

## **INFORMATION SEEKING BEHAVIOUR TOWARDS THE LIBRARY RESOURCES AND SERVICES IN COIMBATORE DISTRICT CENTRAL LIBRARY; A STUDY**

**T.Prakash \* Ph.D**

**Dr.M.Jayaprakash \*\***

---

### **ABSTRACT**

The Public Library in Coimbatore District Central Library established in 1952. The state government contribution and cess collected as per the provision in the act the primary source of revenue of the public libraries in Tamil Nadu. The Coimbatore District Central Library is new building established in 1981. The Coimbatore District Central Library has the availabilities of Branch Library, Rural Library, Mobile Library, Part time Library and children Library. The Library generally funded by the public sources and operated by civil servants. Coimbatore has one district central public library are selected for the purpose of present study. The questionnaires are open-ended and close-ended questions method. Researcher proposed to select 150 respondents from interview questionnaire survey. However, actual reply was received from 130 respondents. The sampling of the study is based on purposive random sampling.

**Keywords: Public Library, Users, Perception, Coimbatore, Information, Technology.**

---

\* **Research Scholar, DLIS, Periyar University, Salem-11.**

\*\* **Research Supervisor, DLIS, Periyar University, Salem-11.**

## INTRODUCTION

A public library is a social institution, which provides access to the sections of community, without any distinction or discrimination. It is also a place for continuing education and lifelong learning. Libraries are traditional by nature, but have to adopt modern information communication technologies to serve the users in effective ways. Besides the traditional role, a new public library should make use of the benefits of information technology and electronic information to keep the citizens as a better informative one. It is more important to improve the capabilities of information service of the libraries towards attaining the satisfaction of the users nowadays, libraries and information centres have to generate and popularize their services for proper utilization of information and also have to increase and promote their resources in this changing environment.

Public libraries arose worldwide along with the growth in education, literacy, and publications. The trends are ongoing and are influencing information dissemination patterns.” The development of Information Communication Technologies has changed the environment in library systems in their collection and resources, information management and handling, service and delivery formats. Simultaneously, users’ perception of library services and expectations have brought a social pressure on public libraries across the globe and also in India as they have start to open the gates of their premises and portals for the digital developments.

India is a land of rich heritage and possesses a highly developed higher education system supplemented by a well articulated Academic and Public Library systems at various levels in the country.

## SERVICES OF PUBLIC LIBRARY

The Public Libraries in the state provide the following types of services to the people.

- Periodical section
- Reference
- Civil Service and Competitive Examination
- women and children section
- Text book section
- Book Lending

## **COIMBATORE DISTRICT PUBLIC LIBRARY**

Tamilnadu Government have promulgated public Library Act in 1948, According to the act a committee named Local Library Authority, Coimbatore was constituted in August 1950. Thiru C.M.Rama Chandran Chettiar (Kovai kizhar) was elected as chairman of the committee The Library is situated at 50, Cowley Brown Road RS Puram, Coimbatore-641002. Opposite side of Forest college Main Entrance. The Coimbatore District Central Library has the availabilities of Branch Library, Rural Library, Mobile Library, Part time Library and children Library. The Library generally funded by the public sources and operated by civil servants. Public library typically is lending library allowing users to borrow books and other materials. They also have non-circulating reference collection. Public mostly focus on popular materials such as newspaper, journals, magazine, novels, employment news as well as educations materials which are of great help to the public in general.

## **COIMBATORE DISTRICT CENTRAL LIBRARY SYSTEM HAS A STRUCTURE:**

District Central Library - 01

Branch Libraries - 102

Village Libraries - 118

Part-time Libraries –75

Mobile library – 04

## **REVIEW OF LITERATURE**

**V.K.J Jeevan Saji S.Nair (2004)** carried out a study on “Information Technology Adoption in Libraries of Kerala: A Survey of Selected Libraries in Thiruvananthapuram”. The paper presents the result of a questionnaires based survey conducted among the premier libraries in the Thiruvananthapuram city of Kerala to assess the information Technology adoption in these libraries. Results reveal that the libraries are very positive about the use of IT in libraries and many of the libraries are IT intensive.

