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Shivaraja O

Kuvempu University, Shankaraghatta. Karnataka. India, shivarajnayaka08@gmail.com

Padmamma S

Kuvempu University, Shankaraghatta. Karnataka. India, spadmamma2010@gmail.com

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A Review of Literature on Use of Public Libraries in Preparation for Competitive Examinations in Karnataka

Mr. Shivaraja O
Research Scholar,

Department of Library & Information Science
Kuvempu University Shankaraghatta - 577451
e-mail: shivarajnayaka08@gmail.com

Dr. S. Padmamma
Professor

Department of Library & Information Science
Kuvempu University Shankaraghatta - 577451
e-mail: spadmamma.2010@gmail.com

ABSTRACT

The education system in India is fast developing; educational institutes and various government departments conduct different types of exams in India to select the ideal candidates. Millions of students attend these exams every year to get jobs. The aspirants are required to use essential information resources to prepare for competitive examinations. In recent years, public libraries have become the primary source of resources for students, job seekers, and the general public. As a result, the current study examines the use of public libraries in the preparation for competitive examinations through a comprehensive evaluation of academic research papers. This research article also emphasizes how Competitive Examination resources are used in public libraries. The main purpose of this article is to provide an overview of the use of public libraries in preparation for competitive exams. However, this manuscript provides a good understanding for new researchers who wish to conduct research in this field and facilitates effective data collection.

Keywords: Public Libraries, Information Resources, Services, Competitive Examinations, Literature Review

1. Introduction

The public library is often called a people's university for its universal characteristics. It is a democratic institution working on democratic principles. The public library is for the people, by the people, and of the people. In other words, a public library is freely open to all, irrespective of age, race, sex, colour, creed, or religion, and provides free access to everyone. The public Library system serves as a dynamic force, giving people knowledge, continuing education, and information. Public libraries play a vibrant role in the welfare of the public. Now a days, the Government of India, State Governments, public sector banks, and research institutions have conducted various examinations for the selection of new, dynamic young

workers. In this context, public libraries are allotted more funds to purchase competitive Examination resources like books, magazines, and other related resources. Hence, this study examines the use of public libraries in the preparation for competitive examinations through a comprehensive evaluation of academic research papers and also emphasizes how Competitive Examination resources are used in public libraries.

In this paper, relevant studies have been conducted on the use of public libraries in preparation for competitive examinations in the country and abroad. The purpose of the literature review is to gain background knowledge about the research area and broaden the understanding of the research problems. Any study begins with a comprehensive published and unpublished literature search on a selected research problem. If the public library's resources, facilities, services, and functioning are to be satisfactory and remain a place of interest to the users, a comprehensive literature review is required. A review of the literature reveals the availability and utilization of competitive exam resources and services by users in public libraries, and key advice can be applied to ensure that services are inclusive and attractive to all users. In order to review earlier studies collected from both print and e-journals like the LISA database, Google Scholar, and other online databases.

2. Objectives of the Study

The main objective of this study is to review the literature on the use of public libraries in preparation for competitive examinations.

3. Methodology

The present study was undertaken to review and examine the available literature, focusing on the use of public libraries in preparation for competitive examinations. For this purpose, the researcher reviewed the available literature and selected the most relevant ones, guided by the objectives of the study. The review is in the area of use of information resources, satisfaction level, and challenges faced by users in preparation for competitive examinations. The study included research papers published in national and international journals and other sources available on the internet.

4. Review of literature

A review of the literature is a necessary step in conducting research. It is a process of reviewing previous research on a specific topic, published in books, journal articles, conference proceedings, reports and thesis, dissertations, etc. The main aim of this is to bring together all relevant and essential work on the topic. It includes the methodology used and the results of the studies. A literature review helps you to compare and contrast existing research on a particular topic to draw better conclusions from it. It also helps you to avoid duplication of research and better understand the research problem.

There have been a great number of studies that have investigated the efficacy of various information sources and services for competitive examinations, such as Information Resources and Services in Public Libraries, the utilization of Competitive Examination Resources in Public libraries, and problems faced while using Public Library resources and services.

