A Survey of Users Perception with Mobile Libraries of Public Library Services In Belagavi City Central Library: A Study

Arunkumar, H.S.[1]; Prof. Khaiser Jhan Begum[2]

Research Scholar, Department of Studies in Library and Information Science University of Mysore, Mysore[1]; Former Professor, Department of Studies in Library and Information Science, University of Mysore, Mysore[2]

arunkumar.hs20@gmail.com; khaiser.nikam6@gmail.com

ABSTRACT

The study of the user's perception with mobile library services of public library services in Belagavi city central libraries. The study examines the categories of services rendered and therefore the resources accessible. The study would facilitate to enhance info on users' wants and services employing a survey style and sampling techniques, with well-structured form knowledge was collected from one twenty respondents. In this study mobile library users from Belagavi city central libraries.

KEYWORDS: Mobile libraries, Public libraries, User Perception, Belagavi City Central Libraries.

INTRODUCTION

The basic principle of the public library is to provide information and knowledge resources of various fields to meet the needs and requirements of the people for various purposes like education, information, aesthetic appreciation, and personal knowledge development including recreation and leisure. They have to play an imperative role in the developmental process and maintenance of a democratic society by giving the individual access to a wide and varied range of knowledge, ideas and opinions. UNESCO, Public Library Manifesto 1994 emphasizes the role of the public library as the local centre of education, information and culture. It states that knowledge is an important resource and public library is not only a cultural institution but also an essential welfare through the minds of people.

City Central Library Belagavi

The Department of Public Libraries came into existence on 1st November 1966, consequent to the implementation of the Mysore Public Libraries Act, 1965. The Act provided for the establishment of the public libraries in Karnataka State. Consequently upon the implementation of the Karnataka Public Library Act City Central Library's Authority for Belagavi was constituted on10th July 1970 and opened its first city central library in Maruthigalli on 29th

December 1974 after 1974 its services were extended to the different parts of the city. The new and Independent building of the city's central library Belagavi plan as estimated was prepared in 1985 and the foundation was laid by the chief minister of Karnataka Sri Ramakrishna Hegade on 19-11-1985 after 4 years the divisional officer of Belagavi district H.K.Shivanand inaugurated a new building on 25.09.1989. on 25.09.1989 the city central library at Maruthi Galli was shifted to its new and independent building in the DC compound there the Library at Maruthi Galli was converted into a branch library. One can become a member of the city central library by paying Rs. 50, Rs. 75, and Rs 100, to borrow 1, 2, and 3 books respectively. The same card is good for borrowing books from the branches, service stations and mobile library.

Detailed of report Belagavi City Central Mobile library:

- ❖ Mobile library Started year   :1985
- ❖ Total number of books/reference books   :12225
- ❖ Kannada Books   : 9780
- ❖ English Books   :1300
- ❖ Hindi and Other Books   :1145
- ❖ Total number of Periodicals   :08
- ❖ Membership   :2860
- ❖ Total Number of Stops(weekly)   :36
- ❖ Average number of visitors days   :70-85

REVIEW OF LITERATURE

Usherwood & **Linley** (2000) their study examined the equity of Newcastle upon Tyne and Somerset city public libraries in the UK. The study analyzed the library's professional staff, elected library members, focus groups and communities of residents, public interaction and potential users of Newcastle upon Tyne and Somerset City public libraries. It is found that barriers to equity such as physical, geographical and economic barriers and both city libraries are administered fairly and both library authorities had policies and standards to improve access for people with disabilities, although there was called for more user-centric approaches by the focus group. The problem of rural isolation was overcome through comprehensive networking service by the Somerset City Library and the economic barrier of the Newcastle upon Tyne was sorted out by policies directed at priority groups and regions.

Further, one more study founded by **Heitzman** & **Asundi** (2000) discussed the origin and development of public library system and public libraries in Karnataka with special reference outline system of the Bangalore city limits, more efforts in its evaluation during the the mid-1990s and the proper direction of its planning and programs for further improvements. It had analyzed the demographics of library users, their information requirements, preference of reading materials, most frequently used personnel as well as resource services and facilities for users and the relationship between document and library staff and also, the study covered the status of the library automation in public libraries in the early stage of the 21st century. Their the study ends with some most appropriate suggestions to improve the existing the public library system in Bangalore as well as across the Karnataka.

