

An Evaluation of Women Users' Attitudes towards the Facilities and Services of Tirunelveli Central Library

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ABSTRACT

Women are the pioneers of the nation. Indian culture attaches great importance to women, comprising half of the world's population. According to a report of the secretary-general of the United Nations, women constitute 50% of human resources, the greatest human resource next only to the man having great potentiality. Women are the key to sustainable development and quality of life in the family and society. The role of women has changed tremendously and they have been able to create a positive impression in society. From housewife to CEOs, the transition can be seen at an accelerating rate. Modernization and the advent of the latest technology have widened hope and opportunities for them. So the researcher attempted to analyse the woman users attitude towards the facilities, sources and services of public library regarding Tirunelveli Central Library. The researcher sent the questionnaire to 150 woman users and received the completed forms from 124 respondents only.

KEYWORDS: Woman users, Facilities, Sources, Services, Public Library, Tirunelveli.

1. INTRODUCTION

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 being 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.

It 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, 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.

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A public library may be transformed into a community centre with all types of services society demands. Since these are the centre where the public can have easy access the facilities can be made available through Government funding. Libraries provide various kinds of information sources and services to enhance women. Libraries also play a vital role in the decision-making process by enriching women with the proper information for taking the right decision at right time. The education and training of women are considered in every developmental and educational plan. The essential means of stimulating economic and social developments are changing knowledge, to make the women educate and civilised, and as such the society requires an effective educational system and a good library.

2. PROFILE OF SAMPLE UNIT

The District Central Library, Tirunelveli is set up in the year 1952, at that point, it is controlled and managed by District Central Library Affiliation. It shields Palayamkottai, Tirunelveli Thatchanallur, and Melapalayam with a populace of 12,24,319 men and 12,68,870 ladies. During the year 2000-2001, the absolute number of individuals utilized in the library was 1,71,421. It is working at 2/32, North High Ground Street, Palayamkottai, Tirunelveli - 627 002. Phone No: 0462-2561712, Email: dcltnvopac@gmail.com. The working hours of the library Morning 8.00 am to Night 8.00 pm and occasions on Friday, second Saturday, and Government Occasions

3. REVIEW OF LITERATURE

Gunasingh N. & Balasubramanian P. (2021) carried out a study on Public Libraries in Tirunelveli District with Special Reference to Information Seeking Behaviour of the Users. The main objective of the study was to scrutinize the information-seeking behaviour of selected public library users, to evaluate the services of public libraries from the user point of view and to suggest a few measures for better working of the public libraries. A total of 175 questionnaires were randomly distributed to the users of the seven public libraries in Tirunelveli district; out of which, 140 fully completed questionnaires were received. The study revealed that a maximum of 35.71 per cent of the respondents is in the age group of 30 - 40 Years of age, 67.14 per cent of the respondents are male, 40.71 per cent visited the library daily and 43.08% visited the library weekly; 44.29 per cent of the respondents spent 30 minutes to one hour in the library, most of the respondents sent to the library for updating their knowledge and returning book. The researchers further found that the public library users satisfied with the services and resources of the library. The study concluded that the independent variables namely collections in the library, location of library, environment, and staff approach significantly influencing the information-seeking behaviour of users. The study suggested the library staff takes the necessary steps for the proper arrangement of books on the shelves and enhance the reading materials are available in the library.

Taufiq, M, Rehman, S & Ashiq, M (2020) carried research about the level of User Satisfaction with Resources and Services and the problems faced by the public library users of Public Libraries of Lahore, Pakistan. A survey method and structured questionnaire were designed to collect data. They used a convenience sampling technique for sample selection. The findings showed that the majority of the respondents tended to visit the public library daily and were satisfied with the circulation service. However, they were found to be dissatisfied with the internet-based services and lack of a library-user relationship. This study results also highlight the need for the government policies to devise a benchmark for quality service delivery in public libraries in Pakistan.