4.1. Information Resources and Services in Public Libraries

Muhammad Taufiq et al. (2020)¹ studied User satisfaction with the resources and services of public libraries in Lahore, Pakistan. The study found that the majority of the respondents tended to visit the public library daily and were satisfied with the circulation services at the library. They also considered the public library to be the best information resource in their area. However, they were found to be dissatisfied with the internet-based services available at their libraries as well as the lack of a library-user relationship. This study provides useful information for improving library resources and services in Pakistan and would help to improve the level of user satisfaction and library service quality in the public sector libraries of Lahore. It also emphasizes the need for policymakers to devise a benchmark for quality service delivery in public libraries in Pakistan.

Mahesh G.T. and Adithya Kumari H. (2018)² studied the Use of public library services by distance learners at Bangalore University. The data collection was carried out by personally distributing the questionnaire to the randomly selected students, and the sample consists of students from both undergraduate and postgraduate programs. The study found that 90.60% of distance learners used public libraries during contact classes.

Gurikar and Hadagali (2018)³ studied the reading culture and leisure use of the public library in the City Central Library, Hubballi-Dharwad. They observed from the study that students and competitive job aspirants are the major users of the City Central Library. The users visit the

library mainly to update their knowledge and read newspapers and magazines. The City Central Library's main sources of information are general reading books, newspapers, and competitive books.

Bashir, F., et al. (2018) ⁴ conducted a case study of public libraries on users' satisfaction as a valid measure for information resources. This study aims to evaluate the satisfaction of users with the quality and quantity of library collections. A self-structured questionnaire based on open-ended and closed-ended questions was constructed. A purposive sample of one hundred users was selected. The data were qualitatively analysed using a thematic approach. Positive opinions were observed related to the library's response to the suggested titles. Almost half of the population of respondents was satisfied with the availability of their suggested titles in the library. Most of them were dissatisfied regarding the maintenance of an equal collection of books, and they were not encouraged by the library staff during the book suggestion process. It concludes that there is a need to evaluate the existing library collections.

Sorakananda Rao and Chandraiah (2017)⁵ focused on the information use patterns and resources of the District Central Public Library, Chittoor District, Andhra Pradesh. The study found that 69.47% of the respondents are not members of the library, and of the remaining 30.52%, only 30.52% are members of the library. 44.21% of respondents are using more competitive exam books; 30.52% of them are subject to periodicals; 30.52% of respondents are partially satisfied with circulation services; and 43.15% of them are using the internet to send emails.

Similarly, a study by Dayanandappa Kori and Mulla (2017) ⁶ was conducted at the City Central Library in Belagavi, Karnataka, India. The major objectives of the study are to understand the usage patterns of library services and information sources. The questionnaire was distributed among 341 users of the City Central Library in Belagavi; out of those, 308 returned with a completed questionnaire. The researcher found that out of 308 respondents, 173 (56.2%) visited libraries to prepare for competitive exams and quizzes, and 131 (42.5%) visited libraries to obtain job and career information.

Further, Sidlingappa et al. (2016)⁷ conducted a study on the role of public libraries in the promotion of informal education, with special reference to the City Central Library, Hubli-Dharwad, Karnataka. The present study shows that the majority of users were men in the age group of 18–25 years, and they included employees, students, pensioners, and housewives who visit the library daily. Most of the users were visiting the library to improve their general

knowledge and prepare for competitive exams. Most of the users were dependent on newspapers as well as magazines.

Another case study by Baladhandayutham, A., and Murugapandi, V. (2015)⁸ was conducted on information access patterns by the users in the district central library in Sivagangai. The study found that 55.29% of respondents visit the library to prepare for competitive examinations. 28.24% of the respondents are satisfied with the reference collections available in the District Central Library, Sivagangai. 40% of library users are satisfied with the accessibility of e-resources, and 45.88% of respondents strongly agree with the extension activities conducted by the District Central Library, Sivagangai. 54.12% of the respondents report that lack of time is the main problem for using the library services at the District Central Library, Sivagangai. 57.65% of the respondents are satisfied with the overall services of the District Central Library, Sivagangai.