**Rachel spacey,(2004)** examined to use the mobile library service in providing a public library service to rural communities in England and the impacts of best value, public library standards and social inclusion policy on provision. A questionnaire survey was completed by

librarians in public library authorities in England with rural hinterlands. The data derived were supplemented by follow- up case studies. It was found that achieving social inclusion objectives and the results of best value reviews were the greatest motivating factors for much of the development of alternative library service delivery in rural areas, and that village halls were the most popular place for co- location of library Services.

**Zahid Ashraf Wani (2008)** conducted a study on “Development of Public Libraries in India “.Public Libraries arose worldwide along with growth in education, literacy, and publications. Every country has its own public library history with influential leaders. Monarchs, wealthy people, and philanthropists have all made a contribution to society in the form of public library development.

**Alexandra Yarrow Barbara Clubb (2008)** conducted a study on “Public Libraries, Archives and Museums: Trends in Collaboration and Cooperation”. Libraries, archives and museums are often natural partners for collaboration and cooperation, in that they often serve the same community, in similar ways. Libraries, archives and museums all support and enhance lifelong learning opportunities, preserve community heritage, and provide access to information.

**Christine Hamiton-Pennell(2008)** conducted a study on “Public Libraries and community Economic Development : Partering for Success” in the past decade, economic development experts have moved away from traditional approaches to economic development that have relied upon recruiting or attracting large business with offers of tax breaks, financial incentives, and other subsidies. Increasingly, communities are focusing their economic development resources on supporting the growth of exiting business and creating a nurturing and information-rich environment where new entrepreneurs can flourish.

**Kala .D(2010)** conducted a study on “Role of Public Libraries in Bangalore : Users Perception” this study seeks to explore the role of public libraries in Bangalore using structure questionnaire with an objective to study the user’s perception towards public libraries in Bangalore with respect to the services offered.

## OBJECTIVES OF STUDY

- To assess the purpose of the users coming to the library.
- To find out background information of the users of the library.
- To find out the frequency of visits of users to use the library for their information needs.
- To find out the types of information required and the purpose of using it
- To find out the users' difficulties to understand the reading materials organizational pattern in the library.
- To analyze the users' perceptions about the adequacy of the library collections in the changing environment.
- To analyze the awareness of the users about the service available in the library and perceptions of the services in the changing environment.

## METHODOLOGY

Coimbatore has one district central public library are selected for the purpose of present study. The questionnaires are open-ended and close-ended questions method. Researcher proposed to select 150 respondents from interview questionnaire survey. However, actual reply was received from 130 respondents. The sampling of the study is based on purposive random sampling. The received data are analysed simple percentages and tables.

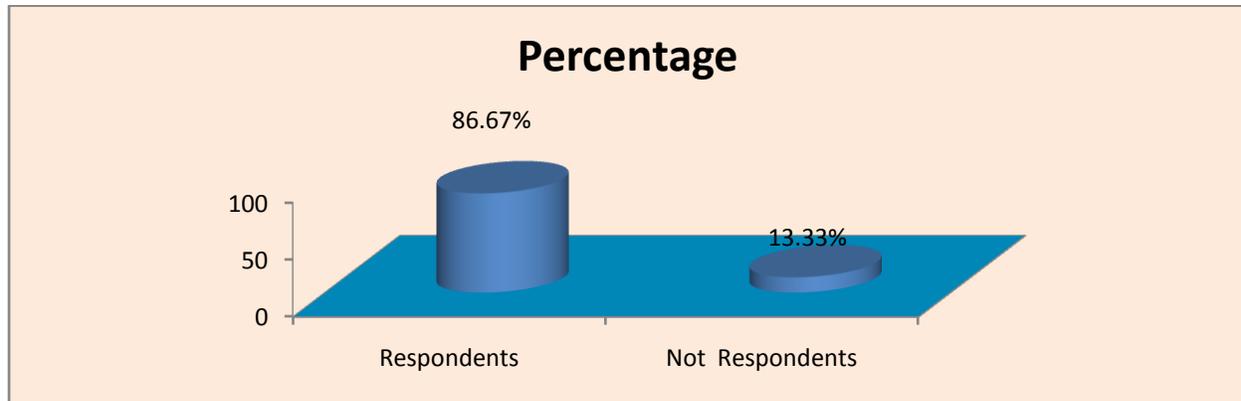
## ANALYSIS

**Table 1**

**Response of questionnaire by the respondents**

S.NO	Questionnaire distributed	No. of .Respondents	Percentage
1	Respondents	130	86.67
2	Not Respondents	20	13.33
<b>Total</b>		<b>150</b>	<b>100</b>

Table 1 show that the response of the questionnaire by the respondents. A total number of 150 questionnaire issued out of which 20 questionnaire are not completed .Hence 130 valid questionnaire were taken into account for the study. The response rate is 86.67%.