Baada (2019) attempted to assess the user perception of the quality of public library services in the Greater Accra Region of Ghana using the LibQUAL+ model. A survey method was adopted for this research. 180 visors are used for this work by convenience sampling technique. The results showed that patrons were dissatisfied with the library environment for learning, internet connectivity and computers and current library print and electronic resources. The absence of internet connectivity and digital collections are major issues. The researcher recommends that public librarians would need to market

their services to the general public and relevant stakeholders.

Bomman Sathivelmurugan (2018) analysed Tiruppur District Central Library users' descriptive details. He used the survey method and questionnaire tool for the collection of Primary data. From the survey, the Employability of the respondents is mainly Private company employees, Self-employees, Daily-wage workers, Job-seekers, Students and Unemployed people. The researcher clearly describes the users' Educational qualification, Membership details, Occupation, and their Frequency of Library. It gives a complete picture of the demographical details of the Public Library users.

4. STATEMENT OF PROBLEM

The public library is viewed as a social service centre to offer an effective and free library service to the people. The key objective of the Public library is to make its resources available to the readers to the maximum extent. Public Libraries adopt various techniques to enhance the reading habits of the general public and satisfy the information needs of the users of the district central library. Women play a very vital role in human progress and have a significant place in society. They are not at all inferior to men. They are capable of sharing all the responsibilities of life. Man and woman have been rightly compared to the wheels of the same carriage. So the women's opinion about the library is an imperative one. The present study is to analyse the "Woman Users' Attitude towards the Facilities Resources and Services of Public Library concerning Tirunelveli Central Library".

5. OBJECTIVES OF THE STUDY

- To identify the demographic profile of women respondents selected for the study.
- To analyse the purpose of visit and time spent in the public library.
- To evaluate the respondents' attitude towards the sources and services of the library.

6. NULL AND ALTERNATIVE HYPOTHESES

H₀: The demographic profile of women respondents selected for the study is not influenced their attitude towards the facilities, sources and services of the public library.

H₁: The demographic profile women respondents selected for the study is influenced their attitude towards the facilities, sources and services of the public library

7. SCOPE OF THE STUDY

The present study is to focus on the woman users' attitude towards the facilities provided, sources available and services of librarians of district central library Tirunelveli. The researcher identifies the demographic profile of selected respondents, frequency of visit, the purpose of visit, time spends in the public library and their attitude towards the services of the public library.

8. METHODOLOGY

Members and users of the district central library Palayamkottai constituted the sampling frame. Visitors directory and membership record provided the framework of the respondents to be covered for the study. A sample of 150 respondents (women only) using the public library was selected by adopting a simple random sampling technique. Then the researcher constructed a strong questionnaire in the google form after considering various studies and consulting the field experts. The researcher sent the google form to selected 150 women users properly and received 124 fully completed forms from the respondents. The response rate is 82.67 per cent.

9. LIMITATIONS

- The researcher selected woman users of the district central library from the Tirunelveli and Palayamkottai area.
- The usefulness of the study depends on the truthfulness of the response from the respondents.

10. DATA ANALYSIS AND INTERPRETATION

Table 1: Age of the Respondents

Sl.no	Particulars	Number of Respondents	Percentage
	Age-wise Distribution		
1.	Below 20 years	25	20.16
2.	20 - 35 Years	49	39.52
3.	35 - 50 Years	31	25.00
4.	Above 50 Years	19	15.32
Total		124	100

(Source: Primary Data)

The respondents are characterized into four age sets, viz., Below 20 years, between 20 - 35 years, between 35 - 50 years, and above 50 years to get their attitude of different age groups. It is clear from the above table that a maximum of 39.52per cent of the respondents is in the age group of 20 - 35 Years of age, 25 per cent of the respondents are in the age group of 35 -50 years, 20.16 per cent of the respondents are in the age group of below 20 years and 15.32 per cent of the respondents are above 50 years.