Ajitha Kumari and Francis (2015)⁹ carried out similar studies on the public library system in Thiruvananthapuram, Kerala. The researcher found that 25% of respondents visit the library once a week, followed by 21% who visit every day, 16% who visit once every two weeks, and 15% who visit once a month. The respondents read newspapers (46%), engage in recreation (27%), and prepare for competitive examinations (11%). Most of the respondents opined on the need for extending the working hours of the libraries.

Similarly, a study by Maurya (2014)¹⁰ was conducted to explore the current status of public libraries in Varanasi. The study found that most users visit the library for reading (29%), followed by preparing for competitive examinations (20%). Of the available resources, books are heavily used, followed by magazines. Users also came to libraries to seek oral information. The study also found that the carelessness of the authorities has led to the closure of three public libraries in the city out of a total of 15, and even today, public libraries lag in providing their basic services. It is high time that the government gives it top priority and ensures monetary support along with the necessary infrastructure.

Padma, P., Ramasamy, K., and Chinna Ayyar (2014)¹¹ studied the information-seeking behavior of users at the Usilampatti Public Library, Tamil Nadu, India. They found that the majority of respondents use the branch library at Usilampatti for preparing themselves for various competitive exams; 30% use the library once a week; and the majority of users visit the library to read newspapers and reference books. While 12 respondents (24%) have time constraints in using the resources, 11 respondents (22%) opined that a lack of adequate library

staff is their major problem. 26 respondents (52%) searched for materials subject-wise and 12 respondents (24%) searched for materials title-wise; 37 respondents (74%) opine that the quality of internet service offered by the library is good. 32 respondents (64%) are highly satisfied with the information they access from magazines and journals. 24 respondents (48%) rated the quality of overall library services as very good.

Kishore Kumar and Lokesh Naik (2014)¹² conducted a case study on the use pattern of Information Resources by Citizens in the District Public Library, Tumkur, and Karnataka. They used a questionnaire-based survey method to identify the feelings of the public towards the adequacy of library resources and services utilized by the city's residents. The study results show that the users are completely satisfied with the current location of the library, and the collection of newspapers and books is adequate with respect to magazines and general reference materials.

Saravanan, K., and Jadhav, M.N. (2013)¹³ studied the usage and information needs of the users at the Connemara Public Library. It was found that 50% of the respondents came to prepare for competitive examinations. 18% of respondents are preparing for the UPSC exam, 16% are preparing for the RRB exam, 12% are preparing for the NET and SET exams, and 30% are preparing for the Tamil Nadu Public Service Commission exam. 73% of them are satisfied with the library's collection. 73.16% are fully satisfied with the services provided by the library. 97% of them preferred printed documents for reading as a comfort. 70% of the respondents do not have awareness of e-resources. 7.50% of the respondents suggested increasing or updating the library's collection. Most of the respondents suggested providing physical infrastructure for reading comfort, having easy access to information, extending the library hours, and improving the manpower in the library.

Lata and Sharma (2013)¹⁴ attempted to determine the usage of information sources and services by T.S. Central State Library of Chandigarh users. The study found that a majority of users visit the library daily for study purposes, to borrow books, to read newspapers, to prepare for competitive examinations, and to access the Internet. The study also suggested that more of the latest books, periodicals, magazines, and other printed and non-printed materials should be added to the library. Proper user education or library orientation programs should be provided to the users. From time to time, user studies may also be carried out to better understand the needs of users.

Nzivo, C. N. (2012)¹⁵ studied User perceptions of library services and information resources in Kenyan Public libraries Survey methodology using questionnaires was adopted to solicit the required information from 112 adult respondents, and the data were analyzed using SPSS version 14. The study found that KNLS library services and information resources are very positively perceived by most respondents. KNLS libraries are comparatively better off than universities and other public libraries; they are predominantly focused on print documents (books) as preferred sources; readers' searches for information on a particular topic are mostly for general reading and research purposes; and information resources equip users with appropriate knowledge.

