

Performance Evaluation of Public Libraries regarding Central Library Tirunelveli Tamil Nadu

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ABSTRACT

The focus of the present study is to analyse the performance of a public library in Tirunelveli. To analyse the performance of the library, the researcher analyses the number of members enrolled in the library, infrastructures and staff service of the library has been taken as a factor and how they impact the users' opinion about the Library. For collecting the primary data from the customers, the researcher sent the questionnaire in form of a google link to 200 users and received 184 forms fully completed in all respects.

KEYWORDS: *Performance Evaluation, Public Libraries, Users opinion, Tirunelveli.*

1. INTRODUCTION

The library should give confidence to the greater part of the population. It is one of the most valuable and instrumental tools of democracy and the development of good citizenship. The values and functions of the Modern Public Library is more a 'common man' centred, oriented towards the enlistment of the Society ultimately. Public Libraries are occupying a cardinal place among all the public institutions in the Modern social system. It plays a crucial role not only in the life of human beings but also in the farthest of the whole community. It promotes the productivity of reading literature among grown-up adolescents and children. It is functioning as a centre of reference by providing familiar information, enabling the Modern citizen to secure reliable and candid advice on practical matters and help to get his bearings in the complexities of the Modern community.

The Public Library is the local gateway to knowledge, provides the basic condition for lifelong learning, independent decision-making and cultural development of the Individual and Social groups. The services of the Public Library are provided based on equality of access for all, regardless of the user's Age, Race,

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Gender, Religion, Nationality & Social status. Public Libraries collections and services have to include all types of appropriate Media and Modern technologies as well as traditional materials. Public Library's collected and available materials must be reflecting current trends and the evaluation of the society.

Public Libraries are playing a vital role in the development of human resources in the world. It is a practical demonstration of democracy's faith in Universal education as a continuing and life-long process, in the appreciation of the achievement of humanity in knowledge and culture. It is concerned with the refreshment of people's spirit by providing books for relaxation and pleasure, with assistance to the students, and with the provision of up-to-date General, Political, Technical, Scientific and Sociological information.

2. FUNCTIONS OF THE PUBLIC LIBRARY

The main functions of the Public Library are providing free service without any discrimination of Caste, Creed, Age, Gender, Language, Nationality and Status. Public Library service meant for education, information, recreation, aesthetic appreciation and research. Public Libraries have a common objective to conserve and organize the resources of recorded thoughts and facts to make them available for present and future users. Public Libraries are to collect, preserve, organize, retrieve, disseminate and communicate information, ideas and creative product of the human imagination. Any individual cannot acquire all newspapers books and magazines. Governments all over the world have been establishing Public Libraries to provide free access to documents for the information of all the citizens. It saves and organizes human knowledge to place it at the service of the community without distinction of Profession, Creed, Class or Race.

3. PROFILE OF SAMPLE UNIT

The District Central Library, Tirunelveli is established in the year 1952, then it is controlled and managed by District Central Library Association. It shields Palayamkottai, Tirunelveli, Thatchanallur and Melapalayam with a population of 12,24,319 men and 12,68,870 women. During the year 2000-2001, the total number of people who used the library was 1,71,421. It is functioning at 2/32, North High Ground Road, Palayamkottai, Tirunelveli - 627 002. Telephone No: 0462-2561712, Email: dcltnvopac@gmail.com. The sources comprise books in Tamil & other languages, available for reference and lending and non-book items like Cds, EBooks etc. The catalogue is available for online access to registered members and nonregistered members. Working hours of the library: 10 am to 6 pm from Monday to Saturday. Sunday is a holiday. GPS location is 8.71831, 77.738209.

