_____

USER SATISFACTION OF PUBLIC LIBRARY RESOURCES AND SERVICES IN CHENNAI CITY: A STUDY

C. Kasimani[1] and Dr. N. Rajendran[2]
[1] Research Scholar , Periyar University , Salem, Tamilnadu.
[2] Librarian(SG), Sowdeswari College,Salem, Tamilnadu.

ABSTRACT
Scenario:
The Public Libraries backbone of social development and changing tools of economically background and below literate peoples in India, It is one of the parts in resource provider of political, economic and technological changing growths in India to the peoples. In this study convey to development of public libraries users of the satisfaction levels in Chennai.

Methodology:
The purposive sample from the Chennai Public Libraries and 200 respondents was selected out of distributed 300 samples. The semi-structured interview was used for collection of the data. The data were qualitatively analysed by the using of MS-Excels working sheets.

Result:
Users of Public libraries were satisfied of the library services, staff attitudes. The special connection with the library Building, hours, furniture, new addition library collections and availability of electronic library services of better Internet access if required.

Conclusion:
In this study helpful to users' satisfaction with the services of Public Libraries library in Chennai City and it is helpful to libraries in alternative developing various levels for improvement in their services.

KEYWORDS: *Public Library, User Satisfaction, Public Library Services, RRRLF, Public Library Acts*

I. INTRODUCTION

The public accessible of resources while the needs and funded by publics local taxes. It has operated by Librarian or Library professional or civil servant for the free services. A library is outlined in some ways,

some students defines it as centre for continued education others regarded it nation University typically to everyone on Associate in Nursing equal basis, in spite of faith, political, philosophical , ethic, age or instructional variations. it's expected to serve all quite folks together with old and youngsters with disabilities or maybe people who for one reason or the opposite that area unit incapacitated, patients within the hospital and prisoners. Public libraries area unit supported and supported by government, native communities and infrequently non-government organizations. in line with Edoka (2000:17) a library is that the avenue through that the info resources area unit created freely on

_____

_____
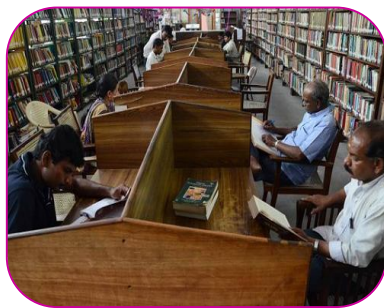
the market to all or any.

The United Nations Educational Scientific and Cultural Organization library manifests issued in 1953 revised in 1972 and 1994 declared that library is that the native centre of data creating all knowledge pronto on the market to its users. The services of the public library area unit provided on the idea of equality of access for all, inspite of age, race, sex, religion, status, languages or social rank. AINA (2004) summed up the characteristics of public library are as follows:

1. They serve the general public, they are financed with public funds and they offer free services.
2. They support for the civil and cultural activities of community.
3. They meet the informational needs of all the people in the community.
4. Provision of information sources for continuing education there by facilitating informal education of all these interested.

What is User Satisfaction?

The user satisfaction is provided by the resources or services of a library as measured by the number of repeat users.

User Studies-OCLC

Libraries are plagued by the ways that during which individuals have interaction with technology; however they get access, give, and use information; and the way and why they prove these behaviours and do what they are doing. We're collaborating with librarians to form their services around a group of expectations that are influenced by client technologies and trendy analysis and learning environments. By providing the library community with activity proof regarding people perceptions, habits, and needs, we are able to ensure that the look of future library services is all regarding the user.

Types of Users

Clustering of Library Users (Ineffective library users,Effective library users, Ineffective but positive users and Self-sufficient users)

Skilled Users(Ab-User (High Computer Literate Performance user), Skilled user (computer literate user), Semi-skilled user (semi-computer literate user), Unskilled user (computer illiterate user)

A Short History of Public Library Act in India

The Law of Library Science we can divided into the three periods from the history and development of public libraries, The Five laws of library science denoted by S.R.Ranganathan as below mentioned.

Public Library Acts and Status of Established year and Library Cess.

The Law or Act very important roles in library field. From the history public libraries law, act, pattern Right, copy right act is major role of make structure into public library development. Kolhapur Public Libraries Act, 1945 The credit of enacting a Library Act for the primary time in India but goes to the Kolhapur Princely State (of the current Maharashtra), whereby the Karveer Nagar Wachan Mandir was declared because the State Central Library. The Act additionally created provision for providing mobile library service, and organizing library coaching categories.