SCOPE AND LIMITATIONS

The scope of the present study is limited to City Central Mobile library Belagavi, Karnataka, India.

METHODOLOGY

The participants in this study were those who completed the library survey. The data was gathered using a basic random technique. More than 150 respondents participated in the data collection; 120 respondents were chosen at random from 150 questionnaires that were circulated for this purpose. Male and female citizens/public, working professionals/wages, and students were among the respondents that were chosen. The data was gathered through the use of interviews. The data were analyzed qualitatively using SPSS and Excel worksheets. The Belagavi City Central Library's mobile library users who utilize its public library services made up the sample, which was chosen at random.

OBJECTIVES OF THE STUDY

- ➢ To know the frequencies of the mobile library
- ➢ To identify the time spent in the mobile library
- ➢ To discover the frequent use of information resources
- ➢ To find out the awareness of mobile library services
- ➢ To know the reasons to visit the public library

ANALYSIS AND INTERPRETATION OF DATA

Here an attempt has been made to interpret and analyze the "A Survey of Users perception with mobile libraries of public library services in Belagavi City Central Library: A Study" with the primary objective of studying the pattern of use of mobile library services and the way of use of information sources. Distributed the questionnaire among 145 mobile library users of City Central library Belagavi and were asked to go through each set of questions. The users comprising of Students, working professionals, wages, public/citizens, Retired person etc. who were expected to answer every question along with their opinion towards the same. Among the total of 120 of them responded and returned the completed questionnaire.

Table 1. Gender of the Respondents

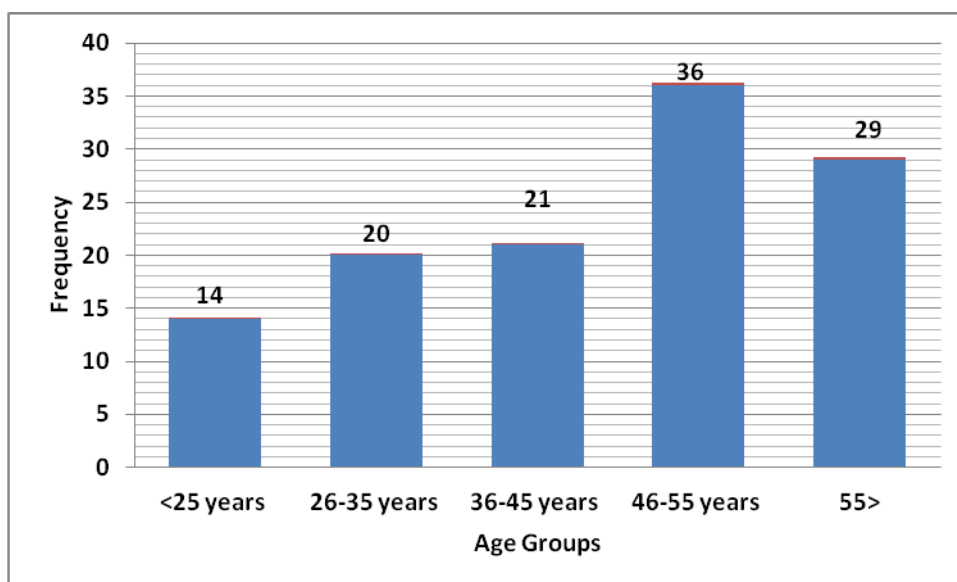| SL No	Gender	Frequency	Percentage
01	Male	75	62.5%
02	Female	45	37.5%
Total		**120**	**100**

Table 1 displays the categories of gender among the respondents covered under the study. It is found that, of the total respondents, 62.5% of the respondents belong to the male category while the remaining 37.5% are females. It is inferred that the male category is higher than the female category.