4. REVIEW OF LITERATURE

Lee, S. Y., Oh, M. W., & Yoo, S. E. (2021) - "Analysis on Facility Performance Evaluation of Public Libraries-Comparison with Libraries in Seoul District and Local Areas" Lee et al. (2021) conducted a comparative study on the performance evaluation of public libraries, focusing on libraries in Seoul and other local districts. The study utilized architectural and facility performance measures, such as accessibility, space utilization, and user satisfaction. The authors found that libraries in urban districts like Seoul performed better in terms of infrastructure and service accessibility compared to those in local areas. However, local libraries were found to foster stronger community engagement and loyalty. This paper emphasizes the importance of considering both physical facilities and user experience in library performance evaluations, providing useful insights for public libraries in both urban and rural settings.

Kim, S. (2020) - "A Comparative Analysis of the Performance Evaluation System for Public Libraries" Kim (2020) compared different public library performance evaluation systems, focusing on the criteria and methodologies used to assess library effectiveness. The study reviewed multiple frameworks and models, such as input-output analysis, service quality assessments, and user satisfaction surveys. Kim

found that while performance evaluations in South Korea have become increasingly sophisticated, there is still a gap in integrating user experience and community impact into standard evaluation systems. This highlights the need for a more holistic approach to performance evaluation, incorporating both tangible and intangible factors like social impact and user engagement, which could be relevant to the evaluation of public libraries in Tamil Nadu.

Audunson, R., Aabø, S., Blomgren, R., Hobohm, H. C., Jochumsen, H., Khosrowjerdi, M., ... & Vårheim, A. (2019) - "Public Libraries as Public Sphere Institutions: A Comparative Study of Perceptions of the Public Library's Role in Six European Countries" In their 2019 study, Audunson et al. examined the role of public libraries as public sphere institutions across six European countries. The authors analyzed public perceptions of libraries' roles in promoting democratic engagement, social inclusion, and knowledge sharing. They concluded that while libraries were generally viewed positively, there were significant differences in how they were perceived in various countries. Libraries in some countries were seen as more integral to community life, while others were viewed primarily as information providers. This comparative approach suggests that library performance cannot be assessed solely through service delivery metrics but must also consider the broader social and cultural roles libraries play within different contexts. This study could inform research on how libraries in Tamil Nadu are perceived and utilized by their communities.

A. Vinoth Sermarajan & P. Balasubramanian (2024) - "User Perception of E-books for Competitive Exams in University Libraries: A Case Study of Tamil Nadu" A. Vinoth Sermarajan and Balasubramanian (2024) focused on the user perception of e-books in university libraries in Tamil Nadu, specifically for students preparing for competitive exams. Their findings highlight that students find e-books to be an accessible and cost-effective resource, but there are concerns regarding the ease of use and availability of relevant content. The study also emphasized the importance of library services adapting to technological changes to meet evolving user needs. Although this study focused on university libraries, its findings are relevant for public libraries as well, particularly in the context of user expectations for digital resources and technology integration. It underscores the need for public libraries to assess and improve digital services as part of their performance evaluation.

Baada, F. N.-A. (2019) - "Users' Perception of the Quality of Public Library Services in the Greater Accra Region of Ghana: An Application of the LibQUAL+ Model" Baada (2019) applied the LibQUAL+ model to assess user perceptions of public library service quality in the Greater Accra region of Ghana. The study highlighted that library users in Ghana had a strong preference for high-quality service in areas such as access to information, library ambiance, and responsive staff. However, the study also revealed challenges related to outdated resources and inadequate infrastructure. This research contributes to the understanding of service quality in public libraries by providing insights into how users assess library performance and the importance of meeting user expectations. The use of the LibQUAL+ model could be particularly useful in evaluating public libraries in Tamil Nadu, helping to gauge service quality and identify areas for improvement.

5. STATEMENT OF PROBLEM

Libraries are supposed to be the pillars of a society that help in maintaining the civility and humanity of the people of the society. That is the reason why governments around the world are willing to spend a lot of money in establishing and maintaining a public library so that the people can benefit from it. Similarly, in India, the government are supposed to be spending a lot of money on maintaining the libraries around the country. But are these libraries satisfying their purpose in society? Does the infrastructure of these public libraries satisfy the needs of the respondents? Does it increase the reading habit of the respondents? Is there a positive impact on the literacy attitude of the respondents? These are some pertinent questions that need to be answered and this is the focus of the present article. The Tirunelveli

district central library has been chosen as the context for the present study and the college students who use the library facility are the respondents of the present research.