Public Library Acts in India
Madras Public Library Act-1948

Madras Act XXIV of 1948, received the assent of the Governor General on the 29th January 1949. First Published in the St.George Gazette on the 8th February 1949. Library Cess from the property tax and house tax under the Local Library Authority.

_____

_____

Andhra Pradesh Public Library Act-1960

AP Act, No.VIII of 1960 received the assent of the Governor on the 18th feb, 1960 and First Published in the Gazette on the 25th February 1960.Library Cess in the form of surcharges on the property tax and house tax under the Local Library Authority.

Karnataka Public Library Act-1965

Karnataka Act, No.X of 1965 received the assent of the President on the 22 April, 1965 and First Published Karnataka Gazette on the 30th February 1965.Library Cess in the form of surcharges on the property tax and house land tax under the City Library Authority or Local Library Authority.

Maharashtra Public Library Act-1967

Maharashtra Government Act .XXXIV of 1967, received the assent of the President on the 20 December, 1967 and First Published Maharashtra Government Gazette on the 1st May 1968.Library maintained by the state Government Special grand Fund allotment.

West Bengal Public Library Act-1979

Westbengal Act, No.XXXIX of 1979 received the assent of the President on the 7th January 1980 and First Published Maharashtra Government Gazette on the 7th January 1980.Library Cess in the form of surcharges on the property tax and house tax under the City Library Authority or Local Library Authority.

Manipur Public Library Act-1988

Manipur Act,1988 received the assent of the Governor as required under clause (1) and (3) of Article 207 of the 1st August 1988 and First Published Maharashtra Government Gazette on the 1st August 1988.Library Cess in the form of surcharges on the property tax and house tax under the City Library Authority or Local Library Authority.

Kerala Public Library Act-1989

Kerala Act Vol. XXXIV (No 452), 1989 received the assent of the President on the 18 May 1989 and First Published Maharashtra Government Gazette on the 18 May 1989. Library Fund from the Government make every year a grand to the state library council of a sum shall not be more than one percent of amount allotted for education in the state budget for the year.

Haryana Public Library Act-1989

Hariayana Act XX of 1989 received the assent of the President on the 16 October 1989 and First Published Maharashtra Government Gazette (Extraordinary) Legislative supplement part 1 on the 8th Nov 1989.Library Fund provide by the Government make every year a grand to the development , improvement maintenance library service in the state.

Mizoram Public Library Act-1993

Mizoram Act Vol.XXII(No.4),1993 received the assent of the Governor on the 25th February 1993 and First Published Mizoram Government Gazette on the 10 March 1993 .Library Fund by the Government may sanction Grand-in-aid to recognized library services.

Goa Public Library Act-1993

Goa Public Library Act(Goa act 14 of 1995)1993 received the assent of the Governor on the 26th November 1993 and First Published Mizoram Government Gazette on the 29 July 1995 .Library Fund by the Government may sanction Grand-in-aid to recognised one per cent of the Education Budget for promoting the library services allotted and form of a surcharges on the Excise duty payable under Goa Excise duty Act 1964.

_____

_____

Orissa Public Library Act-2001

Orissa Public Library Act(No.4623-Legis)1993 received the assent of the Governor on the 28th February 2002 and First Published Orissa Government Gazette on the 11 March 2002 .Library Fund by the Government may sanction Grand-in-aid and RRRLF with contribution and donation by the any one person , endowments, donation and bequest as may be made by any non-resident Indian any corporate house.

Gujarat Public Library Act-2001

Gujarat Act XLII of 2001 received the assent of the Governor on the 1st September 2001 and First Published Gujarat Government Gazette on the 1st September 2001 .Library Fund by the Government may sanction Grand-in-aid.

Uttaranchal Public Library Act-2005

Uttaranchal Public Library Act (No.490/ Vidhayeeand Sansadiya Karya-2005) 2005 received the assent of the Governor on the 23th April 2005 and First Published Uttaranchal Government Gazette on the 26 April 2005. Library Fund by the Government may sanction Grand-in-aid and RRRLF with contribution and donation by the endowments, donation made to the District Library Authority.

Uttar Predesh Public Library Act-2006

Uttar Predesh Public Library Act(No.1020/VII-V-I(Ka)-26-2006) 2006 received the assent of the Governor on the 01st September 2006 and First Published Uttaranchal Government Gazette on the(Come into force Aug 11, 2006) 04 September 2006.Library Fund by the Government may sanction Grand-in-aid.

