

## Use of internet in Tamil Nadu state central library (Connemara Public Library): A study

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### ABSTRACT

The information era with its electronic facilities will come with many challenges in all the sectors of development since information is the base for all developmental activities. Libraries and information centres and librarians will have their share of challenges and risks to partake in this major activity. In 1994 the UNESCO Public Library Manifesto defined a public library as "the local gateway to knowledge, [and] provides a basic condition for lifelong learning, independent decision-making and cultural development of the individual and social groups." In this vision of public libraries, they are seen as people-oriented institutions which should service the widest population possible. The public libraries are providing, to different extents, health related, job related, career related, cultural, and professional as well as general information services to make the target communities information literate in every respect and to bring a difference in people's lives. Results of the present study show that less than 1 hour of access to internet takes the first order reporting among the publics of State Central Library, 1-2 hours of access to internet the second, 2-3hours of access to internet the third, above 4 hours of access to internet the fourth and 3-4hours of access to internet the last. Study reveals that the services in library are poor takes the first order reporting among the users of State Central Library, Excellent services take the second position, no opinion the third, very poor services the fourth and good services the last.

**Key words:** World Wide Web (WWW), Internet, Library Visit, e-mail, Information and Communication Technology (ICT), Public Library.

### INTRODUCTION

The Internet is a global system of interconnected computer networks that use the standard Internet Protocol Suite (TCP/IP) to serve billions of users worldwide. It is a network of networks that consists of millions of private, public, academic, business, and government networks, of local to global scope, that are linked by a broad array of electronic and optical networking technologies. The Internet carries a vast range of information resources and services, such as the inter-linked hypertext

documents of the World Wide Web (WWW) and the infrastructure to support electronic mail. Most traditional communications media including telephone, music, film, and television are being reshaped or redefined by the Internet. Newspaper, book and other print publishing are having to adapt to Web sites and blogging. The Internet has enabled or accelerated new forms of human interactions through instant messaging, Internet forums, and social networking. Online shopping has boomed both for major retail outlets and small artisans and traders. Business-to-business and financial services on the Internet affect supply chains across entire industries.

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(Received on 23.11.2010, Accepted on 22.12.2010)

### PUBLIC LIBRARY SECTOR

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. 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. The fourth phase of the Indian Library Movement may be described as one of consolidation with a view to husbanding our sources so as to yield a library service to the maximum number of people. The fifth and the most remarkable phase of the library movement in our country 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.

### PUBLIC LIBRARIES IN TAMIL NADU

The noble vision of this department is to promote library movement as a people's movement. Public Libraries are established in Tamil Nadu under the provisions of the Tamil Nadu Public Libraries Act, 1948. A separate directorate for the Public Library was formed in the year 1972, to improve the Library services in the State. At present, 3924 libraries in various categories as detailed below, are functioning in the State.

|                                                     |      |
|-----------------------------------------------------|------|
| State Central Library<br>(Connemara Public Library) | 1    |
| District Central Libraries                          | 30   |
| Branch Libraries                                    | 1567 |
| Mobile Libraries                                    | 12   |
| Village Libraries                                   | 1827 |
| Part-time Libraries                                 | 487  |
| Total                                               | 3924 |

The Public Libraries are being computerized, so as to improve the library services. The following Libraries are computerized and provided with Internet and E-mail facilities. Connemara Public Library, Chennai. 30 District Central Libraries. 100 Branch Libraries situated in Corporation / Municipal areas.

### CONNEMARA PUBLIC LIBRARY

At the turn of the 19th century a new landmark was added to Chennai, the capital of the Madras Presidency. The historic date was 22nd March 1890 when Lord Connemara the then Governor of Madras State laid the foundation stone for the present Connemara Public Library to fulfill the long felt need for a standard library. Another red letter day was 5 December 1896 when the library named after Lord Connemara was formally opened. Since then, a century has passed and the library had become a part of history as much as a part of our lives continuously functioning till date.