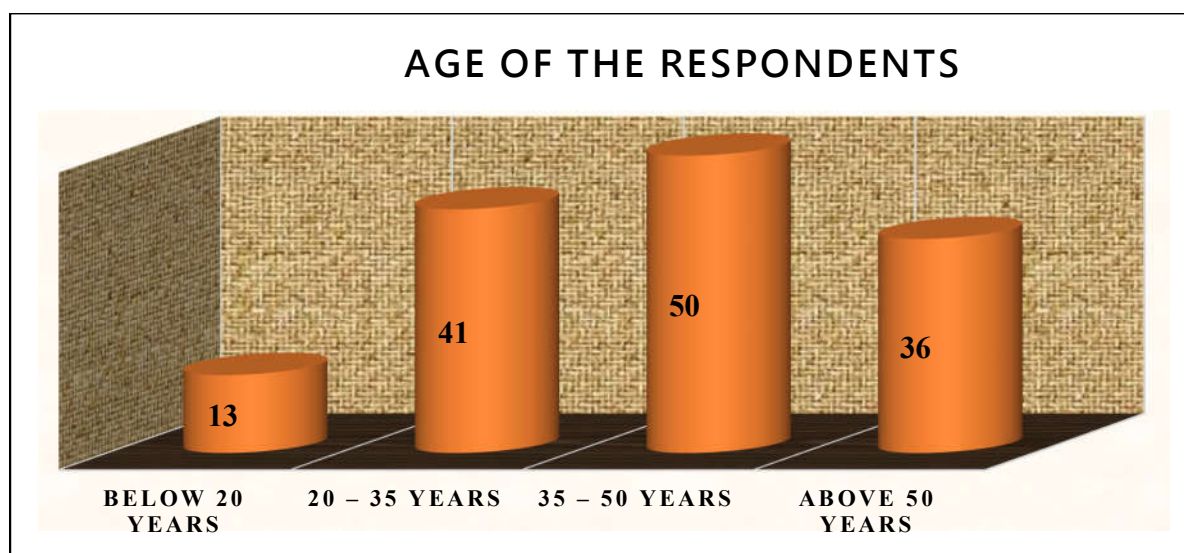


Figure 1: AGE of the respondents

Table 2: Education of the Respondents

Sl.no	Particulars	Number of Respondents	Percentage
	Educational Qualification		
1.	Higher Secondary	18	14.52
2.	Graduate	55	44.35
3.	Post- graduate	39	31.45
4.	Others	14	11.29
Total		124	100

(Source: Primary Data)

