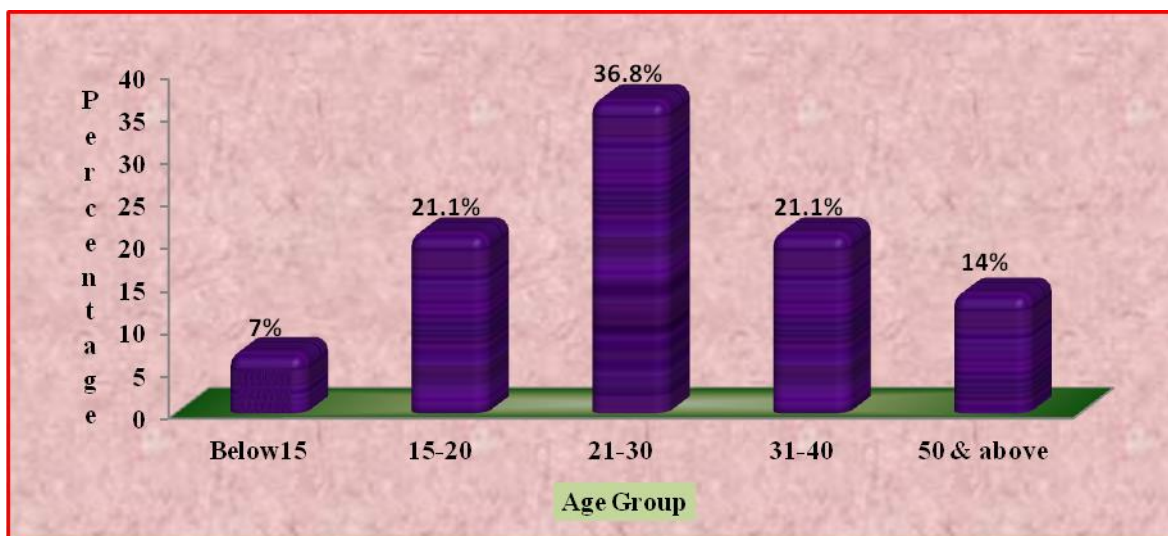
**Table 2: Age Group of Respondents**

S. No	Age	No. of Respondents	Percentage	Cumulative
1	Below15	4	7	7
2	15-20	12	21.1	28.1
3	21-30	21	36.8	64.9
4	31-40	12	21.1	86
5	50 & above	8	14	100
<b>Total</b>		<b>57</b>	<b>100</b>	

Sources: Primary data

Table 2 discusses the age-wise distribution of respondents. Four respondents (7.02) are below 15 years. This is followed by 12 respondents (21.05) belong to age category of 15-20, 21 respondents (36.84) belong to age category of 21-30, 12 respondents (21.05) belong to age category of 31-40, 8 respondents (14.04) belong to age category of 50 & above. Hence, most of the respondents belong to the category of age 21-30 that use the district central library, Dindigul.

**Figure 1: Age Group of Respondents**



**Table 3: Marital Status and Residing sector of the Respondents**

Categories		No. of Respondents	Percentage
Marital status	Married	26	45.6
	Un married	31	54.4
<b>Total</b>		<b>57</b>	<b>100</b>
Residing	Rural	12	21.1
	Urban	45	78.9
<b>Total</b>		<b>57</b>	<b>100</b>

**Sources: Primary data**

Table 3 discusses the respondents by marital status-wise. In this study 26 respondents (45.61%) belong to the category of married, whereas 54.4% belong to unmarried category.

Above table also indicates that, a majority of 45 respondents (78.9%) belong to urban areas. This is followed by, 12 respondents (21.1%) who belong to rural areas. That is, nearly three fourth of the respondents belong to urban areas.

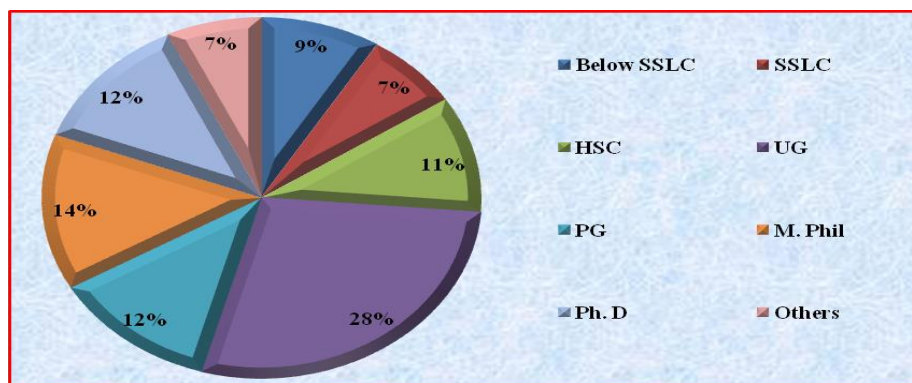
**Table 4: Distribution of Respondents by Educational qualification**