6. OBJECTIVES OF THE STUDY

- To analyse the performance of public library in Tirunelveli
- To understand the users' opinion about the working of public libraries in the study area.
- To offer suitable suggestions to improve the performance of the public library.

7. NULL AND ALTERNATIVE HYPOTHESES

H₀: The demographic profile variables of respondents do not influence the opinion of respondents about the performance of the public library

H₁ The demographic profile variables of respondents influence the opinion of respondents about the performance of the public library

8. SCOPE OF THE STUDY

The methods adopted for this research are descriptive and analytical. The target group of this study includes students, unemployed youth, employees in the private and government sectors, retired persons, farmers and other members of the District Central Library Tirunelveli. The geographical area of this study is confined only to Tirunelveli.

9. METHODOLOGY

The members and users of district central library Tirunelveli become the sampling frame. Visitors index, membership register and vasagar vattam provided the framework of the respondents. Researcher planned a sample of 200 respondents using the public library and those who belonged to the various age group was selected by adopting simple random sampling technique. The researcher constructed a strong questionnaire by reviewing the previous studies and consulting with experts. Then the researcher sent the questionnaire in the google form to selected 200 users 'and received 184 full-fledged forms only. The response rate is 92 per cent.

10. LIMITATIONS

- The findings of this study apply only to the Selected Public libraries and their users in Tirunelveli
- The study lacks in evaluating the fund generation, fund utility and expectation.

11. CONCEPTUAL FRAMEWORK

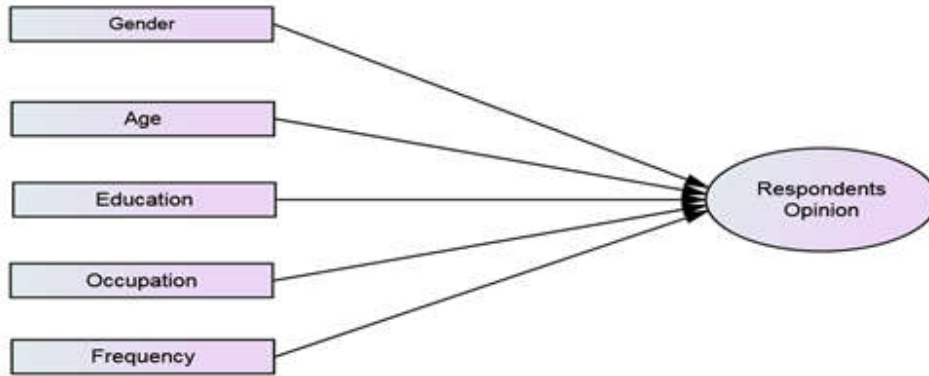


Fig 1

12. DATA ANALYSIS AND INTERPRETATION

Table 1: The Membership pattern of the Library from 2005 - 06 to 2019 - 20

Sl.No	Year	No. of Members	Trend	Index
1.	2005 - 06	30064	-	-
2.	2006 - 07	32022	6.11	6.11
3.	2007 - 08	34068	6.01	11.75
4.	2008 - 09	36072	5.56	16.66
5.	2009 - 10	38081	5.28	21.05
6.	2010 - 11	40012	4.83	24.86
7.	2011 - 12	41217	2.92	27.06
8.	2012 - 13	42536	3.10	29.32
9.	2013 - 14	43284	1.73	30.54
10.	2014 - 15	41927	-3.24	28.29
11.	2015 - 16	43659	3.97	31.14
12.	2016 - 17	44518	1.93	32.47
13.	2017 - 18	45263	1.65	33.58
14.	2018 - 19	46571	2.81	35.44
15.	2019 - 20	47128	1.18	36.21
			CAGR	3.04%

Table 1 portrays the number of members in the district central library, Tirunelveli during the study period. The members include student, unemployed youth, the employee in the private and government sectors, retired persons, farmers and others. A maximum increase of 6.11 per cent in 2006 - 07 over the previous year and maximum rate of reduction in 2014 - 15 by 3.97 per cent. The compound annual growth rate is 3.04 per cent.

