ROLE OF PUBLIC LIBRARIES IN THE FULFILLMENT OF ACADEMIC EXPECTATIONS : A CASE STUDY OF TALUKA LIBRARIES OF GOA STATE

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Abstract :
The present paper highlights the necessity of public libraries as a potential instrument for academic development. It also brings out the importance of public libraries as a knowledge centre. This paper highlighted the necessity of establishing the network of public libraries particularly taluka libraries in each and every taluka of Goa state in order to take knowledge to educate the community. This paper also reports the result of a study conducted in all the taluka libraries of Goa State to know the expectations of academicians with regards to the resources & facilities available with taluka libraries. It also provides suggestions to attract the academicians to the public libraries i;e Taluka libraries.

Key Words : - *Taluka Libraries, Resources, Facilities, & Academician.*

1. Introduction :

Nations progress depends largely on the education which it provides to its citizens either formal or non formal. The public library is one such institution of non formal education, which plays an important role in the developing country like India. The manifesto of UNESCO's further proclaims that the public library as a living force for education, culture and information. Facilities of public libraries are provided on the basis of equality of access for all the citizen of the country.

Public Library exists in many countries across the world and is often considered an essential part of having an educational & literate population. It also provides free services, such as preschool story times to encourage early literacy, quiet study and work ones for students and professional. James Billington has aptly remarked, "If a school is a kind of gymnasium for the mind, a library is what the greek called Alexandria, a hospital for the soul." Public Library serves as the hospital for the soul of the whole public in the society where this soul is satisfied with knowledge.

Definition :

According to William Ewart "The libraries which are established by the public, for the public & to entertain the people with certain rules &regulations are called Public Libraries."

B.S.Rusell says "Public Libraries are actually the public organisations for general public and by the people. They provide free services to the successful people."

In words of S. R. Ranganathan, the term public library con note that

1. It serves the general public of its locality.
2. It is financed with public fund..
3. It gives free service and
4. It is essentially a service library..

2. Aim of the Study :

The aim of this study is to investigate the role of public libraries as facilitators for access to information services & facilities in all Taluka libraries of Goa state.

3. Objectives of the the Study :

- To identify the resources of public libraries (Taluka Libraries) and its impact as far as imparting the educational needs of students through distance education.

- ❖ To study the services offered by these libraries & to identify the educational needs of users.
- ❖ To study the collection development policy & to provide probable solution for further improvement if any.
- ❖ To ascertain the facilities available with Taluka libraries for providing information to the students and educationalist.

4. Scope of the Study and Limitation

1. The scope of the present study is concerned with the public libraries i.e. taluka libraries of Goa state, its resources and facilities in the different talukas of Goa in meeting the educational needs.
2. Further the scope will also include the readers / users views to be included in strengthening the present followed activities.
3. The study is confirmed to all the above mentioned libraries related to academic, particularly education and research, professional and individual purpose. It is limited to the state of Goa Taluka Libraries only.

5. Methodology :

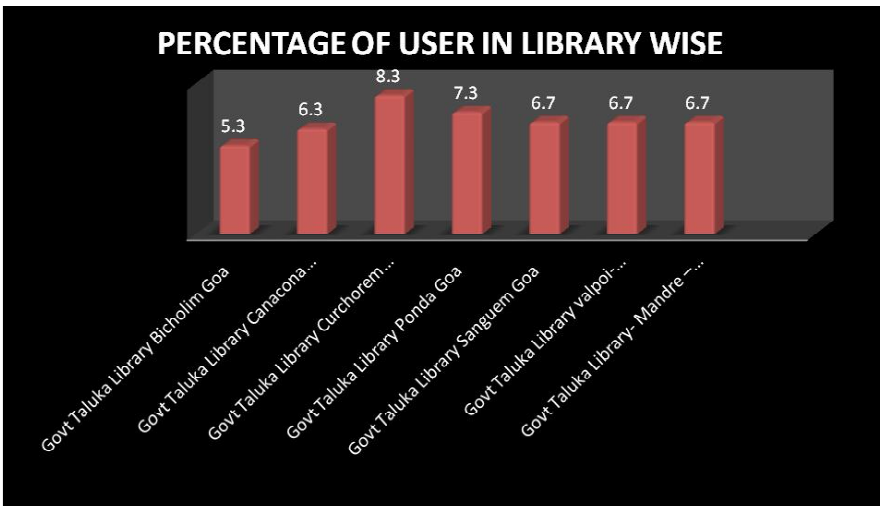
For the purpose of the study all the taluka libraries of Goa state are selected for data collection. It was decided to use the questionnaire as a tool for data collection. A close ended questionnaire was designed & was forwarded to the users of taluka libraries to collect the data.100 users have responded to the questionnaire.