S. No	Qualification	No. of respondents	Percentage	Cumulative
1	Below SSLC	5	8.8	8.8
2	SSLC	4	7	15.8
3	HSC	6	10.5	26.3
4	UG	16	28.1	54.4
5	PG	7	12.3	66.7
6	M. Phil	8	14	80.7
7	Ph. D	7	12.3	93
8	Others	4	7	100
<b>Total</b>		<b>57</b>	<b>100</b>	

**Sources: Primary data**

This table 4 shows the distribution of respondents by qualification-wise. Among the overall respondents, a majority of 16 (28.1%) of them who belong to below undergraduate users and it is followed by 5 (8.8%) respondents below SSLC, 4 (7%) respondents SSLC, 6 (10.5%) respondents HSC, 7 (12.3%) respondents PG, 8 (14%) respondents M.Phil, 7 (12.3%) respondents are Ph.D and 4 (7%) respondents other qualifications respectively. Hence the majority of the library users are undergraduate qualifications.

**Figure 2 Distribution of Respondents in Educational qualification**



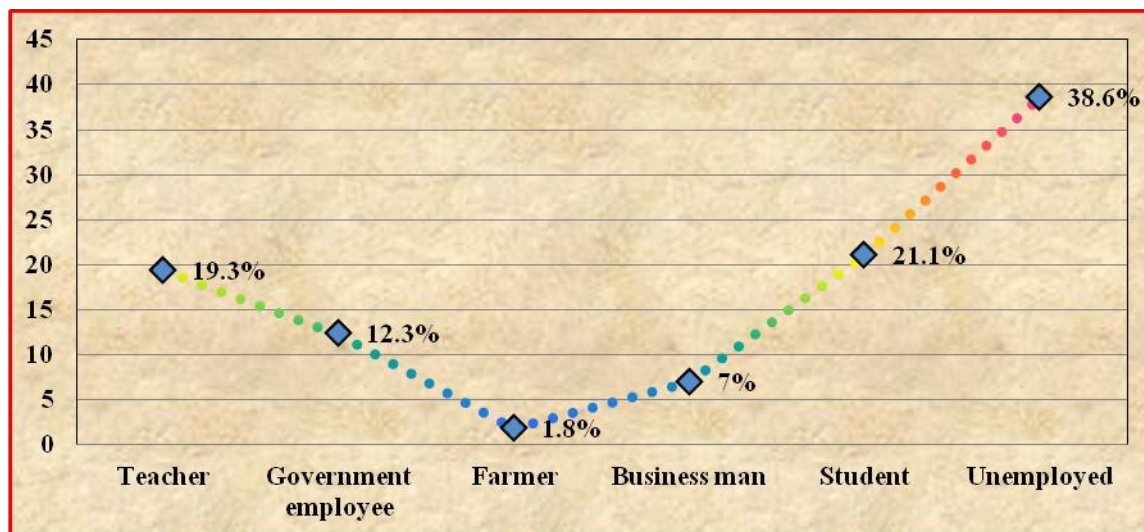
**Table 5: Occupation of the Respondents**

S. No	Status of user	No. of respondents	Percentage	Cumulative
1	Teacher	11	19.3	19.3
2	Government employee	7	12.3	31.6
3	Farmer	1	1.8	33.4
4	Business man	4	7	40.4
5	Student	12	21.1	61.5
6	Unemployed	22	38.6	100
<b>Total</b>		<b>57</b>	<b>100</b>	

Sources: Primary data

Table 5 indicates that the total 57 respondents are from different walks of life. In this study 11 respondents (19.3%) are Teacher, 7 respondents (12.3%) are Government employees, 1 respondent (1.8%) are Farmer, 4 respondents (7%) are Businessman, 12 respondents (21.1%) are student and 22 respondents (38.6%) are unemployed. Hence, majority of the users in Unemployed status.

