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# **AWARENESS AND USE OF PUBLIC LIBRARY RESOURCES: A STUDY IN REGIONAL LIBRARY, TIRUPATI**

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## ***Abstract***

*The main purpose of this study was to examine the awareness and usage of library resources by the user in Regional Library of Tirupati. To achieve the objectives of the study, a survey method was conducted using convenient sampling method. Two hundred questionnaires have been distributed to the public library users. Out of two hundred questionnaires, one hundred and seventy usable response sheets were received. This study reveals that majority of the respondents (37.65%) visit library for updating subject knowledge, 32.94% to update their employment information. It is also clear that majority of the library users (83.5%) have ICT knowledge. But they need help for searching relevant information. It is suggested that sufficient budget, skilled manpower, ICT and physical facilities should be improved to fulfill the objectives of the public libraries.*

**Keywords:** *Public library, ICT knowledge, Regional Library, Information Resources, Library Services, Tirupati.*

## **1. Introduction**

Public libraries are considered as public institutions and means of vital social force which impacts education, indigenous knowledge & to preserve cultural heritage. Public libraries come under Ministry of culture and tourism general directorate of libraries. In present scenario municipalities started taking more initiative on organizing more public library services. Raja ram Mohan Roy library foundation also assists public library.

Public libraries provide information needs for all types of people in society. It acts as a gateway to knowledge in all subject areas. Public libraries strive to meet the informational, educational and recreational needs of the community by its library resources and services.

Regional Libraries are part of Andhra Pradesh public library system which provides free access to library services for all residents of the region without discrimination. Through cooperation, shared services and reciprocal agreements, library users have access to a wide range of public library services and resources within the region. By way of system collaboration, Regional Libraries develop effectively by improving quality and access to more resources to users.

Tirupati is located in Chittoor district of Andhra Pradesh. The city is home to Hindu shrine Tirumala Venkateshwara Temple. The city is popularly referred to as “Spiritual capital of Andhra Pradesh”. Etymology of Tirupati in Dravidian translation, Tiru mean Goddess Laxmi Devi and Pati mean Husband. Tirupati is a municipal corporation and headquarters to both urban and rural area of Tirupati, as well as to the Tirupati revenue division. For year 2012-13 Ministry of Tourism named Tirupati as “Best Heritage City”. There are several universities and colleges including state government and Tirumala Tirupati Devasthanam sponsored such as, Sri Venkateswara University, established in 1954 as a public state university. It ranked 801–1000 in the world by the Times Higher Education World University Rankings of 2020 and 201–250 in Asia. The QS World University Rankings of 2020 ranked it 248 in Asia. The university was ranked 68th overall in India by the National Institutional Ranking Framework in 2020, 38th among universities and 153rd in the engineering ranking. Sri Padmavati Mahila Visvavidhyalayam a dedicated women’s university. Sri Venkateshwara Vedic University to preserve, foster and promote oral traditions of Vedic, Agamic and Cognate Literature with focus on right intonations. Rashtriya Sanskrit Vidyapeetha, a university established for higher learning in Sanskrit studies, traditional sastras and pedagogy. Medical colleges include Sri Venkateswara Medical College and Sri Padmavati Medical College for womens. Sri Venkateshwara Institute of Medical Sciences (SVIMS) is also a medical institute. Sri Venkateshwara Veterinary University to strengthen education and services in the field of Veterinary Science, Dairy Technology and Fishery Science in the state of Andhra Pradesh.

## **2. Literature review:**

Bindhu. S and Balasubramanian. P (2018)<sup>1</sup> conducted a survey among the users of the Children’s Section of the District Central Library, Nagercoil, Tamil Nadu. Analyzing the data obtained from a sample of 132 children using the library, their demographic characteristics, frequency of visit in the library, types of books consulted, and their expectations about the nature

and services of the library are discussed in the paper. Aarief Basheer and Kaliyaperumal. K (2018)<sup>2</sup> undertaken to know the contribution of public libraries in providing information on employment opportunities in Vellore district of Tamil Nadu, It is found from the study that 44.39% visit libraries weekly to get information on employment opportunities, 40.86% visit for getting information on jobs in the private sector, lion's share (83.6%) are not members of SHG, more than 60% of the public library users opined that the library is helpful for seeking employment opportunities. Suggestions were given for improvement of infrastructure facility in the regional public libraries. Vilgi, K.S. and Joshi George (2017)<sup>3</sup> the main objective of this study is to survey the public libraries in Ernakulum district under various taluks. The major findings are, a quarter of the public libraries in Ernakulum district are in Kunnathunad taluk. Almost half (48.53%) are 'A' grade libraries. More number of 'A' grade libraries is in Kunnathunad taluk. Eighty two percent of public libraries have own building. Balaji Prasada. E and Surendra Babu, K. (2016)<sup>4</sup> reveals that high percentage of users (41.1%) visit library occasionally. A high percentage of them (45.9%) are visiting library for the purpose of reading newspapers & magazines. Majority of the users are satisfied with current awareness services (56.6%). Most of the users expressed the unavailability of ICT facilities in public libraries.