**Table -2**

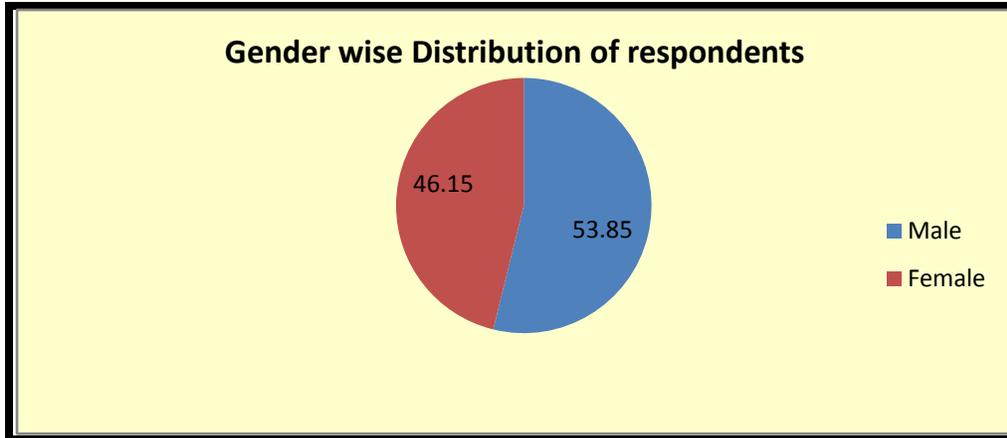
**Gender wise Distribution of Respondents**

S.No	Gender	No of respondents	Percentage
1	Male	70	53.85
2	Female	60	46.15
<b>Total</b>		<b>130</b>	<b>100</b>

Table2 (Fig.2) displays the categories of gender among the respondents covered under the study. It is found that, of the total respondents, 70(53.85) percent of the respondents belong to the male category while the remaining 60(46.15) are females. It is inferred that male professionals higher than female professionals. Hence most of the Male Respondents are using Public Library.

**Figure-2**

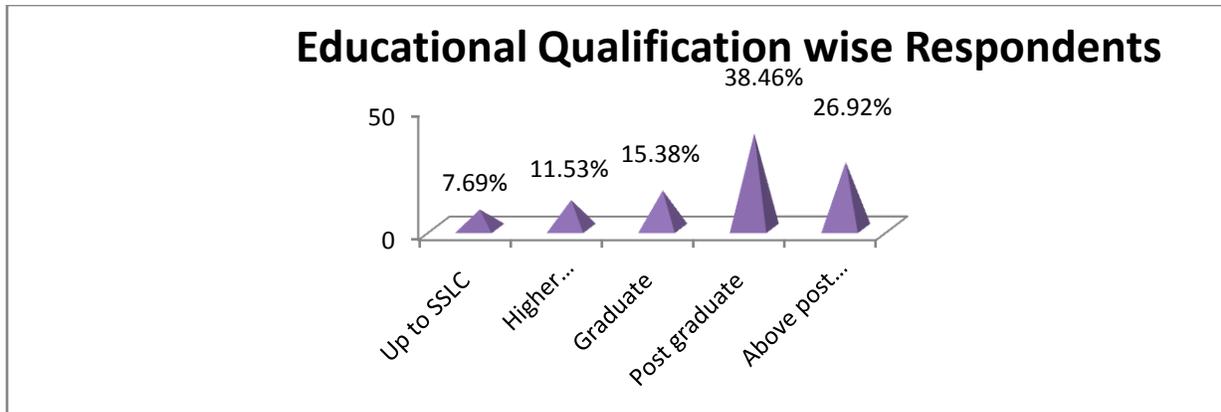
**Gender wise Distribution of Respondents**