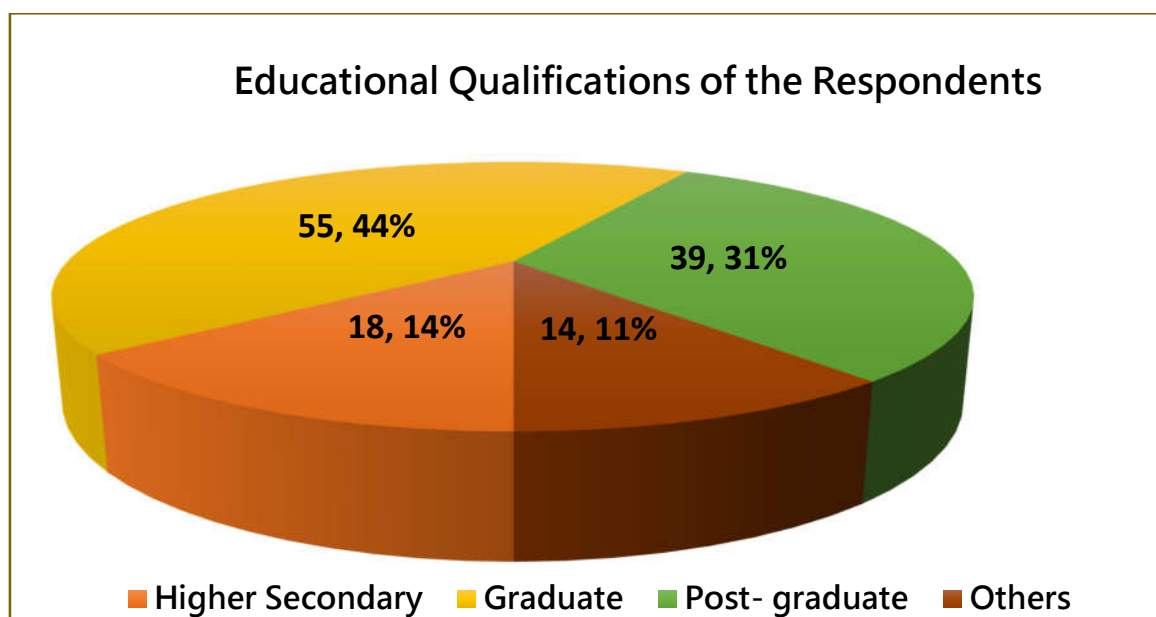


Figure 2: Educational Qualifications of the Respondents

Table 2 reveals the educational qualifications of the respondents. It is found that a maximum of 44.35 per cent of the respondents is graduates followed by 31.45 per cent Post-graduates, 14.52 per cent doing higher secondary and 11.29 per cent of them having professional qualifications.

Table 3: Distance between House and public library

Sl.no	Particulars	Number of Respondents	Percentage
	Distance between House and public library		
1.	Less than one Kilometer	34	27.42
2.	1 - 2 Kilometer	69	55.65
3.	More than 2 Kilometer	21	16.94
Total		124	100

(Source: Primary Data)

Table 3 exposes the distance between the respondents' house and the public library. It is understood from the table that the majority 55.65 per cent of the respondents are coming from 1 - 2 Km, 27.42 per cent of

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the respondents are less than one kilometre and 16.94 per cent of the respondents have come from more than 2-kilometre distance.