### **3. Objectives of the study**

The following objectives of the present study:

1. To examine the users awareness on library sources and services in public library.
2. To know the type of resources available in library.
3. To know users satisfaction on library sources and services available in public library.
4. To examine the ICT and physical facilities in public libraries.
5. To know the problems faced by the user in using library resources provided in public library.

### **4. Methodology of the study**

The present study was carried out by using survey method and questionnaire tool was used for collecting data from the public library users. The data was collected using accidental sampling method. Two hundred questionnaires were distributed to those who are users of regional library in Tirupati and received one hundred and seventy usable response sheets. After collection of data from the respondents, the data was analyzed and interpreted in the form of tables and graphs.

## 5. Scope and Limitations of the study:

The present study is limited to the regional library users in Tirupati who are available in the library during the period of (08-09-2021 to 15-09-2021). Due to Covid-19 circumstances data collection was limited to public library users available at the time of data collection.

## 6. Analysis and interpretation of data

The data collected from the public library users has been tabulated and interpreted in the following paragraph.

### 6.1. Gender

A question has been asked to the public library users to know their gender. The replies given by them are shown in Table-6.1.

**Table-6.1**  
**Distribution of respondents on gender basis**

<b>Gender</b>	<b>Number</b>	<b>Percentage</b>
Male	128	75.29
Female	42	24.71
<b>Total</b>	<b>170</b>	<b>100</b>

It is clear from Table-6.1 that the majority of the respondents (75.29%) are male and remaining (24.71%) are female respondents. It is concluded from the study that a majority of male respondents are availing public library facilities.

### 6.2. Age

A question has been asked to the public library users to know their age. The replies given by them are shown in Table-6.2.

**Table-6.2**  
**Distribution of respondents according to their age group**

<b>Age</b>	<b>Number</b>	<b>Percentage</b>
Below 15 years	18	10.6
15 to 25 years	64	37.6
25 to 35 years	52	30.6
35 to 50 years	28	16.5
Above 50	8	4.7
<b>Total</b>	<b>170</b>	<b>100</b>

It is clear from Table-6.2 that the majority of respondents (37.46%) are between the age 15 to 25 years, followed by age 25 to 35 years (30.6%), 35 to 50 years (16.5%), below 15 years (10.6%) and remaining are of age above 50 years (4.7%). It is concluded from the study that most of the library respondents are under the age of 15 to 25 years.

### 6.3. Educational qualifications

A question has been asked to the public library users to know their educational qualifications. The replies given by them are shown in Table-6.3.

**Table-6.3**  
**Distribution of respondent's educational qualification**

Qualification	Number	Percentage
Up to 10 <sup>th</sup> standard	18	10.6
Intermediate / Diploma	24	14.1
Graduate (B.Com / B.Sc / B.A.,)	72	42.3
Post-Graduate ( M.com / M.Sc / M.A.,)	52	30.6
Ph.D. / Others	4	2.4
<b>Total</b>	<b>170</b>	<b>100</b>

It is evident from Table-6.3 that the majority of respondents (42.3%) are Graduates, followed by Post-Graduates (30.6%), Intermediate / Diploma (14.1%), up to 10<sup>th</sup> standard (10.6%) and remaining (2.4%) are Ph.D. / others. It is concluded from the study that most of the respondents are Graduates.

### 6.4. Occupation

A question has been asked to the public library users to know their occupation. The replies given by them are shown in Table-6.4.

**Table-6.4**  
**Distribution of respondents according to their occupation**

Occupation	Number	Percentage
Student	72	42.35
Employee	48	28.23
Unemployed	18	10.6
Business	8	4.71

Farmer	6	3.5
House wife	2	1.2
Retired staff	16	9.41
<b>Total</b>	<b>170</b>	<b>100</b>

It is clear from Table-6.4 that the majority of respondents (42.35%) are students, followed by employees (28.23%), unemployed (10.6%), retired staff (9.41%) and remaining (4.71%, 3.5%, and 1.2%) are business man, farmers, and house wife respectively by profession. It is concluded from the study that a majority of the respondents are students.