Jaya Kumara and Khaiser Nikam (2012)¹⁶ studied in five city-central libraries located in Mandya, Mysore, Tumkur, Hassan, and Bangalore in Southern Karnataka the attitudes of Young Adults toward Public Library Services. For the purpose of data collection, a structured questionnaire was distributed to five selected City Central Libraries 500 YAPL users between 15 and 40 years of age. 384 responses were received. The study found that 51.7% of respondents visit the public library daily, basically to read newspapers and magazines and to prepare for competitive exams.

Gomathi, P. A. (2012)¹⁷, conducted a study on user satisfaction with sources and services, with special reference to the public library in Chidambaram. A questionnaire was distributed at random to 200 users in the Chidambaram public library. The majority of users visited the library daily to read newspapers, prepare for government exams, and for other purposes. Respondents' opinions about customized library services, such as library working hours, library staff members, library facilities, and the availability of books, are on average satisfied. The study indicated that the users, library services, and user satisfaction of the Chidambaram public library were high.

Parvathamma, N., and Reddy, S. (2010)¹⁸ conducted a study on Information resources and services in public libraries in Gulbarga district. Nine branch libraries were selected, which are located in the taluka headquarters in Gulbarga district, Karnataka State. For data collection, a questionnaire was used as a tool, and 50 questionnaires were distributed in each library under study. Out of 450 questionnaires distributed, 259 users responded (57.7%). The researcher found that most of the users visit daily to read newspapers and magazines. Newspapers, magazines, and reading room service are the most frequently used information resources and services, respectively. Most users are fairly satisfied with the available information resources

in public libraries. The results clearly indicate the need for public libraries to strengthen their document collection and create a better ambience to attract more users from all age groups and genders. More trained personnel are necessary to manage the document collection efficiently and offer innovative library services.

4.2.Utilization of Competitive Examination Resources in Public Libraries

Kumara, J., Savitha, E. H., & Nagesh, M. (2020)¹⁹ conducted a study on the use and awareness of information resources and services by the users of the district central library in Chamarajanagara. The study reveals that the majority (79% of users) are male; about 40% of respondents are bachelor's degree holders, followed by postgraduates. More respondents, accounting for 55%, fall between 20 and 30 years of age. The majority of users visit the library daily, and they are interested in reading newspapers and magazines. The study also reveals that users are not aware of the newspaper clipping and photocopying services of the library, and they are not satisfied with the collection of e-resources in the library.

Manthiramoorthi, M., et al. (2020)²⁰ conducted a study on the use patterns of information sources and services by job seekers at public libraries in Chennai City. The result shows that most of them are graduates and males between the ages of 26 and 30. 55.7% of respondents are moderately aware of the information sources and services of public libraries. 68.35% of respondents visit public libraries often and use job-oriented books (83.54%), followed by 56.33% of periodicals, 35.44% of e-resources, and 43.04% of encyclopedias and dictionaries, which are used occasionally. 56.96% of them were satisfied with the information sources and services (63.29%) available in the public libraries. Most of the respondents agree that there are some problems, like insufficient information sources (34.81%), inadequate services (34.18%), and a lack of search techniques (51.90%), poor infrastructure (47.47%), and irregular library hours (40.51%).

Kasimani, C., and Rajendran, N. (2020)²¹ studied the User satisfaction of public libraries in Chennai. The findings of the survey reveal useful facts about User Satisfaction with Public Libraries: A Study with special reference to Chennai. The analysis of data helps the Chi square test and standard Division in this study. This study also used SPSS 20 software for data analysis. The majority (28.5%) of respondents point to their opinion as being highly satisfied with Chennai Public Libraries resources and services.

In a similar way, Kishore Kumar and Ananda Ramesh (2020)²² conducted a study on the use of information resources by competitive exam candidates in some of Tamil Nadu's district

central libraries. The study found that the majority (75.18%) of the respondents are reading Tamilnadu board textbooks for competitive exam preparation, and most (48.91%) of the respondents read magazines on career news. It was suggested that the public library take suitable action for better utilization of the exam books and magazines. The competitive exam aspirants should utilize the resources and services of the competitive exam section at an optimum level for success in their competitive exam preparation.

