

# **PUBLIC LIBRARIES AS KNOWLEDGE CENTRES IN ELECTRONIC ERA**

**Dissertation submitted in partial fulfilment of the requirements of  
Goa University for the degree of Master of Library and  
Information Science (MLISc)**

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## **Certificate**

This is to certify that Dissertation entitled **“PUBLIC LIBRARIES AS KNOWLEDGE CENTRES IN ELECTRONIC ERA”** Submitted by Mrs.Sulaksha Raikar in partial fulfilment of requirement of the Degree Master of Library Information Science of Goa University is her own work carried out under my guidance and worthy of examination.



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## **Declaration**

I declare that this dissertation entitled **“PUBLIC LIBRARIES AS KNOWLEDGE CENTRES IN ELECTRONIC ERA”** “Submitted by Mrs.Sulaksha Raikar in partial fulfilment of the requirement of the Degree of Master of Library Information Science of Goa University , has been prepared by me and previously formed the basis for the award of any degree or other similar titles .

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# ***CHAPTER I***

## ***INTRODUCTION***

# **TITLE**

## **PUBLIC LIBRARIES AS KNOWLEDGE CENTRES IN ELECTRONIC ERA:**

### **Chapter I**

#### **INTRODUCTION**

A library is a location where books and information sources are kept. People can reach them more easily for a variety of reasons thanks to them. Libraries are both incredibly beneficial and reasonably priced. Books, magazines, newspapers, DVDs, manuscripts, and more are among them. They provide comprehensive information, in other words.

Everyone can satisfy their thirst for information by visiting a public library. Government, educational institutions—including colleges and universities—run them. The community or society's members can use these libraries to advance their education and finish their study.

In order to give users trustworthy content, libraries are essential. They support and facilitate the process of learning and knowledge acquisition. The book lovers can find a tonne of books to read and expand their knowledge in. Furthermore, the selection is so diverse that most people find what they are seeking for.

A library is an excellent venue for bringing together those eager to learn. It supports our learning and knowledge growth. We build our reading habits at libraries and quench our desire and curiosity for knowledge. This aids in one's development and personal growth.



## REVIEW OF LITREATURE

**1. (Manika, Agnes 2013)** Informational Cities are the prototypical spaces of the knowledge society. Public libraries play an important role as parts of the digital, smart, knowledge and creative infrastructures of these Informational Cities. Libraries have economic value as location factors in the two spaces of Informational Cities, the physical and the digital. For this reason, we divided the library services into two main groups, namely the digital library and the physical library.

**2. ( Ghosh, Maitrayee 2003)** In India majority of people live in rural areas and new technologies are not accessible from remote villages, therefore a wide gap has been evolved between the libraries of 'knowledge haves' and knowledge have-nots. Today Internet and web technologies open up new ways of interactive communication between public libraries and the civil society.

**3. ( Halder, Sambhu Nath 2021)** In the Context of rapid increase in electronic resources the reading habits of the public library user community are examined. A representative sample was drawn from a large and heterogeneous population following a stratified sampling technique. The reading habits of the users were identified using several parameters adopted to achieve the objectives of the study.

**4. (Kumar, Satish 2022)** This paper discusses some of the problems of public libraries and their role in digital era with some possible solution for improving their states. In India majority of people live in rural areas and new technologies are not accessible from remote villages, therefore a wide-gapes has been evolved between the libraries of knowledge haves and knowledge have-notes. Today internet and web technologies open up new ways of interactive communication between public libraries and the civil societies.

## **OBJECTIVE OF STUDY**

- To study different resources available for public library users in digital format.
- To know the different categories of documents available in public library.
- To study the requirement of the different readers in developing the require knowledge.
- To understand the technological infrastructure required to support knowledge.

## **HYPHOTESIS**

- The digital resource available in public library is not known to users.
- Public library users are not well informed about the knowledge available in the library.
- The information available in public library is underutilization and needs awareness.
- Infrastructure requires supporting to needs, continuous up gradation.

## **SCOPE OF THE STUDY**

The study would highlight with the different services and facilities available for its user in various fields, the study will endorse the different technology required for disseminating the information.

## **LIMITATION OF THE STUDY**

The study is limited to the state central library and all its branches throughout Goa.



## **RESEARCH METHODOLOGY**

- i. The researcher would try to browse all the literature available on the public library related to the libraries.
- ii. Further the researcher would browse all the websites related to public library.
- iii. The researcher would try to collect different information by using different tool such as questionnaire, interview, and personal discussion regarding public in libraries,
- iv. The researcher would conduct interview with librarians of the public libraries who have already started the use of public libraries,
- v. The researcher would discuss with experts the use and application of public libraries.
- vi. The researcher would use all statistical techniques like the graphs, Charts, figures in presenting the result and to make the interpretation clear and precise.

## **POPULATION OF THE STUDY**

The study would include hundred library professionals and hundred library users under the study.

## **ORGANIZATION OF STUDY**

**Chapter:** I. INTRODUCTION.

**Chapter:** II. REVIEW OF LITERATURE.

**Chapter:** III. PUBLIC LIBRARY SYSTEM IN GOA.

**Chapter:** IV PUBLIC LIBRARY NATIONAL AND INTERNATIONAL LEVEL.

**Chapter:** V DATA ANALYSIS AND INTERPRETATION.

**Chapter:** VI OBSERVATION, FINDING AND SUGGESTION.

## CONCLUSION

The users of the public libraries in particular the students are loaded with assignments and learning on their own present day complete academic environment. The public library should play a pivotal role in facilitating the students and teachers alike in the use of the internet and e-resources and other library information services.

## REFERENCES

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2. Ghosh, M. (2003). *Public libraries in the internet age: Indian scenario.*
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## **CHAPTER II**

### **Review of literature**



## **Chapter II**

### **Review of literature**

- 1.**(Majumder, 2017)<sup>1</sup> In the report, the current function of community information centres and public libraries in the CIS is highlighted. This essay includes covers community library and information centres (CLICS), which were introduced in West Bengal in 1999. The contribution of cooperation in facilitating community information services (CIS) via public libraries is also covered in this essay.
- 2.** ( Rahman, 2016)<sup>2</sup> this study looks into the varied informational demands of the community and investigates all the chances that might exist for public libraries to offer Community Information Services (CIS). The writers of this essay examine how Indian public libraries may offer community information services.
- 3.** (Widdersheiem, 2016)<sup>3</sup> the goal of this essay is to create a conceptual model of the public realm in public libraries. Public libraries and the public realm have been connected by a number of international authors during the past 20 years, but these connections have not yet been fully elucidated and synthesised. Design, technique, and approach — this study used qualitative content analysis to pinpoint the characteristics of the public sphere in public libraries.
- 4.** (Khanum, 2018)<sup>4</sup> The purpose of public libraries is to meet the specific needs of the communities in which they are located. By requesting or recommending additions to the collection, users of public libraries play a very important part in the development of these libraries. The purpose of this study is to assess how satisfied library patrons are with the scope and depth of the collection.



- 5.** (Moghaddam, 2020)<sup>5</sup> This study looks on the reading habits of young people who frequent public libraries in various Tehran neighbourhoods. An analytical bibliometric method is employed in the investigation. The study was conducted using an analysis of the information on online borrowing logged in the circulation sections of six Tehran public libraries, which were ranked third by the Iran Public Libraries Foundation.
- 6.** (Kumar , 2013)<sup>6</sup> This article seeks to ascertain whether corporate CSR initiatives are improving the state of public libraries. Additionally, it seeks to ascertain whether businesses actively assist public libraries, how the public and private sectors contribute to the cause, how things will develop going forward, and potential future chances to support public libraries with CSR resources.
- 7.** (Andrew Mckenna, 2022)<sup>7</sup> In the past ten years, book exchanges have drawn the attention of both researchers and the media, most notably those that are registered with the Little Free Library® network. Very little is known about the kinds of books that are offered in these book exchanges and how their collections contrast with those in public libraries.
- 8.** (Youngok Choi, 2021)<sup>8</sup> The goal of this study is to examine how public libraries used Twitter during the initial COVID-19 pandemic lockdown period in order to determine the main topics of Twitter communication.
- 9.** (Manika, 2013)<sup>9</sup> Informational Cities are the prototypical spaces of the knowledge society. Public libraries play an important role as parts of the digital, smart, knowledge and creative infrastructures of these Informational Cities. Libraries have economic value as location factors in the two spaces of Informational Cities, the physical and the digital. For this reason, we divided the library services into two main groups, namely the digital library and the physical library.



**10.** (Veil, 2014)<sup>10</sup> This study by investigating the role of public libraries in the network of local resources for disaster recovery, this study fills a gap between emergency management policy and practise in public libraries. This study specifically addresses the potential and obstacles for public libraries to perform their function as a FEMA-designated important community organisation and improve community resilience.

**11.** (Irene , 2022)<sup>11</sup> Purpose this article offers a case study on modifying a public services policy at an academic library to assist a neighbourhood dealing with the effects of a natural disaster. Design/methodology/approach The Merriam Library at California State University is the subject of a case study in this essay.

**12.** ( Salela, 1999)<sup>12</sup> The results of an empirical study on computer access and use among low-income, primarily African-American inhabitants in one location are presented in this article. Interviews with household members, focus groups, and questionnaires were used to gather data. Results show that even though low-income community members rarely use computers, they are ready to take part in the local development of networked information services. In order to bridge the digital divide, which segregates computer use along socioeconomic lines, the essay underlines the appropriate roles that public libraries should play in local initiatives.

**13 .** (Andreas, 2019)<sup>13</sup> This study presents the findings from the first instalment of a multi-part research project examining Australian public libraries' responses to the need to close their physical locations in 2020 as a result of the COVID-19 epidemic. The study's objective was to look at how Australian public libraries handled the crisis during their closures in terms of services and resources, the difficulties they encountered, and the influence of locality.

- 14.** (Sadatmoosavi, 2020)<sup>14</sup> This study's major goal is to clarify how to promote patron loyalty to public library services. Grounded theory-based qualitative methodology is used in this investigation. The study's participant sample comprised Iranians who used public libraries.
- 15.** (Maite, 2019)<sup>15</sup> Purpose Users of Google Maps can rate and evaluate establishments and services, including libraries. It is critical to comprehend how library users disseminate and interpret online evaluations given the influence of online reviews on the corporate reputation of businesses and institutions.
- 16** (Choi, 2018)<sup>16</sup> This study aims to investigate the types of social media content that public libraries produce in order to interact with people online, as well as the associations between various social media content categories and matching degrees of user engagement
- 17** (Dickie, 2018)<sup>17</sup> This paper serves as a report on a brief, exploratory research experiment that examined librarian and parent/caregiver perceptions of and responses to the usage of digital media and technology in public libraries.
- 18** (M. Flasherty, 2013)<sup>18</sup> A wide range of services have been incorporated into the institutional missions of public libraries, including: encouraging early literacy, providing free access to the Internet, summer reading programmes for kids, and dispersing tax forms. Libraries are disproportionately located in rural areas and frequently assist those with poor access to healthcare. As a result of public demand, they have developed into crucial informational sources for consumers of rural health.



**19.** (M.Philbin, 2018)<sup>19</sup> Public libraries have a number of qualities that signal untapped potential to improve population health, but policymakers and public health practitioners rarely consider them to be a component of the health system. In order to classify the existing health-related work done by public libraries in the United States and to discuss the potential of libraries as "meso-level" community tools to improve population health, this scoping review has modified the social determinants framework.

**20.** (Colleen, 2022)<sup>20</sup> How to maximise outreach in order to best promote a wellness strategy is a constant topic of discussion for community mental health services. Since a wide variety of people utilise public libraries, they can potentially serve as a location for mental health services. Examining a mental health wellness hub housed in a central metropolitan library was the aim of this study.

**21.** ( Shuhidan, 2017)<sup>21</sup> as the main contributors to the growth of knowledge societies, children today are the citizens of tomorrow. It is crucial to keep an eye on our kids' development in order to meet their demands, especially in this new age of digital technology and borderless living. As children mature, they will encounter a variety of events and difficulties. The idea of using books to help kids deal with life is known as "bibliotherapy."