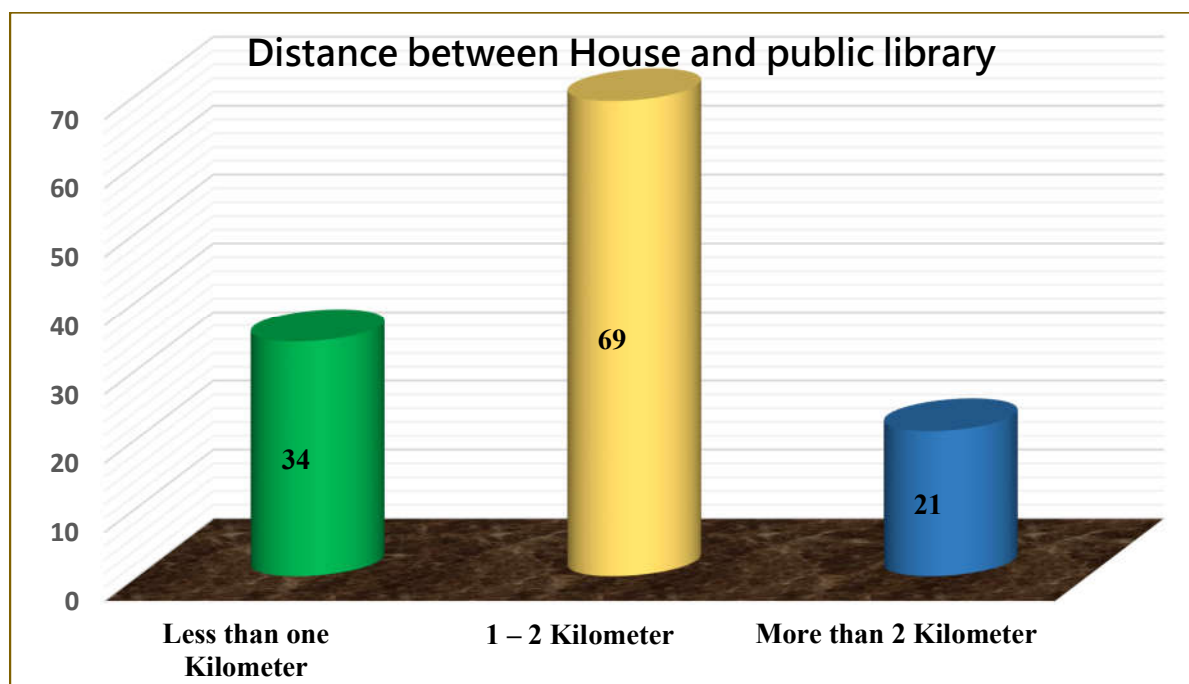


Figure 3: Distance between House and public library

Table 4: Frequency of Library Visit

Sl.no	Particulars	Number of Respondents	Percentage
	Frequency of Library Visit		
1.	Daily	23	18.55
2.	Thrice in a week	31	25.00
3.	Twice a week	41	33.06
4.	Weekly	18	14.52
5.	As and when the time available	11	8.87
Total		124	100

(Source: Primary Data)

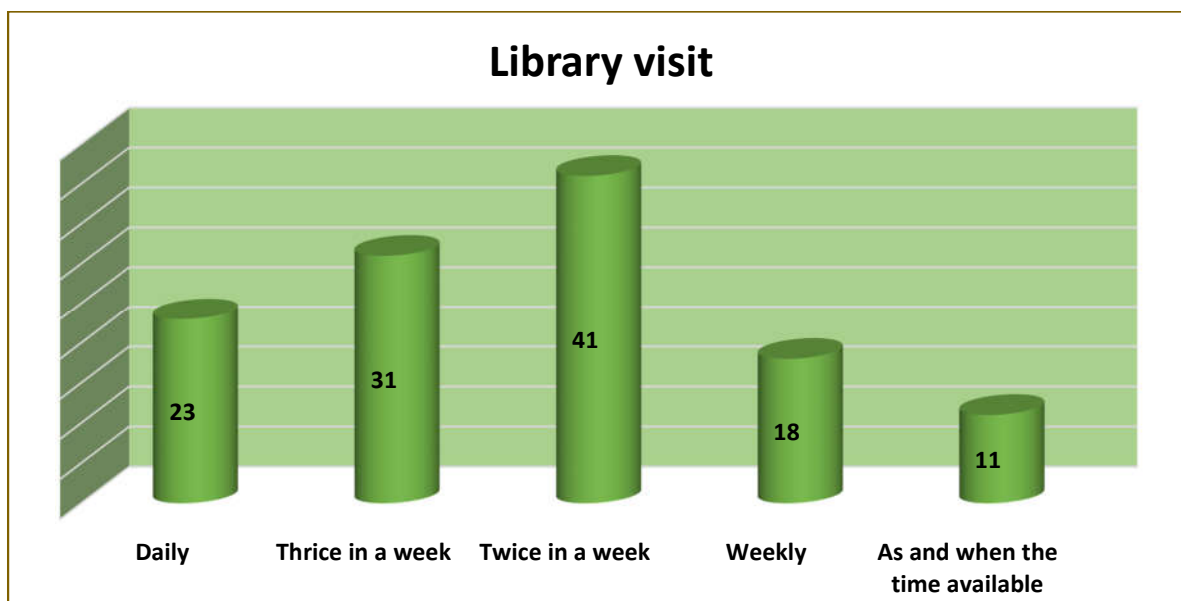


Figure 4: Library visit

Table 4 shows the frequency of visit to the library by the respondents of the selected public library. The result indicates that out of 124 respondents' 18.55 per cent visited daily; 25 per cent visited three times a week, 33.06 per cent visited twice a week, 14.52 per cent visited once a week and only 8.72 per cent visited as and when the time available. It is further noted that the majority of respondents visit the library twice a week.

