USE OF LIBRARY MATERIAL AND SERVICE PRIORITY OF THE USERS IN THE BANKURA DISTRICT LIBRARY

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ABSTRACT

This study entitled "Use of library material and service priority of the user in the Bankura district library" is the result of the study carried out in this public library. In this study, 60 readers were surveyed with the help of a structured questionnaire. Observation and record analysis techniques are also used for gathering some type of data. The result of the study which aims to find out what is the users' perception of the library and also their need for the library. A majority of the users are not satisfied with an existing collection and their recommendation for library development mainly on collection development, internet facility and up to date catalog etc.

KEYWORDS*: Document Used, Library Services, Users Service Priority, Document Need*

INTRODUCTION

In a society of lifelong learning, whether formal or informal public libraries play an important role. Public libraries must ,therefore, be allowed to play a role of fundamental importance in the development of future systems of lifelong learning. Users are also an important part of the library. The survey report is compiled against the model questionnaire survey, interview method, observation and record analysis.

OBJECTIVE OF THE STUDY

A main objectives of the Study are given:-

- To give recommendations for a long -range plan of development.

- To determine material used by the users of the library & their service priority.

- To understand of the libraries and its users' needs, problems, and role, both on the local and throughout the District.

- To determine the present effectiveness of the library and its proper role.

LITERATURE REVIEW

Sharma (1974) conducted a survey of users to know their views about library collections, timings, rules and regulations and services of a public library under the title "User's Survey of Delhi Public Library Karol Bagh Branch". A questionnaire was used as a data gathering instrument. She concluded that the majority of users was satisfied with opening

hours, rules, staff, facilities, and services of the library, and to some extent with its collection also.

Pushpalatha and Mallaiah (2009) executed a study named "Use of Information Resources in Chemistry: A Study of Mangalore University Library" to know the users' opinions about the adequacy of library resources. It was found that the majority of the users was visiting libraries to borrow books followed by consulting the periodicals.

A study was undertaken by Satyanarayana (1999) to ascertain the use of a text book section of the Andhra University library by students under title "Use of Text Book Section in Andhra University Library: A Case Study". The survey revealed that most of users visited library to use textbooks and very few to spend leisure time. Feldman (2000) conducted a study under the name "Library Use Survey of Random Sample of University of Texas Health Science Center at San Antonio Faculty: Final Report". A objective was to ascertain the use of university library in the year 2000.

Shivalingappa and Tadasad (2009) carried out a study to evaluate the use of gram panchayat libraries in Gulbarga district. It was titled "Use of Gram Panchayat Libraries in Gulbarga District: A Study". In addition to building up the functionality and sound libraries, the findings also emphasized on the user education programs for their optimum utilization.

METHODOLOGY OF THE STUDY

In order to investigate the problems, a survey was designed to know the perception of the users of the proposed research and to achieve objective stated earlier some tools and techniques are required to collect data. In this research work, the questionnaire cum interview method followed with the help of a predetermined questionnaire. Apart from the above, data were also collected from different documentary sources as well.

Analysis and Findings

This section contains analysis and findings based on the analysis of data gathered from users' responses. A questionnaire was given to the respondent personally. Out of 85 questionnaires, 60 almost completely filled up questionnaires received. Most of the questionnaire was filled in by respondents immediately after getting a questionnaire on my request and also in my presence. Here the data analysis was carried with 60 filled up questionnaires.

Type of Information Sought

Table 1: Type of Information Sought

Type of Information	No. of Users	Percentage (%)
Current	51	85
Retrospective	52	86.66

The above table shows that there is no significant difference between the information sought within 60 studied users group.

Type of Documents Used

Table 2: Type of Document Used

Type of Document	No. of Users Uses	Percentage (%)
Novel	32	53.33
Essay	20	33.33
Short stories	40	66.66
Drama	17	28.33
Poem	10	16.66
Travel	13	21.66
Biography	18	30
History	21	35
Religion	15	25
Science	22	36.66
Career guidance	35	58.33
Govt. information	20	33.33

The above table shows that short stories career guidance and novel are used by more than 50 percent of users, groups and it is the highest usable documents. The next usable document categories are an essay, biography, history, science and Govt. Information which is used by 30 - 40 percent of users. Drama, Travel and religion document are used by 20-30 percent of users. The category poem is used comparatively less than other documents.