**22.** (Ayomi Priyantha Wickramarachchi, 2021)<sup>22</sup> Changing the social role and responsibility of public libraries and librarians is fundamental to transforming society. To address issues connected to education, literacy, culture, health, and social wellness, they must stray from their conventional roles and engage with the community through socially inclusive community programmes. With the help of these programmes, the community will acquire the confidence and technical know-how needed to tackle the rising societal concerns.

**23.** ( Lee, 2016)<sup>23</sup> This study used survey data to demonstrate how public libraries have an impact on the development of social capital. The investigation revealed that the use of public libraries is typically focused on informational activities on a personal level and does not extend to forming social bonds or building social trust amongst individuals on a social level.

**24.** ( Gahagan, 2020)<sup>24</sup> This study investigates how one public library evaluates maker space results and considers if the methods used can be justified as suitable. Maker's paces are being established by more and more public libraries throughout the globe, but the methods used to measure the success of these programmes have received less attention in the literature. This study examines the methodologies being employed and compares them to best practises that have been documented in the literature.

**25.** (Igarashi, 2022)<sup>25</sup> The goal of this study is to provide a comprehensive account of how resources, programmes, and services provided by public libraries help to bridge social gaps. Design/methodology/approach a thorough examination and analysis of the literature was done. LISA and LISTA, two important databases of library and information science literature, were used to gather the material.

**26.** (Coleman, 1988)<sup>26</sup> The idea of social capital is introduced, explained, and illustrated in this essay. Its various manifestations are also discussed, along with the social structural factors that contribute to its emergence, and it is applied to a study of high school dropouts. In the paper, a general theoretical approach is explored, which includes the use of the idea of social capital.



**27.** ( Ferguson, 2012)<sup>27</sup> This study investigates the notion that public libraries are playing a larger role in the development of social capital, a notion that is frequently seen in the literature on library and information services (LIS), and it draws on some of the expanding body of knowledge on the topic.

**28.** ( Skøtt, 2021)<sup>28</sup> The goal of this article is to examine the effects that the digitization of public library information dissemination and the move to online services have on librarians' perceptions of their professional abilities. Politicians, stakeholders, and other opinion leaders have designated library employees as important facilitators of individuals' sustained attachment to civil society and the job market, which makes this issue intriguing.

**29.** (Aabø, 2005)<sup>29</sup> The function and importance of public libraries in the era of digital technology are discussed. Changes in their perception of their function brought on by technical advancement and the widespread usage of the Internet are examined. Lower social participation and interest in local issues are outcomes of fundamental concerns of the digital society, such as an escalating digital gap and a deteriorating sense of local community identity.

**30.** ( Pettigrew , 1999)<sup>30</sup> In a world characterized by the use of rapidly advancing technology, public libraries are championing the rights of the individual to equitable public access to information provided over the Internet

**31.** (Liukineviciene, 2021)<sup>31</sup> Public libraries, which are undergoing technological and sociocultural changes, are now hubs of community socialisation, supporting social and cultural well-being; hence, research is being done to ascertain the best ways to manage them.



**32.** ( Khademizadeh, 2022)<sup>32</sup> How public libraries might ( Denbnovetskyi, 2022) ( Denbnovetskyi, 2022)significantly alter their operations to better meet the needs of the community in times of crisis and calamity. The findings show that public libraries can provide educational, cultural, executive, and informational services prior to a crisis, executive and informing functions during a crisis, and executive and documenting functions following a disaster. Based on the facts, a conceptual model that illustrates how Iranian public libraries rotate their role in combating the dust epidemic is constructed. To enhance the role of public libraries in society, managers and staff at libraries must take the necessary steps during the three phases of pre-crisis, during-crisis, and post-crisis.

**33.** ( Tella, 2022)<sup>33</sup> this study's goal is to discuss AI and demonstrate how it connects to robotics. Design/methodology/approach In order to better understand AI humanoid robots for reference services in public libraries, this study used conceptual analysis and a literature review. Findings this study looked at how humanoid robots have impacted reference services in public libraries and discovered that there are other robot kinds that are relevant to libraries in addition to humanoids.

**34.** (Tomoya Igarashi, 2022)<sup>34</sup> this study provided theoretical background knowledge as well as a description of the potential influence of public libraries in the twenty-first century. Based on an analysis of the research that has already been published and a look at the goals and potential outcomes of libraries.

**35.** (Stanislav Denbnovetskyi, 2022)<sup>35</sup> The purpose of this article is to highlight the current internet and social media platforms where domestic public libraries are portrayed in relation to digitization. The research methodology for this paper was built upon the most

**36.** (Kevin J. Hayes, 2022)<sup>36</sup> "The Public Library," a companion chapter to the first, examines the public libraries of the ideal future that the utopian novelists imagined. They imagined numerous innovations that would address problems that American public libraries faced in the late nineteenth century. The public libraries are now easily accessible to all members of the perfect society, and they often use them.

**37.** ( Lisova, 2021)<sup>37</sup> The purpose of this article is to provide a systematic overview of the role, key ideas, and current trends supporting the actions done by Ukrainian public libraries to maintain and perform tasks aimed at promoting reading.

**38.** (Hillenbrand, 2005)<sup>38</sup> This study is examined in light of the fact that community development and social inclusion have become major concerns for government policy. However, there is little research on how public libraries contribute to social capital development. It is evident that the local population, governmental entities, and academics are mostly ignorant of their current and potential social capital contribution.

**39.** (Andreas, 2019)<sup>39</sup> This essay's goal is to demonstrate the significance of public library studies for social capital research in general and for library practise in particular. Public library studies have been shown to potentially contribute to social capital. Design, method, and strategy the role of the public library as a potential generator of social capital is examined, drawing on the most recent theoretical advancements and empirical discoveries in social capital research.



**40.** (Johnson, 2014)<sup>40</sup> This study examined the connection between social capital and public library use in small Canadian towns in Ontario, according to the publication. Additionally, comparisons were performed with the results of a related study that was carried out in a medium-sized metropolitan centre. Interviews with frequent library users and staff as well as surveys given to both library users and non-users were used to gather data for this study.

**41.** ( Koizumi, Conceptual modelling of the public sphere in public libraries, 2016)<sup>42</sup> The goal of this essay is to develop a theoretical model of the public realm in public libraries. Over the past 20 years, a number of foreign authors have connected public libraries with the public realm, but these connections haven't been fully elucidated or synthesised. The characteristics of the public realm in public libraries were identified using qualitative content analysis in this study's design, methodology, and approach.

**42.** ( Larsen, 2020)<sup>43</sup> The public sphere, public libraries, and cultural policy in Norway, the US, and Japan are all compared in this study. The comparison's findings show that Norway prioritises the public sphere and actual meeting venues. The comparison's findings are important for comprehending public libraries and the public domain from the standpoint of global cultural policy.

**43.** (Michael , 2022)<sup>44</sup> The goal of this study is to provide a comprehensive account of how resources, programmes, and services provided by public libraries help to bridge social gaps. A systematic literature review and analysis was done using the right design, technique, and approach. This study adds to the body of knowledge on how to overcome societal division.

**44.** ( Kerslake, 1998)<sup>45</sup> This study examines the present and potential social impact and effectiveness of public library projects by conducting a critical analysis of the literature in the field of contemporary UK community development work.

**45.** (R. Hapel, 2012)<sup>46</sup> This article outlines the strategic and political work done in the Danish public library sector that resulted in the 2010 publication of the strategy report *The Public Libraries in the Knowledge Society*. This paper offers a framework for comprehending the state of libraries today and makes suggestions for library directors and decision-makers in the area.

**46.** ( Kawamoto, 2022)<sup>47</sup> Purpose Evidence of the value of actual libraries is becoming more and more crucial in the digital age. The concept of the library as a place in multidisciplinary perspectives has been used to analyse the roles and functions of libraries. The goal of this study is to highlight the progression of the roles and functions in public libraries and to provide a clearer overall picture of those roles and functions.

**47.** ( Vassilakaki, 2016)<sup>48</sup> The purpose of this study is to look into how public library patrons view information specialists. It focuses specifically on examining users' opinions of librarians' status, job responsibilities, completed work, and educational background.



**48.** ( Michnik, 2015)<sup>49</sup> The aim of this research is to investigate how Swedish local politicians view the influence of public library digital services on public libraries and to analyse how this may affect the long-term sustainability of public libraries.

**49.** (Audunson, 2011)<sup>50</sup> In-depth interviews with nine female immigrants from Iran, Afghanistan, and Kurdistan to Norway reveal the potential impact of the public library on the lives of immigrant women. The study draws on the social capital theory, communities of practise, legitimate peripheral participation, high-intensity versus low-intensity gathering venues, as well as other theoretical frameworks. The findings show that, at various stages of the respondents' careers as immigrants, the library has diverse functions.

**50.** (Gaude, 2020) This study aims to find out different Challenges faced by public libraries at grass root level in Goa. The analysis covers mainly the rural public libraries in Ponda Taluka. The services at grass root level of public libraries are meager and the different challenges faced like insufficient budget, less space, less utilization of library by users, lack of infrastructure facilities, less human resource, non-professional staff, lack of computer and networking facility and many more have been studied.



## **CHAPTER III**

### **PUBLIC LIBRARY SYSTEM IN GOA**

## **Chapter: III.**

### **PUBLIC LIBRARY SYSTEM IN GOA**

#### **PUBLIC LIBRARY MOVEMENT IN GOA**

"Library for the people, of the people, and by the people" is the definition of a public library. Via its resources, the library's primary purpose is to spread knowledge, amusement, and education. The development of a democratic society is greatly aided by libraries. We have proof that there were libraries.

From the very beginning to the present. Information and wisdom were formerly recorded on clay tablets, *Bhujpatra*, *Barch*, leather, silk, etc. before the development of paper and printing. Knowledge has increased greatly as a result of the invention of paper and the printing press. The situation has been made worse by the expansion of knowledge and the union of computers and telecommunications. Currently, paper is under danger.

We're moving towards being a paperless society, says W. B. Lancaster. The information market is being overrun by other forms of information storage, such as computers, audio CDs, and video discs. There are thousands to lakhs more books in libraries. Reader cannot afford to either disregard new knowledge or give in to all of his desires in this case. The formation of new libraries, as well as their upkeep and expansion, must now be actively considered. This movement is essentially one for libraries.

One must follow the educational system and book production in a particular region in order to examine the history of the library movement and local libraries. Before the Portuguese arrived, Goa's educational system was largely and culturally comparable to the rest of India. Goa has minor educational institutions known as *Parishads* (in temples and on the verandas of large homes), *Gurukulas* (residential schools). Students in these institutions were taught how to read, write, and spell (Reading, Writing and Arithmetic). In *Agraharas*, *Mathas*, and *Brahmapuris*, higher education was provided, preparing pupils in Hindu religion, mathematics, astronomy, politics, and medicine (*ayurveda*). The educational institutes *Brahmapuri* of *Ella*, *Madhviratha*, and *Manchalapur agrahara* are noteworthy among those that were popular in Goa during the ancient and mediaeval periods for teaching religion and philosophy. From the earliest ages to the mediaeval period, these educational institutions operated continuously.

Goa was controlled by various dynasties starting in the seventh century. The Chalukyas of Badami, the Bhojas, Konkan, and Mauryas. The Sultanate of Delhi, the Kadambas, the Rashtrakutas and Shilaharas, the Bahamanis, Vijayanagar, and once more the Bahamanis. Next came Bijapur's Adilshahi. These dynasties were followed by the *Portuguese*. Prior to the entrance of the Portuguese, Goa was invaded by Arab and Muslim tyrants who demolished Hindu temples and its *Agraharas*, which were sacred stores of ancient Indian knowledge. But, due to the absence of the printed word, the Indian knowledge system placed more emphasis on verbal transmission of information. Oral transmission of knowledge from one generation to the next. Hindu cultural practises so survived in Goa.

The Portuguese established the first empire headquartered in Europe, and they established trading centres and colonies on the three continents of Africa, Asia (Goa), and South America (Brazil). On May 18, 1498, Vasco da Gama arrived in Goa. He had specific goals in mind. He was given instructions to locate India, access the eastern spice trade, and aid in the spread of Christianity. From Africa, he travelled to India.



