

Assessing the Efficacy of Library Services of District Central Libraries in Tamil Nadu from Users Perception

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ABSTRACT

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. Extensive studies were undertaken to study the role of public libraries in information society, value of services offered and use of the resources. Assessing the effectiveness of libraries is the order of the day. In order to keep up with the current trends, libraries must constantly evaluate its functions. Evaluating through user perspective is result based. Because users are the ultimate beneficiaries and can suggest effective measures to improve the existing facilities in libraries. This study evaluates library services and gives suggestions for the improvement of district central libraries in Tamilnadu, India.

Keywords: Library services, public libraries, Tamil Nadu, user study, evaluative study

1. INTRODUCTION

Libraries provide a variety of services to a wide range of user groups. Although most district central libraries have a core set of services related to the provision of documents and information, each library defines the limits of its service areas and its relative priorities among them differently. Most library analysts agree that achieving effectiveness in library services is a basic responsibility of library management. However, there is a notable lack of agreement on what the concept of effectiveness means. One major group sees library effectiveness as the achievement of goals. A second major group measures effectiveness by the efficient use of resources in optimising performance. A third major group defines effectiveness in terms of the personnel within the library and the satisfaction that they obtain from their jobs. A fourth major group equates effectiveness with user satisfaction. In short, while there is general consent that all libraries should attempt to be effective, the criteria for appraisal remain unclear. Rarely does these organizations operate equally well in all areas. Because library services are multidimensional, so is library effectiveness: no single global measure of library effectiveness can summarise this multiplicity of services and clients. A single measure assesses only one

dimension of library performance. Multiple measures help to construct a more three-dimensional picture. So effectiveness must be measured by a set of measures covering the major library functions. The uses measures for the library services generally are:

- Overall use success, including success at various library activities, overall satisfaction, and ease of use
- Materials availability and use
- Facilities and equipment availability and use
- Information services

2. PUBLIC LIBRARY SECTOR

Knowledge and information are powerful instruments in a society and can play a large part in improving the quality of life of individuals. Providing access to knowledge and information is therefore crucial for the development of society, since knowledge expansion and information dissemination are important dimensions of any developed system. Public libraries plays a major role in the nation development. They helps in the overall development of the social being and provide information and knowledge freely to its users. They are accessible for all, regardless of age, race, sex, relation, nationality

language or social status. The first significant date in the development of public libraries in India is 1808 when the Bombay Government initiated proposal to register libraries which were to be given copies of books published from the 'Funds for the Encouragement of Literature'. By the middle of the 19th century, three presidency towns of Bombay, Calcutta, and Madras had their public libraries founded mostly with the active support and initiative of the Europeans for these towns.

The second phase in the story of the library movement in our country lasted from the beginning of the 20th century to 1937. In the first stage, library movement was remarkable for the official backing and patronage of scattered libraries here and there; the second phase was characterised by the Indian intelligentsia taking up the cause of libraries.

The third phase of the library movement began in 1937 when the Congress came to power in many provinces. This phase was really a synthesis of the previous two phases. The main trend of this phase was setting up of village libraries through governmental effort. Assam, Bihar, Bombay, Orissa, Punjab, Cochin and some other provinces and states set up village libraries and even the travelling libraries. It is estimated that in 1942, there were 13000 village libraries in India.

The fourth phase of the Indian Library Movement may be described as one of consolidation - consolidation with a view to husbanding sources so as to yield a library service to the maximum number of people. Three epoch making events took place since Independence in the arena of library services of India in between 1948-1951. The most sensational and monumental event of these three was the enactment of Madras Public Libraries Act, 1948 which was the first concerted effort in India to institutionalise, structure, otherwise, co-ordinate and organise public library services. The second event which was not less conspicuous than the first one was the setting up of the National Library in 1948 by an Act from the old Imperial Library and the third one was the setting up of Delhi Public Library by the initiative of UNESCO in 1951.

The fifth and the most remarkable phase of the library movement in India is the year 1972 when the Raja Rammohun Roy Library Foundation was established by the Government of India, in memory of the great social reformer, Raja Rammohun Roy, who stressed the need for the modern education for the progress of the nation. The Foundation was established to spread library services all over the country in active co-operation with State Governments and Union Territory Administrations and voluntary organisations (NGOs) working in the field. It gave an ever-lasting push to the library movement in the country.