Type of Documents Needed

Table 3: Type of Document Needed

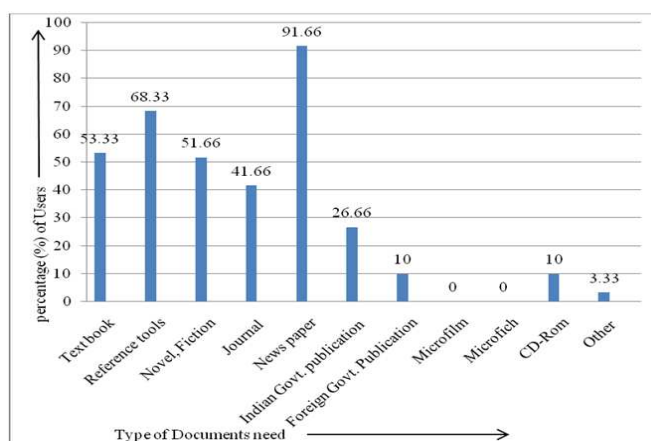| Needed Document	No. of Users (Need)	Percentage (%) of Users
Text book	32	53.33
Reference tools	41	68.33
Novel, Fiction	31	51.66
Journal	25	41.66
News paper	55	91.66
Indian Govt. pub.	16	26.66
Foreign Govt. Pub.	6	10
Microfilm	-	-
Microfich	-	-
CD-Rom	6	10
Other	2	3.33

Figure 1: Bar Chart of Documents Need

The majority of library users, i.e. 91.66 percent have the need of newspaper for reading. Next comes a reference book (i.e. 68.33 percent), textbook (i.e. 53.33 percent), Novel fiction (i. e. 51.66 percent) and journal (i.e. 41.66 percent) are needed. Then comes Indian and Foreign Govt. Information need by 26.66 & 10 percent of users.CD-Rom & other document are needed by users 10 & 3.33 percent.

Purpose of Using Library

Table 4: Purpose of Using Library

Purpose	No. of Users	Percentage (%) of Users
Reading	53	88.33
Lending	50	83.33
Scanning of Newspaper	38	63.33
Reference	20	33.33
Writing	16	26.66
Scanning of Journal	14	23.33

From the table it is seen that 53 (88.33 percent) users' purpose of using the library is reading in the library, then 50 (83.33 percent) users' purpose of using the library is Lending of books. It is seen that a major purpose of using the library is Reading then Lending books.

Purpose of Reading Books / Periodicals

Table 5: Purpose of Reading Books / Periodicals

Purpose of Reading	No. of Users	Percentage (%) of Users
Education	43	71.66
Recreation	31	51.66
Seeking Information About Work	10	16.66
Seeking Information on Trade	1	1.66
Seeking Information on Hobby	5	8.33
To meet Special Interest	19	31.66
To Gain Professional Knowledge	16	26.66

The above table shows that 71.66 percent (43) users read a book /periodical for educational purpose, 51.66 percent (31) users read a book /periodical for Recreation. Read book /periodical for seeking information about work, seeking information on trade & seeking information on hobby are 16.66, 1.66 & 8.33 percent (10,1 &5) respectively. 31.66 & 26.66 percent (19 &16) users read a book /periodical to meet special interest & to gain professional knowledge respectively.

Type of Document Read

Table 6: Type of Newspaper Read

Language of Newspaper	No. of Users (Read)	Percentage (%) of Users
Bengali	58	96.66
English	45	75

It is seen that 58 (96.66 percent) users read a Bengali newspaper and 45(75 percent) users read English newspaper out of 60 studied users.