His first expedition between the West and the East by sea, which may be proven, was around Africa, which he completed. The new trade route opened by his expedition would have a significant impact on the world's economic, social, and cultural life. Alfonso de Albuquerque took Goa on November 15, 1510, and established Goa as the vice royal capital. As a result, Goa became the hub of Portuguese political activity in the East. As a result, it also became the centre for all of the religious orders active in the east, including the church. The right to rule the eastern half of the world for Christ was granted to the King of Portugal. *Cujus* religion is practised by Portuguese people.

"*Ilius* religion" Moving together, the sword and the crucifix.

On such land, they built churches after demolishing Hindu temples. Inquisition in Goa was established in 1560. The early Konkani literature was destroyed by the Portuguese because they believed that it promoted idolatry.

## **ARRIVAL OF THE BOOKS:**

Vasco da Gama's first round trip between Portugal and India, known as the *Carriera* da India, continued until the arrival of the steamers. Portuguese people understood history well. Traffic on *Carriera* da India was two-way. Books used to arrive in Goa as cargo in bundles and boxes from Lisbon, Africa, Brazil, and other former Portuguese colonies. The introduction of books to Goa was aided by the appointment of the common administrator of Portuguese foreign territories. Dom Jorge *Mascarenhas* was named the *Feitor* of Portuguese overseas possessions in 1624. In 1628, he was appointed chairman of the India Company.

## **MISSIONARY ACTIVITIES, EDUCATIONAL INSTITUTIONS AND THE LIBRARIES:**

The establishment of trade and the spread of Christianity were two goals of the maritime route's discovery. Every following trip to India included a handful of missionaries for the second reason. St. Francis Xavier, a Jesuit, was the first to arrive in Goa. They established the renowned St. Paul College, where St. Francis Xavier's manual of Christian doctrine was first published. This college also housed the first printing press in Goa and India. This was the earliest college in India and the most significant academic institution in all of Goa.

University of Goa eventually came to be called as this. Portuguese developed a number of institutes for philosophy and religious education. The St. Augustine Church and Convent in Old Goa played a significant part in the start of the 17th century, or roughly 1630, in the most significant catholic educational institutions. With its exceptional 300-person faculty and thriving 3000 students ranging from convent level to novitiate to college level, it was possibly one of the greatest centres of study in all of Asia. The other parallel institutions should be envious of it because it has the best library in the eastern hemisphere. Claudius Buchanan, a well-known English traveller, commented on the writers' library he visited. I occasionally spend an hour in the large library of the Augustinian convent and imagine that I have been unexpectedly transferred to one of Cambridge's libraries. There are a lot of rare books, but mostly theological books from the 16th century.

Most of these organisations were no longer in operation once religious orders were outlawed in 1834. Later, the College of Rachol became the Seminary of Rachol, and the College library became a part of the Seminary library. This collection's catalogue was released in 1900. In the early 19th century, Swami Vivekananda came to this library to study Christian theology and religion.



## GOA STATE CENTRAL LIBRARY:

Goa's public library movement began in 1832, when Viceroy Dom Manuel de Portugal e Castro issued an order establishing the State Central Library and annexing it to the *Academia Militar* in an effort to pique the interest of the younger generation in military education. On October 5th, 1836, the library received books and MSS from defunct convents, and it was redesigned as *Bibliotheca Publica*, continuing the name change. Its original name was *Bibliotheca Publica da Novo Goa*; it was changed to National Library in 1897; and finally, *Bibliotheca Nacional Vasco da Gama* in 1925.

The Privilege of Deposited Law was made relevant to this library by decree law dated March 18, 1956, under which the library was granted access to all publications from Portugal and her overseas territories. It was open for almost 35 years after serving as the Institute's annexe. As of September 1959, *Servicos de Instrucao e Sode* (Education and Health Services) had direct administrative authority over the library.

The majority of the library's collection was made up of books and journals in Portuguese, French, Spanish, Latin, and English, with a few regional magazines in Konkani and Marathi. In 1907, a library catalogue was published. A card catalogue including the author, title, and cross references was later created. Statistics kept at the library in 1930 were in accordance with the main classes of the Decimal classification method, even though the collection had not been categorised. Reading and reference were the only services offered.

The State Central Library is the oldest library in India. Although lending books was not a common practise, it was permitted with the proper government approval for officers, Lyceum professors, and institution members. The Government of India's Posts



Department released the first-day postal cover to commemorate the company's 175 years of existence. On this occasion, other distinguished librarians with long and outstanding service were also honoured.

The library's functions were expanded with the addition of lending, reference, and special services for kids after Liberation in 1961, when it was renamed Central Library. Standard Reference Sources and books in the Indian languages of English, Hindi, Marathi, and a few others were added to the collection.

Currently, the library's overall collection, which includes lending and reference materials, is in the several lakhs.

Indian-Portuguese collection, etc. English, Marathi, Hindi, Konkani, Portuguese, few books in Bengali, and some books in Urdu are available, covering everything from general knowledge to history and geography. The reference library includes advanced volumes in many areas, yearbooks, almanacks, and subject-specific encyclopaedias and dictionaries.

The collection of local history and rare books includes manuscripts and imprints from the XVI and XVII centuries, books on Goa's history and culture, including Indo-Portuguese history, bound volumes of regional journals and newspapers, and books acquired in accordance with the Press and Registration of Books Act of 1867. This collection also includes the books that were purchased before Liberation.

The children's library the library also provides readers with access to current newspapers, reference materials, and books that may be checked out. Journals and magazines. The library's reading and reference services are used by people of all ages and from all walks of life. Only individuals who have signed up as members are eligible for the lending facility. The collection of this library is heavily used by students affiliated with various educational institutions, both from Goa and other parts of India, for the preparation of their projects and assignments. Research scholars from India and outside can use the facilities for conducting research.



Every book published in Goa must have three copies sent to the Central Library in accordance with the Registration of Books Act of 1956, Government of India, which designates the Central Library as the copyright library for the state. Every year, the Central Library publishes its Annual Bibliography in the Official Gazette of the Government of Goa. On the occasions of World Book Day, Librarians' Day, National Book Week, etc., programmes are held as part of extension services to promote library awareness and the development of reading habits. The library has some computerization. Its official website is [www.goacentrallibrary.gov.in](http://www.goacentrallibrary.gov.in), and a search form for the OPAC can be found at <http://scl.goa.gov.in/jopacv11/html>. The library also intends to take the lead in connecting the state's public libraries with the ultimate goal of ensuring that the information is accessible.

The Central Library is Goa's state library and the system's hub; it oversees seven taluka libraries under the direction of the Directorate of Art & Culture. In addition, there are 121 government village libraries, panchayat libraries, and libraries run by non-profit organisations in Goa.

## **Libraries in Taluka**

The government began establishing taluka level libraries in 1975 with the opening of the Curchorem taluka library, followed by Valpoi and Canacona. Despite promises to establish libraries in every taluka, none were established until nine years later, in 1984, in Bicholim, Sanguem, Ponda, and Mandrem.

## Municipal Libraries

Libraries like these are run by municipalities. The Mapusa Municipality's associated library is the oldest; it was established on November 13, 1883, under the name *Bibliotheca Municipal Athaide* (11). The library's new name after freedom is *Athaide Municipal Library*. When the *Margao Municipal Library* first opened its doors in 1914, it was known as the *Biblioteca Municipal Circulante de Salcete* since one of its primary duties was to circulate books among parish councils (12). The library's current name is *Municipal Library D. Propercia Correia Afonso Figueiredo*. These two libraries both provide reading, lending, and reference services. According to the data that are now available, the Municipalities of *Sanquelim*, *Ponda*, *Panjim*, *Sanguem*, and *Mormugao* Library have resumed operations in a separate private facility from the municipality office after being shut down for a decade. The library that is currently a part of *Mormugao* Municipality is called *Janata Vachanalaya*; it is maintained on private initiative and is supported financially by the government.

## Private Libraries and Government Aided Libraries:

Prior to Liberation, over fifty libraries in Goa were established by private initiative, primarily by Hindu individuals, organisations, and associations, according to data that are currently available. Offering literature in Indian languages like Marathi and Sanskrit was the primary motivation for the establishment of these libraries. The first library was *Saraswat Vidyapith Pustakalaya*, which *Shantakant Maheshwar Bhat Sukthankar* founded in Marcel in 1899 and ran for 25 years. There were 42 members and an annual membership fee of Rs (last available of library 1912). Similar to how most libraries that were created on private initiative did not survive for long due to

different difficulties. When these libraries were opened, the majority of the material they offered was religious; however, as time went on, they also started to offer literature on other topics including materials related to the Indian freedom struggle.

As the government libraries already had this kind of reading material available, it was not thought to offer reading materials in regional tongues. In addition to



journals like Kesari, these libraries had Maratha from Maharashtra, which the general Hindu populace was interested in. The government currently provides financial support to numerous private-initiative libraries. Established in Mala in 1907, Shri Mahalaxmi Prasadik Hindu Vachan Temple. The first library in Goa still exists is in Panaji.

Goa Hindu Pustakalay was founded in Panaji in 1898–1899; it was located there in the House of Dhempe. In the same library,

Dr. Purushottam Waman Shirgaonkar, Shambarao Sardesai, and others founded the Goa Hindu Club in 1904. This library was bought by the Goa Hindu Club, and by 1908 it was closed.

During the period of 1901 to 1910 libraries sprang up in Shiroda, Wadi, Talauli, Panaji, Ponda, Kavalem, Nerul, Mapusa, Chickhli, Pernem, Karmali, Sakhli, Bicholim, Kumbharjuve, Savarde etc. but all these libraries had a very short lived, except the library started by late B.V. Savardekar in 1902, in his own house, at his own expenses. *Shantadurga Vachanalay* was its name.

### **SHRI MAHALAXMI PRASADIK HINDU VACHAN MANDIR:**

The longest-lasting attempt was undertaken by late Mala Panaji resident *Nanu Tarkar*, who's *Shri Mahalaxmi Prasadis Hindu Mandir Vachan* was founded in 1907. *Nabhik Samaj*, which has just celebrated its 100th anniversary, founded it. There are 25.000 books in this z library. All local and national newspapers, as well as journals and publications, are frequently purchased by the library. There is a distinct Children's area on the first floor of the 1000 member library. It is conceivably the first public library to construct a building on its own.

The database of this government-funded grade I library is currently being computerised. A recent increase of Rs. 1.50 lakhs has been approved by the *Raja Rammohun Roy Library Foundation (RRRLF)* for the construction of children's libraries. A seminar on "Reading Habit" was held as part of the library's centennial celebration in 2007. Since its beginning, this library has provided services for extensions. It intends to refurbish and construct a brand-new contemporary structure.

### **GOMANT VIDYA NIKETAN LIBRARY:**

The first library was established at Margao by the Saraswat Brahman Samaj as soon as the liberal age of Portuguese India commenced. The library was established on *Gudi Padwa* (Hindu New Year) day in 1912 by the late *Yeshwant Sardesai*, the late *Kashinath Damodar Naik*, the late *Keshav Anant Naik*, the late *R.K. Naik*, and five other companions. The library is now known as *Gomant Vidya Niketan*. The library has 40,000 books in it. The books are rare Marathi ones. It is a grade I government-funded library.

### **SARASWATI MANDIR LIBRARY:**

The founding father of this library is Dr. *Purushottam Waman Shirgaokar*. On *Dussera* Day in 1913, it was founded. The library is located on the first floor of the large building on 18th June Road in Panaji, which was constructed in 1971. It includes more than 40,000 books, including English, Marathi, Konkani, and Hindi, in all languages. The library offers both a children's section and a sizable reference collection. There are several rare Marathi books in this collection. There are more than 200 members in the children's section, which has a membership of around 1000. It uses some computer technology. It is a centrally located library that is brightly illuminated. It is a grade I government-funded library. Library at Saraswat Mandir and Gomant Vidya Niketan offer a variety of extension services, including lectures, competitions, quizzes, and essay contests. The personnel at both libraries is well qualified. The libraries offer reading, lending, and reference services.