### 6.5. Membership

A question has been asked to the public library users to know whether they have membership in the Regional Library. The replies given by them are shown in Table-6.5.

**Table-6.5**  
**Distribution of respondents according to their membership in the library**

Response	Number	Percentage
Yes	42	24.71
No	128	75.29
<b>Total</b>	<b>170</b>	<b>100</b>

It is clear from Table-6.5 that majority of respondents (75.29%) do not have membership in library, while remaining (24.71%) respondents have membership in the Regional Library. It is concluded from the study that majority of the library users do not have membership in library.

### 6.6. Frequency of library visit

A question has been asked to the public library users to know the frequency of library visit by the respondents. The replies given by them are shown in Table-6.6.

**Table-6.6**  
**Frequency of visit to the library by the respondents**

Frequency	Number	Percentage
Daily	102	60
Twice in a week	32	19
Once in a week	12	7
Occasionally	24	14

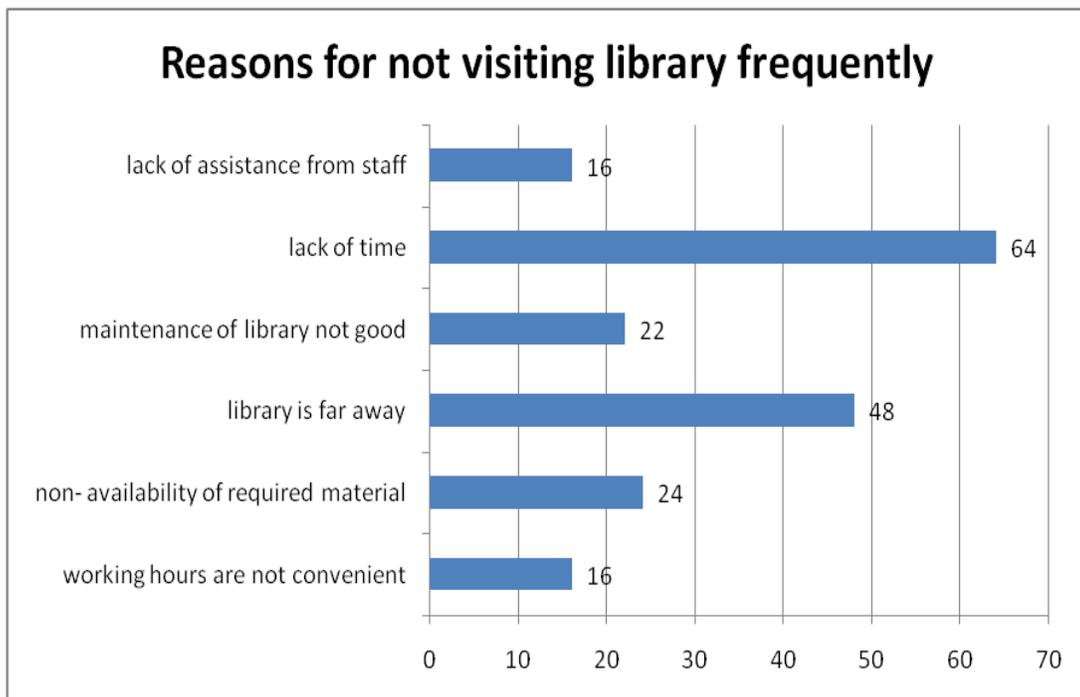
<b>Total</b>	<b>170</b>	<b>100</b>
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It is clear from Table-6.6 that the majority of respondents (60%) visit library daily, followed by twice in a week (19%), occasionally (14%) and remaining (7%) visit library once in a week. It is concluded from the study that most of the respondents visit library daily.

### 6.7. Reasons for not visiting library frequently

A question has been asked to the public library users to know the reasons for not visiting library frequently. The replies given by them are shown in Figure-1.

**Figure-1**



(Note: Multi- answers given by the respondents)

It is evident from the Figure-1 that the majority of respondents (38%) replied that lack of time is the main reason for not visiting library, followed by library is far away from home (28.24%), non-availability of required materials (14.1%), remaining (9.41%) working hours are not convenient and lack of assistance from the library staff each. It is concluded from the study that lack of time is the main reason for not visiting the library.