**Figure 3: Occupations of the Respondents**



**Table 6: Use of Newspapers in Public Library**

S. No	Title	No. of respondents	% of valid respondents N=57	% of overall responses N=145	Rank
1	The Hindu	23	40.4	15.9	3
2	Indian Express	13	22.8	9	6
3	Dinakaran	26	45.6	17.9	2
4	Dinathanthi	31	54.4	21.4	1
5	Dinamani	21	36.8	14.5	4
6	Dinamalar	14	24.6	9.7	5
7	Malaimalar	6	10.5	4.1	8
8	Others	11	19.3	7.6	7
<b>Total</b>		<b>145</b>	<b>254.4</b>	<b>100</b>	

Source: Primary data

Table 6 observes the use of newspapers in a public library. 40.4% of the respondents preferred to read The Hindu and it has got the third rank, 22.8% for the Indian Express and it has got the sixth rank, 45.6% for Dinakaran and it has got the second rank, 54.4% for Dinathanthi and it has got the first rank, 36.8% for Dinamani and it has got the fourth rank, 24.6% Dinamalar and it has got the fifth rank 10.5% for Malaimalar and it has got the eighth rank and 19.3% other newspapers read and it has got the seventh rank. Most of the respondents preferred to read Dinathanthi.

**Table 7: Distribution of Respondents of Purpose of visit library**

S. No	Purpose	No. of respondents	% of valid respondents N=57	% of overall responses N=98	Rank
1	Updating subject knowledge	10	17.5	10.2	5
2	For learning books	17	29.8	17.3	2
3	For prepare examination	14	24.6	14.3	3
4	For taking notes	11	19.3	11.2	4
5	For reading newspaper	31	54.4	31.6	1
6	To complete assignments	8	14	8.2	6
7	Other purpose	7	12.3	7.1	7
Total		98	171.9	100	

Sources: Primary data

Multiple Responses

It could be noticed from the above Table 7 that 17.5% of the respondents visit to the updating subject knowledge and it has got the fifth rank, 29.8% for learning books and it has got the second rank, 24.6% for prepare examination and it has got the third rank, 19.3% for taking notes and it has got the fourth rank, 54.4% for reading newspaper and it has got the first rank, 14% to complete assignments and it has got the sixth rank and 12.3% other purposes and it has got the seventh rank. The study concluded that reading newspaper, 54.4% of the respondents are visiting the district central library.

**Table 8: Types of reading materials used by gender**

S. No	Types of Reading Materials	Gender		Total
		Male	Female	
1	General Knowledge Books	6(18.2)	2(8.3)	8
2	Fictions	4(12.1)	3(12.5)	7
3	Dramas	4(12.1)	1(4.2)	5
4	Sports	7(21.2)	5(20.8)	12
5	Fantasy	2(6.1)	4(16.7)	6
6	Religious Books	3(9.1)	3(12.5)	6
7	Biographies	3(9.1)	1(4.2)	4
8	Others	4(12.1)	5(20.8)	9
<b>Total</b>		<b>33</b>	<b>24</b>	<b>57</b>