A truly world class library with teak shelves and standard glass windows with a very tall ceiling reflecting colonial ambience was the idea of the H.Irvin the consulting architect of Madras Presidency. This large hall was set in a semi circle sandstone building constructed in Indo-sarcenic style that never seems to have aged even now. Continuously growing, the library had significant additions the most important being a grand three storied building in 50000 sq.ft built at a cost of Rs.50 lakhs in 1974. As a part of the centenary celebrations an additional three storeyed building with a floor space of 21,235 sq.ft opened on 24th June 1999.

Under the provision of Delivery of Books and Newspapers (Public Libraries) Act 1954., every publisher in India has to compulsorily send a copy of each publication to the Connemara Public Library. Apart from this a good number of publications and periodicals of UN and its specialized organs and Asian Development Bank were also received. Further more a good number of books were added every year by purchasing from the funds made available by the State Government Budget. By this the

collection of library grew very fast creating the problem of space to accommodate the materials.

preferred to email their tutors rather than have face-to-face meetings.

## LITERATURE REVIEW

There is a lot of literature on the use and awareness of the Internet. The present study is an attempt to establish and exhibit the status of Internet resources, services, use, and awareness at Tamil Nadu State Central Library.

Mahajan (2006) conducted a study on Internet use by researchers in Punjab University, Chandigarh, which analyzed how the convergence of information and communication technologies, as embodied by the Internet, has transformed the present day society into a knowledge society. Madhusudhan (2007) conducted a survey on Internet use by research scholars at Delhi University, which revealed that most respondents used search engines more than subject gateways or web directories to locate information. Negative attitudes as well as conservatism act as barriers to effective Internet use. Internationally, there are a number of studies on Internet facilities. Asemi (2005) conducted a study in University of Isfahan, Iran. One hundred percent of users frequently used the Internet. Jefferies and Hussein (1998) reported that teaching faculty construct web pages to help structure students gather data and to provide access to other resources. Students, on the other hand, use email to communicate with their peers and with their tutors. The researchers emphasized the fact that students

## OBJECTIVES

The present study has the following objectives to achieve:

1. To identify awareness of the e-resources among users of Public Library
2. To find out the frequency of usage of electronic resources
3. To determine the amount of the time spent on e-resources
4. To identify the purposes for using the e-resources
5. To study the respondents' satisfaction and problems in utilizing the e-resources

## METHODOLOGY

The researcher has employed a well structured questionnaire for collecting the data from the users of State Central Library of Tamil Nadu. The questionnaire has been prepared in such a way that the respondents could easily understand the items. A total number of 700 questionnaires were distributed among the publics, who reside in and around Chennai. The investigator could collect questionnaires from only 520 out of 700 publics among whom the questionnaires were distributed. This constitutes 74.28 % (520/700) of the total response.

## DATA ANALYSIS

**Table1: Age wise Distribution of Respondents**

| Age      | No. of Respondents | Percentage |
|----------|--------------------|------------|
| Below 25 | 136                | 26.15      |
| 25-35    | 58                 | 11.15      |
| 36-45    | 62                 | 11.92      |
| 46-55    | 85                 | 16.35      |
| 56-65    | 105                | 20.19      |
| Above 65 | 74                 | 14.24      |
| Total    | 520                | 100.00     |

A study of data in table-1 indicates the age wise distribution of respondents. It could be noted that out of the total 520 respondents, 26.15 per cent of them belong to the age group of below 25 years and 11.15 per cent of them come under the age group of 25-35 years. In this study, 11.92 per cent of the respondents' age is in the range of 36-45 years and 16.35 per cent of them are

found in the age group of 46-55 years. It is observed that 20.19 per cent of the respondents belong to the age group 56-65 years and the rest 14.24 per cent of them belong to the age group of above 65 years.

It is concluded from the above table that majority of the respondents are found to be with the age group of below 25.

**Table 2: Gender wise Distribution of Respondents**

| Gender | No. of Respondents | Percentage |
|--------|--------------------|------------|
| Male   | 365                | 70.19      |
| Female | 155                | 29.81      |
| Total  | 520                | 100.00     |

A study of data in table-2 indicates the gender distribution of respondents. It could be noted that out of the total 520 respondents, more than two thirds of the respondents (70.19%) belong

to the male group and the rest one third of them (29.81%) are females.