Table 2 : Age Group of Respondents

Sl. No	Age Group	Frequency	Percentage
1	<25 years	14	11.67%
2	26-35 years	20	16.67%
3	36-45 years	21	17.5%
4	46-55 years	36	30%
5	55>	29	24.16%
Total		**120**	**100**

Table 2 and figure 1 present the age-wise distribution frequency of the respondents. It is found from the table that 36(30%) of the respondents who belong to the age group of between <25 years are followed by 14(11.67%) of the respondents who belong to the age group of 26-35 years. Further, it is found that 21(17.5%) of the respondents belong to the category of between 36-45 years. Further, it is found that 29(24.16%) of the respondents belong to the category of between 46-55 years. Majority of the respondents for the 36(30%) survey belongs to the age group category of 46-55 years.

Figure 1: Age Group of Respondents

Table 3: Marital Status of Respondents

Sl. No	Gender	Frequency	Percentage
1	Married	88	73.3%
2	Unmarried	32	26.7%
Total		120	100%

This study analyzed the marital status of the respondents who participated in this study. The results show that most of the users 88(73.3%) were married and the remaining 32(26.7%) respondents were found unmarried.

Table 4. Residence-wise distribution

Sl No	Category	Frequency	Percentage
1	Rural	28	23.33%
2	Urban	73	60.84%
3	Semi Urban	19	15.83
Total		**120**	**100**

Table 4 and Figure 2 represent residence-wise participants actively involved in this study. There were three types of residences: rural, urban, and semi-urban. It was found that the majority of the 73 (60.84%) respondents were from urban areas, as they were willing to learn general knowledge. It was also discovered that 28 (23.33%) and 19 (15.83%) were from semi-urban users.
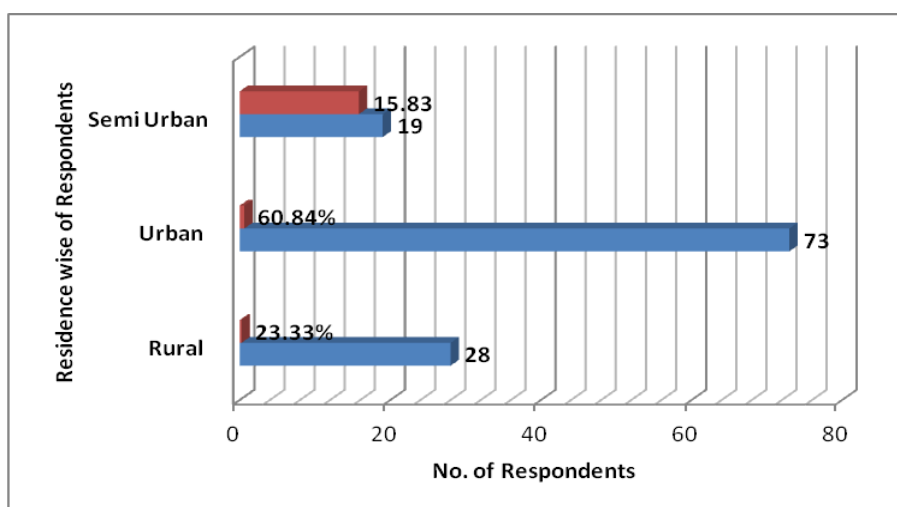

Figure 2: Residence wise distribution

Table 5 : Distribution of Questionnaires According to Profession

Sl. No	Profession	Frequency	Percentage
1	Studying	16	13.33%
2	Employee	22	18.33%
3	Agriculturist	03	2.5%
4	Wages	38	31.67%
5	Own Business	18	15%
6	Un-employed	23	19.17%
Total		**120**	**100**