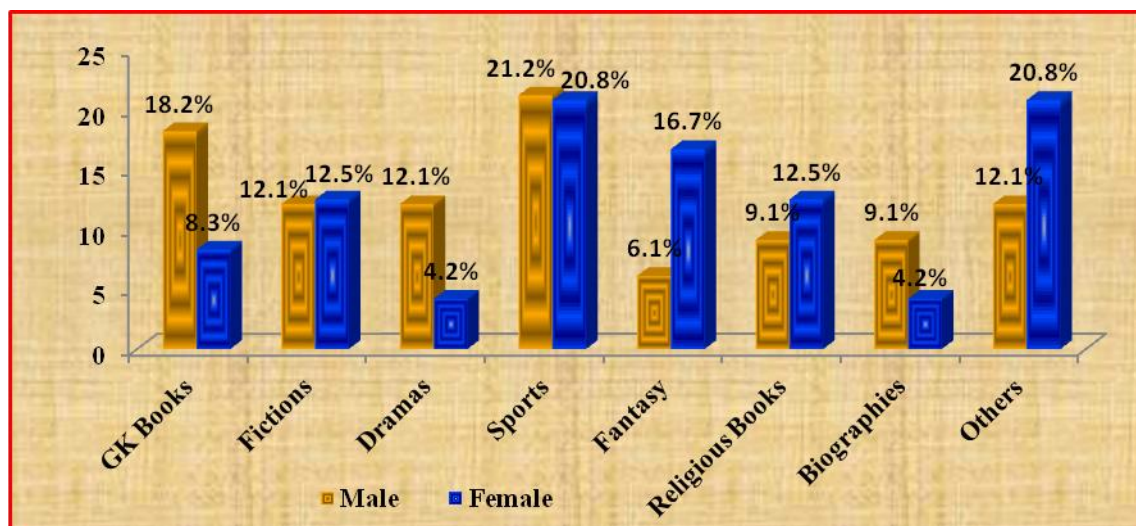
Source: Primary data



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Table 8 shows that distribution of respondents by reading materials used. Among the respondents from male category, 6 (18.2%) of reading of general knowledge books, 4 (12.1%) fictions, 4 (12.1%) dramas, 7 (21.2%) sports, 2 (6.1%) fantasy, 3 (9.1%) religious books, 3 (9.1%) biographies and 4 (12.1%) others respectively. Among the respondents from female category, 2 (8.3%) of reading of general knowledge books, 3 (12.5%) fictions, 1 (4.2%) dramas, 5 (20.8%) sports, 4 (16.7%) fantasy, 3 (12.5%) religious books, 1 (4.2%) biographies and 5 (20.8%) others respectively. Hence the majority of the respondents read by sports materials.

**Figure 4: Types of reading materials used by gender**



**Table 9: Collections of the Library**

S. No	Opinions	No. of respondents	Percentage	Cumulative
1	Story books	8	14	14
2	Textbooks	5	8.8	22.8
3	Competitive exam books	10	17.5	40.3
4	Newspapers, Journals and Magazines	15	26.3	66.6
5	Drams and Poetry	4	7	73.6
6	CDs, DVDs etc	9	15.8	89.4
7	Other Resources	6	10.5	100
<b>Total</b>		<b>57</b>	<b>100</b>	

Source: Primary data

The availability of library collections is shown in Table 9. It is clear from the table that, majority of 15 (26.3%) of respondents state that the newspaper, journals and magazines, in this followed by 10 (17.5%) competitive exam books, 9 (15.8%) CDs, DVDs, etc., 8 (14%) textbooks, 6 (10.5%) other resources, 5 (8.8%) general fiction and 4 (7%) drama and poetry.

**Table 10: information searching in library through:**

S. No	Options	No. of respondents	Percentage	Cumulative
1	By asking help of library staff	23	40.4	40.4
2	By using card catalogue	8	14	54.4

3	By using OPAC	12	21.1	75.5
4	By asking help from friends	6	10.5	86
5	Any other	8	14	100
<b>Total</b>		<b>57</b>	<b>100</b>	

**Sources: Primary data**

Table 10 observes the finding and information searching in library through. In this study, a majority of 23 (40.4%) respondents report finding of materials and information searching in library by seeking the help of library staff, 12 (21.1%) report that it by using the OPAC, 8 (14) report that it by using the card catalogue, 8 (14%) report that some other and 6 (10.5%) by seeking the help of colleagues. Hence nearly one third of the respondents report finding of materials and information searching in library by seeking the help of library staff.

**Table 11: Library conduct mass programme of extension service in public library**

S. No	Options	No. of respondents	% of valid respondents N=57	% of overall responses N=93	Rank
1	Adult education programme	14	24.6	15.1	3
2	Distance education	11	19.3	11.8	4
3	Organizing community service	27	42.1	25.8	2
4	User education	30	52.6	32.3	1
5	Local broadcasting	6	10.5	6.5	6
6	Display of newspaper	8	14	8.6	5
<b>Total</b>		<b>93</b>	<b>163.2</b>	<b>100</b>	

**Sources: Primary data**

**Multiple Responses**

It could be noticed from the above Table 11 that 24.6% of the respondents visit to the adult education program and it has got the third rank, 19.3% of distance education and it has got the fourth rank, 42.1% of organizing community service and it has got the second rank, 52.6% of user education and it has got the first rank, 10.5% for local broadcasting and it has got the sixth rank and 14% to display of newspaper and it has got the fifth rank.