### 6.8. Time spent

A question has been asked to the public library users to know the time spent by them in library daily. The replies given by them are shown in Table-6.8.

**Table-6.8**  
**Distribution of respondents according to their time spent in library**

<b>Time</b>	<b>Number</b>	<b>Percentage</b>
0 to ½ hour	10	5.9
½ to 1 hour	14	8.2
1 to 2 hours	38	22.4
2 to 3 hours	24	14.1
More than 3 hours	84	49.4
<b>Total</b>	<b>170</b>	<b>100</b>

It is clear from Table-6.8 that the majority of respondents (49.4%) spent their time in library more than 3 hours, followed by 1 to 2 hours (22.4%), 2 to 3 hours (14.1%), ½ to 1 hour (8.2%) and remaining (5.9%) respondents spend 0 to ½ hour in library. It is concluded from the study that most of the respondents spend more than 3 hours daily in library.

#### **6.9. Purpose of visiting library**

A question has been asked to the public library users to know their purpose of visiting library. The replies given by them are shown in Table-6.9.

**Table-6.9**  
**Distribution of respondents according to their purpose of their library visit**

<b>Purpose</b>	<b>Number</b>	<b>Percentage</b>
To read Newspapers and Magazines	40	23.5
To Borrow and Return Books	16	9.41
For Updating Subject Knowledge	64	37.65
To Find Information about Employment/Job/Career	56	32.94
To Improve General Knowledge	32	18.82
To Use Internet	8	4.71
To read Reference Books	4	2.35
To read Other Books (Novels, Fictions, etc.,)	6	3.53
Complete Assignments and Take Notes	6	3.53

To Know Social Activities	12	7.1
For Any Other Purposes	14	8.24

(Note: Multi- answers given by the respondents)

It is clear from Table-6.9 that the majority of respondents (37.65%) visit library for updating subject knowledge, followed by to find information about employment (32.94%), to read newspapers and magazines (23.53%), to improve general knowledge (18.82%), to borrow and return books (9.41%), and remaining ( 8.24%, 7.1%, 4.71%, 3.53%, 3.53% and 2.35% ) for other purposes, to know social activities, to use internet, to read other books , to complete assignments and take notes and to read reference books respectively. It is concluded from the study that most of the respondent's purpose of visiting library is to update their subject knowledge.

#### **6.10. Book collection**

A question has been asked to the public library users to know the type of book collection they find in library and the replies given by them are shown in Table-6.10.

**Table-6.10**  
**Distribution of respondents according to their type of book collection**

<b>Type of Book Collection</b>	<b>Number</b>	<b>Percentage</b>
Story Books	32	18.8
Text Books	36	21.2
Competitive Exam Books	104	61.2
Newspapers	81	47.6
Journals/ Weekly Magazines	48	28.2
CDs/ DVDs	-	-

(Note: Multi- answers given by the respondents)

Table-6.10 shows that the majority of respondents (61.2%) replied that they found Competitive examination books collection, followed by newspapers (47.6%), journals/ weekly magazines (28.24%), text books (21.2%) and remaining (18.8%) respondents find story books in library. It is concluded from the study that most of the respondents find newspaper collection in library. (There is no usage of CDs/ DVDs though they are available in the regional library.)