Table 2: Model Summary

Model	R	R Square	Adjusted R	Std. Error of the	Durbin-Watson
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			Square	Estimate	
1	.863 ^a	.828	.723	1469.88260	.392

Table 3: ANOVA

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	363732976.514	1	363732976.514	168.352	.000 ^b
	Residual	28087213.219	13	2160554.863		
	Total	391820189.733	14			
a. Dependent Variable: VAR00020						
b. Predictors: (Constant), VAR00021						

Table 4:

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	31310.076	798.673		39.203	.000
	VAR00021	1139.757	87.842	.963	12.975	.000

Tables 2, 3 and 4 reveal the regression coefficient between the dependent variable number of embers in the district central library during the study period and the independent variable stud period. The multiple “R” value 0.877 shows the good correlation between the members and study period selected, “R” square 0.854 reveals the goodness of fit and “t” value 16.355 with a significance value of 0.000 at 99 per cent confidence level. The predictable number of number of members, $Y = 1139.757x + 31310.076$, $Y = 1139.757 * 20 + 31310.076 = 54105$ members in the next five years.

Table 5: Gender and Age of the Respondents

Gender	Age					Total
	Below 25 years	26-30 years	31-35 years	36-40 years	41 years and above	
Male	11	15	22	37	24	109
	(10.09)	(13.76)	(20.18)	(33.94)	(22.02)	(59.24)
Female	9	11	13	23	19	75
	(12.00)	(14.67)	(17.33)	(30.67)	(25.33)	(40.76)
Total	20	26	35	60	43	184
	(10.87)	(14.13)	(19.02)	(32.61)	(23.37)	(100.00)

(Figures in parenthesis is considered as a percentage)

Table 5 depicts the respondents’ Gender and Age-wise distribution. Among the total samples, 10.87 per cent of the respondents come under the category of fewer than 25 years of age. 14.13 per cent of the respondents' Age lies between 26-30 years. The age of 31-35 years’ percentage is 19.02. However, 32.61 per cent of the respondents' Age is between 36-40 years and the remaining 23.37 per cent of the respondents' Age between 41 and above category. Among the total respondents, 59.24 per cent of them are Male and 40.76 per cent of them are Female.

Table 6: Gender and Educational Qualification

Gender	Educational Qualification						Total
	SSLC	HSC	Diploma	UG/PG	M.Phil., /Ph.D.,	Professional Degree	
Male	7	12	14	45	17	14	109
	(6.42)	(11.01)	(12.84)	(41.28)	(15.60)	(12.84)	(59.24)
Female	3	9	6	38	10	9	75
	(4.00)	(12.00)	(8.00)	(50.67)	(13.33)	(12.00)	(40.76)
Total	10	21	20	83	27	23	184
	(5.43)	(11.41)	(10.87)	(45.11)	(14.67)	(12.50)	(100.00)

(Figures in parenthesis is considered as a percentage)

Table 6 shows the respondents' Gender and their Educational qualification. 5.43 per cent of the respondents are qualified in SSLC only. 11.41 per cent, 10.87 per cent, 45.11 per cent, 14.67 per cent and 12.50 per cent of the respondents have HSC, Diploma, Under- Graduate / Post-Graduates, M.Phil./Ph.D., and Professional Degrees holders.

Among the Male respondents (109), 6.42 per cent of them Educational Qualification is SSLC. 11.01 per cent, 12.84 per cent, 41.28 per cent, 15.60 per cent & 12.84 per cent of them gained H.S.C, Diploma, UG/PG, M.Phil./Ph.D., and Professional Degrees.