Rajasthan Public Library Act-2006

Rajasthan Public Library Act IV(Ka) 2006 received the assent of the Governor on the 20 April 2006 and First Published Uttaranchal Government Gazette on the April 24, 2006 Library Fund by the Government may sanction Grand-in-aid.

Bihar Public Library Act-2007

Bihar Public Library Act 2008 received the assent of the Governor on the 18 April 2006 and First Published Uttaranchal Government Gazette on the April 23, 2006. Library Fund by the state Government shall constitute an independent fund called state library fund and RRRLF grand the fund to development of Bihar public libraries.

Chhattisgarh Public Library Act-2007

Chhattisgarh Public Library Act No. 20, 2008 received the assent of the Governor on the 10 September 2008 and First Published Uttaranchal Government Gazette on the 10 September 2008 Library Fund by the state Government fund to development of public libraries.

Pondicherry Public Library Act-2007/2008

Pudhcherry Public Library Act 2008 received the assent of the Governor on 2007, it received special grand by Government of Pudhcherry.

Arunachal Pradesh Public Library Act-2009

Arunalpradesh Act, No.104,Vol.XXVI of 2009 Received the assent of the Governor on the 31st August 2009 and First Published Arunalpradesh Government Gazette on the 4th September 2009. Library Fund provide by Arunalpradesh Government special grand. The received by way of contribution of gifts made by the public or any other agency.

_____

_____

Public Libraries in India

India has the 1,46,173(apprx) public libraries in the different types of names like as state central, district central libraries , Government regional libraries , municipal libraries, Black level libraries, city/town(Taluk) libraries ,branch libraries, mobile libraries, village libraries, part time libraries, Nomadic and tribal libraries, school libraries for public, research library, grand-in-aided libraries, mahila libraries, children libraries, Braille libraries, state art library, NGO/VO libraries, intermediate college libraries recommended by public library, public libraries governed by NGOs, aided libraries, circle libraries, community library and information centre , non sponsored libraries and also in various names.

Public Libraries in Chennai Districts

The Public libraries in Chennai city as various types like as State Central, District Central, Branch Library, Part-time Libraries and Anna Centenary Library. List of Public Libraries in Chennai city as below mentioned.
State Central,-1
District Central-1
Branch Library-139
Part-time Libraries -19
Anna Centenary Library-1

II.OBJECTIVES OF STUDY

The major objective of this study is to study of the patterns of however library provides data to satisfy users' wants.   This study examined the extent to that the Public library Chennai city offers satisfactory services to its users.
1. To denote a national library legislation policy and to help to the promote of public Library System in national level.
2. To reframe the aim of visiting Chennai city Public libraries
3. To find out the time most popular to go to the Public library
4. To grasp the perspective of users towards the public library system.
5. To grasp the satisfaction level of users relating to the resources in the library
6. To grasp the satisfaction level of users relating to the provided by the library
7. To find out the rating to public library resources and services by the user.

III. REVIEW OF LITERATURE OF RELATED STUDY

Ikenwe Iguehi Joy and Adegbilero-Iwari Idowu(2014) User satisfaction of public library services has become an imperative concern in recent times. There is no doubt that satisfaction of library services influences the degree in which the services are used and it has been found to be an important factor that affects the use or non use of library services. This study investigated the utilization and user satisfaction of public library services in south west Nigeria. A descriptive survey research design was employed for this research and a total of 400 (four hundred) library users chosen across four states in South-West, Nigeria were used for the study. Questionnaire was the major instrument used for data collection. Frequency counts and simple percentages were used to analyze the obtained data. The results showed that there is an improvement in the use of these libraries. Also, lack of adequate facilities, inadequate/outdated information resources, internet /ICT services in Nigeria public libraries were revealed by the users as major factors affecting user satisfaction of public library services in this 21st century of information and communication technology. Based on the findings, it was recommended that funding should be increased by the government so that adequate information resources and ICT facilities can be acquired in public libraries. And this will also boost the utilization of public libraries among the Nigerian population who desperately need a place where their information needs would be met.

_____

Md. Sohail and Alvi, Andleeb (2011) have analysed the reading habits among the users of Delhi Public Library, New Delhi. Primary data are collected through questionnaires. Data collected from 56 users by the administrating questionnaires among their attitudes towards reading habits and purpose of the visiting of libraries at Delhi Public Library, New Delhi. A structured questionnaire on purpose of reading, preference of language, form of library collection, assistance from the library staff in the use of resources and services is necessary to help users meet their information requirements among the public library users. It is observed that the majority of people are unable to visit the library regularly due to lack or shortage of time and literature being mostly read by the users are magazines and newspapers.