It is concluded that male respondents constitute more in number than female respondents.

**Table 3: Age wise Respondents' Frequency of Library Visits**

| Age      | Daily         | Thrice a Week | Twice a Week  | Once in a Week | Once in a Fortnight | As and When Required | Total |
|----------|---------------|---------------|---------------|----------------|---------------------|----------------------|-------|
| Below 25 | 17<br>(12.50) | 10<br>(7.35)  | 26<br>(19.12) | 40<br>(29.42)  | 30<br>(22.06)       | 13<br>(9.55)         | 136   |
| 25-35    | 8<br>(13.79)  | 13<br>(22.41) | 10<br>(17.25) | 8<br>(13.79)   | 12<br>(20.69)       | 7<br>(12.07)         | 58    |
| 36-45    | 7<br>(11.29)  | 6<br>(9.67)   | 12<br>(19.36) | 17<br>(27.41)  | 13<br>(20.96)       | 7<br>(1.61)          | 62    |
| 46-55    | 12<br>(14.12) | 15<br>(17.65) | 14<br>(16.48) | 13<br>(15.29)  | 21<br>(24.70)       | 10<br>(11.76)        | 85    |
| 56-65    | 30<br>(28.57) | 9<br>(8.57)   | 11<br>(10.47) | 18<br>(17.15)  | 15<br>(14.28)       | 22<br>(20.96)        | 105   |
| Above 65 | 12<br>(16.20) | 6<br>(8.10)   | 17<br>(22.90) | 12<br>(16.20)  | 9<br>(12.10)        | 18<br>(24.30)        | 74    |
| Total    | 86<br>(16.53) | 59<br>(11.35) | 90<br>(17.30) | 108<br>(20.77) | 100<br>(19.24)      | 77<br>(14.80)        | 520   |

Data presented in table-3 indicate the age wise respondents' frequency of library visits. It could be noted that out of the total 520 respondents, 16.53 per cent of them make daily library visit. In this study, 11.35 per cent of them make library visit thrice a week and majority of the respondents (22.41%) in the age group 25-35 years make library visit thrice a week. Out of the total 520 respondents, 17.30 per cent of them

make library visit twice a week. Majority of the respondents (22.90%) in the age group above 65 years make library visit twice a week. In this study, 20.77 per cent of the respondents make library visit once in a week. Majority of the lowest age group respondents (29.42%) make library visit once in a week. In this study, 19.24 per cent of the respondents make library visit once in a

fortnight and the rest 14.80 per cent of them make library visit as and when required.

It could be seen clearly from the above discussion that library visit of once in a week takes the first order reporting among the users

of State Central Library, library visit of once in a Fortnight the second, library visit of twice a week the third, library visit of daily the fourth and library visit of as and when required the fifth and library visit of a thrice a week the last.

**Table 4: Age wise Respondents' Frequency of Access to Internet**

| Age      | Less than 1 hour | 1-2 hours      | 2-3 hours      | 3-4 hours     | Above 4 hours | Total |
|----------|------------------|----------------|----------------|---------------|---------------|-------|
| Below 25 | 48<br>(35.29)    | 26<br>(19.11)  | 35<br>(25.74)  | 17<br>(12.50) | 10<br>(7.36)  | 136   |
| 25-35    | 18<br>(22.41)    | 8<br>(13.79)   | 13<br>(22.41)  | 8<br>(13.79)  | 11<br>(18.96) | 58    |
| 36-45    | 22<br>(35.48)    | 15<br>(24.19)  | 12<br>(19.35)  | 7<br>(1.61)   | 6<br>(9.67)   | 62    |
| 46-55    | 31<br>(36.48)    | 13<br>(15.29)  | 15<br>(17.65)  | 14<br>(16.47) | 12<br>(14.11) | 85    |
| 56-65    | 35<br>(33.34)    | 28<br>(26.67)  | 22<br>(20.95)  | 11<br>(10.47) | 9<br>(8.57)   | 105   |
| Above 65 | 18<br>(24.30)    | 21<br>(28.38)  | 12<br>(16.22)  | 6<br>(8.10)   | 17<br>(22.90) | 74    |
| Total    | 172<br>(33.07)   | 111<br>(21.34) | 109<br>(20.96) | 63<br>(12.12) | 65<br>(12.51) | 520   |

