

# User Perception about the Services in the Central Library of Tiruppur District, Tamil Nadu: An Analytical Study

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**Abstract** - Public libraries are called the social institution that of the people by the people and for the people and it is always called 'People's University' too as it provides education to all and to improve information literacy, empowerment, and cultural heritage. This study has made an attempt to examine the current trends of user perception in terms of library services and availability of resources in public libraries in one of the western Tamil Nadu State particularly Tiruppur District Central Public Library. This study highlighted the various elements such as the gender and age wise distribution, Marital status and Educational qualifications, Occupation, and Membership, Residence, Availability of library resources, Frequency of Library visit, and Time spent in Library, Purpose of visiting the Library, Information search pattern, Level of satisfaction in terms of library services and resources were discussed. A total number of 200 questionnaires were distributed to the respondents who are actively participated at Tiruppur district public library. Out of 200 samples, we received only 177 dully filled questionnaires were returned. Further, all the valued data tabulated and interpreted with relevant statistical tools for better results.

**Keywords:** User Perception, User Study, Case Study, Public Library, Central Library, Seeking Behavior, Tiruppur

## I. INTRODUCTION

A public library is a library that is accessible by the general public and is usually funded from public sources, such as taxes. It is operated by librarians and library para professionals, who are also civil servants (Wikipedia, 2018). According to UNESCO manifesto, the definition of Public Library is financed for the most part out of public funds; It charges no fees from users and yet is open for full use by the public; It is intended as an auxiliary educational institution providing a means of self-education which is endless and It houses educative and informative materials giving reliable information freely and without partiality. Public Library defines by Nwokocha (2004) "as being established to serve the generality of the residents of the community or town where it is located." Public library defined 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" (Librarians Glossary). According to Encyclopedia of Library and Information Science, "Public Library is a public institution, supported by taxation, one that opens its collections, facilities, and services, with distinction to all students. It always strives to meet the informational,

educational and recreational needs of the community by providing collection and services." The public library can develop quality services to fulfill the needs of the target market. Public library through careful planning strategies can attract the attention of potential users by encouraging them to use the library services for their needs (Change & Hsieh, 1996) and it is essential for adult education and improving the literacy rate in any country (Akparobore, 2011).

### A. Profile of Tiruppur District Central Library

The Western Tamil Nadu consists of eight districts include Coimbatore, Dharmapuri, Erode, Krishnagiri, Namakkal, Nilgiris, Salem, Karur and Tiruppur. For the present study, researchers have chosen only one district central library i.e. Tiruppur District Central Library to investigate the current trend in terms of various kinds of library resources and services. The district central public library was established in 11<sup>th</sup> October 2010 before that this library was as the branch library since 31<sup>st</sup> August 1954. This library is functioning in own building with 4,800 Sq.ft ground floor building and 5000 Sq.ft First-floor building with a good number of collections. The total number of books as 1,27,001 textbooks and other reference books and other collections, 215 patrons and 22, 701 members, 20 daily magazines, and 150 other journals and magazines. It has 133 branch libraries and mobile library service under this district central library. This Central Library has two floors and the functions are given below.

#### 1. Ground Floor

- a. Books Lending Section
- b. Browsing Centre
- c. Xerox
- d. Librarian Administration Room
- e. New Book Section

#### 2. First Floor

- a. Periodical and Reading Section
- b. Women and Children Section
- c. Civil Service Section
- d. Reference Section
- e. Computer Room

Further, this library has various kinds of facilities provided for the user society such as Browsing Centre Facility, Printout Facility, Reprography Facility, and Readers Forum for library improvement, online facilities such as reports, post box, renewal and reservation, useful links, FAQ regarding the membership registration, online chat, home delivery, donation etc., (<http://tiruppur.tnpubliclibraries.gov.in/>)

## II. REVIEW OF LITERATURE

Numerous researches have been done in connection with the public libraries and its sources and services by the scholars and researchers. A few of the recent studies have been taken for the present study. Mahipal (2017) explored the survey on reading habits of district public library users with special reference to Bastar Region Chhattisgarh. This study focused based on the questionnaire method with 100 sample population for a period of seven months in the year 2017. The main purpose of this study was to examine the reading habits of the user community. The results indicated that majority of the users (44%) were from the age group between 31 and 40 years, Most of the respondents (85%) were 'students' and 30% of the users read newspapers. 42% of the respondents read stories/ novels/ dramas and 28% read magazines in the library. Antony Arokiavathy and Baladhandayutham (2017) investigated the research to observe the users' perceptions regarding the role of Public Libraries in Kanniyakumari District. The results showed that more than fifty-six percent of the respondents were male and 27 percent of the users belong to the age between 21 and 30 years. 54% of the users were unmarried who were participated in the study and 80% of the respondents came from rural areas and 31.7% of the respondents availed public library services by self-interest.