3. PUBLIC LIBRARIES IN TAMIL NADU

Tamil Nadu is the first state that enacted Public Libraries Act in independent India. It came into force with effect from 1 April 1950. The act was enacted based on research and activity by S.R. Ranganathan and the Madras Library Association. Other states have enacted public library acts modelled on the Madras Public Libraries Act. The objectives of the Act are contained in its Preamble as, 'An act to provide for the establishment of public libraries in the province of (Madras) Tamil Nadu and the organisation of comprehensive rural and urban library service therein'. The salient features of this act are:

- (a) This act facilitates establishment of public libraries in the State.
- (b) Constitution of State Library Committee for the purpose of advising the government on such matters relating to libraries.
- (c) Provision for appointment of Director of Public Libraries to control, direct and supervise public libraries.
- (d) Constitution of local library authorities, one for the City of Madras and one for each district.
- (e) Every local library Authority shall levy in the area a library cess in the form of a surcharge on property tax or house tax at the rate of six paise per rupee.
- (f) Government shall contribute library fund to each of the local library authority, except the City of Madras, to the amount of library cess collected.
- (g) Act amended Sec. 9 of Press and Registration of Books Act, 1867, Central Act XXV of 1867 to the effect that every printer shall deliver five copies of each book to the State Government out of which four will be deposited in the State Central Library, Madras.

Tamil Nadu was very rich in public libraries. The Connemara Public Library was opened for the public in 1896 and became the State Central Library from 1 April 1950. There is a tremendous growth and development of public libraries since an enactment of Tamil Nadu Public Libraries Act 1948 being the first state in India with Library Legislation. As on March 2011, the state has public library service units, as

Anna Centenary Library	1
State Central Library (Connemara Public Library)	1
District Central Libraries	32
Branch Libraries	1664
Mobile Libraries	10
Village Libraries	1795
Part-time Libraries	539
Total	4042

The public libraries are being computerised, so as to improve the library services. The following libraries are computerised and provided with internet and e-mail facilities: Connemara Public Library, Chennai; 32 district central libraries; and 100 branch libraries situated in Corporation/Municipal areas. The Department of Public Libraries has been offering extension services, like—mobile library service, home delivery service, library service for children, library service for police personnel, library service for state workers and remote settlers in the hills, hospital library service, rural library service, part-time library service, library service for students, library service for research scholars, and library service for competitions for various civil services.

4. OBJECTIVES

The objectives of the present study are:

- Collect and understand the indicators of effectiveness for a district central library
- Apply the indicators of effectiveness to assess the performance of district central libraries
- Assess the existing state of affairs of the library in respect of its services, facilities and general satisfaction of the users regarding the library services in district central libraries of Tamil Nadu
- Suggest ways and means to improve library services

5. LITERATURE REVIEW

D' Elia & Walsh¹ made an evaluative study of public library performance. Questionnaires were distributed in each of the four branches of the Ramsey County Public Library (USA) to the patrons. A number of measurements are done for evaluating library performances (a) Library use: circulation of materials, number of services used, duration of visits, and frequency of visiting the library; (b) Evaluation of services: quality of collections, availability of collections, satisfaction with physical facilities and library staff, and convenience of hours; (c) Overall evaluations of and satisfaction with library services; and (d) Individual characteristics: importance of use, style of use and purpose of use. The analysis of the data has revealed that (a) there was no statistically significant relationship between the number of non fiction borrowed and the libraries used; (b) there was statistically significant relationship between the number of activities in which the patrons engaged and the use of library; (c) there were statistically significant relationships between patrons' evaluations of the quality of collections, the availability of collections, the staff, the over all evaluation of the library and the general satisfaction with the library; and one or more of the different libraries used by the patrons; and (d) there were statistically significant relationships between the patrons' evaluations of the physical facilities and the

convenience of hours and one or more of the different libraries used by the patrons.

Van House² has conducted a study on public library effectiveness in terms of theory, measures and determinants. This study has taken two kinds of empirical approach. The first is 'outcome studies' which seek to define the organisational effectiveness and to develop indicators of it. The second is 'determinant studies' which attempt to identify the determination of organizational effectiveness. The data were collected from Baltimore Public Library (USA). The investigation was on four output measures, namely, title and subject/author fill rates and reference and circulation per capita. Fill rate is the materials availability in the library. The important findings of the study are: The success of the transaction depends on both the library and the user; The users' success in the library depends on his ability to use information generally and the library specifically, which depends in part on user characteristics such as education; The success of the transaction is measured by the output measures; and 4) The search success may affect the users' perceptions of the library.