Table 5 and Figure 3 show the range of usage of mobile libraries according to professions such as studying, employee, agriculturist, wages, own business, and unemployed users of the community. The findings of the study indicate that a huge number of 38 (31.67%) respondents were employed, followed by unemployed respondents 23 (19.17%) who were placed second and who participated in this study. Further followed by respondents, 22 (18.33%) were employees. The last is agriculturist 03 (2.5%).
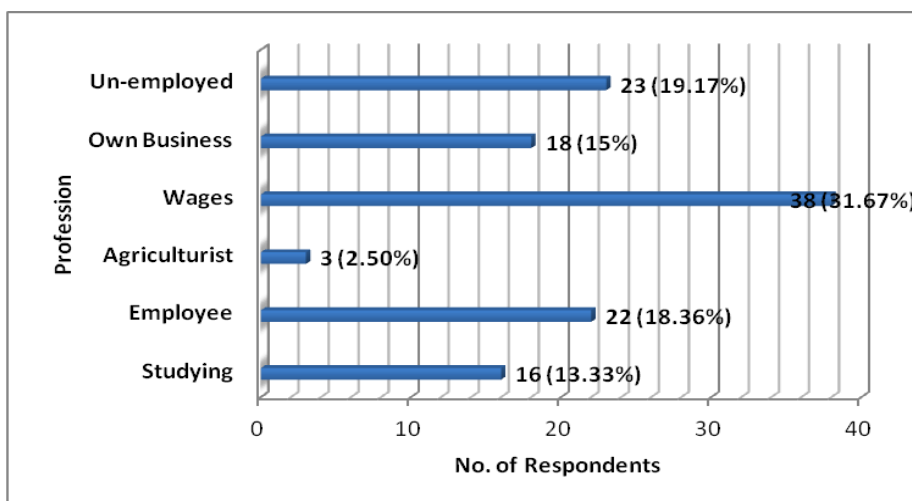
Figure 3 : Distribution of Questionnaires According to Profession

Table 6: Frequently visit the mobile library.

Sl. No	Frequency of visit to library	Frequency	Percentage
01	Daily	10	8.33%
02	Several times a week	14	11.67%
03	Weekly	38	31.67%
04	Monthly	24	20%
05	Occasionally	20	16.67%
06	As & when I required	14	11.66%
Total		**120**	**100**

User's responses about the frequency of visits are shown in Table 6 and Figure 4. It is observed that the majority 38 (31.67%) of respondents visit the mobile library weekly. It is followed by a monthly 24 (20%), an occasional 20 (16.67%), followed by in several times a week 14 (11.67%), and as and when I required 14 (11.66%), only 10 (8.33%) respondents visit daily.
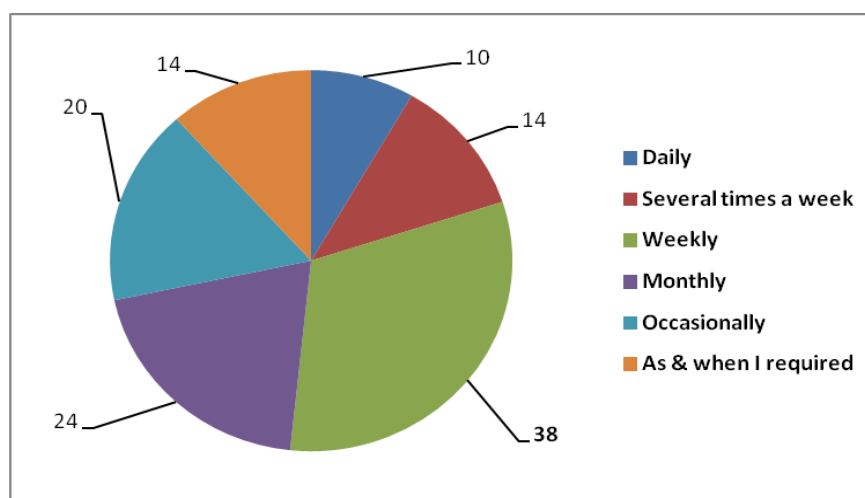
Figure 4: Frequently visit to mobile library

Table 7: Duration of Time Spent in the Mobile Library

Sl. No	Time Spent in Mobile Library	Frequency	Percentage
01	10 minutes	10	8.33%
02	20 minutes	25	20.83%
03	30 minutes	37	30.84%
04	30+ minutes	48	40%
Total		**120**	**100**

User responses about the duration of time spent in the mobile library are shown in Table 7. It can be observed from the table that the majority of 48 (40%) of respondents spent more than 30 minutes. It is followed by 30 minutes, 37 (30.84%), 20 minutes, 25 (20.83%), and only 10 (8.33%) respondents spent 10 minutes in the mobile library.

Table 8. Frequently use information resources carried out by the mobile library.