Thanuskodi, S (2012) evaluated that the Public libraries are essential since they improve literacy, stimulate imagination and expand personal horizons. They also inform and empower citizens, enable access to a common cultural heritage and support education at all levels. Also, a positive relationship is observed between public library and literacy level, which in turn, contributes to increase in economic productivity. This study evaluates library services and gives suggestions for the improvement of district central libraries in Tamilnadu, India.

IV. METHODOLOGY

Users of the survey of library were the population of this study. Simple random method used to the Study. The respondent was more than 300 numbers to the collection of data; the purpose sample of the 200 respondents out of 300 questionnaires distributed. The respondents from working peoples, Students and semi-Literatures both male and female were selected. The semi-structured interview was used for collection of the data. The data were qualitatively analyses by the using of Excel working sheets.

V.ANALYSIS OF THE STUDY

This Analysis separated various sections wise Data.

Table 1: Distribution of Questionnaire

Sl. No	Respondent	Questionnaire Distributed	Response Received
1	Working People	50(16.67%)	30(15.00%)
2	Retired Peoples	120(40.00%)	80(40.00%)
3	Students	70(23.33%)	40(20.00%)
4	Semi-Literates	60(20.00%)	50(25.00%)
	Total	300(100.00%)	200(100.00%)

Table 1 reveals that questionnaire distributed. The majority of questionnaire distributed to retired peoples 120(40.00%) and response received 80(40.00%).

Table 2: Gender wise Distribution

S. No	Respondent	Questionnaire Distributed		Total	Response Received		Total Response
		Male	Female		Male	Female	
1	Working People	35	15	50(16.67%)	22	8	30(15.00%)

_____

_____

2	Retired Peoples	80	40	120(40.00%)	65	15	80(40.00%)
3	Students	55	15	70(23.33%)	29	11	40(20.00%)
4	Semi-Literates	50	10	60(20.00%)	37	13	50(25.00%)
	Total	220	80	300(100%)	133	67	200(100.00%)

The table 2 shows that majority 133 (66.50%) of the respondents were male while 67 (33.50%) of the respondents were female. This study shows that majority of the respondents who uses the library were male.

Table 3: How frequently do you Resources

S. No	Frequency	Total
1	Daily	95(47.05%)
2	Once a Week	35(17.05%)
3	Once a Month	20(10.00%)
4	Occasionally	50(25.00%)
	Total	200(100%)

Table 3 show that majority of the users 95(47.05%) used the library on a daily. It indicates that, majority of the registered users utilised the libraries quite frequently.

Table 4. Purpose of Visit the Library

S. No	Purpose	Agree	Disagree
1	Lending books/ Newspaper reading/ collection of study materials	190(95.00%)	10(05.00%)
2	Update to the Knowledge	178(89.00%)	22(11.00%)
3	Job Searching/Career development	155(77.05%)	45(22.95%)
4	Research Purpose	123(61.50%)	77(38.50%)
5	Entertainment	72(36.00%)	128(64.00%)

Table 4 reveals that majority of the library users 190(95.00%) visit the library to Lending books/ Newspaper reading/ collection of study materials while 178(89.00%)of the users visit the library with the purpose of obtaining Update to them Knowledge. Just 72(36.00%) of the users visit the public library for entertainment.

Table 5.Resources used by the public library users

S. No	Purpose	Agree	Disagree
1	Books	195(97.50%)	5(02.50%)
2	News paper/Magazines/Journals	173(86.50%)	27(13.50%)
3	Encyclopaedia	75(37.50%)	125(62.50%)
4	E-Resources	183(91.50%)	17(08.50%)
5	Others	64(32.00%)	126(68.00%)

_____

Available online at www.lbp.world

_____

Table 5 shows that majority of the library users 195(97.50%) visit the library to books for study purpose while 183(91.50%)of the users visit the library with the purpose of electronic resources. Just 64(32.00%) of the users visit the public library for other purpose.

Table 6.Services used by the public library users

S. No	Purpose	Agree	Disagree
1	Books Lending Services	190(95.00%)	10(05.00%)
2	Reference Services	185(92.50%)	15(07.50%)
3	Current Awareness Services	142(71.00%)	58(29.00%)
4	Xerox/Photocopying Services	137(68.50%)	63(31.50%)
5	E-Services	72(36.00%)	128(64.00%)

Table 6 shows that the services mostly in use by users of the Book lending service 190(95.00%) Reference Services 185(92.50%), Current Awareness Services 142(71.00%) and Xerox/Photocopying

Services 137(68.50%). It was revealed that only 72(36.00%) of the users had used eservices before in the library.