6. Analysis of Data :

The data collected through the above mention tool was analyzed on statistical methods. The following tables & charts deal with these aspects of analysis.

1. Library Usage :

Libraries of the current era are completely dependent on users. The resources and facilities should target the users for best possible use. An effort was made to identify the users as tabulated below.



The above table exhibits about Govt Taluka Libraries presentation about the frequencies of usage with percentage. Govt. Taluka library Curchorem Goa with 8.3%, followed by Govt Taulka library Ponda Goa with 7.3%, Govt Taluka Libraries from Sanguem, Valpoi & Madrem (Pednem) with 6.7%, Govt Taluka library Cancona with 5.7% and the Govt Taluka Library Bicholim with 5.3% which is lowest among all libraries.

2. Library Membership :

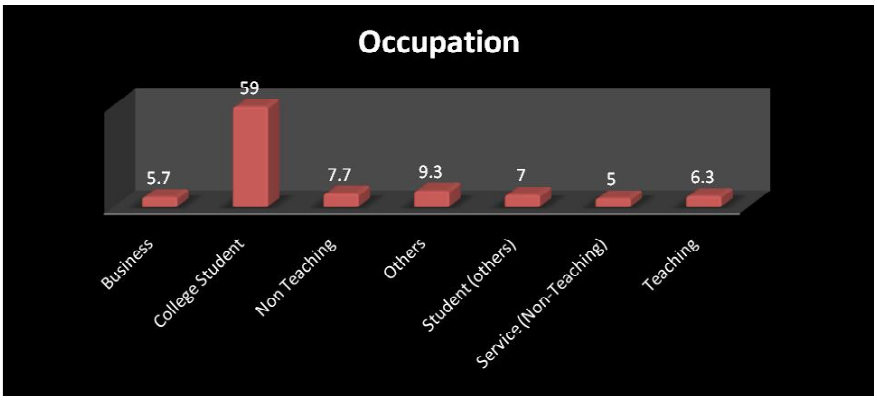
The Library membership is a central part of the Public Library. Efforts were made to set the the frequency of members visiting the Library. The responses received with respect to Library membership is tabulated below.



It is observed from the above graph that 82% of members are visiting library for less than 3 years, 12.3% are member for more than 10 years, 3% of members are for more than 15 years, and 2% are for more than 20years whereas 0.7 are member for above 25 years which is lowest.

3. Occupations of Users :

The Library resources and its growth is based on the interest & suggestion of the users. These recommendations are based on the occupation of the users, in response to our query, about the occupation the questionnaire was circulated to identify the occupation.



It is observed from the above graph that 59% college students make the optimum use of library resources and facilities. 7.7% by Non Teaching followed by others students with 7%, than teaching with 6.3%, Business People with 5.7, service people with 5% and other with 9.3%.

4. Frequency of Visit :

The well stacked libraries are the temples of knowledge and based on Resources and facilities provided the readers are attracted towards library. To know the trends of frequency of library visitors below is the tabulated chart.



The data shows that 53.3% visitor's visits libraries once in a week for educational/ informational needs, 22% of users visit library once in a month, 13.3% visit library once every three week, once every six months around 8%, whereas once a year is 2%.

