



User Satisfaction of Public Library Resources and Services: A Case Study of Public Libraries in Bhandara Taluka

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Abstract

Public library plays an important role in modern society. Public libraries, by providing free Access to resources to users in the community. The present study examines user satisfaction towards public Library resources and services in public libraries in Bhandara taluka. This study Examines the various resources and services available through public libraries in Bhandara taluka.

A questionnaire based survey was used to collect data for the present study, where 400 questionnaires were distributed to the users of various libraries in Bhandara taluka, out of which 318 were received. It was found that majority of the users are satisfied with the resources, facilities and services provided by the libraries.

Keywords: User Satisfaction, Public Libraries, Public Library Resources, Public Library Services.

Introduction

Public Library, which is also known as people's university, plays a vital role in society in providing information for education, recreation and research. Public libraries create and promote reading habit among the people in society. Public libraries by providing free access to the resources, support all groups of users like students, teachers, researchers, physically challenged people, retired people, businessmen, homemakers etc. Public libraries, through their resources and services are attracting the people towards them and also are embracing technologies to meet the information needs.

Objectives of the Study

The objectives of the study are as follows:

- 1 To know the time spent by the users in the public library.
- 2 To find out the type of resources used by the users
- 3 To know the services used by the users.
- 4 To determine the level of satisfaction with library services and facility.
- 5 To find out the problems faced by the users while using the library.

Methodology

The questionnaire method was used to collect the data from the users of libraries. A well-designed questionnaire was considered for conducting the study. Total 400 questionnaires were distributed

among the users of public libraries. Out of which 318 questionnaire were received back.

Data Analysis and Finding

1. Frequency of Library Visit by the Public Library Users

From the study, it is observed that the majority number of users (64%) visit the library daily, followed by 14% of users who visit weekly, followed by 8% of users visits monthly, 7% visits fortnightly and 5% of Users visit during the holidays. Overall it can be concluded that users visits on daily basis to the different public libraries.

2. Time Spent in the Public Library

Question asked about the time spend in library, it is observed that the majority of users(58%) are spending more than 1 – 2 hours in the public library, followed by 26% of users spending 2 – 3 hours in the public library, followed by 12 % of users spending less than 1 hour and the remaining 4 % of users are spending More than 3 hours. Overall it can be concluded that spending time of users in library is more than 1 – 2 hours.

3. Purpose of Visit to Public Library

The study shows that 78% of users are using public library for Reading newspapers/magazines, followed by 34% of users are using public library for To Read books, 23% of users are using public library for studying, and 12% of users are using public library for Internet, while only 1% of users are using public library for research. Overall it can be concluded that purpose of visiting the library for reading newspaper and magazines.

4. Resources used by Public Library Users

The study shows that 78% of users are using newspapers, followed by 62% of users are using magazines, 43% of users are using general books and only 26% of users are using reference books. Further, it is observed 11% of users are using non-book materials and 9% of users are using other materials. Overall it can be concluded that resources used by the library are reading newspaper and magazines.

5. Satisfaction with the Resources of the Public Library

This para shows the detail study about the satisfaction level of users about the library resources. It is observed from the study that the majority of users(54%) are highly satisfied with the newspapers. 46% of users are highly satisfied with the books. 43% of users are satisfied with the magazines, While majority of the users 38% dissatisfied with the non-book materials. Overall it can be concluded that users satisfied with the available resources in library.

6. Using the Services Available at the Public Library

So many services like Current Awareness Service, Circulation service, Reference service, Newspaper Clipping Service, Access to the internet, Photocopying service, are provided by the library. The majority of users (68%) are making use of reference service, followed by 63% users using Internet browsing Service, followed by 47% uses for Newspaper Clipping Service and only 2% of users are using the Current Awareness Service of the library. Overall it can be concluded that most of all the services provided by the library are used.

7. Satisfaction with the Infrastructure/Facilities of the Public Library

This para studies the satisfaction level of users towards public library infrastructure. Question asked to users about infrastructure and facilities given by the library. The 65% of users of library satisfied with Reading Room facility, 23% of users of library satisfied with Notice board facility, 49% of users of library satisfied with the location of library, 37% of users of library satisfied with Arrangement of books, 62% of users of library satisfied with Parking Space, 75% of users of library satisfied with Furniture and equipment, 53% of users of library satisfied with Lighting and Ventilation. This study showed that majority of the users (75%) were satisfied with the Furniture and equipment of the public

library and only 23% of users of library satisfied with Notice board facility.

8. Problems Faced in Using Public Library

This Paragraph shows the various types of problems users face while using a public library. Majority of users i.e. 20% users mentioned insufficient collection of library, 35% said not enough space, chairs and tables for reading, 32% users mentioned slow internet speed in library, 20% of users frequent power cuts 24 % of users mention that lack of time is a problem in using the library. 12% of the users mentioned that the location is not conducive for learning, out of which 18% of the users mentioned that the working hours of the library are not convenient, 19% of the users mentioned that there is lack of skilled staff in the library, 22% of the users mentioned that the ventilation in the library is not good, 25% users mentioned that library collection is not up to date.

Conclusion

It can be concluded from the study that majority of the users are satisfied with the resources and services provided by public libraries in Bhandara taluka. Users are also satisfied with the resources and services provided by public libraries. Various public libraries have also provided internet facilities to the users. Users are using public library to read newspapers/magazines. It can also be concluded that users are spending more than 1-2 hours in public libraries. Overall, the public libraries in Bhandara taluka are being utilized to the maximum extent by the community and the libraries are doing their best to inculcate and develop the habit of reading among the people by providing various types of resources and meeting the information needs.

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