Sarada³ has conducted an intensive study of Branch Library in Pendurthi village in Visakhapatnam taluk and district (Andhra Pradesh). This study also analysed the information needs of the village community and examined the nature of the policy of the government towards the public library. The findings of this study are: (a) Telugu fiction occupies a large portion of the collections; (b) 80 per cent of the loaned books are novels, short stories and other forms of fiction; (c) A stationary group uses the library frequently for reading newspapers and magazines; (d) A large percentage (79.79 %) who belong to the middle class in term of social and economic status use the library; (e) The educational, social, informational and cultural functions of the library have been almost completely neglected; and (f) Since the library functions as a government agency, it provides information about citizens and the programmes of the government.

Richardson⁴ has surveyed children's services of public libraries in Illinois in 1977 and 1987 and found that (a) children's room is open on an average of 41 h per week, (b) Expenditure for children's books and magazines represents an average of 28 per cent of the total expenditure for books and magazines of the libraries, (c) Children's books represent 33 per cent of the total book collection of the libraries, (d) average number of children's books in the collection is about 10000, (e) Children's materials account for 37 per cent of the total circulation of the libraries, and (f) 85 per cent of the libraries in the State have at least one story hour for children.

Saiful Islam⁵ has carried out a research on the current status and structure of public library systems and

services in Great Britain and Bangladesh. It evaluates the British public library systems, passage of various Acts, various library authorities, total number of public libraries, constituent libraries, computerised acquisition, cataloguing, classification, literature search, and library finance. Major differences in library services between the two countries were brought out and recommendations for developing an effective public library service in Bangladesh were made.

Wigg⁶ has examined rural library services to young people in New York State. These services include collection of quality materials, providing culturally diverse materials, working with preschoolers, assisting students, conducting summer reading clubs, and giving computer literacy. The study concludes with the suggestion that a rural library action plan is needed to overcome the barriers which prevent rural librarian from making use of existing resources.

Aslam⁷ recognised the importance of rural libraries to be reshaped as community information centres (CIS). A retrospect of rural libraries in India is traced back from 1910 when free public libraries were established in Baroda; discusses the present scenario in selected States such as Karnataka and Kerala; emphasises the need for strengthening the rural libraries to shoulder new responsibilities for the socio-economic development. It identifies the following main objectives of CIS: (a) Provide easy access to necessary information to enable rural people to effectively participate in the process of development, (b) Serve as centre for educational and cultural activities, (c) Provide access to non-print media such as radio, TV, audio-video tapes particularly for those who lack study skill, and (d) Develop the effective communication strategy with appropriate media mix such as print material, charts and graphics, posters, non-print media to educate the rural populace.

Vijayakumar & Kumar⁸ have made quantitative study on the different aspects of rural libraries such as functions, staff, finance, collections, services and facilities in Shimoga district of Karnataka.

The important findings of the study are: (a) None of the rural libraries under study had any permanent, professional or semi professional library staff; (b) Four libraries had a library committee and other 11 rural libraries did not have library committee; (c) All rural libraries under the study got financial support from the district central library, 5 libraries received fund through Raja Rammohan Roy Library Foundation and only one rural library enjoyed financial source from the grama panchayath; (d) Maximum collection was of novels, and maximum reference collection of biographies; (e) All the rural libraries had adopted their own system of classification, no library maintained any library catalogue; (f) None of the rural libraries had mass media like radio,

TV, projectors or computers; and (g) None of the libraries had its own building and was in good condition. The investigators have suggested that the department of Public Libraries should have more concern for upgrading the rural libraries.

Malarvele & Higgins⁹ have explored the provision of public library services to the Tamil community through the National Library Board of Singapore's system of public libraries. The interview technique comprising of 12 participants aged between 14 and 65 was done. The important findings are: (a) All 12 participants visited the library at least once a month, (b) Eight proposed that all magazines should be placed in the lending section, (c) Four felt that library could develop non-print materials for children in Tamil, (d) Eight said that the reference collection in Tamil did not meet their intellectual needs, and (e) All participants were not satisfied with the collection as a whole including the classification and location of these materials in the library. They all suggested that home delivery services for Tamil books, internet services in Tamil, one regional centre for Tamil studies should be provided to the Tamil community.