Table 5: Time Spent in Public Library

Sl.no	Particulars	Number of Respondents	Percentage
	Time Spent in Public Library		
1.	Less than 30 minutes	21	16.94
2.	30 Minutes to 1 hour	39	31.45
3.	1 to 2 hours	47	37.90
4.	More than 2 hours	17	13.71
Total		124	100

(Source: Primary Data)

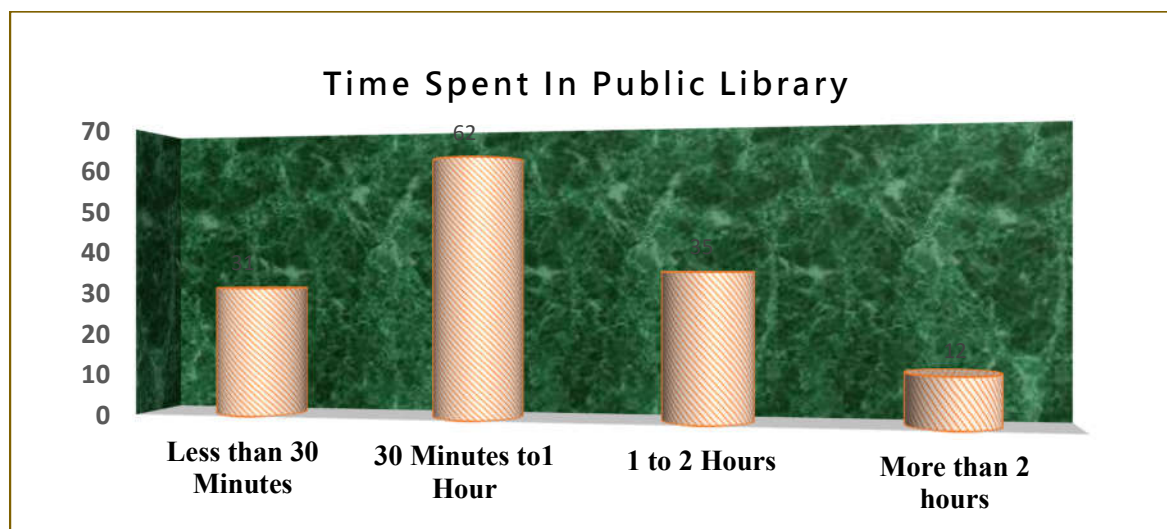


Figure 5: Time Spent in Public Library

Table 5 specifies the time spent by the respondents in public libraries. Out of 124 respondents selected for the study, 16.94 per cent spent less than 30 minutes in libraries, 31.45 per cent spent 30 minutes to 1 hour and 37.90 per cent spent 1 to 2 hours in the public libraries. Further, 13.71 per cent of woman users is spent more than 2 hours in public libraries. It is concluded that the maximum of 47 respondents (37.90 per cent) was spent 1- 2 hours in the public library.in public libraries for reading purposes.

Table 6: Purpose of Library Visit

Sl.no	Particulars	Number of Respondents	Percentage
	Purpose of Library Visit		
1.	Newspaper reading	84	67.74
2.	Read Books / Magazines	79	63.71
3.	To update the current information	92	74.19
4.	Obtain information needed for jobs/career	69	55.65
5.	To know the Social Activities	54	43.55
6.	E-Resources	76	61.29

(Source: Primary Data)