**Table -3****Educational Qualification wise Respondents**

S.No	Qualification	Respondents	Percentage
1	Up to SSLC	10	7.69
2	Higher Secondary	15	11.53
3	Graduate	20	15.38
4	Post graduate	50	38.46
5	Others	35	26.92
<b>Total</b>		<b>130</b>	<b>100</b>

Table 3 Fig. (3) provides information regarding the academic qualifications of public Library users who responded to the study. It is found that 50(38.46) percent of the respondents who come under the category of post graduates are followed by 35(26.92) percent of the respondents having above post graduation. Further it is found that 20(15.38) percent of the respondents have the qualification of graduation, 15(11.53) percent of the respondents are coming under the category of higher secondary level and 10(7.69) percent of the respondents are coming under the category of SSLC level.

**Figure: 3**

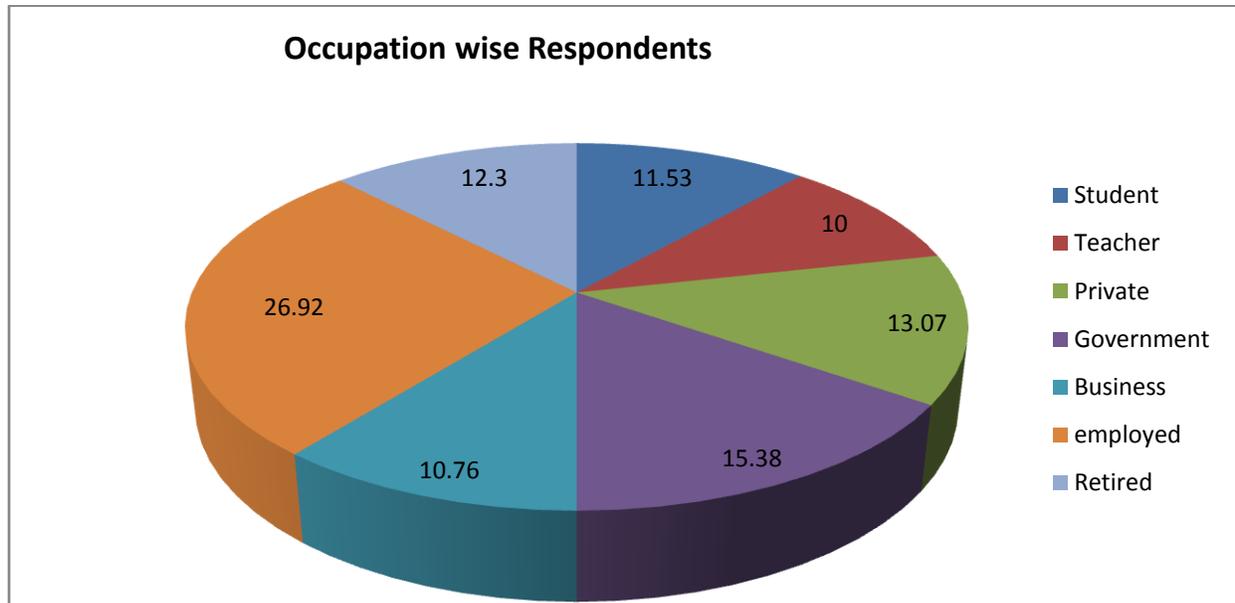
**Table -4****Occupation wise Respondents**

S.No	Occupation	Respondents	Percentage
1	Student	15	11.53
2	Teacher	13	10
3	Private Staff	17	13.07
4	Government staff	20	15.38
5	Business Man	14	10.76
6	Un Employed	35	26.92
7	Retired Persons	16	12.30
<b>Total</b>		<b>130</b>	<b>100</b>

Table 4(Fig.4) displays the Career-wise distribution of the respondents. It is found that 35 (26.92%) of the respondents are found to be employed, 20 (15.38%) of the respondents are Government employee, 17 (13.07%) of the respondents are private person and 16 (12.30%) of the respondents are Retired person, 14 (10.76%) of the respondents are Business People, 15(11.53%) of the respondents are Student and the remaining 13 (10%) respondents are found to

be Teacher . The above Table shows that display most of the Teacher do not use the public library.