Sule¹⁰ has discussed the functions, problems, and prospects of rural library services and examined their role in the development of literacy in Nigeria. The prospects of the libraries are: (a) Rural libraries can sustain the level of literacy of the rural populace; (b) They can check rural-urban migration, which has negative consequences on development; (c) They can be the centres of independent study; and (d) They can serve as centres of recreation and culture.

Brown¹¹ has studied the reference service for children in public libraries in Australia. The study revealed that (a) the reference needs of children are primarily the requirement of information to enable them to complete a given school assignment; (b) for the successful reference transaction, the librarian needs to be conscious of children's wants and needs; (c) it is important to create an environment in which children and their questions are taken seriously; (d) to facilitate the delivery of quality reference and information services to children, it is important to have accepted guidelines or standards; and (e) the need for specific evaluation methods for children's reference services will increase the quality of the reference service.

Ranjith¹² has conducted a study on the rural libraries in Kerala. Data were collected on books and periodicals collection, membership, working hours, circulation of books, daily average attendance of members, grade, yearly grant, other assistance received, and reading habits of public.

The important findings of the study are: (a) A majority of the libraries (60 %) have book strength in the range of

1001—5000; (b) 90 per cent of the libraries have own land and building; (c) A majority of the libraries (75 %) have women membership of less than 30 per cent; (d) 45 per cent of the libraries work 9 hours or more, 30 per cent of the libraries work 4 to 9 h, and 25 per cent work less than 4 h; (e) A majority of the libraries (62 %) have the membership 500 or below; (f) 45 per cent of the libraries have a distribution of 500–1000 books on an average per month, 40 per cent upto 500, and 15 per cent 1000 and above; (g) The average daily reading time was the highest among the youngest age groups of 15-30 years of both male and female; the highest in degree holders; and 60 per cent are satisfied with the collection of the libraries.

Ikoja-Odongo¹³ has surveyed the attitudes of politicians, civil servants, and leaders of Uganda library associations towards public library services in Uganda.

The following major problems were realised in the survey: (a) Uganda lacks a policy for public libraries, their development and maintenance, (b) Ugandan public libraries do not cover the whole country, (c) The libraries are starved of grants from central government, (d) Information materials are inadequate, mostly out of date and sometimes irrelevant, (e) Literacy levels and illiteracy are the major problems affecting the use of public libraries, and (f) Reading habits of the people are very low.

6. METHODOLOGY

Keeping in view the above objectives in mind, a structured questionnaire was prepared to collect data from the users of district central libraries in Tamil Nadu. Questionnaire contains various questions pertaining to the material availability survey, general satisfaction survey, reference satisfaction survey. The data was collected from 580 users spread across nine tables.

7. DATA ANALYSIS

Analysis of data is the ultimate step in research process. It is the link between raw data and significant results leading to conclusions. This process of analysis has to be result oriented.

7.1 Gender-Wise Distribution of Data

To avoid any gender bias, efforts were made to collect data from almost equally distributed samples. It may be noted from Table 1 that the data was collected from 306 (52.75 %) male and 274 (47.25 %) female.

Table.1 Gender wise distribution

Gender	Number of users	Percentage
Male	306	52.75
Female	274	47.25
Total	580	100.00

7.2 Category-wise Distribution of Data

Table 2 provides the data regarding distribution of users with regard to their status. It may be noted that youth and adult users together make major chunk (64.83 %) of the respondents. It is because youth and adults are the major category of the society and the number of users are usually more when compared to other category of the society.

Table 2. Category-wise distribution of respondents

Course	Number of respondents	Percentage
Children	78	13.44
Youth	172	29.65
Employed	126	21.73
Adult	204	35.18
Total	580	100.00

7.3 Frequency of Library Visits

The frequency of library visit by the user is usually influenced by the factors such as collection, organisation and maintenance of the library resources along with the library resources, facilities and library services. The frequency of library visit and its utilisation by the respondents in Table 3.

