
A Study on User Satisfaction of Sources and Services: Special Reference to Public Library in Chidambaram

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Abstract

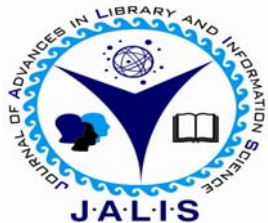
This paper presents survey on the user satisfaction of public library in Chidambaram Taluk first grade public library. A questionnaire was randomly circulated to two hundred in the Chidambaram public library to the user. The overall response rate was 90%.The study indicated that the users, library services, and users satisfaction of the Chidambaram public library

Keywords

Public library, developments, users satisfaction

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Introduction

The public library is often called the “people University” for its universal characters. The public library is an institution for the people, of people and by the people. It is for all, without the distinction of caste, creed, colour and Public library has to play a crucial role in modern society in meeting many of its social needs like communication, education, recreation and socio-cultural development. This role is more crucial in developing countries like India where societal changes are faster than elsewhere and the people need to be better informed in order to be successfully involved in the process of change and development. For the public library to play this role effectively it must be established on a statutory foundation. At least this has been the universal consensus with regard to the public library. Establishment of the Raja Rammohan Roy Library Foundation has given an impetus to the development of public libraries. The foundation seeks to assist state Government in the establishment of rural libraries .Thus in comparison with the conditions on the eve of independence; the present conditions in India are more conducive to public library developments.

Definition Public Library:

According to R.N.Chopra, “the public library refers to a library which is approved wholly or partly from public funds and the use of which is not restricted to any class of person in the community, but it is freely available to all”. According to UNESCO terminology of documentation is “The Public Libraryic a library which serves the population of the community or region free of charge or for a nominal fee”.

Chidambaram public library : a view

This public library has opened on 29.3.1955.This library has include periodical section, reading section, reference section and browsing section. The browsing section is opened on 3.3.2007.The most advantage of this section is very least cost (1 hours 10 rupees).The total member of this public library is 13115.Xerox,printer facilities are also available in this library. The Library has good collections such Books (Up to 2012 the total number of book collection is 83522), Newspapers (Daily 19 newspapers are subscribed),Weekly Magazine more than hundred.

ANALYSIS

Chidambaram Taluk public library statistics in the year of 2007-2012

S.NO	YEAR	BOOKS	USER
1	2007-2008	4228	69750
2	2008-2009	5486	56740
3	2009-2010	4062	59887
4	2010-2011	6204	54434
5	2011-2012	862	57856

The above table reveals Chidambaram Taluk public library statistic in the year of 2007-2012. Year wise subscribed of books is in the year of 2010-2011 the highest rate of subscribed of books is 6204. And in the year of 2011-2012 the lowest rate of (862) books are subscribed. User wise in the year of 2007-2008 the large number of user are used in this public library. But in the year of 2010-2011 very huge numbers of users are used in the public library.

Table: 1 Age wise public library user

Age	No. of Respondents	%
15-20	27	13.85
21-30	31	15.90
31-40	67	34.36
41-50	48	24.62
51 and above	22	11.27
Total	195	100

Table 1 denote the age wise respondent of the public library user. From the table it is observed 67 of the respondent (34.36%) belong to the age group 31-40, 31 respondents (15.90%) belongs to age group of 21-30. 51 and above is the least 11.27 (22) per cent of the total. The age group of 31-40 (34.36%) are the most used the library.

Table: 2 Gender wise distribution of public library user

Gender	No. of Respondents	%
Male	125	64.10
Female	70	35.90
Total	195	100

The table 2 mentioned that 125 (64.10%) of the respondents are male and 70 (35.90%) are female.

The user wise respondents male are most used the library.

Table: 3 Public library user status wise

Status	No. of Respondents	Percentage %
Employed	67	34.36
Unemployed	42	21.54
Students	64	32.82
Retired persons	22	11.28
Total	195	100

It is generally believed that public library is a place which is mostly used by employed, students, unemployed and retired persons. The table reveals that out of 195 respondents 67 (34.36%) were employed, 64 (32.82%) were students, 42 (21.54%) were unemployed and 22 (11.28%) were retired persons.

Table: 4 Qualifications wise of public library user

Education	No. of Respondents	%
Post Graduate	32	16.41
Under Graduate	91	46.67
Below HSC	44	22.56
Others	28	14.36
Total	195	100

Regarding the educational qualification of the respondents 91 have completed Under Graduate (46.67%) is the first position. On the other hand 44 respondents (22.56%) have completed HSC and below, 28 respondents (14.36%) holding other qualifications, 32 respondents (16.41%) have Completed Post Graduate.

Table: 5 Frequency of visit the library

Status	No. of Respondents	%
Daily	96	49.23
Weekly	84	43.08
Occasionally	15	07.69
Total	195	100

This table evaluate respondents are visiting to the public library the 96 respondents (49.23%) are visiting the library daily, 84 respondents (43.08%)

visit weekly and 15 respondents (07.69%) visit the public library occasionally. Most of the users used library for daily.

Table: 6 Purpose of Visiting Library

Status	No. of Respondents	%
Entertainment	37	18.97
Subject Information	39	20.00
Newspapers Reading	78	40.00
To prepare for Government Examinations	41	21.03
Total	195	100

The respondents were asked to choose the purposes for visiting the public library. The table reveals the following information. The people visiting public library for seeking newspaper reading was the first position 78 (40%), preparing for government examinations 41(21.03%),subject information 39(20 %) and entertainment 37(18.97%). The respondents were asked to choose the purposes for visiting the public library. The table reveals the following information. The people visiting public library for seeking newspaper reading was the first position 78 (40%), preparing for government examinations 41(21.03%),subject information 39(20 %) and entertainment 37(18.97%).

Table:7 Respondent's opinions about customized Library services

Attributes	Very satisfied		Satisfied		Not satisfied		Total	
	Res	%	Res	%	Res	%	Total	%
Library working hours	82	42.05	102	52.31	11	5.64	195	100
Library staff members	91	46.66	94	48.21	10	5.13	195	100
Library facilities	87	44.62	96	49.23	12	6.15	195	100
Availability of books	75	38.46	104	53.33	16	8.21	195	100

Respondent's opinions about customized Library services of library working hours,library staff members,library facilities,availability of books are average of the respondents are satisfied.

Findings

The findings of the study on the user satisfaction of Chidambaram Taluk public library summarized are below:

- The survey revealed that the age group of 31-40 (34.36%) are the most used the library.
- The gender wise respondents male are most used the library.
- Most of the library users are employed persons.
- Regarding the educational qualification of the respondents 91 have completed Under Graduate (46.67%) is the first position
- Most of the users used library for daily
- The people visiting public library for seeking newspaper reading was the first position 78 (40%).
- Customized Library services of library working hours, library staff members, library facilities, availability of books are average of the respondents are satisfied.

Conclusion

User satisfaction depends to a large extent on the ability of the library to integrate user needs into the development of the library.Tool for customer retention,like surveys run on a regular basis,help to detect week points in library performance and given important hints for the optimisation of library services.

In the long run the participation of customers in the realisation of open innovation projects garentees immediate access to user need and a high degree of user satisfaction.Thus turns user success into library success.

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