**Figure: 4**

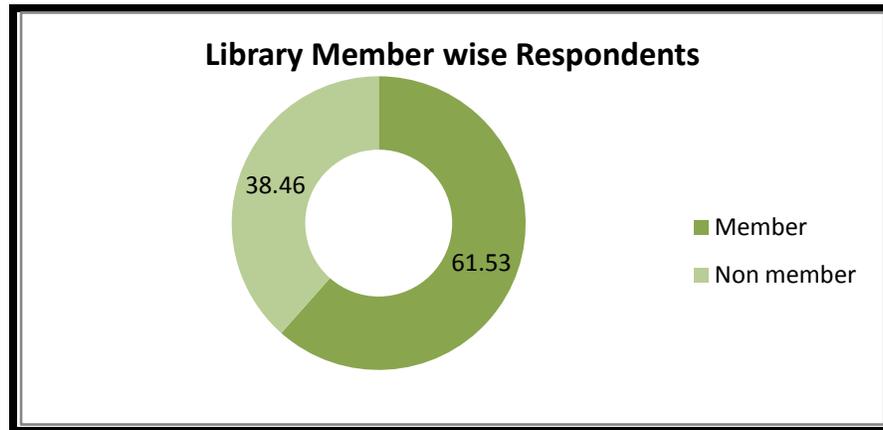


**Table -5**

**Library Member wise Respondents**

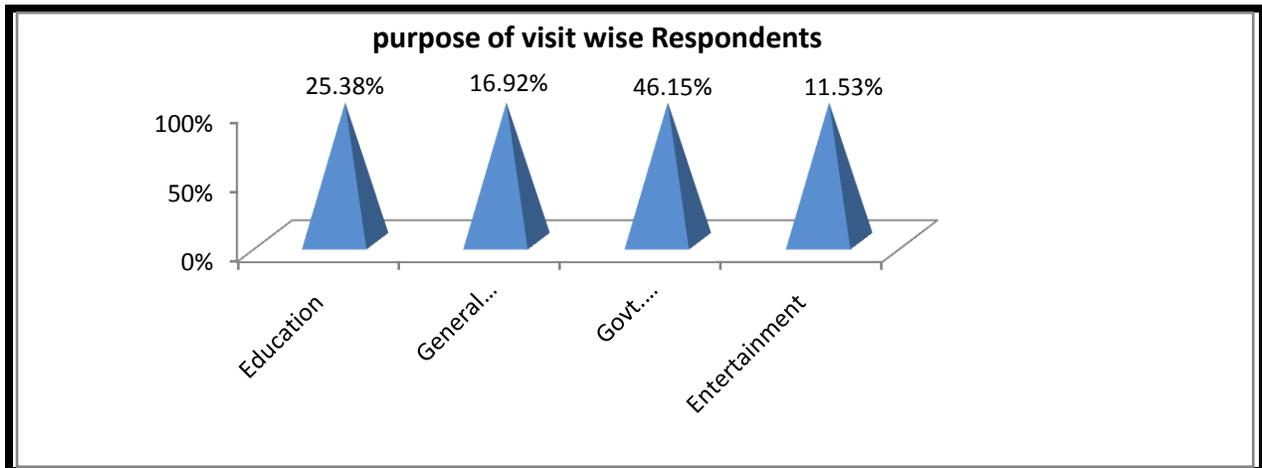
S.No	Member	Respondent	Percentage
1	Member	80	61.53
2	Non Member	50	38.46
<b>Total</b>		<b>130</b>	<b>100</b>

The above Table 5 (Fig.5) Mentions that. Out of 150 respondents, 80(61.53%) respondents are regular member of the Public Library and the remaining 50(38.46%) respondents are not the Non member.