## **DURGA VACHAN MANDIR:**

*Durga Vachan Mandir* and *Dnyaraprasarak Vidyalyaya* were founded in 1908 by the business community of Mapusa, and they were both in operation from that year until 1954. Yet, throughout the library visit Goa's governor discovered a book with a picture of Subhas Chandra Bose in it after going to the library. He gave the order to lock the library. It began operating once more after independence in 1962, and has done so ever since.

## **LIBRARY ASSOCIATION: THEIR ROLE IN PUBLIC LIBRARY MOVEMENT**

*Gomantak Granthalay Sangh* was founded in Goa in 1963 by the pioneer of the state's library movement, Shri B.D. Satoskar, a distinguished librarian, social historian, journalist, and expert on the history of the Portuguese. Together with Dr. *Sukerkar*, the late Dr. *Govind Dhume*, the late M.P. *Sukerkar*, the late J.R. *Sardesai*, the late *Bhagvant Naik*, the late B. V. *Phadnis*, and other individuals. 1. To support the library movement was one of the founding executive members' top priorities.

2. To offer resources for competent librarians' training.

3. To support library science research.

*Gomantak Granthalay Sangh* conducted a survey of the state's libraries in order to broaden the library movement in Goa. *D. B. Bandodkar*, Goa's first chief minister, made this recommendation.

The poll was useful. The 15th Conference of *Maharashtra Granthaiihrary* was the first library conference to be held in Goa, and it took place at Jambaulim I Hall. Shri *N.R. Phatak*, the founder of the Maharashtra library movement and a renowned academic, served as its chairman. In 1984, the *Gomantak Granthalay Sangh* (GGS) held its second conference, which was presided over by *Freny K. T. Satarwala*, the first lady of Goa. Several librarians from different states attended. Dr. *S.R. Ranganathan's* 100th birthday was commemorated by GGS in 1992.

Directors of libraries from Maharashtra, Karnataka, Gujarat, etc. attended the national conference, as did the president of the Indian Library Association. As Goa had any facilities for library science

instruction, GGS and Mumbai Marathi Grantha Sangrahalay began offering certificate programmes in library science in 1966. The Government of Maharashtra then took over the programme, and this arrangement was in place until Goa became a state. Up until 1994, this GGS programme was offered.

Goa's librarians assisted in preparing the next generation to administer libraries, and GGS provided manpower to do so. For the bachelor's degree programme in library and information science and the master's degree programme, GGS made arrangements with Pune University in 1884. Students from Goa are eligible for one spot for each of the degrees.

Aside from library instruction, GGS hosted seminars, conferences, and training for libraries, but as a result, the movement lacked traction.

Although the association was quite effective in training librarians, its other two objectives were not met.

The Goa University Library serves as the home office for the Goa Library Association (GOLA), which was established in 2000. This association's primary goals are to conduct meetings and work for the welfare and advancement of professionals in the State of Goa. In order to fulfil the objectives of the Association, group discussions, professional activities, and publishing of literature are required. Additionally, seminars, conferences, workshops, and symposia are held as well as subscriptions, donations, and contributions from members of governmental and semi-governmental organisations.

Higher Secondary School Libraries Association of Goa (HSSLAG) is another organisation with official registration in Goa. Its principal goals are to advance professionalism and protect members' interests. Seminars/workshops, Bulletin publications. The celebration of Librarians' Day is one of the regular events hosted by HSSLAG.



## **GOVERNMENT ROLE IN LIBRARY DEVELOPMENT**

The state's public library system is being developed through a number of actions the government is taking. 50 recommendations are included in the report that this committee produced. Five-tiered structure of the Free Public Library, with the State Central Library at the top. 2) Local Library Three) Taluka Libraries Mobile Libraries, 4 Village Libraries, and 5 The State Government allocates funds on a regular basis for public libraries.

The *Raia Rammohun Roy* Library Foundation in Calcutta offers support to the public libraries in Goa through a variety of matching and non-matching aid programmes. The Goa government also makes a 40% contribution to the RRRLF Matching Program. The State has contributed Rs. 5 lakh annually for the past two years.

## **LIBRARY LEGISLATION:**

Even though the library authorities made many attempts to pass library legislation beginning in the early 1970s, nothing came of it. In December 1994, after being referred to a Select Committee created for the purpose and introduced by the then-MLA *Domnick Fernandes* during the monsoon session of the Assembly in 1993, the library bill was enacted. The Library Cell is set up as the Statute intended. Currently, the Director of Art & Culture serves as the State Library Officer, and the Directorate of Art & Culture handles matters relating to public libraries.

## **GOLDEN PERIOD OF PUBLIC LIBRARY DEVELOPMENT:**

Library Network: Government of Goa, Department of Education, Art & Culture suppressed notification No. 27 273-03/ and payment of Grant-in-Aid to the libraries operated by Non-Government institutions by Annexure date 17h February 2004, which went into effect immediately. The annexure guarantees Goa State a network of libraries, which is as follows: District libraries, Taluka libraries, the State Central Library, and Panchayat/Village libraries are the others.

## Conclusion

The first library legislation for Tamil Nadu was passed thanks to the pioneering work of late Dr. S.R. Raganathan, who founded the Indian library movement. Today, laws governing libraries have been passed in more than 16 states. They are joined by Goa. The government's action is appreciated. For the general public to know what books/material are accessible on a given topic and in which libraries it exists, it is now necessary for library networks and facilities to expand quickly. Any government-run or semi-government-run library, whether public or private, needs its own website. Since the twenty-first century is referred to as the "knowledge century," we must keep up with both the rest of India and the rest of the world to educate our population. Ultimately, "knowledge is power." Na He *Dnyanen Sadrusham Pavitra Viha Vidyati*.



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## **CHAPTER IV**

# **PUBLIC LIBRARY NATIONAL AND INTERNATIONAL LEVEL**



## **Chapter: IV**

### **PUBLIC LIBRARY NATIONAL AND INTERNATIONAL LEVEL**

#### **PUBLIC LIBRARY NATIONAL**

#### **Goa State Central Library**



Krishnadas Shama Goa State Central Library a State-of-art edifice situated near Panaji bus stand at Patto. It covers a built-up area of 12,100 sq. mts. The Library is named after Krishnadas Shama founder of Konkani Prose and known as Father of Konkani literature, to recognize his contribution in the field of literature in 16th century.

The Library has around 2.5 lakhs books in different languages like English, Hindi, Marathi, Konkani and Portuguese since its inception.

The library offers modern facilities like Self Check-in/Check-Out Kiosk, Book Drop Box using RFID Technology. The State Central Library was established in the year 1832 and was shifted to the new building in the year 2012.

## Services

- The library offers both traditional and self-check-in and self-check-out options using RFID technology. Newspaper and Periodicals/Magazine Section, Book Drop Box, Touch Screen Displays, Braille Section, Book Lift, Art Gallery
- Twelve computers, together with low-height chairs and cubicles, are accessible in this area to make it easier for the kids to find online information.
- A well-equipped audio hall is set up to enhance the co-curricular activities of the young readers having the latest facilities such as a DVD player, a home theatre doubly sound system, and 103 inches television set. Internet Browsing Section
- Around 52 computers have been installed with e-journals facilities for reputed scholarly sites for the benefit of researchers and scholars.
- Study Room keeping in mind the requirement of the students and Academic fraternity, a 24-hour study room facility is made available to the users with their books and other learning equipment.
  - **Circulation** The library's book stack contains 92,500 volumes in four languages (English, Hindi, Marathi, and Konkani), allowing patrons to take a book home and read it at their leisure. Users can take use of lending services by signing up as members and paying Rs. 200 for one book. The user may also borrow two or three books at once by making an additional deposit of Rs. 250 or Rs. 300, as appropriate.
  - **Rare books collection** This collection have manuscripts, Codices, and imprints in Portuguese, Castilian, Latin, Tamil, Ceylonese, Canary, and Konkani dating from the 17th and 18th centuries. Microfilms of around 10 lakhs pages have been completed and are placed for library use.
  - **Reference sources** Users have access to a variety of reference tools, including subject dictionaries, multimedia, encyclopaedias, yearbooks, bibliographical dictionaries, gazetteers, atlases, and travel guides.
- **Portuguese collection** It has a collection of 37482 volumes of books and bound journals in Portuguese, English, Latin, French, Tamil, Castilian, Ceylon, Canary languages all acquired during the pre-liberation period.



## National Library of India



The National Library, the most important library in India, is one of the four authorised libraries allowed to receive copies of all publications issued throughout the nation under the Delivery of Books and Newspapers (Public Libraries) Act, 1954. The library is a permanent repository for all reading and printed materials created in India or authored by any foreign author, wherever they have been published and in whatever language.

The former Calcutta Public Library, founded in the first part of the 19th century, is where the National Library got its start. Mr. J. H. Stoqueler, the Editor of the *Englishman*, was mainly responsible for the establishment of the Calcutta Public Library. On March 21, 1936, the library, located on the ground level of Dr. F.P. Strong's home as a civil surgeon, opened to the public.

## **services**

### **➤ Lending Services**

Few books are made available to readers on a limited basis with some restrictions. To use this facility, one must apply to join the lending division by submitting an approved lending form. A total of two books may be checked out at once for a period of 14 days, which may be extended for an additional 14 days by phone, mail, or in-person visit.

### **➤ Outstation Membership**

The books can be checked out by distant members by mail. Outstation memberships are subject to the lending policies of local membership. Postal fees, however, must be paid by the borrower in both directions. The borrower is required to return the books by registered mail only; otherwise, V.P.P. will send them on their behalf. The first loan of a book is for 21 days, and it may be renewed for an additional 21 days.

### **➤ Inter Library Loan**

The inter library borrowing system, specific domestic and international libraries are able to borrow books from the National Library. For Indian libraries, four books are checked out for 21 days, whereas international institutions get them for two months. Postage must be paid by the lending library in both directions.

### **➤ Bibliographic Services**

This tool is available to research academics, government organisations, universities, and national level entities. The library will create specific reading lists or bibliographies upon request. To complement the exhibitions held by the National Library, special bibliographies are created. Extensive bibliographies on specialised topics are currently being compiled. National and international organisations can obtain bibliographies and/or bibliographic statistics from the library. The Central Reference Library in Kolkata receives assistance from the library in developing the Indian National Bibliography.



## ➤ **Reprographic Services**

Members of the lending division and reading room may utilise the reprographic capabilities for a fee. The International Copyrights Act's restrictions on photocopies, microfilms, and photocopies of microfilms will be followed.

## ➤ **Services for Children**

The National Library features a section specifically for kids. The division offers children reading material for information and entertainment in English, Bengali, and Hindi.

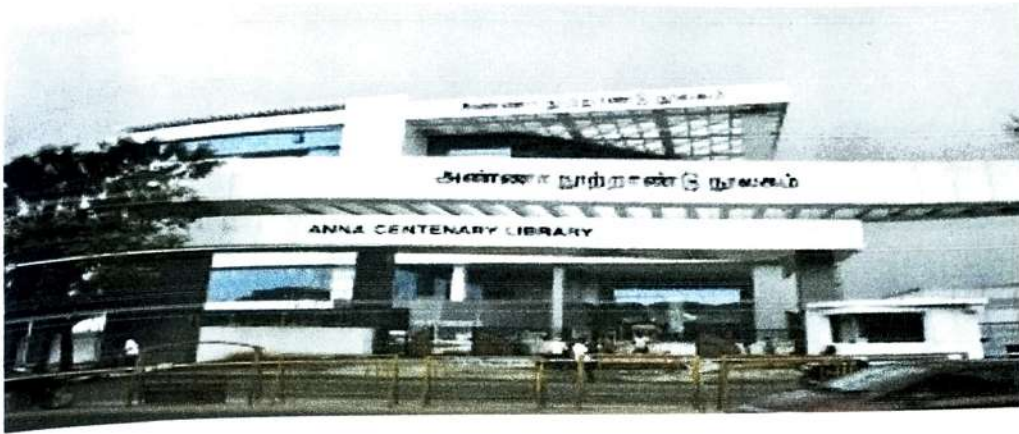
To utilise this part, there is no formal membership necessary. Any child is welcome to enter, register, and utilise the books in the Children's Library.