### 6.11. Use of library resources:

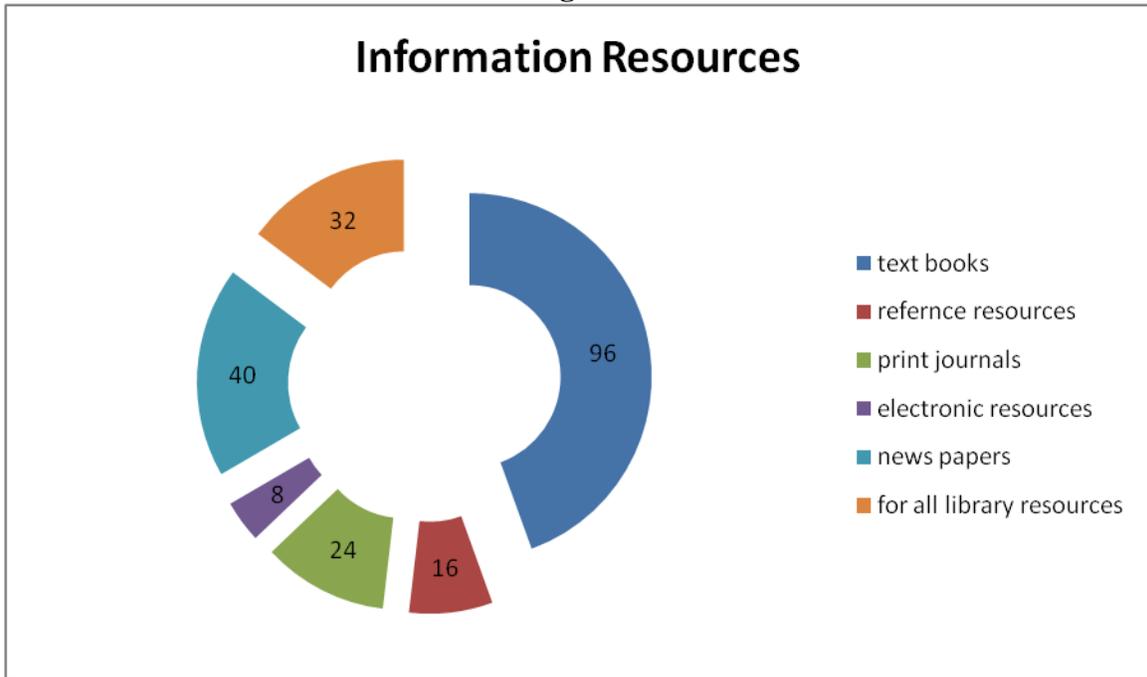
A question has been asked to the public library users to know the use of library information resources by respondents. The replies given by them are shown in Table-6.11 and Figure-2.

**Table-6.11**  
**Distribution of respondents according to their use of library resources**

Information Resources	Number	Percentage
Text Books	96	56.4
Reference resources	16	9.4
Print Journals	24	14.1
Electronic Resources	8	4.7
Newspapers	40	23.5
For all Library resources	32	18.8

(Note: Multi- answers given by the respondents)

**Figure-2**



It is clear from the Table-6.11 and Figure.2 that the majority of respondents (56.4%) use textbooks, followed by newspapers (23.5%), for all library resources (18.8%), print journals (14.1%), reference resources (9.4%) and remaining (4.7%) respondents use electronic resources

in the library. It is concluded from the study that the majority of users find text books as information resource to them in library.

### 6.12. Services availed in library

A question has been asked to the public library users to know the services available in library. The replies given by them are shown in Table-6.12.

**Table-6.12**  
**Distribution of respondents according to the services availed in library**

Services	Number	Percentage
Circulation	80	47
Weekly Display of new arrivals	32	18.8
Reprographic services (Xerox copy)	16	9.41
Reference files services	40	23.5
Library orientation to fresh members	56	32.9

(Note: Multi- answers given by the respondents)

It is clear from Table.12 that the majority of respondents (47%) availed Circulation service provided in library, followed by library orientation to fresh members (32.9%), reference files services (23.5%), and weekly display of new arrivals (18.8%) and remaining (9.41%) respondents choose reprographic services (Xerox). It is concluded from the study that most of the respondents avail library circulation services.

### 6.13. Computer Knowledge

A question has been asked to the public library users to know their computer knowledge. The replies given by them are shown in Table-6.13.

**Table-6.13**  
**Distribution of respondents according to their Computer Knowledge**

Response	Number	Percentage
Yes	142	83.5
No	28	16.5
<b>Total</b>	<b>170</b>	<b>100</b>

It is clear from Table-6.13 that the majority of respondents (83.5%) are having computer / ICT knowledge and remaining (16.5%) respondents are not aware of ICT. It is concluded from the study that a lion's share of respondents have ICT knowledge.

#### **6.14. Computer training**

Those who replied positively to the previous question, again they were asked whether they were trained in using ICT. The replies given by them are shown in Table-6.14.

**Table-6.14**  
**Distribution of respondents according to their computer training**

<b>Response</b>	<b>Number</b>	<b>Percentage</b>
Yes	104	61.18
No	66	38.82
<b>Total</b>	<b>170</b>	<b>100</b>

It is clear from Table-6.14 that the majority of respondents (61.18%) had received computer training in library and remaining (38.82%) respondents did not receive the computer training. It is concluded from the study that most of the respondents have obtained computer training in the Regional Library.

#### **6.15. Access to computer and internet facility:**

A question has been asked to the public library users to know their access to internet and computer facilities. The replies given by them are shown in Table-6.15.