Basheer and Kaliyaperumal (2019)²³ studied the contribution of public libraries to providing information on employment opportunities in the Vellore district of Tamil Nadu. The study was undertaken in Vellore District among these five regions, namely Alangayam, Ambur, Kaveripakkam, Ranipet, and Vellore Corporation areas, which were selected for the data collection. A systematic questionnaire has been prepared, and data has been collected from each regional public library. A total of 100 questionnaires were distributed, and data was collected. A total of 500 responses (questionnaires) were received for analysis of the study. 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; the lion's share (83.6%) are not members of SHG; and more than 60% of the public library users opined that the library helps seek employment opportunities. Suggestions were given for the improvement of infrastructure facilities in the regional public libraries.

Another study conducted by Balakrishnan and Jeysankar (2019)²⁴ on the digital literacy skills of competitive exam aspirants at the Anna Centenary Library in Chennai. The researcher used random sampling and questionnaire methods to collect the data from 315 respondents. The findings revealed that the majority of the respondents are males, aged below 25 years of age, pursuing undergraduate courses, and hailing from urban areas; half of them possess knowledge of file format extensions and conversion; three-quarters of the respondents have basic knowledge of text and image scanning, short-cut keys, and hardware components; 50% of male and female respondents have a high level of digital literacy skills; they are good at using MS Word, MS Excel, and MS PowerPoint; they don't possess good skills in using MS Access; they mainly use the internet for general browsing, attending online coaching classes, and attending online mock tests; half of them possess good internet search skills; they have moderate skills in using ICT technologies and mediums like PCs, laptops, tablets, Android phones, and external storage devices. It is recommended that the required training sessions or workshops be organized to enrich the digital literacy skills of the aspirants in preparation for competitive examinations.

Another study by Patil and Kamble (2019)²⁵ investigated the use patterns and information needs of young users of public libraries in Karnataka, with special reference to the City Central Library (CCL), Dharwad. The study found that 67.22% of the respondents visited the library to prepare for competitive examinations but also faced problems accessing resources for competitive examinations because Internet and photocopy services are not provided by the CCL. 17.22% of respondents are fully satisfied with library resources and services. The study also found that inadequate relevant reading materials (75%), and a lack of infrastructure (61.67%), are the major problems faced by respondents. The study concludes by providing some important suggestions for the overall development of information resources, services, and infrastructure facilities at the City Central Library to provide better services to young users.

A case study by Munshi et al. (2019)²⁶ was conducted on career guidance services for unemployed youth in the Nadia District Library, West Bengal. This study aims to know how the Nadia District Library has encouraged unemployed youth to prepare for various competitive examinations by providing useful information resources and services. The study revealed that the library created a separate Career Guidance Section in 2010–2011 for job seekers, whereas quite a large number of competitive examination books, magazines, reports, and multimedia information like CDs, DVDs, etc. are available. Besides these, the library also organizes various career counselling programs to encourage students and unemployed youth. The finding also shows that the majority of the participants are satisfied with the library's resources, services, and facilities. However, some of the services and facilities need improvement from the user's point of view. The authors have also suggested some of the valuable suggestions that are discussed at the end.

Further Swamy, D. (2018)²⁷, conducted a study on the adequacy of information sources and services for competitive examinations in the career information centers of public libraries in Karnataka. A common questionnaire was designed to seek answers to questions prepared based on the objectives of the study. The researcher received 1278 completed questionnaires out of 1790 distributed (71.40%). The majority of users (73.3%) refer to the information resources available in the Career Information Centers of Public Libraries in Karnataka for appearing for examinations conducted by the Karnataka Public Service Commission like KAS, KES, KSPS, etc. A large number of respondents in this study were satisfied with the adequacy of information resources in these libraries. There is a great demand for copies of previous question papers and advertisements appearing in newspapers and magazines. The library staff looking after these

centers needs to develop the necessary skills for providing effective service to career and job aspirants.