Sl. No.	Frequently use information resources	Responses in Percentage (N=120)					
		Most Frequently	**Frequently**	**Moderately**	**Less Frequently**	**Not Frequently**	**Total**
1	General books	30(25.00%)	26 (21.67%)	24(20.00%)	18(15.00%)	22(18.33%)	120(100.0%)
2	Text books	16 (13.34%)	27 (22.5%)	29(24.17%)	31(25.84%)	17(14.16%)	120(100.0%)
3	Journals	19 (15.83%)	28(23.33%)	26(21.67%)	24(20%)	23(19.16%)	120(100.0%)
4	Newspapers	29 (24.17%)	33(27.50%)	16(13.33%)	22(18.33%)	20(16.67%)	120(100.0%)
5	Magazines	17 (14.16%)	23 (19.16%)	31 (25.83%)	25(28.83%)	24(22.5%)	120(100.0%)
6	News clippings	13 (10.83%)	15 (12.50%)	12 (10.00%)	50(41.67%)	30(25.00%)	120(100.0%)
7	Employment News	14 (10.84%)	29 (24.17%)	20 (16.68%)	32(26.68%)	25(20.90%)	120(100.0%)
8	Health issues	25 (20.84%)	32(26.67%)	14 (11.70%)	29(24.16%)	20(16.70%)	120(100.0%)
9	Recreations	16 (13.4%)	29 (24.16%)	27 (22.5%)	31(25.84%)	17(14.16%)	120(100.0%)
10	Fictions	32(26.67%)	29 (24.17%)	16 (13.34%)	19(15.83%)	24(20%)	120(100.0%)
11	Biography	46(38.33%)	30 (25.00%)	13 (10.83%)	22(18.33%)	09(7.50%)	120(100.0%)
12	Reference	30(25.00%)	26 (21.67%)	24 (20.00%)	18(15.00%)	22(18.33%)	120(100.0%)
13	Graphic Books	13(10.83%)	15 (12.50%)	12 (10.00%)	50(41.67%)	30(25.00%)	120(100.0%)
14	Story Books	26(21.67%)	32(26.67%)	19 (15.83%)	20(16.67%)	23(19.17%)	120(100.0%)

Table 8 shows that the majority of the 46 respondents (38.33%) use biographies when using information resources regularly. In the statement of most commonly used, 30 respondents (25.00%) cited general books and references, while 32 respondents (26.67%) cited fictional works. Newspaper use is reported by 33 respondents (27.50%), and health news and story books are read by 32 respondents (26.67%), and journals are frequently read by 28 respondents (23.33%). An additional 31 respondents (25.83%) read magazines moderately. Therefore, 50

respondents (41.67%) use graphic books and news clips, followed by 32 respondents (26.68%) who use employment news, and 31 respondents (25.84%) who visit less frequently for leisure and to read textbooks.

Table 9. Aware of Mobile library Services

Sl. No	Mobile library Services	Aware	Percentage	Not Aware	Percentage	Total
1	By public library orientation & presentation	70	58.33%	50	41.67%	120 (100.0%)
2	Public library functions and exhibitions	52	43.33%	68	56.67%	120 (100.0%)
3	By public library manual, brochure and prospectus	71	59.16%	49	40.83%	120 (100.0%)
4	By frequently ask librarian	67	55.84%	53	44.16%	120 (100.0%)
5	By advertisement or ads in newspaper, TV and social media	47	39.16%	73	60.84%	120 (100.0%)
6	By librarian and library staff	51	42.5%	69	57.5%	120 (100.0%)
7	By e-mail or mobile alerts	34	28.34%	86	71.66%	120 (100.0%)
8	By teachers, colleagues and friends	46	38.33%	74	61.67%	120 (100.0%)
9	By viewing television and listening to radio	56	46.67%	64	53.33%	120 (100.0%)
10	By view library website, portal, blogs	68	56.67%	52	44.33%	120 (100.0%)
11	By self-aware to see	73	60.84%	47	39.16%	120 (100.0%)

Table 9 shows the awareness of mobile library services. The majority of the 73 respondents (60.84%) are aware of themselves. 71 (59.16%) respondents were aware of the public library manual, brochure, and prospectus. 70 (58.33%) respondents were aware of the public library orientation and presentation. 68 (56.67%) respondents watched library websites, portals, blogs, 67 (55.84%) respondents learned from frequently asked librarians, 52 (43.33%) respondents were aware of public library functions and exhibitions. 51 (42.5%) respondents are aware of librarians and library staff, followed by 47 (39.16%) respondents who are aware of advertisements in newspapers, TV, and social media. 46 (38.33%) respondents are aware of the teachers, colleagues, and friends, and 34 (28.34%) respondents are aware of the email or cell phone alert services.