**Figure 5****Library Member wise Respondents****Table -6****Purpose of visit wise Respondents**

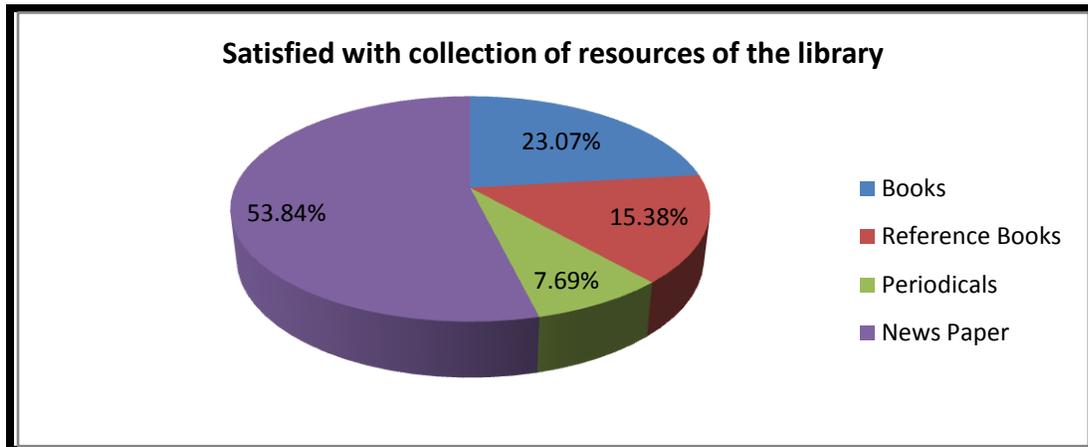
S.No	Purpose of Visit	Respondents	Percentage
1	Education	33	25.38
2	General Knowledge	22	16.92
3	Govt. Competitive Exam	60	46.15
4	Entertainment	15	11.53
<b>Total</b>		<b>130</b>	<b>100</b>

It can be observed from the above Table.6. Out of that 130 respondents, 60 (46.15%) respondents visit the library for the purpose of gathering Govt. competitive exam. 33(25.38%) respondents visit the library for the purpose of education. 22(16.92%) respondents visiting the library for General knowledge, and 15 (11.53%) respondents visit for Entertainment.

**Figure 6****Table -7****Satisfied with collection of resources of the library**

S.No	Resources	Respondents	Percentage
1	Books	30	23.07%
2	Reference Books	20	15.38%
3	Periodicals	10	7.69%
4	News Paper	70	53.84%
<b>Total</b>		<b>130</b>	<b>100</b>

It can be observed from the above Table 7 Out of that 130 respondents 70(53.84%) respondents satisfied with news paper collection.30(23.07%) respondents satisfied books collection.20(15.38%)respondents satisfied with Reference books collection.10(7.69%)respondents satisfied with periodical

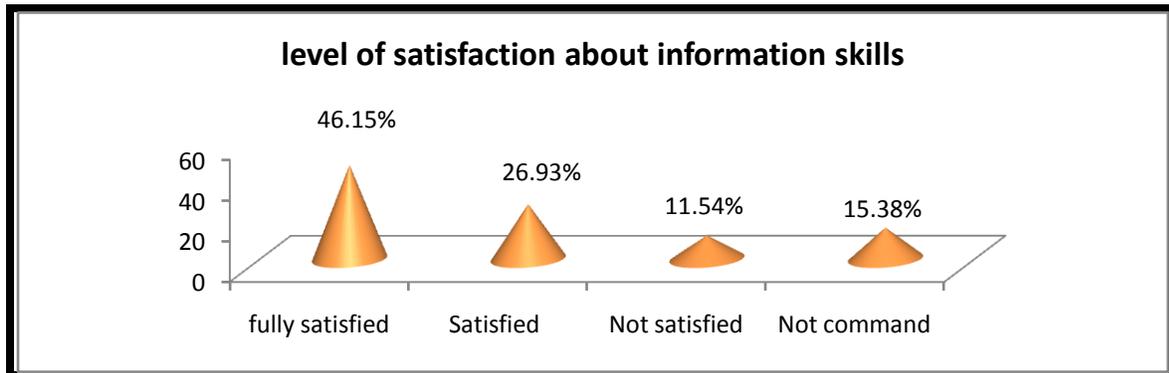
**Figure-7****Satisfied with collection of resources of the library****Table-8****Level of satisfaction about information skills**

S.No	User satisfaction	Respondents	Percentage
1	fully satisfied	60	46.15
2	Satisfied	35	26.93
3	Not satisfied	15	11.54
4	Not command	20	15.38
<b>Total</b>		<b>130</b>	<b>100</b>

Table 8

(Fig.8)

depicts that most of the employee i.e. 60 (46.15%) respondents are fully satisfied with information skills followed by 35 (26.93%) of respondents indicated were partially satisfied while 20(15.38%) and 15(11.54%) indicated no commands and least satisfied respectively.