Table 7.Opinion about the satisfaction of public library resources

S. No	Questions	Satisfied	Dissatisfied
1	Are satisfied in Public Library Resource	165(82.50%)	35(17.50%)

The table 7 shows that the 165(82.50%) responses of the majority of the users are satisfied with the assisting of users and library services, while 35(17.50%) of the responses of the users are dissatisfied with the assisting of users and library services.

Table 8.Opinion about the Public Library Services by Staffs Members

S. No	Questions	Satisfied	Dissatisfied
1	Are satisfied in Public Library Services by Staffs	141(70.50%)	59(29.50%)

The table 8 shows that the 141(70.50%) responses of the majority of the users are satisfied with the attitude of the staff towards assisting users, while 59(29.50%) of the responses of the users are dissatisfied with the attitude of the library staff.

VI. CONCLUTION

The world is undergoing rapid changes in the Information. The public library plays a serious role development of human knowledge. Public libraries role is a part of the society of intellectual and life skills development. Most of the Users largely visited the public libraries to reading newspapers. Users were able to enhance information thanks to the provision of needed books within the public libraries and thanks to the sanctioning setting for the promotion of standard reading habits. However, the results of the study show that more development in technology field of library digitization. The user

REFRENCES

1. **CHUMA OPARA NNADOZIE Dr. IFEKA E. OKEKE and NNAMDI E. ONYEKWEODIRI(2015)** User Satisfaction In Public Libraries In South-East Zone of Nigeria, Journal of Library and Information Science

_____

_____

Technology(JLIST).Volume:1,Issue:1,Pages:1-14.

2. **Faiza Bashir, Saira Hanif Soroya & Almas Khanum (2018)** Users' Satisfaction as a Valid Measure for Information Resources: A Case of Public Libraries, Journal of Library Administration, 58:3, 302-312, DOI: 10.1080/01930826.2018.1436799.

3. **George D'Elia and Sandra Walsh(1983)** User Satisfaction with Library Service: A Measure of Public Library Performance? The Library Quarterly: Information, Community, Policy Vol. 53, No. 2 (Apr., 1983), pp. 109-133.

4. **Ikenwe Iguehi Joy and Adegbilero-Iwari Idowu(2014)** Utilization and User Satisfaction of Public Library Services in South-West, Nigeria in the 21st Century: A Survey; International Journal of Library Science ; Scientific & Academic Publishing 2014, 3(1): 1-6;DOI: 10.5923/j.library.20140301.01

5. **Khan, Shakeel Ahmad(2015),** "User's Perception of Services Quality of The Central Public Library Bahawalpur". Library Philosophy and Practice (e-journal). 1276.

6. **Lakshmi.N and Kavitha T (2016)** User Satisfaction towards Public Libraries: A study with Special reference to Udumalaipet, International Conference on "Research avenues in Social Science",vol-1 Issue-3,pp.356-361.

7. **Md. Sohail and Andleeb Alvi (2011)** "Reading habits among the users of Delhi Public Library, New Delhi: a survey "BJIS, Marília (SP), v.5, n.2, p.69-87, Jul. /Dec. 2011. ISSN: 1981-1640 .

8. **Sung-Jong Cha,In-Ja Ahn and So-Young Yoon(2011)** A Study on the User Satisfaction of Public Library Users in Korea;Article in Journal of the Korean Society for information Management 28(1):285-308,DOI: 10.3743/KOSIM.2011.28.1.285

9. **Tanuskodi, S (2012)** Assisting the Efficacy of Library Service of District Central Libraries in Tamilnadu from Users Perception, DESIDOC Journal of Library and Information Technology, 32,(6) 485-492.

10. **Tan, T., Chen, T., & Yang, P. (2017).** User satisfaction and loyalty in a public library setting. Social Behavior and Personality: An international journal, 45, 741-756.
DOI: https://doi.org/10.2224/sbp.5999

11. **Tyagi, S. (2011)** Use of information resources and services at Delhi Public Library (DPL): A Survey. Library Philosophy and Practice. [Online]. http://www.webpages.uidaho.edu/~mbolin/tyagi2.htm (18 April 2012)."

12. http://www.rrrlf.nic.in/

13. http://www.webology.org/noruzi.html

14. **https://www.ilaindia.net/index.php?option=com_content&view=article&id=12&catid=8&Itemid=111**

C. Kasimani
Research Scholar , Periyar University , Salem, Tamilnadu.