**Table-6.15**  
**Distribution of respondents according to their access of internet facilities**

<b>Response</b>	<b>Number</b>	<b>Percentage</b>
Yes	136	80
No	34	20
<b>Total</b>	<b>170</b>	<b>100</b>

It is clear from Table-6.15 that the majority of respondents (80%) have access to computers and Internet facility in library and remaining (20%) are unable to avail the facilities. It is concluded from the study that the majority of the respondents have accesses computer systems and internet facilities provided in the library.

### 6.16. Awareness on e-resources

A question has been asked to the public library users to know their awareness on e-resources. The replies given by them are shown in Table-6.16.

**Table-6.16**  
**Distribution of respondents on their awareness on e-resources**

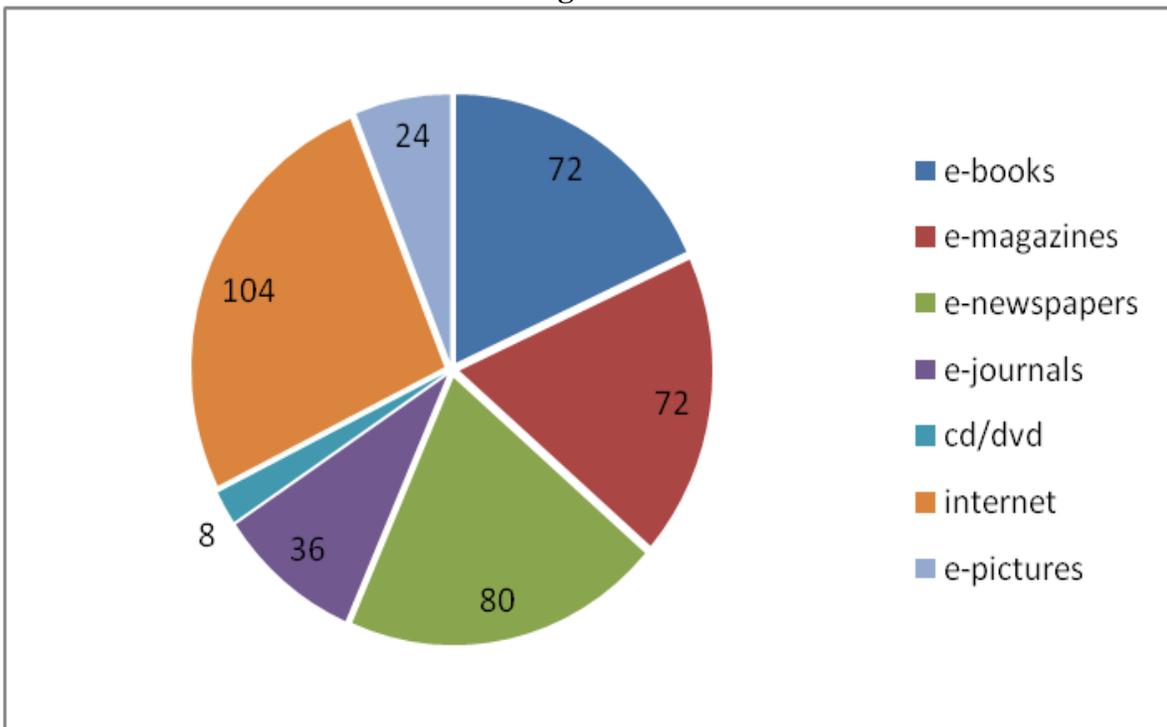
Response	Number	Percentage
Yes	98	57.65
No	72	42.35
<b>Total</b>	<b>170</b>	<b>100</b>

It is clear from Table-6.16 that the majority of respondents (57.65%) are aware of e-resources and remaining (42.35%) respondents are not aware of the e- Resources. It is concluded from the study that most of the respondents are aware of e-resources.

### 6.17. Type of e- resources available in library

A question has been asked to the public library users to know the type of e-resources available in library. The replies given by them are shown in Figure-3.

**Figure-3**



(Note: Multi- answers given by the respondents)

It is clear from the Figure-3 that the majority of respondents (61.17%) use Internet / Websites Listserv, followed by e-Newspapers (47.5%), e-Books/ e-Magazines (42.35%) each, e- Journals (18.8%), (14.11%) and remaining (4.7%) CDs/DVDs. It is concluded from the study that majority of respondent's access to internet / website listserv in the library.

#### **6.18. Awareness on books arrangement in library**

A question has been asked to the public library users to know their awareness of books arrangement in library. The replies given by them are shown in Table-6.18.