Umamaheswari and Jayaraman (2014) reported the study about the Library Services in Central Library at Tiruppur district. This study was to examine the information seeking behavior of the users, frequency of visit, types of users, services provided by the library, and to identify the user satisfaction level. The results revealed that 46% of the respondents use the book as the main source and 24 % of the users felt journals and 13% of the users use magazines. It was found that 78% of the respondents felt highly satisfied with the library services given by the central library and only 4% of the users felt low. Olarongbe, *et al.*, (2013) examined the study under the title, "An Assessment of Information Needs and Characteristics of clients of Oyo State Public Library, Nigeria". This observation was to know about the information needs and the characteristics of the clients of Oyo State Public Library, Nigeria. The results of the findings indicated that the major part of library users was learners and they required information that supports their training.

Nzivo (2012) did a study under the title, "User recognition on the library services and information assets in Kenyan Public Libraries", to find out how public libraries and information services are provided by the LIS Professionals

in Kenya National Library Service (KNLS). Based on the data collection, 112 surveys were returned at a rate of 75%. 63.3% of the respondents showed the use of KNLS web offices, and 89.4 % of respondents answered that the web services were effortlessly accessible for scholastic and research purposes, and 94.7% of respondents shown that use services such as working hours, library guidelines and controls were appreciable.

Baskaran (2011) studied to find out the profile of the library users from academic institutions in Southern districts of Tamil Nadu and to identify the users' perception and their attributes in the library and to determine the types of some information sources and services require among the users. The results showed that faculty of science respondents secured maximum level due to keen search and obtained information by scientific journals and electronic publications. The maximum numbers of users have visited the library for preparing seminars, conferences, and assignments. A similar study conducted by Rehman *et al.*, (2011) to observe the users perception and satisfaction with the availability of reference sources and services provided by the University Libraries at Punjab. The result showed that male respondents were high and 43% of the users visit the library daily and it showed that good trend of library visits. Obinyan (2011) analyzed under the title 'Use of Information Resources in Four Branches of a State Public Library in Nigeria' to examine the utilization of information resources in community public libraries in Nigeria with special reference to Edo State. It was seen that the majority of respondents whose information needs were significantly for examination oriented and to update knowledge personally. It was also found that most of the information resources which are available in the library are not adequate and inappropriate.

## III. OBJECTIVES OF THE STUDY

The main purpose of this research is to identify the different kinds of services and availability of resources in the Tiruppur district public library and the other objectives are:

1. to observe the information seeking behavior of the user community
2. to know about the Sex and Age wise distribution of the respondents
3. to examine the marital status of the users
4. to identify the users' educational qualifications and their occupation
5. to find out the users' membership status and their residence
6. to know about the availability of library resources at Tiruppur District Central library
7. to investigate the frequency of Library visit and the users time spent in Library
8. to know the level of satisfaction regarding the library resources and its services
9. to observe the opinion about overall library services and difficulties using library resources

#### IV. METHODOLOGY

To meet the above objectives, random sampling and questionnaire method were chosen. A total number of 200 well-structured questionnaires were distributed among the users who are visiting the Tiruppur District Central Library. Out of 200 samples, we received only 177 dully filled questionnaires were returned. Further, all the valued responses were tabulated analyzed and interpreted in the following tables and figures to retrieve good results. The scope of the current study is to observe the user perception of district central library services and resources among the users at Tiruppur District. The present study covers only the user community belonging to the Tiruppur district public library but not covered the other branch and villages libraries. The period of study was three months between November 2018 and January 2019.

#### V. RESULTS AND DISCUSSION

*A. Gender Wise Distribution:* Table I indicates the gender wise distribution of respondents who were participated in the present research from Tiruppur district library. The analysis shows that the maximum number of 111 users (62.71%) was male and the remaining 37.29% of them were female.