However, Female respondents (75) 4.00 per cent of them have passed in SSLC. 12.00 per cent, 8.00 per cent, 50.67 per cent, 13.33 per cent and 12.00 per cent of them educational have HSC Diploma, UG/PG, M.Phil./Ph.D., and Professional Degrees.

Table 7: Gender and Occupation of the Respondents

Gender	Occupation					Total
	Students	Government Employees	Private Employees	Self-Employees	Others	
Male	15	22	41	21	10	109
	13.76	20.18	37.61	19.27	9.17	(59.24)
Female	11	9	13	13	29	75
	14.67	12.00	17.33	17.33	38.67	(40.76)
Total	26	31	54	34	39	184
	14.13	16.85	29.35	18.48	21.20	(100.00)

(Figures in parenthesis is considered as a percentage)

Above Table 7 express the study respondents, Gender and their respective Occupations. 14.13 per cent of the respondents are Students category (either in school or college). 16.85 per cent of them are Government-employees. 29.35 per cent of them Private-employees 18.48 per cent of them Self-employees and 21.20 per cent of them others category (Unemployed, House-wives (Homemakers), Retired persons). Among the Male respondents (109), 13.76 per cent were students. 16.85 per cent, 37.61 per cent, 19.27 per cent and 9.17 per cent of them Government-employees, Private-employees, Self-employees and others.

Among the Female respondents (75), 14.13 per cent were Students. 16.85 per cent, 29.35 per cent, 18.48 per cent and 38.67 per cent are Government-employees, Private-employees, Self-employees and others. (Homemakers)

Table 8: Gender and Frequency of Library Visit

Gender	Frequency of Library Visit						Total
	Daily	Thrice in a week	Twice a week	Once a week	Twice a month	Once in a Month	
Male	27	23	21	19	11	8	109
	24.77	21.10	19.27	17.43	10.09	7.34	(59.24)
Female	13	18	19	15	8	2	75
	17.33	24.00	25.33	20.00	10.67	2.67	(40.76)
Total	40	41	40	34	19	10	184
	21.74	22.28	21.74	18.48	10.33	5.43	(100.00)

(Figures in parenthesis is considered as a percentage)

Among the total samples (184), 21.74 per cent of the users visited the District Central Library daily. 22.28 per cent of them visited Thrice in a week. 21.74 per cent of them visited twice a week. 18.48 per cent of them visited once a week. 10.33 per cent and 5.43 per cent of the respondents visited the Library Twice a month and once a month.

Based on the Male respondents (109), 24.77 per cent of them visited the Library Daily and the remaining 21.10 per cent, 19.27 per cent, 17.43 per cent, 10.09 per cent, and 7.34 per cent of them visited the Library Thrice a week, Twice in a week, Once in a week, Twice in a month and Once in a month. Similarly, among the Female respondents (75), 17.33 per cent, 24.00 per cent, 25.33 per cent, 20.00 per cent, 10.67 per cent, and 2.67 per cent of them visited the Library Daily, Thrice in a week, twice in a week, once in a week, twice in a month and once in a month.

Table 9: Gender and Membership, Vasakar Vattam, Puravalar, Readers Club member

Gender	Membership		Vasakar Vattam		Puravalar		Readers Club		Total
	Yes	No	Yes	No	Yes	No	Yes	No	
Male	51	58	67	42	39	70	42	67	109
	(46.79)	(53.21)	(35.78)	(64.22)	(35.78)	(64.22)	(38.53)	(61.47)	(59.24)
Female	21	54	42	33	21	54	46	29	75
	(28.00)	(72.00)	(56.00)	(44.00)	(28.00)	(72.00)	(61.33)	(38.67)	(40.76)
Total	72	112	109	75	60	124	88	96	184
	(39.13)	(60.87)	(59.24)	(40.76)	(32.61)	(67.39)	(47.83)	(52.17)	(100.00)