**Table-6.18**  
**Awareness on book arrangement in the library**

<b>Response</b>	<b>Number</b>	<b>Percentage</b>
Yes	92	54.1
No	78	45.9
<b>Total</b>	<b>170</b>	<b>100</b>

It is clear from Table-6.18 that the majority of respondents (54.1%) are aware of books arrangement and remaining (45.9%) respondents are unaware of the books arrangement in library. It is concluded from the study that half of the respondents are aware of the books arrangement in library.

#### **6.19. Assistance of library staff**

A question has been asked to the public library users to know assistance required from library staff. The replies given by them are shown in Table-6.19.

**Table-6.19**  
**Distribution of respondents according to the assistance of library staff**

<b>Response</b>	<b>Number</b>	<b>Percentage</b>
Yes	144	84.7
No	26	15.3
<b>Total</b>	<b>170</b>	<b>100</b>

It is clear from Table-6.19 that the majority of respondents (84.7%) have received help from the library employees in utilizing resources of library while remaining (15.3%) respondents have not found them helpful. It is concluded from the study that library staff helps the respondents in utilization of resources provided in regional library.

### 6.20. Kind of assistance needed

A question has been asked to the public library users to know the kind of assistance required from library staff. The replies given by them are shown in Table-6.20.

**Table-6.20**  
**Distribution of respondents according to the kind of assistance needed from library staff**

<b>Kind of assistance needed</b>	<b>Number</b>	<b>Percentage</b>
Location of books	72	42.35
Recommendation of Books/ Journals etc.,	64	37.64
Using Library Catalogue	48	28.23
Using e- Resources	64	37.64
Request for new books	24	14.11

(Note: Multi- answers given by the respondents)

It is clear from Table-6.20 that the majority of respondents (42.35%) need help in getting location of books which they needed, followed by recommendation of books / journals etc., and using e- resources (37.64%) each, in using library catalogue (28.23%) and remaining (14.11%) respondents for ordering books to borrow from library. It is concluded from the study that most of the respondents require staff assistance in locating books they need.

### 6.21. Self development

A question has been asked to the public library users to know their opinion on self development by using library resources. The replies given by them are shown in Table-6.21.

**Table-6.21**  
**Distribution of respondents according to usage of library resources for self development**

<b>Response</b>	<b>Number</b>	<b>Percentage</b>
Strongly Agree	64	37.65
Agree	56	32.94
Disagree	24	14.12
Strongly Disagree	26	15.29
<b>Total</b>	<b>170</b>	<b>100</b>

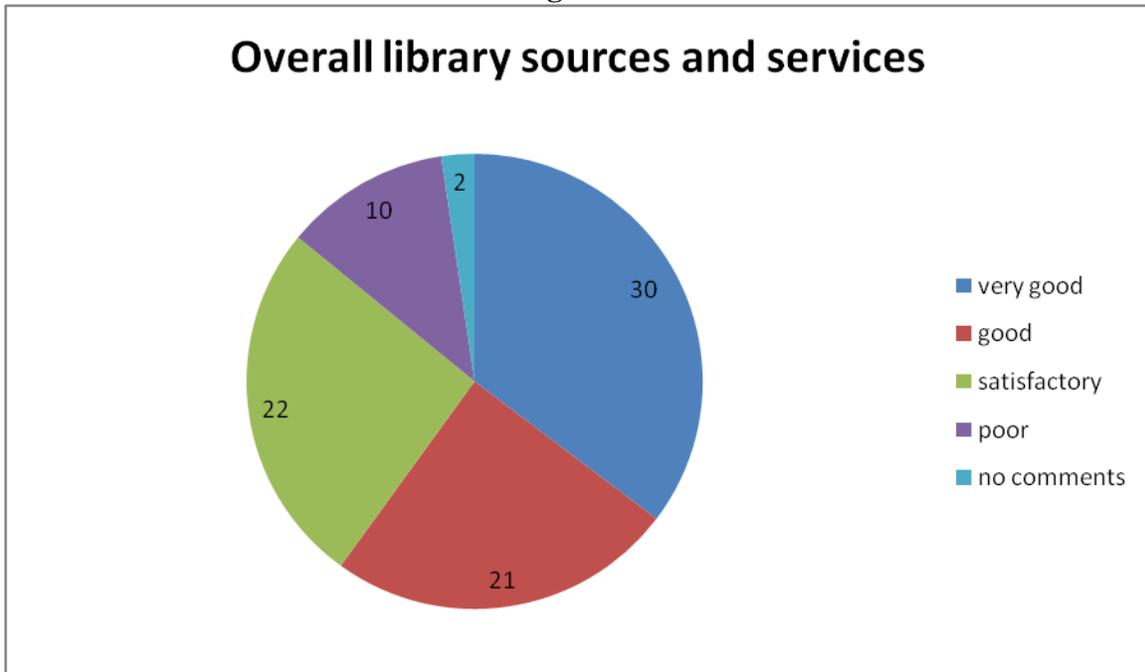
It is clear from Table-6.21 that the majority of respondents (37.65%) strongly agree that library resources help them for their self-development, followed by agree (32.94%), strongly