Table 3. Frequency distribution of visits by users

Library visit	Number of respondents	Percentage
Daily	256	44.13
Once in a week	144	24.83
Once in a month	116	20.00
As and when required	64	11.04
Total	580	100.00

As can be observed in Table 3 about half of the user population claim to visit the library every day. In comparison with experience of one of the authors of the present article, the percentage of daily visit appears to be higher. It appears that the respondents have claimed that they visit the library on daily basis. These kinds of problems known to have exist in an opinion survey like the present one. Whereas, 144 (24.83 %) users visit once in a week and 116 (20 %) visit the library once in a month and 64 (11.04 %) of them visited the library as and when required. The cumulative total of the rows 3 and 4 in the Table 3 gives an indication that significant number of users (31.04 %) use the library rarely. Some measures need to be taken immediately to improve upon this situation.

7.4 Purpose of Visiting Library

Large percentage of users on the day of data collection visited the library either for borrowing books (31.38%) or for study (21.38 %). This trend of course

Table 4. Purpose of visit

Purpose of visiting the library	Number of respondents	Percentage
Study in the library	124	21.38
Borrow books	182	31.38
Consult dictionary or encyclopedia or other reference sources	76	13.10
Spend leisure time	65	11.20
Refer non book materials	42	7.25
Read periodicals	91	15.69
Total	580	100.00

conforms to the normal expectations. Usage of reference materials may have to be increased by some means in the district central libraries as our study shows that only 13.10 per cent of the users visited the library for consulting the reference books. Taking into account the cost of these materials, we feel that if the collection development policy has to be cost effective the librarians and other stakeholders have to give importance for improving the usage of reference collection.

7.5 Time Spent in the Library

Library being housed with wealth of knowledge, any amount of time could be spent for a worthy cause Users were asked to indicate the average time spent by them on their each visit. The responses received are analysed from the data presented in Table 5. As expected only 11.04 per cent users spend their time more than three hours a day.

7.6 Extent of Use of Library Services

Library is a service-oriented institute. It fulfils information needs of the users and contribute for the enhancement of their knowledge. Hence, district central libraries provide various services such as general book

Table 5. Time spent in libraries

Time spent in the library	Number of respondents	Percentage
One to two hours	174	30.00
Less than one hour	246	42.41
Two to three hours	96	16.55
More than three hours	64	11.04
Total	580	100.00

services, reference services, photocopy facilities, periodical services, etc.

Table 6 depicts the various services that are rendered to the user community in district central libraries. As per this study is concerned, general book service is the highly sought after service in district central libraries (70.26 %) and internet services much lower at 24.73 per cent. This trend is explicable, because users are very much dependent on textbooks and they are not very much exposed to the use of internet services (24.73 %). Users have found that reference service (41.57%) is highly useful to fulfil the needs of 'everyday approach'. Almost 58.94 % of them are in favour of abstracting and indexing service in libraries, contrast to that nearly 11.05 per cent of the respondents were not in favour of Xerox services. The library authority and libraries have to work together to encourage users to use periodicals and internet.

7.7 Information Searching Pattern

Searching for the right information is a skill. Previous studies have shown that some users tend to rely on library staff to find information while some others search on their own or take help of their friends to find the relevant information. It can be noted from the Table 7 that 39.65 per cent of the users depend largely on library staff to find relevant information. This led them to rely on library staff most of the time. Interesting finding is that 28.62 per cent of the users search for information through catalogue cards. The percentage of usage of catalogues might increase if it is updated regularly and the quality of information contained in them is increased substantially. It is not uncommon to see that new users taking the help of their friends/older users to find information in libraries

Table 6. Extent of use of library services

Library services	Highly useful	Moderately useful	Partially useful	Not at all useful
General book services	407(70.26)	125(21.57)	31(5.26)	17 (2.89)
Reference services	241(41.57)	147 (25.26)	153 (26.31)	39 (6.84)
Periodical services	284 (48.94)	104 (17.89)	140 (24.21)	52 (8.94)
Xerox services	210 (36.31)	150 (25.78)	156 (26.84)	64 (11.05)
Abstracting and indexing services	342 (58.94)	98 (16.84)	92 (15.78)	48 (8.42)
Internet services	156 (26.84)	125 (21.57)	156 (26.84)	143(24.73)

Table 7. Information searching pattern

Information searching pattern of the users	Number of respondents	Percentage
By taking help of library staff	230	39.65
By using card catalogue	166	28.62
By taking help of friends	96	16.55
By taking help of colleagues	54	9.32
Any other	34	5.86
Total	580	100.00

(16.55 %). The users take the help of colleagues and that resulted in our study with 5.86 per cent.