(Figures in parenthesis is considered as a percentage)

Table 9 expresses the respondents Status of the Library Membership, involvement in the Vasakar Vattam group, paid for Puravalar, and Status of the Readers' Club Members. Among the total respondents (184), 39.13 per cent of them enrolled as a Member of the Library and 60.87 per cent of them only General visitors of Library. 59.24 per cent of the respondents are Members involved in the Vasakar Vattam group, 32.61 per cent of them Paid Rs.1000.00 for Puravalar of the Library, and 47.87 per cent of them Readers Club Members.

Based on the Male respondents (109), 46.79 per cent of them registered as library members whereas 53.21 per cent of the respondents were only general visitors of the library, 35.78 per cent of the respondents'

Performance Evaluation of Public Libraries regarding Central Library Tirunelveli Tamil Nadu

members in vasakar vattam, 35.78 per cent of the respondents paid Rs 1000 for Puravalar of the Library, and 38.53 per cent of them Readers Club Members.

Among the female respondents (75) 28 per cent of the respondents are members of the library and 72 per cent of the general visitor of the library, 56 per cent of the respondents have joined their hands in vasakar vattam, 28 per cent of the respondents paid Rs. 1000 for as Puravalar of the library and 61.33 per cent of the respondents are involved in Readers club.

Table 10: Respondents opinion amour the Performance of the Library

Sl.No	Variable	1	2	3	4	5	Rank
1.	Satisfied services and facilities available in the library	94	45	24	12	9	III
2.	Suitable institutions to provide services to the needy	102	39	21	14	8	I
3.	Adequate infrastructural facilities	87	41	29	15	12	VI
4.	Functioning as community information centre	84	52	33	9	6	IV
5.	Proper assistance of library staff	83	49	32	11	9	V
6.	Easy to find out the location of books.	91	48	27	13	5	II
7.	Online public access catalogue is very useful	69	54	37	16	8	VII
8.	Help of computer counter service	54	60	42	15	13	XI
9.	Proper documentation services in the library	62	47	39	21	15	XII
10.	Proper bibliographical services in the library	59	48	34	22	21	XIII
11.	Availability of inter library loan	64	53	29	22	16	X
12.	Availability of latest publication of journals	70	39	41	19	15	IX
13.	Sufficient reference books collection in the library	82	42	21	17	22	VIII
14.	Sufficient reading materials are available in the library	57	35	49	28	15	XV
15.	Proper arrangement of books in the shelves	61	44	33	27	19	XIV

(Source: Primary Data)

Table 10 reveals the ranking of Performance variables selected for the analysis. The first rank given to "Library is a Suitable institution to provide services to the needy" second rank allotted to the variable "Easy to find out the location of books", third rank assigned to the variable "Satisfied services and facilities available in the library", fourth rank to "Satisfied services and facilities available in the library" and fifth rank to "Proper assistance of library staff".

Table 11: Tests of Between-Subjects Effects

Dependent Variable: Opinion of Respondents about the performance of the Library.						
Source	Type III Sum of Squares	df	Mean Square	F	Sig.	
Corrected Model	230.712 ^a	39	5.916	13.764	.000	
Intercept	721.167	1	721.167	1677.900	.000	
Age	8.723	8	1.090	2.537	.003*	

Gender	5.538	2	2.769	6.443	.002*
Education	6.375	3	3.125	4.291	.001*
Occupation	9.497	6	1.583	3.683	.002*
Frequency	8.357	5	1.671	3.889	.002*
Error	61.892	144	.430		
Total	2375.000	184			
Corrected Total	292.603	183			
a. R Squared = .788 (Adjusted R Squared = .731)					

*Significant at 1 per cent level.