disagree (15.29%) and remaining (14.12%) respondents disagree. It is concluded from the study that majority of the respondents strongly agree that library could help for self-development by utilizing resources provided in library.

**6.22. Rating on overall library sources and services:**

A question has been asked to the public library users to know the overall library sources and services. The replies given by them are shown in Figure.4

**Figure-4**



It is clear from the Figure-4 that the majority of respondents (35.3%) overall rating of services is very good, followed by satisfactory (25.9%), good (24.7%), poor (11.8%) and remaining (2.3%) no comments. It is concluded from the study that most of the respondents rate overall services as very good in regional library.

**6.23. Problems in using library resources:**

A question has been asked to the public library users to know the problems faced by respondents in using library resources. The replies given by them are shown in Table-6.23.

**Table-6.23  
Problems in using library resources**

Problems	Number	Percentage
Lack of Awareness on Library Resources	32	18.82

Non-Availability of Latest Resources and Technology	56	32.94
Lack of ICT/ Library Tools	38	22.35
Lack of Internet Speed in Library	56	32.94
Lack of awareness in Searching appropriate Information	32	18.82
Library Timing is not convenient	18	10.59
Lack of Skilled Staff to help the user	22	12.94
Lack of Furniture in public library	24	14.12
Very Limited Collection in Every Subject	80	47.05

(Note: Multi- answers given by the respondents)

It is clear from Table-6.23 that the majority of respondents (47.05%) faced the problem of very limited collection in subject books in the library, followed by non-availability of latest resources and technology (32.94%), lack of internet speed (32.94%), lack of ICT / Library tool (22.35%), lack of awareness on library resources (18.82%), lack of awareness in searching appropriate information (18.82%), lack of furniture (14.12%), lack of skilled staff (12.94%) and remaining (10.59%) respondents state that the library timings is inconvenient to them. It is concluded from the study that most of the respondents faced the problem of limited collection of books/ material.

### **Findings of the study**

1. Majority of the respondents (75.29%) are male and remaining (24.71%) are female respondents. The majority of respondents (37.46%) are between the age of 15 to 25 years. Majority of respondents (42.3%) are Graduates. Majority of respondents (75.29%) do not have membership in library.
2. Only 60% of the respondents visit library daily, nearly 20% respondents visit library occasionally or rarely and 38% replied that lack of time is the main reason for not visiting library.
3. Nearly 20% of the respondents do not have the computer knowledge.
4. About 40% of the respondents are not aware of e-resources, internet and websites.

5. Nearly half of the respondents need assistance from library staff in locating books and searching e-resources.
6. Above 40% of the respondents agreed that the library resources could help their self and career development.
7. Only 35% of the respondents rated the library sources and services are very good.
8. The main problem faced by the respondents is the non-availability of required books in the library and lack of convenient furniture in the library.

### **Conclusion**

1. Public library staff should take steps to enhance enrollment of membership by educating the users about the benefits of library membership.
2. Library authorities should arrange programmes which facilitate the users to spend more time in library. The users should be motivated by the library authorities to inculcate reading habits among the users by educating them to use not only newspapers but as well use other sources of information available in library.
3. Library should procure latest editions of text books, reference books and other reading materials with adequate multiple copies to fulfill the information needs of the users.
4. Library authorities should take necessary steps to improve reprographic services.
5. Library authorities should make awareness programmes among the users on the use of library sources & services, and how to utilize them for their career and self-development.
6. Library should acquire ICT infrastructure facilities to provide e-resources and create awareness among the users to utilize maximum available ICT resources & services.
7. Library authorities should acquire physical facilities, ICT and other reading materials.
8. Public libraries should be developed by providing adequate funds and manpower by the government for improving the quality services.

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