The Children's Library does not lend out any of its books. Currently, there are over 30,000 volumes and numerous magazines in the Children's Library.

This division hosts youth film screenings and several school-age competitions, including quizzes and debates, on a regular schedule.

This area organises the works that aid children in storytelling and creative writing.

## The Anna Centenary Library



### INTRODUCTION

The State Government of Tamil Nadu built the Anna Centenary Library as a cutting-edge library. In celebration of the 102nd birthday of Dr. C. N. Annadurai, the former chief minister of Tamil Nadu (also known as "ANNA"), the library was dedicated on September 15, 2010, and it was made public on September 20, 2010. This centrally located library has a built-up size of 3.75 lakh square feet, which includes the ground floor and eight stories. Currently, the library has more than six lakh books on a variety of topics, including Opportunities and Challenges for Libraries and LIS Professionals in the Changing World Situation. 294 serving the information requirements of the public, User Satisfaction on Public Library Materials and Services: A Study with Special Reference.

The ACL features sections for Tamil books, English books, children's books, periodicals and newspapers, braille books, own books reading, and digital books. The library also offers services including a conference room, auditorium, amphitheatre, etc. The Indian Green Building Council awarded this library a LEED Gold rating for new construction, making it the first library facility in Asia to get this prestigious designation.



## Services

### ➤ **Book Reading Section**

This area is on the first floor. It is a blessing for users looking for a large, cool, and peaceful reading atmosphere in the city. The readers are free to bring their own notebooks, books, study materials, and laptops with them.

### ➤ **Children Section**

The children's section occupies 15,000 square feet and is housed in the first floor's "B wing." Its more than 60,000 volumes span all topic areas. This section has a great selection of books, ranging from children's encyclopaedias to alphabet and number books. There are books in many Indian and international languages, with the majority of them being in English (Tamil, Telugu, Malayalam, Kannada and Hindi, German, French, Spanish and Italian).

Access to this part is open to all kids between the ages of 4 and 14.

### ➤ **Periodicals Section**

The periodicals area is on the first level, in the "A" Wing. This area contains journals, magazines, and newspapers.

Readers can access all of the top newspapers and magazines in this section. We currently subscribe to over 30 top daily in various languages. In order to meet consumer needs, we have subscriptions to more than 300 Indian and foreign magazines across all genres. There is a section just for female readers that includes publications geared for women.

### ➤ **Users can access subject books.**

Education, Language & Linguistics, Literature, Folklore, Economics, Law, and Public Administration.

A wide selection of books on medicine from renowned international publishers as well as publications on the pure sciences.

Earth science and geology; general science; mathematics; astronomy; physics; chemistry;

Life science (Biology), plants (Botany), animals (Zoology), fossils and ancient life, and fundamental applied science

Possessing books on the following topics under medicine and health.

## Delhi Public Library



### INTRODUCTION

The Delhi Public Library (DPL) was founded in 1951 by the Indian government's then-Ministry of Education with financial and technical support from UNESCO. The Library was opened on October 27, 1951, by Pt. Jawaharlal Nehru, the country's first prime minister. The Ministry of Culture, Government of India, currently has administrative jurisdiction over the Delhi Public Library. Originally a modest library in Old Delhi, it has grown into one of the nation's top public library systems, serving the entire Metropolitan city. In addition, it offers unrestricted access to free library services to everyone, regardless of gender, caste, religion, or age. 1 DPL attends to their recreational need as well.



## Services

The library's role as a hub for the exchange of knowledge, information, and culture has been growing. More people believe that the library should develop into a strong organisation committed to promoting intellectual pursuits and forging connections between its readers rather than simply acting as a location for lending books. The public may use the following facilities from DPL.

### ➤ Lending of Books (Issue/Return)

- The primary function of every library is to lend books and other reading materials to its patrons. 1, 65,854 registered members are using this service from DPL. Books are distributed to DPL members for a maximum of 14 days, after which they may be renewed for an additional 14 days in person or online. A maximum of two renewals are allowed for each book. All types of payments can also be made electronically.
- Members are accountable for the security of their membership/borrower cards. Members are accountable for their abused, misplaced, and membership cards. If your membership card is lost, you'll need to submit an application in your name as the head of the library asking for a duplicate card and pay a fee of Rs. 20.
- The membership card is valid for a full year. The counter for issuing and returning books will close 15 minutes prior to the library's closing time. The member must check the condition of the book before leaving the issue counter, and if necessary, bring it to the person's attention who is issuing the book at the counter. Otherwise, that person will be responsible for replacing the book. If the member misplaces the book, he or she will be liable for the book's price plus a fine.

### ➤ Reference Services

The purpose of reference services is to help readers locate information and efficiently utilise library resources. The South Zonal Library, Sarojini Nagar, and the Central Library, S.P.Mukharjee Marg, each house separate reference sections for the Delhi Public Library. The reference librarian in the reference section is available to assist you and give you the data you require. Additionally, the reference librarian can assist readers in locating materials in the library's collection and use a number of reference books and other tools on diverse

topics. Examples include education and training, vocational guidance and study, admission to educational institutions, employment, etc. All types of reference materials are kept in the Reference Section, including dictionaries, encyclopaedias, directories, etc. New reference tools are often added to the reference section.

## ➤ **Special Services**

### ● **Mobile library Services**

The Mobile Library service was established in 1953 to meet the needs of Delhi residents living in new colonies and rural areas as a result of the city's growth. Through mobile vans, the library delivers library services to readers at their homes. Currently, the National Capital Territory of Delhi's Delhi Public Library operates 7 mobile vans at 70 locations. The Mobile Library Vans' services are used by 6,169 registered members.

### ● **Reading room Service**

Reading Rooms (Use of Periodicals and Newspapers): The Delhi National Capital Territory Library is always working to promote reading among its patrons. In order to provide information on all spheres of life, reading rooms have been created in all service units and are stocked with daily newspapers and well-known publications.

### ● **Guidance and Counselling**

Students studying information and library science can get assistance from this Cell. Delhi Public Library has been giving advice and practical training to students in its various library departments/branches, especially classification & cataloguing, keeping in mind the need and ever-increasing demand of the students who are pursuing Library and Information Science courses, especially through distance education programme.

## ➤ **Braille library Service**

The library's Braille Department offers specialised services designed to meet the reading needs of those who are blind or visually impaired and to promote reading among them. This division transcribes books in Braille in addition to providing Braille books. Each year, new Braille books are added to the library's collection through purchases or transcriptions into Hindi and English. There are 12,509 items in the Braille Department's overall collection.



## • **Services Provided by Braille Library**

- Books Landing
- Transcribing into Braille from print books
- Internet & Email Facilities
- Mobile Library Service covers 18 blind Schools & Institutions all over Delhi.
- Periodical Services: Provide 14 Braille Magazines & News Papers to the visually impaired
- Purchase Braille books from other Institutions
- Delivery of Books / Reading materials

## ➤ **Social Education Services**

For the purpose of fostering each person's innate gift or aptitude, the Delhi Public Library is conducting group activities among the adult patrons in the Central Library. The following groups are active at the moment: Groups for naturopathy and homoeopathy, drama, music, social studies, literature, music coaching, etc. For the advantage of the reader, it also organises book exhibitions, movie screenings, television shows, talks, etc. Being a library member is a must in order to take part in these programmes. Through group activities and audio-visual programmes in the library auditorium, the library promotes the cultural interests of its users and the wider public.

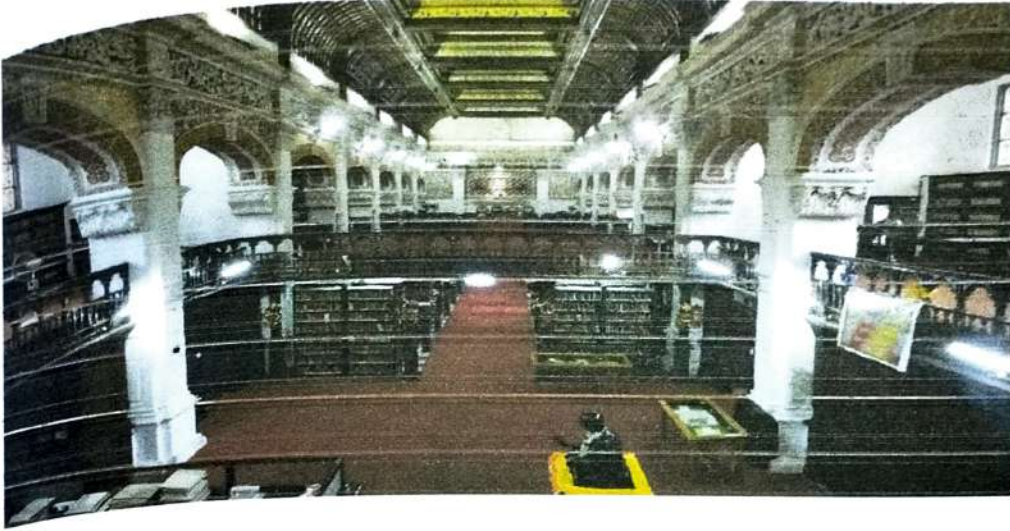
## ➤ **Community Library Service**

Three community libraries are operated by the Delhi Public Library in various locations within the Delhi National Capital Territory. There are 1475 registered users of these community libraries' resources.

## ➤ **Reprographic Services**

The library offers a reprographic service, and the reference section now contains a Xerox machine. The readers may now obtain the information Photostatted whenever they need it for a low cost of Rs 3.00 per page, which has proven to be a great benefit to both parties.

## CONNEMARA LIBRARY, CHENNAI



### INTRODUCTION

Connemara Public Library is at Egmore in Chennai, Tamil Nadu, and India. This is one of the oldest libraries in the country. This library is one of the four National Depository Libraries which receive a copy of all books, newspapers and periodicals published in India.

It is located in the Government Museum Complex on Pantheon Road, Egmore, which also houses the Government Museum and the National Art Gallery. This contains a huge collection of Books (8,50,000). The library contains mainly books in English and Tamil. Also the library contains books in languages such as Hindi, Telugu, Kannada, Malayalam, Marathi, Gujarati, and Bengali. There are many rare books available in the library. The library is a repository of centuries-old publications, wherein lie some of the most respected works and collections in the country. It also serves as a depository library for the UN.



## SERVICES

### ➤ COLLECTION

The library being a National Depository under the Delivery of Books and Newspaper Act, 1954 is very rich in resources. The library has rich collection of **7, 22,000 +** books. Apart from Delivery of Books Act the library also receives publications under the Madras Public Library Act. UNO and Asian Development Bank has also contributed their own publications to the library. The library has some special collections like Dhanakoti Collection and more than One Lakh rare books on its collection.

### ➤ MEMBERSHIP

The library offers annual membership for a security deposit of Rs. 300 which is refundable and membership is renewable thereafter every financial year on payment of Rs. 50 subscription charges every financial year. The security amount is carried forward during subsequent renewals. Every citizen from Chennai and nearby areas and age above 17 years is eligible for membership. The registered members have access to all the services. However, the library receives many non-member visitors also, who visit the library for short duration for specific information requirements.

### ➤ INFORMATION TECHNOLOGY

The library is making optimum use of technology. The different sections are networked together and internet facility is available. All-important sections are under CCTV surveillance. The library is fully automated with KOHA, Open Source ILS. OPAC is available online for public. Digitization is going on since 2006 and more than 5800 digital resources are already available. Public is provided with **Kindle** devices for reading these digital documents. These digital resources are also available over premises network. Other electronic equipment like printers and Xerox facility etc. is also available.

# **PUBLIC LIBRARY INTERNATIONAL**

## **Library of Congress**



### **INTRODUCTION**

The Library of Congress presently houses the second-largest collection of books and reading materials in the world, trailing only the British Library in size. Its original purpose was to serve as a small reference library. Around 100 million objects are included in the collections, which also include rare books and papers including a Gutenberg Bible, early versions of the Declaration of Independence, and Lincoln's Gettysburg Address. One of the highlights of a trip to the Library of Congress is the magnificence of the huge Main Reading Room. Take a guided tour of one of the library's three buildings, peruse the numerous great exhibitions on show there, or attend one of the many concerts, talks, or other events held there.