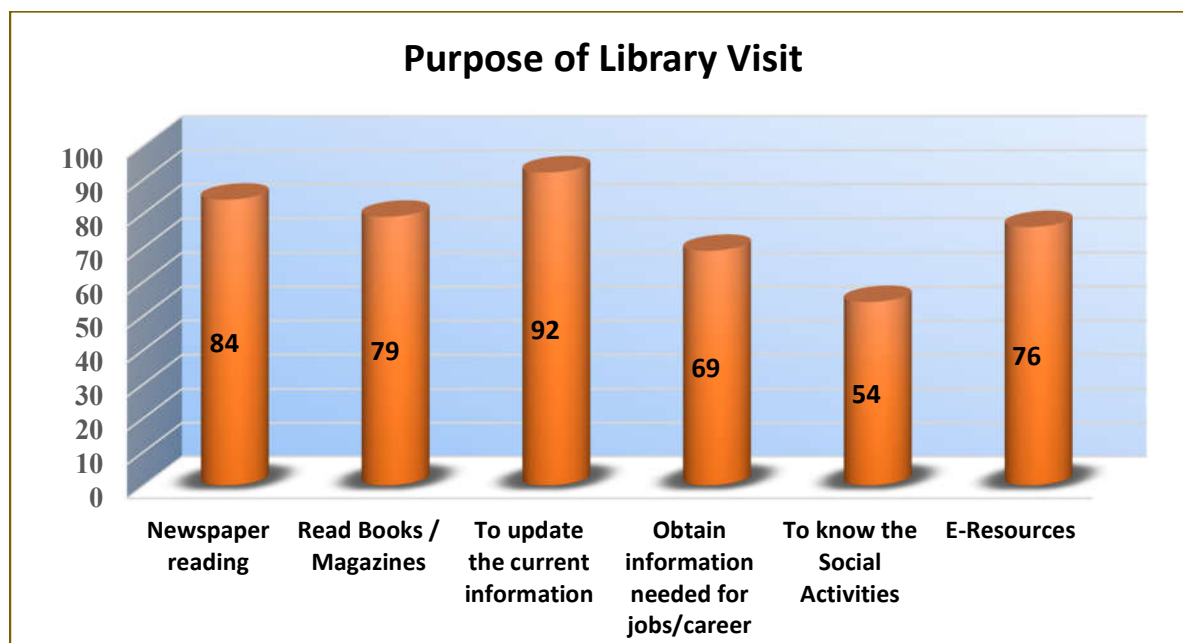


Figure 6: Purpose of Library Visit

Table 6 shows respondents purpose of visit to the public library. It is found that a maximum of 92 (25%) respondents visit the libraries for purpose of update the current information, 84 respondents (67.74 per cent) Newspaper reading, 79 (63.71 per cent) Read Books / Magazines, 76 (61.29 per cent) to use the e-resources of the library, 69 (55.65 per cent) Obtain information needed for jobs/career and 54 respondents (43.55 per cent) go to the library to know the social activities.

Table 7: Attitude towards the Facilities Resources and Services of Public Library

Sl.no	Attitude towards the Facilities Resources and Services of Public Library	Number of Respondents	Percentage
1.	Favourable Attitude	83	66.94
2.	Neutral	22	17.74
3.	Not Favourable Attitude	19	15.32
Total		124	100

(Source: Primary Data)

Table 7 divulges the respondents' attitude towards the facilities, sources and services of the Tirunelveli Central Library. It is found that a maximum of 83 respondents (66.94 per cent) have a favourable attitude towards the facilities, sources and services of the public library, 22 respondents (17.74per cent) not given any response and only 19 respondents (15.32 per cent) have an unfavourable towards the facilities, sources and services of the library.