Satisfaction & Dissatisfaction with Existing Collection

Table 7: Satisfaction with Existing Collection

Satisfaction With Existing Collection	No. of Users	Percentage (%) of Users
Yes	29	48.33
No	31	51.66

From the above table, it is seen that 29 (48.33 percent) users are satisfied with the library's existing collection. Rest 31 (51.66 percent) users are not satisfied with the existing collection. Reasons for non- satisfaction are given in the table below.

Table 8: Reasons for Dissatisfaction

Reason	No. of Users	Percentage (%) of Users
Wanted Documents are not in the Library	17	28.33
Documents are not up to the Standard	8	13.33
Wanted Document are out	5	8.33
Time take to get / Discharged Document is Too Much	-	-
The Library is Too Much Crowded by Users	-	-
Important Pages in a Document are Missing	-	-
Number of Books Issued for Reading or Lending is not Sufficient	15	25
The Library Collection does not Satisfy the Subject Needs	10	16.66
Total Time Period is not Sufficient for Borrowing a Book	1	1.66
Other	-	-

Reasons for dissatisfaction with the library collections are shown in the above table. 28.33 percent of users said that wanted document was not in the library, 13.33 percent of users said that the documents were not up to the standard, 8.33 percent of users said that wanted document is out.

Service Priority

Table 9: Priority of Services

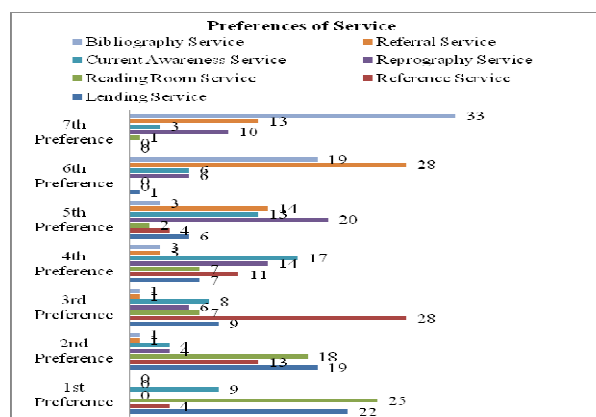| Services	No. of User Give						
	1st Preference	2nd Preference	3rd Preference	4th Preference	5th Preference	6th Preference	7th Preference
Lending Service	22	19	9	7	6	1	-
Reference Service	4	13	28	11	4	-	-
Reading Room Service	25	18	7	7	2	-	1
Reprography Service	-	4	6	14	20	6	10
Current Awarenes Service	9	4	8	17	13	6	3
Referral Service	-	1	1	3	14	28	13
Bibliography Service	-	1	1	3	3	19	33

Figure 2: Preferences of Services

From the above figure, it is seen that:

1st preference of the library service is Reading room service

2nd preference of the library service is Lending service

3rd preference of the library service is Reference service

4th preference of the library service is Current Awareness service

5th preference of the library service is Reprography service

6th preference of the library service is Referral service

7th preference of the library service is Bibliographic service

CONCLUSIONS AND SUGESSIONS

Bankura District Library is a Government sponsored library, situated at the very important place in the Bankura City. Users of Bankura District Library come to the library mainly for reading and lending. Both current and retrospective information is required nearly by the same ratio. Users give more preference to books and newspapers than magazines. A novel, short stories, essay, history, science, career guidance and Govt. Information related are highly wanted the document in this library. Reference Books and newspaper are the most needed document by most of the users. Most of the users come to the library for educational purpose and for recreation. Readers of Bengali newspapers are more than English newspaper. Decreasing order of service priority of users in this library is Reading room service, then Lending service, then Reference service,then Current Awareness service, then Reprography service then Referral service and last Bibliographic service.

SUGGESTIONS

- Sufficient grant should be allocated by Government for the development and improvement of the collection development.

- The library should investigate to find out a strong and weak area of the collection. The library must take a clear policy to select a document.

- Immediately internet facility for users should be introduced.

- Reference book, magazine, textbook, career guidance documents should be increased from time to time.

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