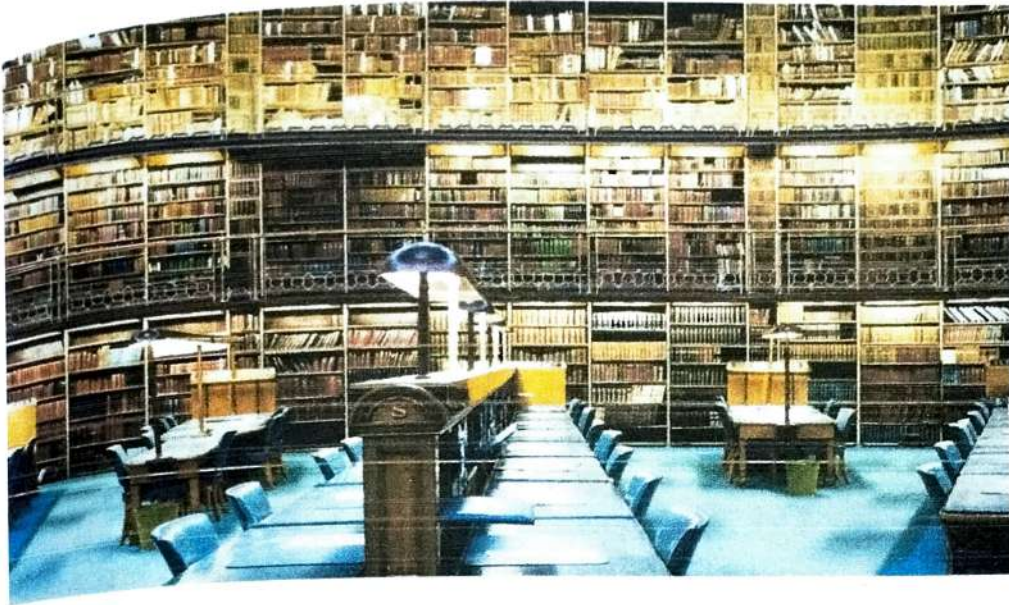
## Services

Contains nearly 20 million catalogue records for the books, serials, manuscripts, maps, music, recordings, pictures, and electronic materials held by the Library of Congress.

- Browse Find books, authors/creators, subjects, call numbers, or standard numbers in lists that are alphabetical or arranged sequentially with cross references. Extraordinary Search Making use of guided menus, combine search terms.
- Keyword Lookup Somewhere in the catalogue record you can find search words. Search using keywords (expert).
- Send an enquiry to an LC subject expert through email.
- Research Institutes discover the features and operations of the library's reading room.
- Research-Related Questions discover solutions to frequent queries from library users.
- Registering as a Reader find out how to get a card that identifies an LC reader.

The library's collection is available to anybody with a current Reader Identity Card, although materials cannot be removed outside of the library's boundaries. In addition to the astounding collection on exhibit, the inside of this historic structure is equally captivating. It's one of the most recognisable places in the nation thanks to its enormous, vaulted ceilings, classic frescoes and decorations, ivory pillars of Greek design, and the incomparable heritage that surrounds it.

## Library of U.K. National Library



### INTRODUCTION

The most complete research collection in the world is available through us, the national library of the United Kingdom. To the scientific, business, academic, and research communities, we offer information services. Artefacts from all eras of written civilisation can be found in our collection of more than 170 million objects. Our collection grows by almost three million new pieces annually, and we maintain the country's archive of printed and digital periodicals.

Nevertheless, we also have a tonne more than just books. Newspapers, voice recordings, patents, prints, drawings, maps, and manuscripts are just a few of the items available at our London and Yorkshire locations.



## Services

### ➤ Document Supply Service

Document Supply Service includes 500,000 theses and dissertations from the UK and North America, as well as 296,000 international journal titles, 400,000 conference proceedings, 3 million monographs, and 5 million official publications. The Document Supply Collection has 12.5 million electronic articles that are available for quick download.

### ➤ Sound archive

Almost a million discs and 185,000 tapes are housed in the British Library Sound Archive. The collections, which date back more than a century, encompass the full spectrum of recorded sound, from music, theatre, and literature to oral histories and wildlife sounds, and they are sourced from all around the world. The online library of The Sound Archive is updated every day.

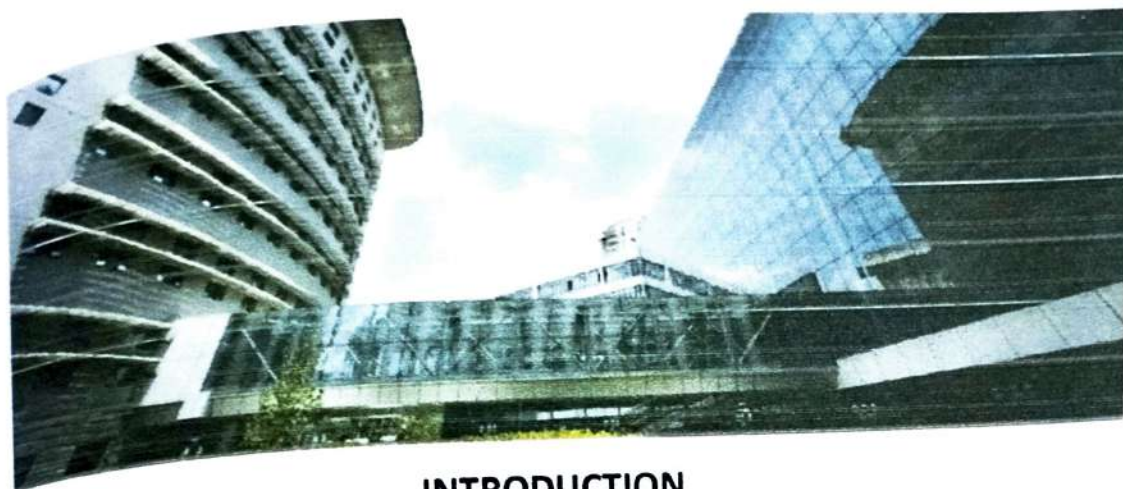
Through their Sound Server and Listening and Viewing Service, which is situated in the Rare Books & Music Reading Room, the Library's Sound Server and Selected Reading Rooms offer access to recordings from its collection.

British Library Sounds, a brand-new online resource the Library introduced in 2006, makes 50,000 recordings from the Sound Archive accessible online.

### ➤ Moving image services

The British Library's moving image services, which were introduced in October 2012, give users access to about a million sound and moving image objects that are stored locally along with data from over 20 million sound and moving image recordings.

## Library of china



### INTRODUCTION

The Capital Library of China is a sizable public library that belongs to the city of Beijing and is situated to the east of Huawei Bridge in the southeast 3rd ring of Beijing. The library offers year-round access to a variety of cultural and informational services, including lending and reading books, information counselling, lectures and forums, exhibitions and exchanges, cultural leisure activities, and more. It serves as Beijing's spiritual civilisation base and a significant hub for knowledge and information.

### Services

- The Capital Library of China offers readers a diverse modern reading experience by making the most of contemporary information technology and electronic reading technologies. With a reader's card, 1.5 million readers can use the "library on the go," "self-service library," "portable reading device," and programmes like "touch screen newspaper reading" and "audio reading," which are also well-liked by readers. Readers can also return books at any time with the "self-service library," "portable reading device," and "portable reading device."
- The Capital Library of China has introduced numerous ground-breaking programmes and produced a number of well-known cultural brands, including "the memory of Beijing," "the Capital Library of China Forum," "the Capital Library of China online cartoon," and "Reading Beijing series cultural activities," among others.



# Library of Singapore



## INTRODUCTION

This location would undoubtedly appeal to readers and information seekers. An enormous room with a serene ambience is Singapore's public library. Many free newspapers and magazines are available at the library. Together with a tree house and a fun play area, it has a separate area for children. Han's Cafe, which is located on the first level, offers delicious sandwiches, fish & chips, and a few other delectable snack options. All things considered, the library is a very intriguing location to pass some time.

### Services

We provide a variety of services and facilities to enhance your library experience, from managing your library membership to booking study areas.

#### Library Membership

Your borrowing privileges will provide access to a range of physical and digital library material.

#### Loans & Reservations

Find out all you need to know about how to borrow, renew, return, reserve and cancel library loans.

#### Fines and Payment

Payment details for item reservation and overdue items.

Types of Fines /Charges How to Pay Books eBooks Magazines Newspapers.

## Library of AUSTRALIA



### INTRODUCTION

The National Library is one of many agencies that make up the portfolio of the Department of Infrastructure, Transport, Regional Development, Communications, and the Arts.

According to the National Library Act of 1960, the library's duty is to collect, preserve, and make available important non-Australian library materials as well as significant Australian-related documentary resources either directly or through collaborations with other libraries and information providers.

By placing a strong national focus on everything we do and collaborating with people who share our objectives, we promote learning, artistic, and intellectual effort as well as contribute to the ongoing vitality of Australia's unique culture and heritage.



## **services**

### ➤ **Research tools and resources**

*We provide a range of materials to aid you in your research.*

*Our research guides and subject listings contain a variety of well-liked topics, such as family history, official publications, and unique collections. They provide expert search techniques and strategies to help you navigate the Library's collection.*

*In the event that further in-depth support is required, we have compiled a list of impartial appraisers and researchers.*

### ➤ **Research guides**

*There are supplied research hints, significant references, and highlights from the collection, recommended websites, and research case studies.*

*We also provide additional useful tools to help you with your research, including films, learning courses, prepared manuals and bibliographies, and electronic resources.*

*To assist you in using our collections and services, we offer a variety of online and offline tools.*

### ➤ **Collection delivery service**

1. Make a library card application.

2. Use the catalogue to send in your requests. Employees of the library will locate the materials in our stacks and deliver them to one of our reading rooms.

3. Gather your materials and make use of them in our reading rooms.

Check our delivery and collection timings before you arrive because they may have changed. If you submit your requests after the given hour, they will be fulfilled on the delivery day after. No pickup deliveries are performed on the weekends or at night.

The majority of collection items are available for request through the Library's online catalogue. You may reserve up to 15 items for a seven-day period. You may keep track of your requests by looking at 'Requests' in the catalogue.

### ➤ **Reading rooms services**

Browse our reference collection, search and access electronic resources including databases, journals, eBooks, and indexes; use our computers and the internet for free; photocopy, scan, and print; and request and access collection objects. Questions can be answered by knowledgeable personnel as well.

As a reference library, you are free to use the items in our collection in our reading rooms but are not permitted to take them home. The only way for visitors to view where our collection is kept is on our behind-the-scenes tour because we are a closed stack library.

### ➤ **Copy right in library collection**

When using and copying from our collections, please adhere to our general guidelines on copyright.

When you order reproductions through our services or make copies of anything from our collections, you must adhere to the Australian Copyright Act 1968's standards as well as any additional guidelines that may be specific to rare, distinctive, or culturally sensitive content.

## References

- I. <https://www.artandculture.goa.gov.in/about-us/central-library>
- II. <https://www.nationallibrary.gov.in/>
- III. [www.annacentenarylibrary.org](http://www.annacentenarylibrary.org)
- IV. [dpl.gov.in](http://dpl.gov.in)
- V. [connemarapubliclibrary.org](http://connemarapubliclibrary.org)
- VI. [www.loc.gov](http://www.loc.gov)
- VII. <https://www.bl.uk/about-us>
- VIII. [https://en.wikipedia.org/wiki/National\\_Library\\_of\\_China](https://en.wikipedia.org/wiki/National_Library_of_China)
- IX. [www.nlb.gov.sg](http://www.nlb.gov.sg)
- X. [www.nla.gov.au](http://www.nla.gov.au)



## **CHAPTER V**

# **DATA INTERPRETATION AND ANALYSIS**

## **CHAPTER V**

### **5. DATA INTERPRETATION AND ANALYSIS**

#### **Response (Librarians' and Users')**

##### **"PUBLIC LIBRARIES AS KNOWLEDGE CENTRES IN ELECTRONIC ERA:"**

In this study the chapter focuses on the analysis and interpretation of the data through Question air method. A total of 100 questionnaires were distributed, 50 for librarian's and 50 for user. They were asked to give their response and the information is presented as seen. The data collected is organized and tabulated by using statistical method and tables.