Data presented in table-4 indicate the age wise respondents' frequency of access to internet. It could be noted that out of the total 520 respondents, 33.07 per cent of them have below 1 hour of access to internet. More than one third of the respondents (36.48%) in the age group 46-55 years have below 1 hour of access to internet. In this study, 21.34 per cent of them have 1-2 hours of access to internet and majority of the respondents (28.38%) of the highest age group have 1-2 hours of access to internet. Out of the total 520 respondents, 20.96 per cent of them have 2-3 hours of access to internet. Majority of the respondents (25.74%) in the age group below 25 years have 2-3 hours of access to internet. In this study, 12.12 per cent of the

respondents have 3-4 hours of access to internet. Majority of the respondents (16.47%) in the age group 46-55 years have 3-4 hours of access to internet. Moreover, 12.51 per cent of the respondents have above 4 hours of access to internet and majority of the highest age group respondents (22.90%) fall under this category.

It could be seen clearly from the above discussion that less than 1 hour of access to internet takes the first order reporting among the publics of State Central Library, 1-2 hours of access to internet the second, 2-3 hours of access to internet the third, above 4 hours of access to internet the fourth and 3-4 hours of access to internet the last.

**Table 5: Age wise Respondents' Satisfaction on Search Engines**

| Search Engines | Age      |       |       |       |       |          | Total |
|----------------|----------|-------|-------|-------|-------|----------|-------|
|                | Below 25 | 25-35 | 36-45 | 46-55 | 56-65 | Above 65 |       |
| Google.com     | 3.52     | 3.02  | 3.89  | 4.22  | 4.21  | 4.56     | 4.01  |
| Yahoo.com      | 3.60     | 3.12  | 4.10  | 4.26  | 4.12  | 4.19     | 3.90  |
| msn.com        | 3.69     | 2.59  | 3.88  | 3.90  | 4.11  | 3.89     | 3.51  |
| sanook.com     | 2.26     | 2.49  | 2.89  | 3.76  | 3.96  | 3.65     | 3.16  |
| Hunsa.com      | 2.12     | 2.44  | 3.56  | 2.65  | 3.11  | 3.92     | 2.96  |
| Altavista      | 2.44     | 3.89  | 2.89  | 3.16  | 2.77  | 3.96     | 3.18  |
| Excite         | 4.01     | 4.22  | 3.81  | 3.77  | 2.89  | 4.42     | 3.85  |
| Euroseek       | 1.96     | 2.12  | 2.26  | 2.89  | 2.52  | 3.39     | 2.52  |
| Total          | 2.95     | 2.99  | 3.41  | 3.58  | 3.46  | 4.00     | 3.39  |

A study of data in table-5 indicates the age wise respondents' satisfaction on search engines. It can be assessed with the help of 8 search engines on a 5 point rating scale. The respondents' satisfaction towards utilization of 8 search engines can be observed from the following discussion. The respondents rank first order satisfaction towards Google as it secures a mean score of 4.01 on a 5 point rating scale. The respondents have second order satisfaction with respect to search engines Yahoo as it secures a mean score of 3.90 on a 5 point rating scale. The respondents have third order satisfaction towards Excite as it secures a mean score of 3.85 on a 5 point rating scale. The respondents have fourth order satisfaction towards search engines of msn.com as it secures a mean score of 3.51 on a 5 point rating scale. The respondents possess fifth order satisfaction towards Altavista as it secures a mean score of 3.18 on a 5 point rating scale. The respondents have sixth order satisfaction towards search engines of sanook.com as it secures a mean score of 3.16 on a 5 point rating scale. It is observed that the utilization of search engines hunsa.com gives seventh order satisfaction to the respondents as it secures a mean score of 2.96 on a 5 point rating scale. The respondents have last order satisfaction towards Euroseek as it secures a mean score of 2.52 on a 5 point rating scale.