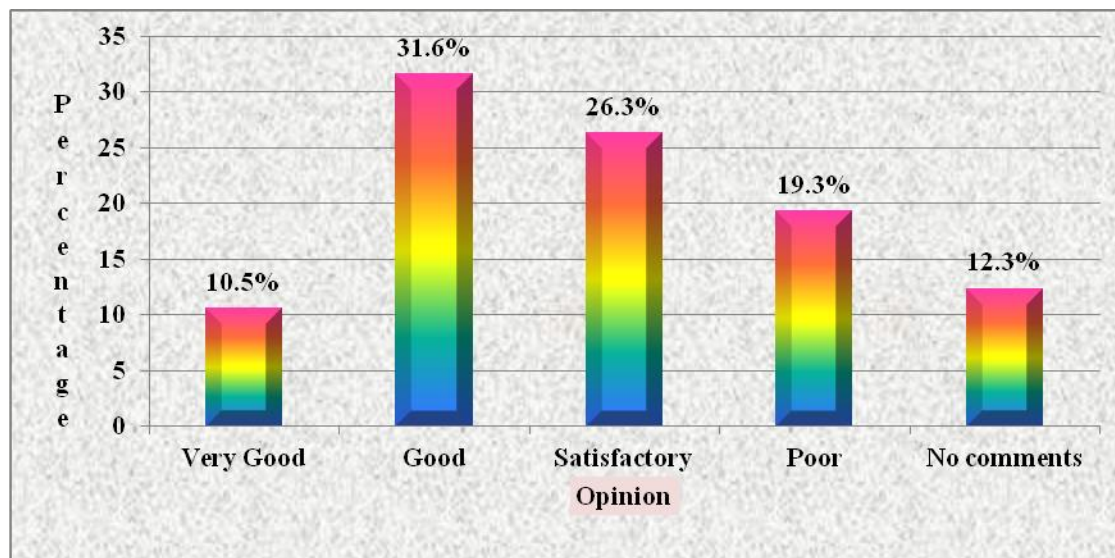
**Table 12: Opinion about the overall library services**

S. No	Opinion	No. of respondents	Percentage	Cumulative
1	Very Good	6	10.5	10.5
2	Good	18	31.6	42.1
3	Satisfactory	15	26.3	68.4
4	Poor	11	19.3	87.7
5	No comments	7	12.3	100
<b>Total</b>		<b>57</b>	<b>100</b>	

**Sources: Primary data**

This table 12 shows that opinion about the overall library services. In this study, a majority of 18 respondents (31.6%) opine that it is good with overall satisfaction of library services followed by 15 respondents (26.3%) it is satisfactory, 11 respondents (19.3%) it is poor, 7 respondents (12.3%) have not expressed any comments and 6 respondents (10.5%) it is very good. Hence, majority of the respondents good with extension activities of district central library.

**Figure 5: Opinion about the overall library services**



## **FINDINGS**

- ❖ Majority of the respondents belong to male than female
- ❖ Most of the respondents belong to the category of age 21-30 that use the district central library, Dindigul
- ❖ 54.4% of the respondents belong to the category of the unmarried
- ❖ Nearly three fourth of the respondents belong to urban areas.
- ❖ More than one fourth of the respondents is U.G qualification
- ❖ Majority of the users in Unemployed status
- ❖ Most of the respondents preferred to read Dinathanthi
- ❖ Majority of the respondents' purpose of use of library for reading a newspaper
- ❖ Most of the respondents read by different types of sports materials
- ❖ 15(26.3%) of respondents state that available in library collections of newspaper, journals and magazines
- ❖ Majority of them give agree with the adequacy of reference collections
- ❖ Nearly one third of the respondents finding of materials and information searching in library by seeking the help of library staff
- ❖ More than one third of the respondents are always with the adequacy of information in the E-resource
- ❖ Majority of 18 respondents (31.6%) opine that it is good with overall satisfaction of library services

## **SUGGESTIONS**

- ❖ It suggested that the library authority should purchase a number of competitive examination related books.
- ❖ It suggested that the library authority should open the public library for the convenience of the library users.
- ❖ The District Central Library has only limited E-Resources/Internet sources. Hence the library authority should improve the Digital/ Internet resources in public library. It may install with a number of computers with internet connection.
- ❖ The public library authority should conduct the extension activities attracting the users to use the library effectively.
- ❖ It is suggested that the periodicals must be issued for reference of the users.
- ❖ To provide Wi-Fi facility and digitization work

## **CONCLUSION**

The public library can be just such a focal center, a universally accessible resort for the community; it is an essential service when so much is dependent on literacy and on the easy communication of all kinds of knowledge and opinion vital to any community seeking progress economically and culturally. The role of public libraries in India is still misunderstood and hence they remain underdeveloped. Public libraries have always been the door to learning for a great majority of the population that they serve. The study found that public libraries are lagging behind, particularly in providing user specific information. A public library is the best places acquire knowledge and spend valuable time for the users.

It has also established public libraries and community information centers to give and help local communities to acquire information from various agencies. Public library services have been expanded to serve the local people, but after 65 years of independence India, public libraries could not be administered and managed with the clear mandate of law in many states of India.

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