Another similar study was conducted by Swamy and Ramasesh (2017)²⁸ on the use patterns of competitive examinations and career information centers at public libraries in Karnataka. The researcher found from this study that 79.9% of users visit public libraries to prepare themselves for various competitive examinations conducted by various departments such as police, postal, KSRTC, Zillaparishat, and others such as SDA, FDA, and other office assistants. KPSC (KAS, KES, KSPS, etc.); further, IAS, IPS, IFS, and other competitive examinations, etc. The study also found that the sources of information regarding general knowledge, reasoning, arithmetic, and general English are adequate according to the responses offered by the large majority of the respondents in the study.

Similarly, Ramesh and Kumar (2016)²⁹ conducted a study on the practices and utility of resources by the aspirants of competitive exams in Karaikal District (Puducherry, U.T.). A structured questionnaire was used as the research instrument. The data was collected from 218 respondents. The study results show that out of 218 respondents, 65.14% of aspirants to the competitive exam are in the age group of 21 to 25, and 59.17% of them are female; 89.00% of respondents are unmarried; 61.90% of respondents reside in rural areas; 57.80% of respondents are UG-qualified; and 72.48% of respondents are not employed. A majority of 68.30% of the total respondents are preparing for the bank exam and other competitive exams like UPSC, Railway, Life Insurance, Staff Selection Commission exams, etc., the survey finds. 16.51% of respondents are utilizing up to 1 hour per day for competitive exam preparation. The study also found that the majority of respondents get their information from the public library. The study also recommended that college faculties and college librarians should motivate students to aspire for competitive exams since they play an important role in the career guidance cell of the institution. Though the government is providing free coaching for civil service aspirants, the number of aspirants is very low. Future studies may concentrate on the reason for this. A lot of free resources are available in the form of mobile applications, but the awareness of aspirants is very low. Awareness and utility have to be increased.

Another comprehensive study by Sunilkumar and Jayakumara (2015)³⁰ was conducted to assess the job-oriented information-seeking behavior of public library users in Mysore. The study adopted the descriptive survey method of research, and the data collection tool was a questionnaire. A total of 200 questionnaires were distributed to users using randomization;

among them, 184 were filled out. The result shows that the majority of 166 (90.21%) respondents are male, and the remaining 18 (9.79%) respondents are female. 86 (46.74%) respondents fall into the 20–25 age group. The majority (126, or 68.48%) of the users are "unmarried." Regarding education qualifications, about 76 (41.30%) users are "post-graduate," and nearly 58 (31.52%) users mention a "bachelor's degree." 132 (71.73%) of respondents visit the library "daily." 88 (47.82%) of respondents visit "very frequently" for "reading text and competitive exam books." 92 (49.99%) users say "most of the time" they find required documents in the library. Newspapers are used by 88 percent (47.82%) of users to find job-related information. 64 (34.78%) respondents use "employment news." 56.3% of users are interested in taking the IAS or KAS exams, while nearly 48.08% are interested in taking the SDA or FDA exams. 96 (52.17%) respondents say they are "satisfied" with the availability of job-oriented sources in the library.

A case study by Kanwar (2015)³¹ was conducted at the Allahabad Public Library, Uttar Pradesh, India. It is a government public library situated at Chandra Shekhar Azad Park in Allahabad and was established in 1864. It is one of the oldest and largest public libraries in the state of Uttar Pradesh. The library consists of 1.25 million books on a variety of subjects, including books for competitive examinations. The result shows that above 70% of visitors and readers are satisfied with library facilities, and Allahabad Public Library can be considered one of the best public libraries for library users. There is also scope for improving library facilities and developing well-qualified staff to provide better services.

Dineshan & Jalaja V (2006)³² conducted a study on Gender Differences and Levels of Requirement for Information Resources and Services for Career Seekers in Kerala. The study found that there is a significant difference in the level of requirement for resources to prepare for competitive examinations among female and male career seekers, whereas there is no significant difference in the level of requirement for electronic resources among them.

4.3.Problems faced while using Public Library resources and services

Manthiramoorthi, M., et al. (2020)³³ conducted a study on the use patterns of information sources and services by job seekers at public libraries in Chennai City. Most of the respondents agree that there are some problems, like insufficient information sources (34.81%), inadequate services (34.18%), and a lack of search techniques (51.90%), poor infrastructure (47.47%), and irregular library hours (40.51%).