The age wise analysis examines the following facts. The respondents in the age group 65 years

and above occupy the first position with respect to their overall satisfaction on search engines as their secured mean score is 4.00 on a 5 point rating scale. The respondents in the age group 46-55 years take the second position in their overall satisfaction on all search engines as their secured mean score is 3.58 on a 5 point rating scale. The respondents in the age group 56-65 years rank the third position in their overall satisfaction on search engines as their secured mean score is 3.46 on a 5 point rating scale. The respondents in the age group 36-45 years take the fourth position in their overall satisfaction on search engines as their secured mean score is 3.41 on a 5 point rating scale. The respondents in the age group 25-35 years occupy the fifth position in their overall satisfaction on search engines as their secured mean score is 2.99 on a 5 point rating scale. The respondents of the lowest age group lag behind others in their overall satisfaction on search engines as their secured mean score is 2.95 on a 5 point rating scale.

It could be seen clearly from the above discussion that respondents have high level of satisfaction towards utilization of search engines such as Google.com, Yahoo.com, Excite. The respondents have moderate level of satisfaction towards utilization of search engines such as msn.com, Altavista, Sanook.com. The respondents have low level of satisfaction towards utilization of search engines like Hunsa.com and Euroseek.

**Table 6: Age Wise Respondents' Purpose of Using Internet**

| Search Engines | Age      |       |       |       |       |          | Total |
|----------------|----------|-------|-------|-------|-------|----------|-------|
|                | Below 25 | 25-35 | 36-45 | 46-55 | 56-65 | Above 65 |       |
| Google.com     | 3.52     | 3.02  | 3.89  | 4.22  | 4.21  | 4.56     | 4.01  |
| Yahoo.com      | 3.60     | 3.12  | 4.10  | 4.26  | 4.12  | 4.19     | 3.90  |
| msn.com        | 3.69     | 2.59  | 3.88  | 3.90  | 4.11  | 3.89     | 3.51  |
| sanook.com     | 2.26     | 2.49  | 2.89  | 3.76  | 3.96  | 3.65     | 3.16  |
| Hunsa.com      | 2.12     | 2.44  | 3.56  | 2.65  | 3.11  | 3.92     | 2.96  |
| Altavista      | 2.44     | 3.89  | 2.89  | 3.16  | 2.77  | 3.96     | 3.18  |
| Excite         | 4.01     | 4.22  | 3.81  | 3.77  | 2.89  | 4.42     | 3.85  |
| Euroseek       | 1.96     | 2.12  | 2.26  | 2.89  | 2.52  | 3.39     | 2.52  |
| Total          | 2.95     | 2.99  | 3.41  | 3.58  | 3.46  | 4.00     | 3.39  |

A study of data in table-6 indicates the age wise respondents' purpose of gathering information from the internet. It can be assessed with the help of 7 factors on a 5 point rating scale. The respondents' purpose of gathering information from the internet can be observed from the following discussion. The respondents rank first order purpose of gathering internet in terms of sending and receiving e-mail as it secures a mean score of 4.00 on a 5 point rating scale. The respondents have second order purpose of gathering internet with respect to improving general knowledge as it secures a mean score of 3.90 on a 5 point rating scale. The respondents put in the third order purpose of gathering internet towards getting relevant information in the e-journals as it secures a mean score of 3.85 on a 5 point rating scale. The respondents have fourth order purpose of gathering internet for career information as it secures a mean score of 3.20 on a 5 point rating scale. The respondents possess fifth order purpose of gathering internet with respect to e-books as it secures a mean score of 3.12 on a 5 point rating scale. The respondents have sixth order purpose of gathering internet for research as it secures a mean score of 2.78 on a 5 point rating scale. It is observed that entertainment gives seventh order purpose of gathering

internet as per the views of the respondents since it secures a mean score of 2.65 on a 5 point rating scale.