TABLE I GENDER WISE DISTRIBUTION

S. No	Gender	Frequency	Percentage
1	Male	111	62.71
2	Female	66	37.29
Total		177	100

*B. Age Wise Distribution:* Table II reveals that the age wise distribution of respondents who were participated in the survey. The results show that majority of respondents (33.33%) are from the age group between below 31-40 years, and followed by 23.73% were form 26-30 years, 18.07% of the users from below 25 years and only 7 (3.95%) users from the above 60 years.

TABLE II AGE-WISE DISTRIBUTION

S. No	Age	Frequency	Percentage
1	Below 25	32	18.07
2	26-30	42	23.73
3	31-40	59	33.33
4	41-50	26	14.70
5	51-60	11	6.22
7	Above 60	7	3.95
Total		177	100

*C. Marital Status:* This study examined the marital status of the respondents and the results show that most of the users (56.50%) were found unmarried and the remaining 77 (43.50%) respondents were married. It was noted that unmarried participants who were interested to participate in this research.

TABLE III MARITAL STATUS OF THE RESPONDENTS

S. No	Marital status	Frequency	Percentage
1	Married	77	43.50
2	Unmarried	100	56.50
Total		177	100

*D. Qualification Wise Distribution:* Table IV represents qualification wise distribution and the results show that the majority of users (35.59%) were qualified undergraduates and followed by postgraduate students were (23.17%) participated in this study. Further, Higher Secondary students (16.95%), up to SSLC (13.56%), and the small number of users were found above postgraduates (10.73%).

TABLE IV QUALIFICATION WISE RESPONDENTS

S. No	Qualification	Frequency	Percentage
1	Up to SSLC	24	13.56
2	HSC	30	16.95
3	Undergraduate	63	35.59
4	Postgraduate	41	23.17
5	Above post Graduate	19	10.73
Total		177	100

*E. Occupation Wise Distribution:* Table V indicates the occupation wise distribution and shows that the huge number of users (40.68%) was students who are studying different standards and followed by 25.99% of the users were employed people. 18.08 percent of the users were research scholars and only 15.25% of the respondents were unemployed people who were involved in this study.

TABLE V OCCUPATION WISE DISTRIBUTION

S. No	Occupation	Frequency	Percentage
1	Students	72	40.68
2	Researchers	32	18.08
3	Employed	46	25.99
4	Unemployed	27	15.25
Total		177	100

*F. Residence Wise Distribution:* Table VI depicts that residence wise distribution and they divided into two types of residence such as rural and urban. It is found that the huge number of 119 (67.23%) users were from rural and the remaining were 58 (32.77%) from urban areas.

TABLE VI RESIDENCE WISE DISTRIBUTION

S. No	Category	Frequency	Percentage
1	Rural	119	67.23
2	Urban	58	32.77
Total		177	100

*G. Availability of Library Resources:* Table VII shows that the maximum number of 58 (32.77%) respondents prefer

reading newspapers and followed by 25.98% of the respondents prefer to watch periodicals such as journals and magazines, 11.86% of the users willing to read novels and storybooks and electronic resources respectively. Text Books and Reference books read by the respondents 6.79% and 10.74% respectively.

TABLE VII AVAILABILITY OF LIBRARY RESOURCES

S. No	Resources	Frequency	Percentage
1	Newspapers	58	32.77
2	Journals/Magazines	46	25.98
3	Novels/Stories	21	11.86
4	Text Books	12	6.79
5	Reference books	19	10.74
6	e-resources	21	11.86
Total		177	100

H. *Frequency of Library Visit:* Table VIII indicates that the majority of the users (38.42%) visited the district central public library daily and followed by 51 (28.81%) users visited the library for reading weekly. 14.69 percent of the users visited fortnightly and 10.17% of the respondents visited monthly and only a few (14, 7.91%) of the respondents visited rarely to a central public library.