7.8 Satisfaction of Information Provided

The importance of existence of libraries is to satisfy the information needs of its user. It has to move with the time and equip with modern technological gadgets to satisfy the needs of the users. Around one fourth of the users were completely satisfied with the information provided in the library. It can be observed from the study 43.79 per cent of them are partially satisfied with the information provided in the library. On the other hand there are some dissatisfied users also. District Central libraries in Tamil Nadu must take note of this and have to plan for better service.

Table 8. Satisfaction of information provided

Satisfaction with information provided in the library	Number of respondent	Percentage
Partially satisfied	254	43.79
Mostly satisfied	146	25.18
Completely satisfied	118	20.35
Not at all satisfied	62	10.68
Total	580	100.00

7.9 Suggestion to Improve Library Services

Table 9 shows the suggestions made by the users to improve library services. It is now an established fact that computers can really enhance the speed and the

Table 9. Suggestion to improve the library services

Suggestion to improve the library services	Number of respondents	Percentage
To computerise library	214	36.89
To increase the number of books under the book bank scheme	162	27.93
To develop infrastructure facilities	96	16.55
To have separate room for media service	58	10.00
To have a separate browsing room for browsing	50	8.63
Total	580	100.00

efficiency of services in libraries. Unfortunately, many district central libraries are yet to see the day of the light as far as computerisation is concerned. The users have also noticed this lacuna and have urged for computerisation. This is evident from the fact that 36.89 per cent of the respondents have asked for the computerisation of libraries. One of the important services that usually found in district central libraries is book bank scheme, in which users are privileged to borrow the books for a few months or a year.

As most of the users depend on this facility, they (27.93%) have asked for the increase in the number of books loaned out under book-bank scheme. Infrastructure facilities is the common problem, that district central libraries come across often, as most of the libraries placed in a very small room or some time classroom converted into the library, this has to be stopped, hence 16.55 per cent of the users have asked for the improvement of infrastructure facilities. District central libraries some time provided extension service like quiz, debate, and screening films.

To conduct these kinds of programmes, users have asked for (10 %) separate media services. To have browsing centres in libraries, now has become common phenomenon. Hence, users (8.63 %) have asked for separate browsing room. Browsing room could be used to enhance to technological information literacy skills of the users.

8. RECOMMENDATIONS

Based on the findings of the study, the following recommendations are made for the library services of district central libraries in Tamil Nadu:

- A district central library is the best place to acquire knowledge and spend valuable time for the users. However, a good number of users spend not more than one to two hours a day in libraries. This situation has to improve and libraries should attract them more.
- This study found that district central libraries are lagging behind particularly in providing user-specific information. It is thus imperative that they must redesign their approach.
- Organising need-based awareness and training

programmes at the national level to facilitate most effective use of information.

- Setting up the linkage with international organisations and major national library systems of the world to open up cooperative ventures in the field.
- Young persons in the society represent a dynamic section of population with ambitions and energy to achieve their goals. Public libraries should be aware of their needs to provide services that help them to realise their goals.
- Director of Public Libraries, Govt. of Tamil Nadu should earmark separate funds for conducting information literacy programmes in the public libraries. Initially the grants may be given to the State Central Library to start IL programmes which may be extended later to all the District Central Libraries in the state. Financial support may also be sought from local business and industrial organisations.

9. CONCLUSIONS

India has made considerable progress in the establishment of public library service. The present government's emphasis is on use of modern technology to serve the public. Because of this, the future of libraries is bright. Public libraries have always been the door to learning for a great majority of the populations that they serve. They are knowledge centres and contribute to life-long learning. This study found that public libraries are lagging behind particularly in providing user specific information. It is imperative thus that they must redesign their approach. This study reemphasised that fact that the collection development alone would not result in attracting publics to libraries. A public library is the best place to acquire knowledge and spend valuable time for the users. However, it is found from the study that a good number of users spend not more than one to two hours a day in libraries. This situation has to improve and libraries should attract them more. The suggestions made by the users are valid and it is the right time to take those suggestions seriously, where the world is becoming flat and universal work-culture is the order of the day.

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