The age wise analysis examines the following facts. The respondents in the age group 25-35 years occupy the first position with respect to their overall purpose of gathering internet as their secured mean score is 4.01 on a 5 point rating scale. The respondents in the age group below 25years take the second position in their overall purpose of gathering internet as their secured mean score is 3.86 on a 5 point rating scale. The respondents in the age group 46-55 years rank in the third position in their overall purpose of gathering internet as their secured mean score is 3.69 on a 5 point rating scale. The respondents in the age group 36-45 years take the fourth position in their overall purpose of gathering internet as their secured mean score is 3.18 on a 5 point rating scale. The respondents in the age group above 65 years occupy the fifth position in their overall purpose of gathering internet as their secured mean score is 3.12 on a 5 point rating scale. The respondents in the age group 56-65 lag behind others in their overall purpose of gathering internet as their secured mean score is 3.10 on a 5 point rating scale.

**Table 7: Age wise Respondents' Problems in using Internet**

| Problems                                   | Age      |       |       |       |       |          | Total |
|--------------------------------------------|----------|-------|-------|-------|-------|----------|-------|
|                                            | Below 25 | 25-35 | 36-45 | 46-55 | 56-65 | Above 65 |       |
| Difficulty in finding relevant information | 3.99     | 4.01  | 3.42  | 3.36  | 2.96  | 3.56     | 3.55  |
| Slow accessibility                         | 3.96     | 3.77  | 2.96  | 2.52  | 2.26  | 1.96     | 2.90  |
| lack of IT Knowledge                       | 4.11     | 4.05  | 3.96  | 3.88  | 3.36  | 3.10     | 3.75  |
| Limited access to computers                | 4.10     | 4.05  | 3.96  | 3.52  | 3.40  | 3.12     | 3.65  |
| Lack of Time                               | 3.55     | 3.44  | 2.96  | 2.41  | 2.26  | 2.10     | 2.80  |
| Virus                                      | 4.26     | 4.10  | 3.96  | 3.98  | 3.65  | 3.77     | 4.00  |
| Total                                      | 3.95     | 3.84  | 3.42  | 3.13  | 2.83  | 2.76     | 3.33  |

A study of data in table-7 indicates the age wise respondents' problems in accessing internet. It can be assessed with the help of 6 factors on a 5 point rating scale. The respondents' problems in accessing e-resources can be observed from the following discussion. The respondents rank in the first order problem

of virus in accessing internet as it secures mean score of 4.0 on a 5 point rating scale. The respondents have the second order problem of lack of IT knowledge in using internet as it secures a mean score of 3.75 on a 5 point rating scale. The respondents consider it the third order problem of limited access to computers in

accessing internet as it secures a mean score of 3.65 on a 5 point rating scale. The respondents have the fourth order problem of difficulty in finding relevant information in accessing internet as it secures a mean score of 3.55 on a 5 point rating scale. The respondents find it as the fifth order problem of slow accessibility to view in accessing internet as it secures a mean score of 2.90 on a 5 point rating scale. The respondents have the sixth order problem of lack of time in accessing internet as it secures a mean score of 2.80 on a 5 point rating scale.

The age wise analysis examines the following facts. The respondents of the lowest age group occupy the first position with respect to their overall problems in accessing internet as their secured mean score is 3.95 on a 5 point rating scale. The respondents in the age group 25-35 years take the second position in accessing internet as their secured mean score is 3.84 on a 5 point rating scale. The respondents in the age group 36-45 years rank in the third position their

overall problems in accessing internet as their secured mean score is 3.42 on a 5 point rating scale. The respondents in the age group 46-55 years take the fourth position in their overall problems in accessing internet as their secured mean score is 3.13 on a 5 point rating scale. The respondents in the age group 56-65 occupy the fifth position in their overall problems in accessing internet as their secured mean score is 2.83 on a 5 point rating scale. The respondents in the age group above 65 years lag behind the others in realization of overall problems in accessing internet as their secured mean score is 2.76 on a 5 point rating scale. It could be seen clearly from the above discussion that respondents have high problems in accessing internet in terms of virus, lack of IT knowledge and limited access to computers. The respondents have moderate problems in accessing relevant information. The respondents have low problems in accessing towards slow accessibility and lack of time.