TABLE VIII FREQUENCY OF LIBRARY VISIT

S. No	Library visit	Frequency	Percentage
1	Daily	68	38.42
2	Weekly	51	28.81
3	Fortnightly	26	14.69
4	Monthly	18	10.17
5	Rarely	14	7.91
Total		177	100

I. *Time Spent in Library:* Table IX represents that the huge number (31.08%) of respondents spent their time an hour, out of 177 respondents, and followed by 41 (23.16%) users spent 30-60 minutes. It is also found that only 6.78% of the visitors spent their time to use the library for more than two hours.

TABLE IX TIME SPENT IN LIBRARY

S. No	Time duration	Frequency	Percentage
1	Less than 15 min	16	9.04
2	16-30 min	32	18.08
3	30-60 min	41	23.16
4	An hour	55	31.08
5	More than two hours	12	6.78
6	Less than two hours	21	11.86
Total		177	100

J. *Purpose of Visiting the Library:* Table X indicates why and what purpose the users are visiting the library and how

they use the library effectively. The results show that most of the users (35.59%) visit the library to read the newspapers and followed by 24.29% of the users go the visit the library to update knowledge and the small number of 5.08% users visit the library to prepare notes for the purpose of examination.

TABLE X PURPOSE OF VISITING THE LIBRARY

S. No	Kinds of purposes	Frequency	Percentage
1	To study newspapers	63	35.59
2	To update knowledge	43	24.29
3	To borrow textbooks	35	19.78
4	For entertainment	12	6.79
5	For research	15	8.47
6	Read for examination	9	5.08
Total		177	100

K. *Level of Satisfaction:* Table XI indicates the level of satisfaction regarding the overall library resources and their services which are provided to the user society. It is found that a huge number of users (50.28%) felt satisfied and followed by 27.68% of the users felt highly satisfied. 8.47% of the users were less satisfied and 7.35% of them were not saying any comments and only 6.22% of the respondents were found dissatisfied.

TABLE XI LEVEL OF SATISFACTION

S. No	Level of satisfaction	Frequency	Percentage
1	Highly satisfied	49	27.68
2	Satisfied	89	50.28
3	Less satisfied	15	8.47
4	Dissatisfied	11	6.22
5	No opinion	13	7.35
Total		177	100

L. *Difficulties Using Library Resources:* Table XII depicts what are the difficulties faced by the user community and found 22.03% of the users felt a lack of library sources. 10.17% of the users felt that the lack of library professionals and 5.08% of the users thought that there was no sufficient space. It is found that the majority of 97 (54.81%) users had felt that there were no difficulties regarding the library resources and services provided by the central public library during the study period.

TABLE XII DIFFICULTIES USING LIBRARY RESOURCES

S. No	Difficulties	Frequency	Percentage
1	Lack of sources	39	22.03
2	Lack of LIS Professionals	14	7.91
3	Lack of Shelf arrangements	18	10.17
4	Space problem	9	5.08
5	None	97	54.81
Total		177	100

## VI. FINDINGS OF THE STUDY

Based on the analysis of information seeking behavior of users from Tiruppur District Central Library, the selected major findings are furnished.

1. It is found that the maximum number of 111 users (62.71%) was male and the remaining 37.29% of them were female.
2. The majority of users (35.59%) were qualified undergraduates and the small number of users was found above postgraduates (10.73%).
3. The huge number of users (40.68%) was students who are studying different standards and it is noted that the huge number of 67.23% of the users were from rural and the remaining were 58 (32.77%) from urban areas.
4. It is noted that the maximum number of 58 (32.77%) respondents prefer reading newspapers and followed by 25.98% of the respondents prefer to watch periodicals such as journals and magazines.
5. It is found that most of 50.28% of the users felt satisfied with all types of resources as well as overall services provided by the LIS Professionals.
6. It is noted that only a few of the respondents felt lack of library professionals to help the users and the maximum number of 54.81% of the users had felt no difficulties regarding the library resources and services.

## VII. SUGGESTIONS AND CONCLUSION

This study asked some questions regarding the suggestions and feedback about the Tiruppur District Central Library. Based on the commands, we retrieved some useful suggestions that as it is observed that lack of awareness for users, it is needed to conduct library orientation programme regularly then the only number of users will come and get knowledge benefits through the library and training programmes are also needed at national level which will help to use the information resources effectively. Public libraries are Knowledge organization which cannot be separate from education. The Tiruppur District Central Public Library deserves esteem for their relevant services disseminating appropriate information for the people.

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