Patil and Kamble (2019)³⁴ investigated the use patterns and information needs of young users of public libraries in Karnataka, with special reference to the City Central Library (CCL), Dharwad. The researcher found that public library users face problems accessing resources for competitive examinations because Internet and photocopy services are not provided by the CCL. The study also found major problems faced by respondents: inadequate relevant reading materials (75%), and a lack of infrastructure (61.67%).

Rao, M. K. (2019)³⁵, conducted a study on Public Libraries in India: Problems and Prospects. The paper highlighted the importance and need for public libraries in a knowledge society. It describes the present state of public libraries and examines various factors responsible for their failure. The author proposed certain structural changes and corrective steps to make them viable and enable public libraries to provide the required information services to their users. At the end of the paper, it reiterates the relevance and role of the public library as a vibrant space for community development.

Baladhandayutham, A., and Murugapandi, V. (2015)³⁶ conducted a study on information access patterns by the users of the district central library in Sivagangai. 54.12% of the respondents report that lack of time is the main problem for using the library services at the District Central Library, Sivagangai.

Bajpai, R. P., and Jyoti, K. S. (2015)³⁷ studied Public Libraries in India: Problems and Prospects with Special Reference to Uttar Pradesh. The study focuses on the problems and prospects of district public library services in Uttar Pradesh. The study finds out the prevailing problems and their prospects for which district public libraries are unable to reach the common people in the state. The study also highlights the challenges of public libraries in the present-day context of modern technology and points out the present status of services given by the public libraries in reality in the state.

Padma, P., Ramasamy, K., and Chinna Ayyar (2014)³⁸ studied the information-seeking behavior of users at the Usilampatti Public Library, Tamil Nadu, India. 22% of respondents opined that a lack of adequate library staff is their major problem.

Gurikar, M. R., and Lamani, M. B. (2014)³⁹ attempted to find out the challenges and problems encountered in Karnataka state public libraries. This paper talks about the effect of information technology on libraries and its changing role in recent years. Also suggests feasible remedies and new developments in technology that are already indicating the potential for the transformation of public libraries in rural Karnataka state for the better. The study is taken up

to give some important suggestions for the extent to which it can provide effective library services for the development of society.

Maurya, A. K. (2014)⁴⁰ conducted an explorative study on Public libraries in Varanasi (Uttar Pradesh), India. The main purpose of this paper is to explore the current status of the public libraries in Varanasi. A structured questionnaire was designed and personally distributed to 100 respondents over a period of seven months for the study. Responses present a dismal outlook for libraries. A financial deficit and a lack of computers, infrastructure, and staff have stagnated the development of these libraries. These libraries continue to stand the same way they did 60 years ago.

5. Summary and observations on literature review:

The literature published over the past 15 years has been covered to understand the use of public libraries in preparation for competitive examinations and the information sources and facilities provided by the public libraries in Karnataka. The publications have been categorized into three areas:

- Information resources and services in public libraries
- Utilization of competitive examinations resources in public libraries
- Problems faced while accessing Information resources in public libraries

Most important findings of literature review are as follows:

- Most of users visit the library to read newspapers and magazines, prepare for competitive exams, and pursue academic pursuits such as solving assignment questions.
- There has been dissatisfaction among young adult patrons with the Library's services due to its inadequate infrastructure, lack of Internet and IT facilities, outdated information sources, and poorly trained library staff.
- Public libraries need to take a proactive approach to motivating users to use these resources and services to enhance their competence level.
- There are three levels of satisfaction defined by the information resources, facilities, and services. The accuracy, completeness, precision, and relevance of the information materials obtained from a public library by a user are measures of the product's performance.
- In terms of service delivery, the libraries also lacked the capability and competence to provide translation services to the non-literate group of the communities.

- In light of the fact that most of the visitors to public libraries are students and unemployed youths, public libraries need to take a proactive approach to motivating users to use these resources and services to enhance their competence level.
- There is a need to increase understanding and improve career choice, job satisfaction, and librarians' image.
- There is a need for public libraries to develop and adopt interactive counselling techniques and library resources for proactive change.

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