**Table 8: Age wise Respondents' Views on Library Services**

| Age      | Excellent      | Good          | No Opinion    | Poor           | Very Poor     | Total |
|----------|----------------|---------------|---------------|----------------|---------------|-------|
| Below 25 | 35<br>(25.73)  | 17<br>(12.50) | 26<br>(19.12) | 48<br>(35.29)  | 10<br>(7.36)  | 136   |
| 25-35    | 13<br>(22.41)  | 8<br>(13.79)  | 11<br>(18.98) | 14<br>(24.14)  | 12<br>(20.68) | 58    |
| 36-45    | 20<br>(32.25)  | 7<br>(11.29)  | 6<br>(9.68)   | 17<br>(27.42)  | 12<br>(19.36) | 62    |
| 46-55    | 14<br>(16.48)  | 12<br>(14.12) | 13<br>(15.29) | 26<br>(30.58)  | 20<br>(23.53) | 85    |
| 56-65    | 35<br>(33.34)  | 9<br>(8.58)   | 27<br>(25.71) | 23<br>(21.90)  | 11<br>(10.47) | 105   |
| Above 65 | 21<br>(28.37)  | 17<br>(22.90) | 13<br>(17.66) | 17<br>(22.90)  | 6<br>(8.17)   | 74    |
| Total    | 138<br>(26.54) | 70<br>(13.46) | 96<br>(18.47) | 145<br>(27.88) | 71<br>(13.65) | 520   |

Data presented in table-8 indicate the age wise respondents' views on library services. It could be noted that out of the total 520 respondents, 27.88 per cent of them report that the services of the library are poor. Majority of the respondents (35.29%) in the age group below 25, report that the services of the library are poor. In this study, 26.54 per cent of them report that the services of the library is excellent and more

than one third of the respondents (33.34 %) of the age group 56-65 years report that the services in the library are excellent. Out of the total 520 respondents, 18.47 per cent of them report that they have no opinion about the services in the library. In this study, 13.65 per cent of the respondents report that the services in library are very poor. One fourth of the respondents (23.53%) in the age group 46-55



years report that the services in the library are very poor. Moreover, 13.46 per cent of the respondents report that services in library are good. It could be seen clearly from the above discussion that the services in library are poor takes the first order reporting among the users of State Central Library, Excellent services take the second position, no opinion the third, very poor services the fourth and good services the last.

## SUGGESTIONS

1. The speed of Internet needs to be increased for quick access to the available e-resources.

2. The LIS professionals of the State Central Library have to create more awareness on e-resources. In this context the website of library, newsletter of the library should highlight the available e-resources at the library regularly.

3. The State Central Library needs to arrange various orientation and training programmes for publics for the optimum use of available e-resources. In this context, the State Central Library may arrange orientation programmes. Also, product trials of various e-resources for specific user groups need to be introduced.

4. Information regarding the popular and the latest websites with their addresses should be displayed on the notice board in the computer lab.

5. The qualified IT staff should be appointed to provide the expert guidance to users about e-resources and Internet.

## CONCLUSION

Public libraries are knowledge centres and contribute to lifelong learning. For India, there are bumps in the road that leads to the goal of having an institution to serve the masses, which is even more imperative in the present information society, in a nation where 40 percent of the population is living below the poverty line. A massive investment in public libraries is needed to make them true information resource centres for the layman. Many libraries and

information systems introduce user orientation programmes to educate users on the salient features of information resources, search techniques, search strategies, scholarly communications and other aspects. In India a number of training programmes are conducted by the different agencies, who are also architects of modern information systems, to the end-users. All these training programmes meant to develop information literacy competencies of the end users. Similarly, public library authorities and public librarians should impart information literacy competencies to the public library users. The importance of public libraries would be felt more strongly, if the public libraries attract common citizens and younger generations and public librarians meet the information needs of all users. The public library in India is considered to be a living force for education, culture, and information and seen as an essential agent for the fostering of peace and spiritual welfare through the minds of men and women. The library movement in India is now eighty-five years old; yet in spite of that duration, except for ten states, library is not in operation to provide "free book service for all". Public libraries need to take proactive approach in motivating users to use internet services to enhance their competence.

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