5. Main Purpose for using the Library :

The public library is a social institute. It is the ardent duty of the Government to help the users by providing them necessary resources and facilities so that the needs of library users are satisfied. The question was placed to know the purpose for using the library & the following are the details:

Main purpose for using the Library	Percentage
For borrowing literature books	16.7
For borrowing other fiction	12.7
For borrowing subject related books	9.7
To use reference / research section	47.7
For borrowing videos, CDs or audio tapes	2.3
For photocopying work	1.7
For magazines reading	35.7
For newspapers reading	34.3
For getting information on school assignment	25.7
To use government publications	9.3

It is observed from the about table that 47.7 % users use Reference section, 34.3% use library for news paper reading i highest, 35.7% use for magazines, 25.7% use it for getting information on school assignment, borrowing literature works by 16.7%, for borrowing other fiction by 12.7%, and Govt. Publication by9.3%, whereas 1.75 of them used for photocopying which is lowest.

6. The Reason for Utilizing the Library :

A well stacked library is a place for developing once educational qualification.. Utilizing the existing resources will make a bonding among the library and its reader. In view of this a question was included to identify the reasons for utilizing the library resources and the received responses are tabulated below:

The reason for your visiting the Library	Percentage
Library processes all the required sources	41.7
Library staff is helpful	43.3
Library is user friendly	31.3
Library provides conducive environment	27.0
Magazines/ Journals are properly displayed	24.0
Library catalogue is up to date	13.7
Arrangement of books on shelves is as per order	28.7
New arrived books are displayed without delay	19.3

The responses received in this regards clearly indicates that the helpfulness from library staff (43.3%) attracts more readers to visit and utilize the library resources. Whereas users friendly initiatives of the library programmes also attract huge numbers of readers (31.3%). The shelf arrangement of books keeping in mind the readers usage also help (28.7%) to utilize the library resources and facilities optimally. The latest addition of periodicals (journal & magazines) also attract (24%) user to utilize the library and the lowest is new arrival books which are displayed is 19.3%

7. Which Information Sources do you use to meet Information Needs

Public libraries are the place of worship of information. The needs of the users who visit the public library goes on shifting as per their necessity. A question was asked to recognize the information needs of users and following is the tabulated data acquired.

Particulars	Percent
Books, Reference Books, Periodicals, Newspapers, Dictionaries, Biographies, Encyclopaedias, Directories, Bibliographies	64.8
Atlas/Maps, Gazettes, Reprint	1.7
Government Publications	3.0
Handbooks, Yearbooks, Statistical accounts, Manuals and non-book Materials, Discussion with colleagues	2.7
(Books, Reference Books, Periodicals, Newspapers, Dictionaries,Biographies, Encyclopaedias, Directories, Bibliographies), (Atlas/Maps, Gazettes, Reprint)	.7
(Books, Reference Books, Periodicals, Newspapers, Dictionaries, Biographies, Encyclopaedias, Directories, Bibliographies) (Atlas/Maps, Gazettes, Reprint), (Government Publications)	.7
(Books, Reference Books, Periodicals, Newspapers, Dictionaries, Biographies, Encyclopaedias, Directories, Bibliographies,),(as/Maps, Gazettes, Reprint),(Government Publications),(Handbooks, Yearbooks, Statistical accounts, Manuals and non-book Materials, Discussion with colleagues)	.3
(Books, Reference Books, Periodicals, Newspapers, Dictionaries, Biographies, Encyclopaedias, Directories, Bibliographies), (Government Publications)	7.0

(Books, Reference Books, Periodicals, Newspapers, Dictionaries, Biographies, Encyclopaedias, Directories, Bibliographies), (Government Publications), (Handbooks, Yearbooks, Statistical accounts)	1.3
(Books, Reference Books, Periodicals, Newspapers, Dictionaries, Biographies, Encyclopaedias, Directories, Bibliographies)	3.7
(Books, Reference Books, Periodicals, Newspapers, Dictionaries, Biographies, Encyclopaedias, Directories, Bibliographies), (Handbooks, Yearbooks, Statistical accounts)	.7
(Books, Reference Books, Periodicals, Newspapers, Dictionaries, Biographies, Encyclopaedias, Directories, Bibliographies), (Handbooks, Yearbooks, Statistical accounts)	5.7
No Response	7.7