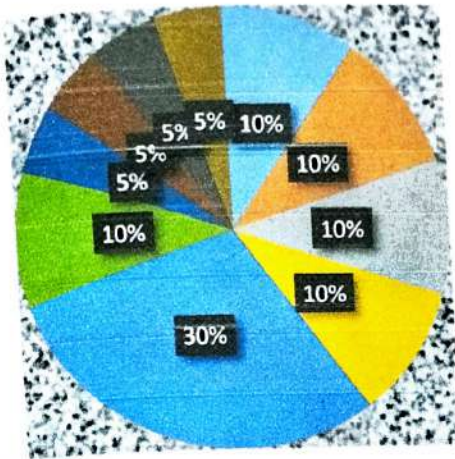


## 5.1 LIBRARIANS' DATA ANALYSIS

Table 5.1 Do you have following infrastructure in the library?

Infrastructure	Percentage
Computer	10%
Printers	10%
Scanner	10%
Reference desk	10%
All types of subject books	30%
Internet browsing facility	10%
E- journals	5%
E- books	5%
Link to educational portals	5%
Membership to National digital library of India.	5%

## Percentage



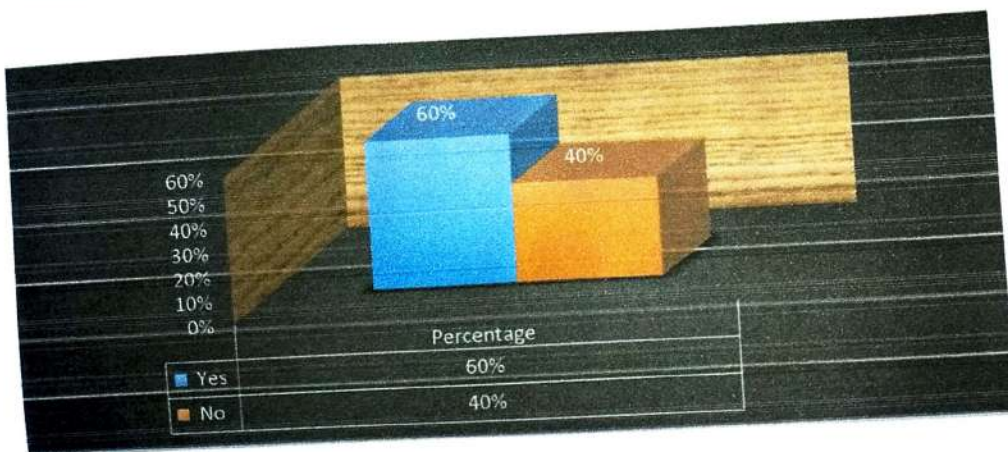
- Computer
- Printers
- Scanner
- Reference desk
- All types of subject books
- Internet browsing facility
- E-journals
- E-books
- Link to educational portals
- Membership to (NDLI) National digital library of India.

### 5.1 Table and chart

Regarding infrastructure in library is that 30% form infrastructure and lowers at 5% E-Journal, E-Book and link educational portal.

Table 5.2 Can you search the reading material easily and accurately on the OPAC?

Yes	60%
No	40%

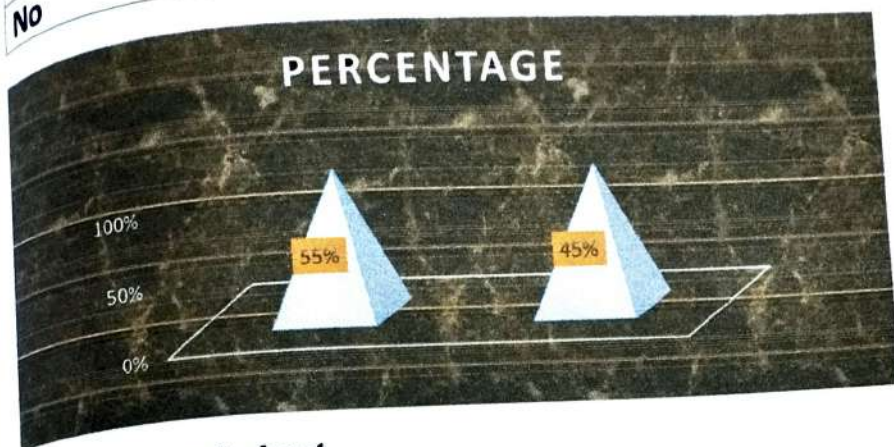


5.2. Table and chart anodise that 60% users are Wellers with OPAC .Seems to be positive sign.



### 5.3 Are you using OPAC?

Yes	55%
No	45%

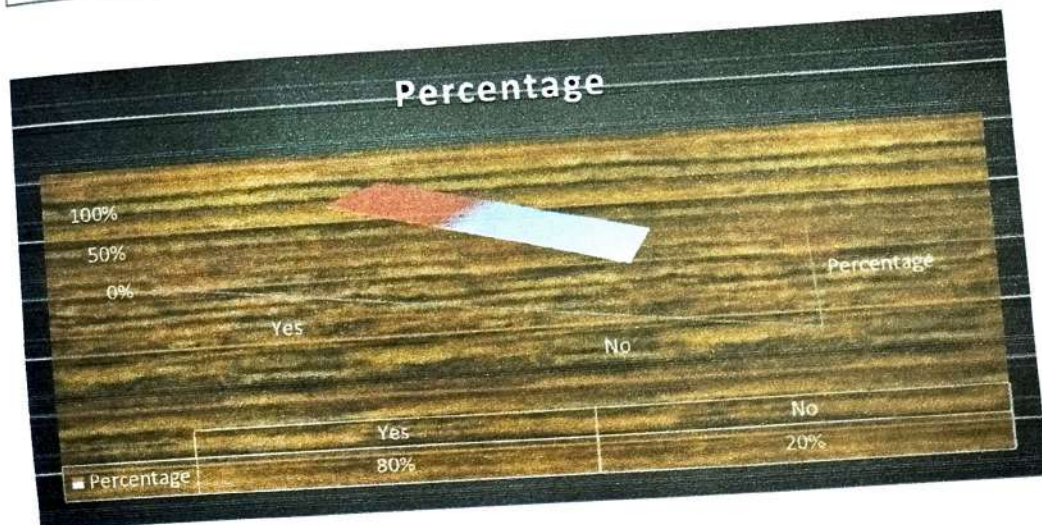


### 5.3. Table and chart

Receiving that 55% respondent users OPAC. This means that 45% responses shall needs to be made aware about the facilities available.

### 5.4 Do you use public library catalogue?

Yes	80%
No	20%



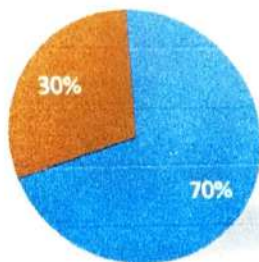
### 5.4. Table and chart

To a query at 5.4 regarding use of public library catalogue 80% of the respondent are aware of the uses of public library catalogue.

**5.5 Are you familiar with book arrangement in Public library?**

Yes	70%
No	30%

Percentage



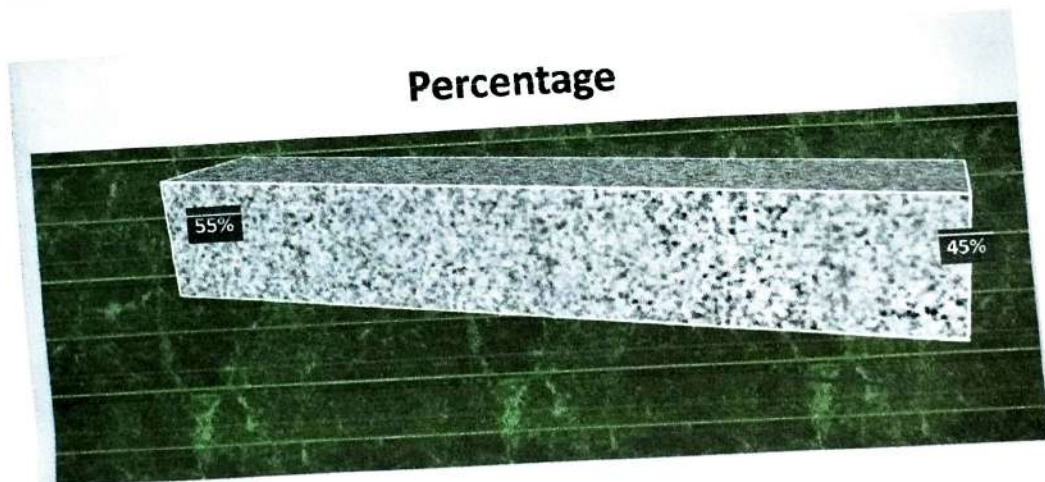
### 5.5. Table and chart

Regarding familiarity of book arrangement in public library 70% respondent are aware they know use library catalogue.

**5.6 Are you satisfied with the attitude of the library staff?**

Yes	55%
No	45%

Percentage



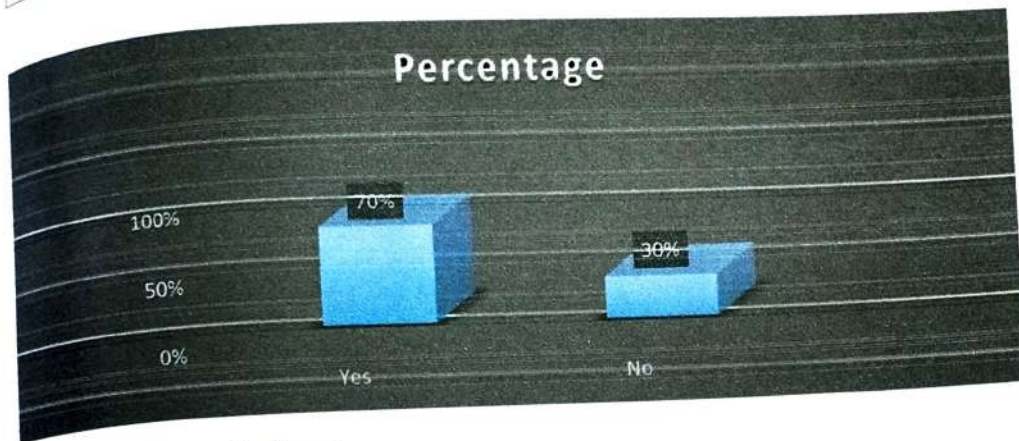
### 5.6. Table and chart

To query regarding substance attitude of library staff 55% of responses said they are satisfied with the attitude of library staff.



### 5.7 Is their preparatory material for research work?

Yes	70%
No	30%

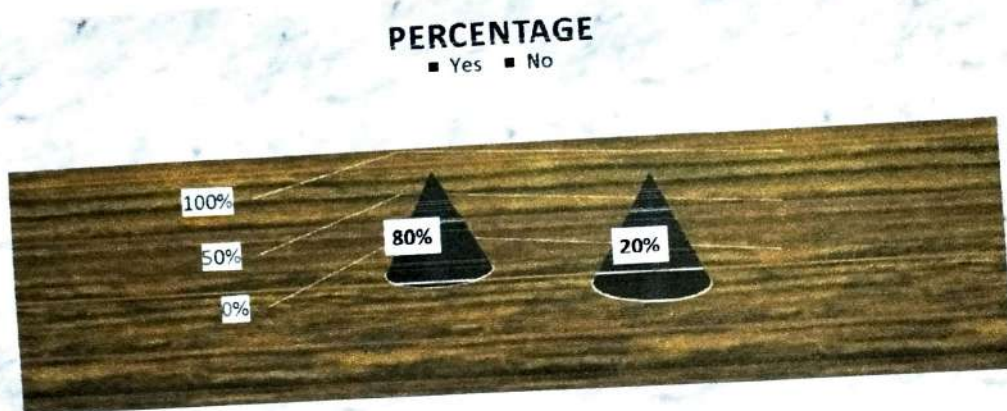


#### 5.7. Table and chart

The chart 5.7 depicts the preparatory material available for research work in the library 70% in respondent said yes, this means that there is sufficient preparatory material in the library for research work.