Table 10. Reasons to visit public library

Sl. No.	Reasons to visit Public Library	Yes	%	No	%	Total
1	To refer books	62	51.66%	58	48.37%	120 (100%)
2	To refer journals	35	29.16%	85	70.84%	120 (100%)
3	To borrow/return library reading materials	86	71.66%	34	28.34%	120 (100%)
4	To refer newspapers and magazines	43	35.83%	77	64.17%	120

						(100%)
5	To refer reference materials	53	44.16%	67	55.84%	120 (100%)
6	To refer the source to write research papers	45	37.5%	75	62.5%	120 (100%)
7	To take notes and prepare assignments/project reports	46	38.33%	74	61.67%	120 (100%)
8	To take notes for teaching & research	57	47.5%	63	52.5%	120 (100%)
9	To prepare competitive exams	62	51.66%	58	48.37%	120 (100%)
10	To refer government publications	64	53.33%	56	46.67%	120 (100%)
11	To just spend leisure time or visit to time pass	31	25.83%	89	74.17%	120 (100%)

Table 10 elucidates the reasons to visit the public library, with the majority 86 (71.66%) respondents visit to borrow or return library reading materials. 64 (53.33%) respondents for referring government publications, 62 (51.66%) respondents for preparing for competitive examinations and refer books, 57 (47.5%) respondents to take notes for teaching and research, 53 (44.16%) respondents referred to reference materials, 46 (38.33%) respondents take notes and prepare assignments and project reports. 45 (37.5%) respondents reasons to visit refer the source to write research papers, 43 (35.83%) respondents preferred newspapers and magazines, 35 (29.16%) respondents referred to journals, and 31 (25.83%) respondents just spent leisure time or visited to pass the time.
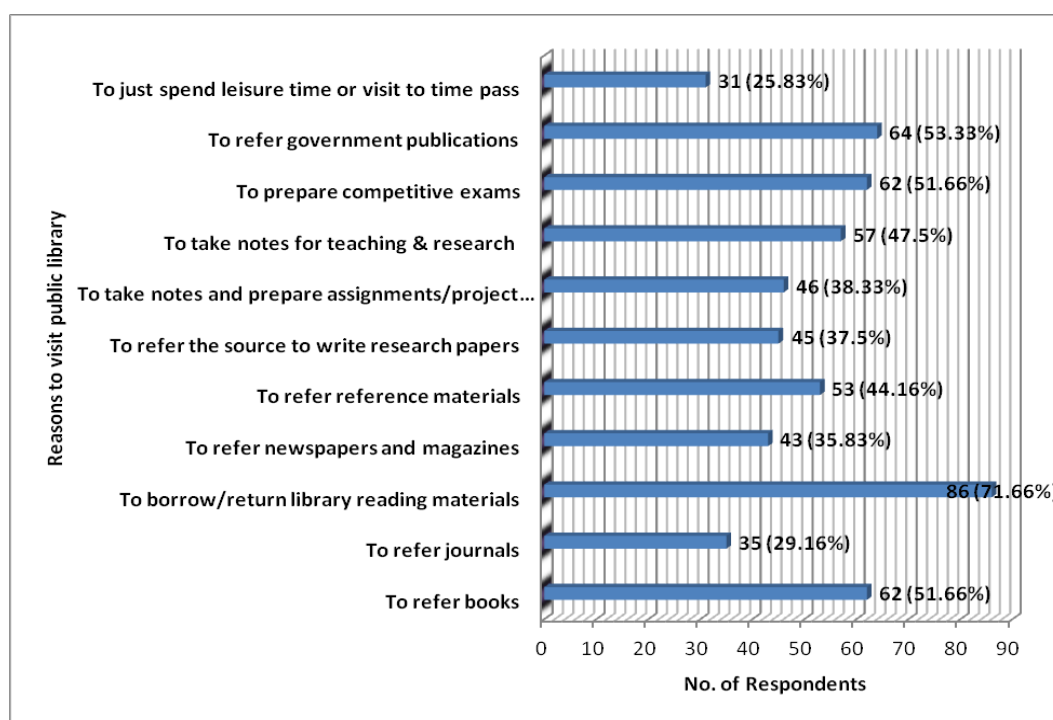