The above table depicts that 64.8% users uses Books, Reference Books, Periodicals, Newspapers, Dictionaries, Biographies, Encyclopaedias, Directories, Bibliographies, Bulletins for their day today needs where as 28.6% users use other resources such as maps, seminar papers, handbooks, Govt. Publications etc and remaining 7.7% did not respond.

8. Satisfaction Level of Library Resources :

Library is the house for education, investigation and entertainment. A state-of –art library attracts more and more readers and it is a centre of educational and cultural activities. A question was asked to know the satisfaction level of the users of Library in the use of library resources and below is the tabulated data.

Library resources, are you satisfied	Percentage
Books	83.3
Journals	21.0
Popular Magazines	40.7
Newspapers	48.3
CD ROMs	4.0
Maps / Charts / Globe	5.3

The above data imparts that books (83.3%) are the major source of satisfying the needs of the readers, followed by Newspaper (48.3%) than Popular Magazines (40.7%), Journals (21%), Maps/ Charts/ Globe (5.3%) and CD ROMs by (4%).

9. Satisfaction Level of Library Facilities Available to Readers :

Today's libraries are the centres of excellence and should confirm the latest facilities available at International Level. In this regards a Question was asked to know the satisfaction based on the facilities provided by the libraries and the tabulated data is mentioned below.

Satisfied with following facilities available with the library	Percentage
Newspaper section	49.7
Periodical Section	13.3
Maps and globe section	6.3
OPAC system	7.3
Books stack	23.0
Reference Section	38.0
Reading room	23.3

Above table indicate Satisfaction Level of Library Facilities available to Readers. The responses received in the above table depicts that the

satisfaction level is high in the areas of Newspaper Section (49.7%), Reference Section (38%) and Reading room facilities (23.3%) as far as library facilities are concerned.

10. Facing Problem in Using Library Facilities for Academic Pursuit :

Giving services to user's community is one of the aims of the public library as a public institute. The readers have to be well satisfied after the usage of different facilities provided by the libraries. A question was asked on the topic of problems faced by users with request to library facilities for academic purpose and the responses received are tabulated below:

Face any problem while accessing library facilities for academic pursuit	Percentage
Less no of books in any given subject	38.7
Less subject knowledge for library professionals	5.7
Location of the library	9.7
Inconvenient timings	1.3
System failure	9.3
Unresponsive staff	2.3

The above table depicts that majority face problem using library facilities in the area of availability of text books in any given subject (38.7%) which is followed by location of the library (9.7%) and IT system failure (9.3%), less subject knowledge for library professionals (5.7%), unresponsive staff by (2.3 %) and Inconvenient Timing by (1.3%)

11. Reason for Visiting Public Library :

No library in this world is self sufficient or independent. One cannot acquire all the books/resources published all over the world. Each one has to depend on other libraries / institute for getting & providing the information. To know the above query a question was asked and the responses received to it are tabulated below:

You visit public library because	Percentage
Lack of proper subject books in your institute	35.3
No professional librarian	9.0
Management is not eager to depute the librarian	1.3
Lack of government policy towards the school / college library	12.0
Ignorance of parents towards the school / college library	3.3
No proper infrastructure	8.0
No proper funding pattern	4.7

The above table point out that (35.3%) respondent visit public library thinking that they will get additional subject related books of their interest from the Public Library 12% respondent visit Public Library because of not having strong policy of book collection in School and College Libraries, (9%) feels No professional librarian in the institute, (8%) of the responds think due to lack proper infrastructure.

12. Evaluatiobn of Visiting Public Library for Academic Pursuit

For every activity /work the last part is the evaluation. In order to get the data about users evaluation with respect to their visit a question was asked and the below mentioned is the tabulated data.