Table 8: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.885 ^a	.643	.409	1.45148

a. Predictors: (Constant), Purpose, Education, Time spent, Frequency, Distance, Age

Table 9: Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.483	1.511		.320	.750
	Age	.674	.204	.392	3.836	.009
	Education	.473	.138	.321	3.418	.001
	Distance	.466	.137	.364	3.401	.001
	Frequency	.807	.128	.759	6.290	.000
	Time spent	.911	.212	.392	4.993	.003
	Purpose	.758	.478	.388	3.749	.005
Dependent Variable: Attitude towards the Facilities Resources and Services of Public Library						

Table 10: ANOVA

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	128.498	6	21.416	10.165	.000 ^b
	Residual	246.494	117	2.107		
	Total	374.992	123			

Tables 8,9 & 10 show the output regression coefficient between the dependent variable “Attitude towards the Facilities Resources and Services of Public Library” and independent variables age of the respondents, the distance between the home and public library, frequency of visit, the purpose of visit and time spent in the library. The multiple “R” value 0.885, R square 0.0.643, F value 10.165 with 6 degrees of freedom with the significance value of 0.000 at 99 per cent level of confidence. Moreover, “t” values of independent variables are more than 1.96 and corresponding significance values less than 0.05 at a 95 per cent confidence level. Hence it is concluded that the independent variables age of the respondents, the distance between the home and public library, frequency of visit, the purpose of visit and time spent in the library are influence the dependent variable “the respondents' attitude towards the Facilities Resources and Services of Public Library”.

11. FINDINGS

- The researcher found that a maximum of 39.52per cent of the respondents in the age group of 20 – 35 Years, 25 per cent of the respondents are in the age group of 35 -50 years, 20.16 per cent of the respondents are in the age group of below 20 years and 15.32 per cent of the respondents are above 50 years.
- It is found that a maximum of 44.35 per cent of the respondents is graduates followed by 31.45 per cent post-graduates, 14.52 per cent doing higher secondary and 11.29 per cent of them having professional qualifications.
- It is understood from the table that the majority 55.65 per cent of the respondents are coming from 1 – 2 Km, 27.42 per cent of the respondents are less than one kilometre and 16.94 per cent of the respondents have come from more than 2-kilometre distance.
- It is known that 18.55 per cent visited daily; 25 per cent visited three times a week, 33.06 per cent visited twice a week, 14.52 per cent visited once a week and only 8.72 per cent visited as and when the time available. It is further noted that the majority of respondents visit the library twice a week.
- It is identified that 16.94 per cent spent less than 30 minutes in libraries, 31.45 per cent spent 30 minutes to 1 hour and 37.90 per cent spent 1 to 2 hours in the public libraries. Further, 13.71per cent of woman users is spent more than 2 hours in public libraries. It is concluded that the maximum of 47

respondents (37.90 per cent) was spent 1- 2 hours in the public library.in public libraries for reading purposes.

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- It is found that a maximum of 83 respondents (66.94 per cent) have a favourable attitude towards the facilities, sources and services of the public library, 22 respondents (17.74per cent) not given any response and only 19 respondents (15.32 per cent) have an unfavourable towards the facilities, sources and services of the library.
- It is concluded that the independent variables age of the respondents, the distance between the home and public library, frequency of visit, the purpose of visit and time spent in the library are influence the dependent variable "the respondents' attitude towards the Facilities Resources and Services of Public Library".

12. SUGGESTIONS

- The library authorities encourage the women to come to the public library, particularly the women in the age group of below 20 and above 50 years.
- The library professions take the necessary steps to improve seating arrangements and ventilation for benefit of women users.
- The e-resources and printed materials of the library should be enhanced by the library.
- They should provide hassle-free internet facility to the women users of the library.
- The library authorities should organise the various program for women users related to the impact of library usage.

13. CONCLUSION

Public Libraries are playing a vital role in women development. 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 womenfolk, and with the provision of up-to-date General, Political, Technical, Scientific and Sociological information.

It performs a significant task in a developing country like India. The progress of a country depends largely on Education, which provides to its citizens either through formal or non-formal means. Active and informed participation of the womenfolk in the country's affairs is needed for a real democratic setup. It provides service to modern society "(i) as self-educational centres; (ii) as a source of materials for researchers; (iii) as information centres for the community; and (iv) as cultural centres. The author suggests that the library authorities need to maintain a close watch to ensure good library service and good use.

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