**Figure-8****Level of satisfaction about information skills****FINDINGS**

- ❖ The findings of the study reveal that the response of the questionnaires by the respondents. 130 valid questionnaires were taken into account for the study and the response rate is 86%
- ❖ It is observed that the majority of respondent are Female and the rest of them are Male
- ❖ Mostly 21-25 age group response the Public library in (50.77%).
- ❖ Public library most used for Male in (53.85%) and Female in (46.15%).
- ❖ Most of users Occupation respondents are (26.92%) is Employee in the Public Library.

**CONCLUSION**

The District central Public Library in Coimbatore is trying to serve the users in an effective way. Though the public libraries are involved in their routine activities, their attention to focus on satisfying the information needs of the users seem to be scanty. Public library service has made an essential contribution to the social, educational, cultural and economic well-being of local communities throughout the country, by serving users across a wide socioeconomic spectrum. Libraries rest on the goodwill from local communities. They are valued and trusted. But much more could and should be done to involve both the staff and the local communities in the shaping of an efficient and effective delivery of services. Since the users are an integral part of the society and as their information needs are different from male users, the public libraries are required to plan for fulfilment of user's information needs.

## References

1. Rachel spacey. & quot; Changing public library service delivery to rural communities in England & quot;; *New Library World*, Vol. 105 Iss: 11/12, pp.400 – 409.
2. Alexandra Yarrow, Barbara Clubb and Jennifer-Lynn Draper: Public Libraries, Archives and Museums: Trends in Collaboration and Cooperation. *International Federation of Library Association and Institutions*, 2008, ISBN 978-90- 77897-28- 7, pp.1-50.
3. Christine Hamilton-Pennell: Public Libraries and community Economic Development: Partnering for Success. *Illinois Institute for Rural Affairs*, 18(10):2008, pp.1-8.
4. Kala .D .Role of Public Libraries in Bangalore:”Users Perception “.A1-Ameen Institute of Management Studies, Bangalore India. *Journal of Information Management*. Vol.5;2010,pp.58
5. Jeevan,V.K.J & Saji S.Nair (2004). Information Technology Adoption in Libraries of Kerala : A Survey of zselected Libraries in Thiruvananthapuram. *Annals of Library and Information Studies*,51(4);2004;pp.137-144.
6. Zahid Ashraf Wani (2008). Development of Public Libraries in india. *Library Philosophy and Practice*, 2008, ISSN 1522-0222,pp 1-10.
7. Santhi, B. & Jayaprakash, M. (2015). Application of Copyright Law in Libraries: An Overview. *National conference on “Information for All; Changing role of Public Libraries in Digital India Initiatives (NCIFA 2016). RRLF with Department of Library and Information Science, Alagappa University, Karaikudi. 2<sup>nd</sup> & 3<sup>rd</sup> September 2016. Pp.314-316. ISBN: 978-81-9259-749-2.*
8. Santhi,B. & Jayaprakash, M. (2017). “ Use of Information Communication Technology among Post Graduate Students & Research Scholar of Management Studies (PRIMS) in Periyar University, Salem Tamilnadu”. *Zenith International Journal of Multidisciplinary Research(2017)*, Volume 7 Issue 2, pp. 6-16. ISSN 2231-5780.
9. Santhi,B. & Jayaprakash, M. (2017). “Role of E-Resources on Library and Information Centres: An Overview”. *International Journal for Innovative Research in Multidisciplinary Field (2017)*. Pp.11-13. <http://www.ijirmf.com>.
10. Santhi,B. & Jayaprakash, M. (2017). “ Use of Information Communication Technology among Post Graduate Students & Research Scholar of Management Studies (PRIMS) in Periyar

University, Salem Tamilnadu”. *Zenith International Journal of Multidisciplinary Research*(2017), Volume 7 Issue 2, pp. 6-16. ISSN 2231-5780.

11. Santhi,B. & Jayaprakash, M. (2017). “Role of E-Resources on Library and Information Centres: An Overview”. *International Journal for Innovative Research in Multidisciplinary Field* (2017). Pp.11-13. <http://www.ijirmf.com>.

12. Santhi,B & Jayaprakash, M. (2017). Awareness and Utilization of Information Resources Among Research Scholars of Periyar University, Salem. *Interdisciplinary Multilingual Refereed Journal*. ISSN: 23199318. Vol.2.Issue.9, Pp.122-131.