How do you evaluate your visiting public library for academic pursuit ?	Percentage
No Response	3.0
Excellent	25.3
Good	60.0
Poor	.3
Satisfactory	11.3

The above data discloses that 60% of users visit to public library for academic search is good which is followed by (25.3%) excellent and satisfactory (11.3%).

Finding :

- The study witness that 82% are members are of less than 3 years which is highest, whereas 0.7% of the members are for 25 years is lowest.

- It is pointed out from the study that main occupation of library members are college students 59% is highest followed by others 9.3% , Non Teaching by 7.7, others students by 7%, Teaching staff by 6.3% Business community 5.7 whereas Non teaching 5% which is lowest.
- The study tells that 53.3% visit library once a week which is highest whereas once a year is 2% which is lowest.
- It is observed from the above study that users use library for reference purpose is 47.7% which is highest and the lowest is used for photocopying is around 1.75%.
- The above study indicates that the helpfulness from library staff (43.3%) attracts more readers to visit and utilize the library resources which are highest. Whereas latest addition of periodicals (journal & magazines) also attract (24%) user to utilize the library.
- The study pointed out that helpfulness from library staff (43.3%) attracts more readers to visit and utilize the library resources is the highest. And the lowest is new arrival books are displayed by19.3%
- The study indicates that maximum users use Books, Reference Books, Periodicals, Newspapers, Dictionaries, Biographies, Encyclopaedias, Directories, Bibliographies and Bulletins to meet their day to day information needs.

- The study witness that the major sources of satisfying the needs of the readers are books 83.3% and CD/ROMs are 4%.
- Satisfaction in terms of facilities of library book issue and return by 47.7% and maps and Globe by 6.3%
- The study explain the problem faced in accessing library facilities and one of the major problem is less availability of subject books with 38.7% is highest among all. And the lowest is Inconvenient timing.

- The study tells that reason for visiting the libraries is lack of subject book in the institution is around 35.3%, whereas management is not eager to depute full time librarian by 1.3%
- The study shows that 60% of the respondent feels good in terms of evaluation of visiting taluka libraries, and only 3% feel poor.

Suggestion :

- It is suggested that additional books may be procured on topics which are of importance to the Academician.
- Library should offer improved services in terms of books, periodicals, computerization / internet facility.
- The study suggests that efforts should be made by the librarians / in charge to engage additional staff for the improvement of resources and facilities provided by the library.
- Taluka Library must provide Internet facility to make easy the search of resources (Books & Journals).
- Library professionals/staff should bring to the notice of the researchers other available options to promote and encourage them to use these facilities also.

- ❖ All public libraries should make available photocopying and scanning facilities (Reprographic services)
- ❖ Quality in information services/facilities should be necessary to improve standards & norms with regards to service provided to distance Education learners.
- ❖ It is essential to apply some methods or mechanisms to get better the qualitative information facilities and services.
- ❖ There must be a strong collection development policy in place for the overall development of the library collection.
- ❖ Full-fledged textbook section has to be developed by each taluka libraries to complete the needs of academician in the state of Goa.

13. Conclusion :

Public library should develop into a lively mediator of developing better citizens by way of ensuring an attractive environment in order to make general public the member / user of the public library. Libraries covered under the study have to take adequate steps to maintain and increase the number of users particularly students / teachers/ academicians. Improvement should be made in journals and textbook section in all the taluka libraries.

Libraries are the organisations which have a wealth of information and knowledge. Their main aim must be to develop the society by giving all the people a medium which they can use to understand many things which are present in this world. The libraries ensure that the public can get unlimited amount of knowledge. A public library is also known as "**the people's university**" as public libraries are accessible to different sections of people – such as nationality, age, cast, creed, religion, gender and sex. Hence the libraries play a big role in providing knowledge and thus promoting sustainable development of the individuals. Public libraries must provide different resources & facilities to the general public at all the level i;e Local, Taluka, District, State etc & see that maximum usage of their resources is carried out.

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