Figure: Reasons to visit public library

FINDINGS

- ❖ It has been ascertained that the majority of the 75 respondents, accounting for 62.5%, are male individuals who utilize mobile libraries (refer to Table 1).

- ❖ Upon observation, it can be deduced that 36 respondents, equivalent to 30%, who avail of mobile libraries fall within the age range of 46–55 years (refer to Table 2).

- ❖ It has been identified that the majority, comprising 88 respondents, or 73.3%, of individuals utilizing mobile libraries are married (refer to Table 3).

- ❖ It has come to light that 73 respondents, constituting 60.84%, who utilize mobile libraries reside in urban areas (refer to Table 4).

- ❖ It has been observed that the majority, accounting for 38 respondents or 31.67%, of individuals utilizing mobile libraries are daily wage earners (refer to Table 5).

- ❖ It is worth noting that 38 respondents, equivalent to 31.67%, utilize mobile libraries a weekly (refer to Table 6).

- ❖ 48 (40%) participants spend more than 30 minutes engaging with mobile libraries (refer to Table 7).

- ❖ The data indicates that 46 (38.33%) individuals frequently use biography books, while 32 (26.67%) respondents prefer novels. (Refer to Table 8).

- ❖ It highlights that a majority of 73 (60.84%) participants acquire awareness on their own, while 71 (59.16%) rely on the public library's manual, brochure, and prospectus. Additionally, 70 (58.33%) respondents gained awareness through the public library's orientation and presentation. (Refer to Table 9).

CONCLUSION

The public library is a vital resource for information distribution to the broader population. According to the current study, the majority of users use the mobile library to read government publications and magazines. They are particularly interested in reading fiction, drama, biography, and general information books, as well as novels and novels. The majority of users are between the ages of 46 and 55. As a result, libraries must expand their holdings of fiction, non-print books, and general information books. They also regularly host educational and engaging mobile library awareness activities. It is anticipated that the study's conclusions will undoubtedly contribute to enhancing the mobile library's efficiency and capabilities.

REFERENCES

[1] Aravinthan, M., & Venkatesh, G. (2013). A Study on Resources and Services in the Nursing College Libraries at Bangalore City, Karnataka. *Indian Journal of Information Sources & Services (IJISS), 3*(2), 24-30.

[2] Asundi, A. Y. (2000). Evaluation of Public Libraries in India: The case of Karnataka. *Information Development, 16*(3), 142-154.

[3] Gattegno, J.(1994). UNESCO public library manifesto. *Libri, 44*(2), 164-170.

[4] Kishore Kumar, S., & Lokeshnaik. (2014). Use pattern of information resources by citizens in public library: A case study of district central library Tumkur Karnataka. *Asian Journal of Library and Information, 6*(34), 2330.

[5] Nikam, Khaiser and N. Rajashekara. (2003). Reading habits of public library users: A Survey. *SRELS Journal of Information Management 40*(4), 337-363.

[6] Nikarm, K. & Chandrashekhara, G. S. (2007). Expectations and perception of the users of public libraries in Mysore city: A survey. *Kelpro Bulletin, 11*(1), 45-56).

[7] Parvathamma, N., & Reddy, S. (2009). Use of information resources and services in public libraries: a case of Bidar District, Karnataka State, India. *Annals of Library and Information Studies (ALIS), 56*(4), 249-254.

[8] Salma, J. H & Yelwa, M. (2004). A survey of students' attitudes towards public library services: A case Study of Central Library in Barno State of Nigeria, *International Library Movement, 26*(2), 61-69.

[9] Thavamani, K. (2014). Information use pattern of Connemara public library, Chennai, Tamilnadu: a case study. *International Research: Journal of Library & Information Science. 4*(1), 182-196.

_____