Table 10 reveal a two-way Annova between the dependent variable Opinion of Respondents about the performance of the Library and the independent variables demographic profile of selected respondents. It is observed that R Squared = 0.788, indicates the goodness of fit in the model and “F” values of independent variables show good strength. The significance value of all the selected independent variables is less than 0.01 at a 99 per cent confidence level. Hence it is concluded that the demographic profile of respondents influences their opinion about the performance of the library.

13. FINDINGS

- The researcher found that A maximum increase of 6.11 per cent in 2006 - 07 over the previous year and a maximum rate of reduction in 2014 - 15 by 3.97 per cent. The compound annual growth rate is 3.04 per cent.
- It is found that 59.24 per cent of respondents are Male and 40.76 per cent of them are Female.
- It is observed that 10.87 per cent of the respondents come under the category of fewer than 25 years of age. 14.13 per cent of the respondents' Age lies between 26-30 years. The age of 31-35 years' percentage is 19.02. However, 32.61 per cent of the respondents' Age is between 36-40 years and the remaining 23.37 per cent of the respondents' Age Between 41 and above category.
- The researcher understood that 5.43 per cent of the respondents are qualified in SSLC only. 11.41 per cent, 10.87 per cent, 45.11 per cent, 14.67 per cent and 12.50 per cent of the respondents have HSC, Diploma, Under- Graduate / Post-Graduates, M.Phil./Ph.D., and Professional Degrees holders.
- It is known that 14.13 per cent of the respondents are Students category (either in school or college). 16.85 per cent of them are Government-employees. 29.35 per cent of them Private-employees 18.48 per cent of them Self-employees and 21.20 per cent of them Others category (Unemployed, House-wives (Homemakers), Retired persons).
- It is found that 21.74 per cent of the users visited the District Central Library daily. 22.28 per cent of them visited Thrice in a week. 21.74 per cent of them visited Twice a week. 18.48 per cent of them visited Once a week. 10.33 per cent and 5.43 per cent of the respondents visited the Library Twice a month and Once a month.
- It is witnessed that 39.13 per cent of them enrolled as a Member of the Library and 60.87 per cent of them only General visitors of Library. 59.24 per cent of the respondents are Members involved in the Vasakar Vattam group, 32.61 per cent of them Paid Rs.1000.00 for Puravalar of the Library, and 47.87 per cent of them Readers Club Members.
- The first rank given to “Library is a Suitable institution to provide services to the needy” second rank allotted to the variable “Easy to find out the location of books”, third rank assigned to the variable “Satisfied services and facilities available in the library”, fourth rank to “Satisfied services and facilities available in the library” and fifth rank to “Proper assistance of library staff”.
- It is observed that R Squared = 0.788, indicates the goodness of fit in the model and “F” values of independent variables show good strength. The significance value of all the selected independent variables is less than 0.01 at a 99 per cent confidence level. Hence it is concluded that the demographic profile of respondents influences their opinion about the performance of the library.

14. SUGGESTIONS

- The authorities should enrol more members in the library
- The library officials should create awareness among the visitors to become a member of a library.
- Enhance the number of members in the vasakar vattam and Readers club.
- The library staff should properly arrange the books on the shelves.
- The library authorities make arrangements for sufficient reading materials available in the library.
- The library officials should provide a pleasant reading environment for the users of the library.

15. CONCLUSION

Public Libraries are occupying a cardinal place among all the public institutions in the Modern social system. It plays a crucial role not only in the life of human beings but also in the farthest of the whole community. It promotes the productivity of reading literature among grown-up adolescents and children. It is functioning as a centre of reference by providing familiar information, enabling the Modern citizen to secure reliable and candid advice on practical matters and help to get his bearings in the complexities of the Modern community.

They are traditionally playing many roles in society's development. Originally, it was created as public repositories of books for those who could not afford private collections. It was intended to serve as "People's Universities" to advance the learning of those with limited access to formal education. It was also seen as the source of reliable information and wholesome recreation, as well as cultural enrichment. Libraries were considered fortifications of Social equality by providing free and open access to information. It was promoting equality and ensuring an informed citizenry.

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