### 5.8 Does the library organize book exhibition?

Yes	80%
No	20%



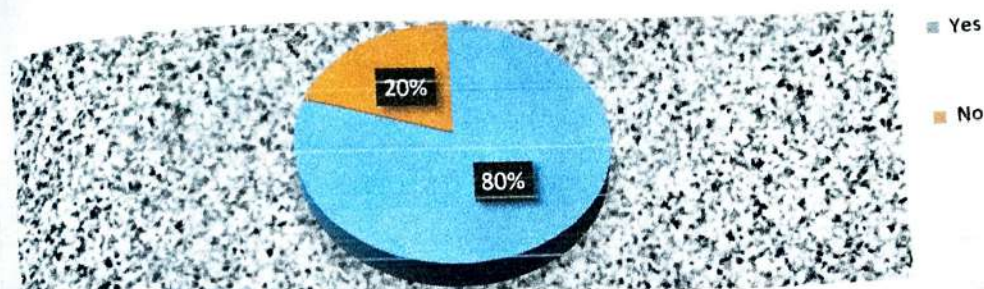
#### 5.8. Table and chart

The chart 5.8 endorses the library organizes book exhibitions and (80%) and 20% library does not organizes any book exhibitions.

### 5.9 Does your library provide internet facility?

Yes	80%
No	20%

Percentage



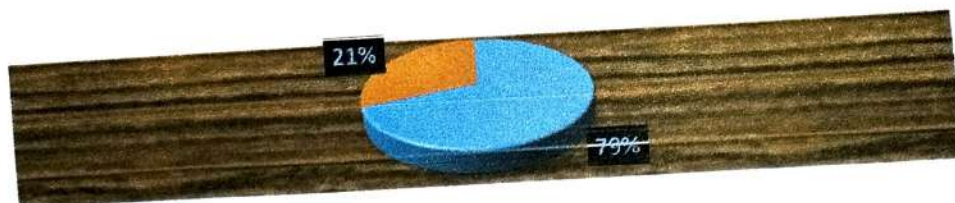
### 5.9. Table and chart

The chart 5.9 to a query regarding provision of internet services again 80% responses endorses that there is a facility of internet to browse in the library.

### 5.10 Is there any suggestion register/ box kept in the library?

Yes	79%
No	21%

PERCENTAGE



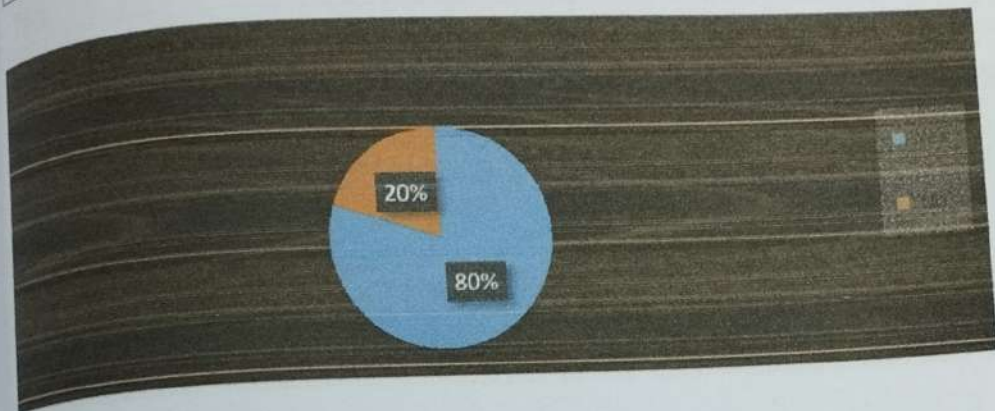
### 5.10. Table and chart

Query was asked regarding the suggestion register and 79% respondent gave the positive answer 21% respondent gave the answer yes, further 21% libraries has no provision of library suggestion register.



### 5.11 Are you satisfied with the services you have accessed?

Yes	80%
No	20%

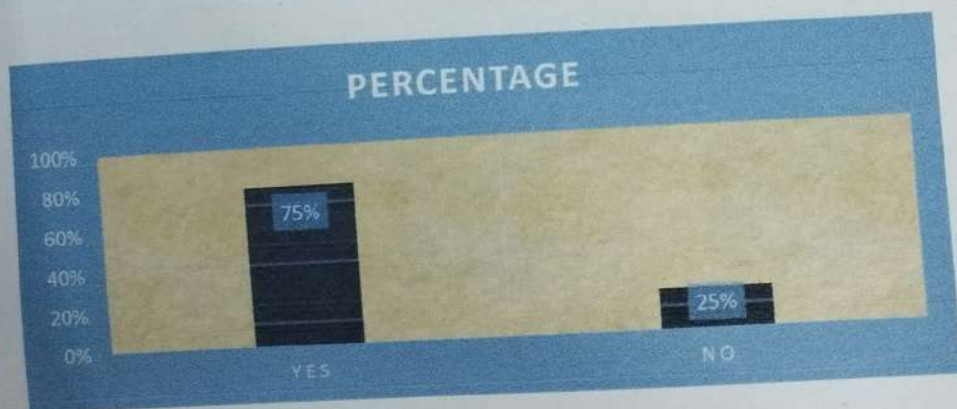


#### 5.11. Table and chart

Question was asked about satisfaction level of the readers to access the services, 80% of the reader's library that they are satisfied availability of book and other reading materials, and 20% said that they had difficulty accessing library documents.

### 5.12 Do you feel the staff available is sufficient?

Yes	75%
No	25%

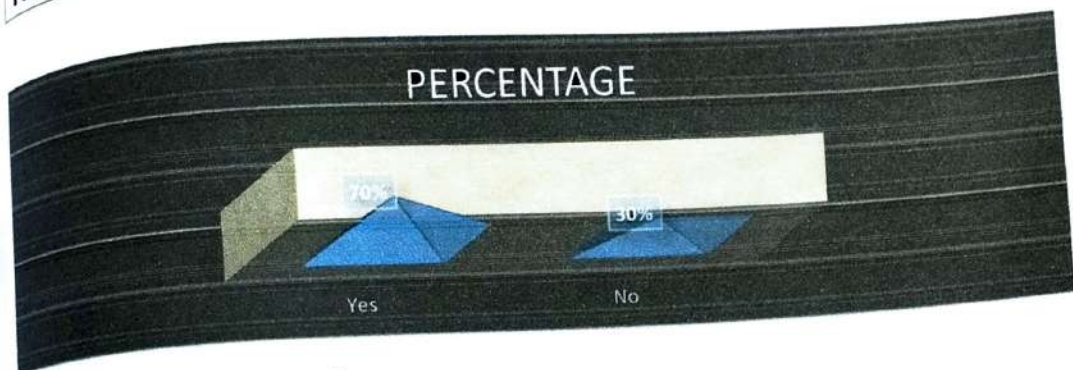


#### 5.12. Table and chart

Query was asked regarding the availability of staff to better services to readers 75% readers are happy with the staff. This shows that the readers are happy with the services.

**5.13 Have you ever made any suggestion for ordering and reading material?**

Yes	70%
No	30%

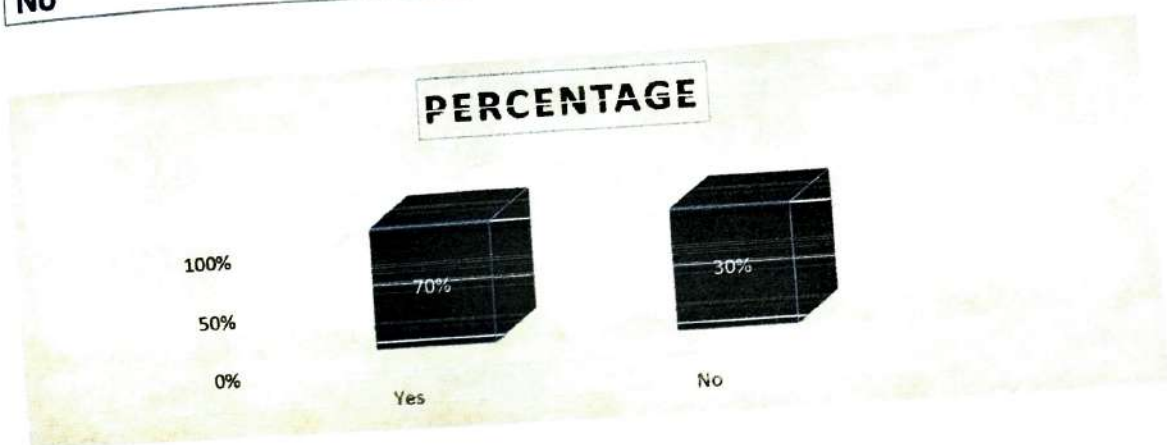


**5.13. Table and chart**

Reveille that the suggestion made by the library readers are accepted and executed.

**5.14 Do you feel the staffs are competent / trained enough to help student?**

Yes	70%
No	30%



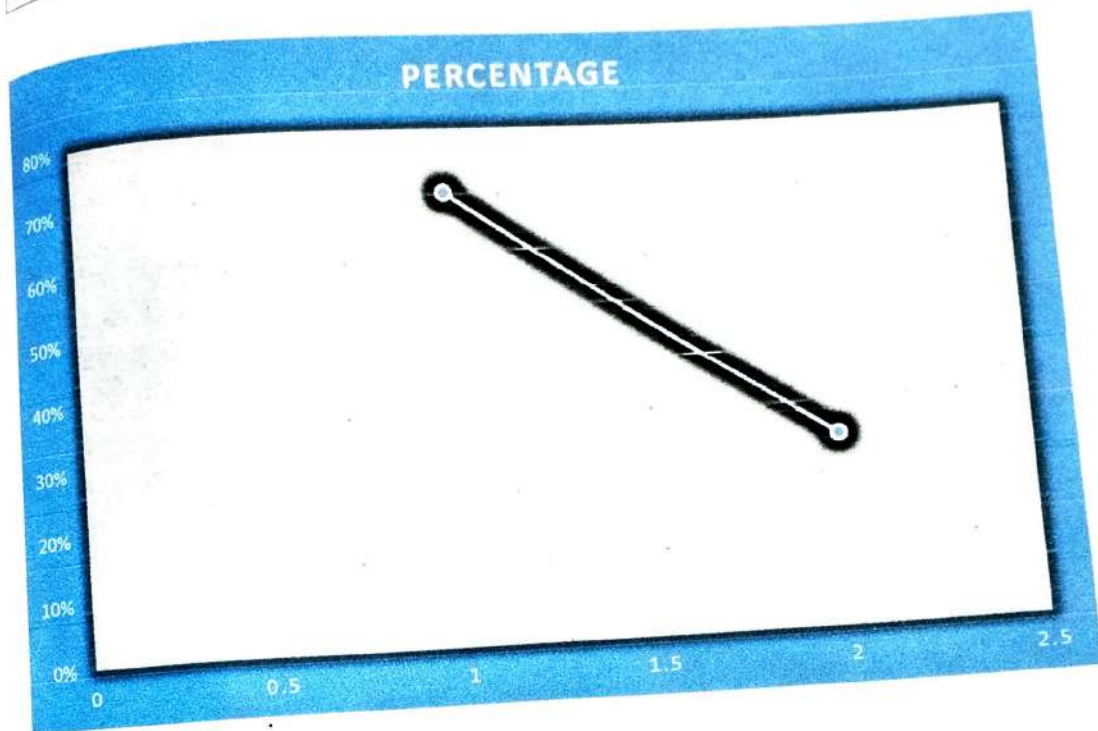
**5.14. Table and chart**

To a query it was asked that staff are confident / train to help the student the respondent said 70% feels that there are competent staff members to help the readers.



### 5.15 Did the library implemented your suggestion?

Yes	70%
No	30%



### 5.15. Table and chart

The 70% of the respondent agrees that the suggestion and request made by the readers are accepted and 30% of the respondent gave answer that their suggestion are not implemented in the libraries.

### 5.3 STUDENTS' DATA ANALYSIS

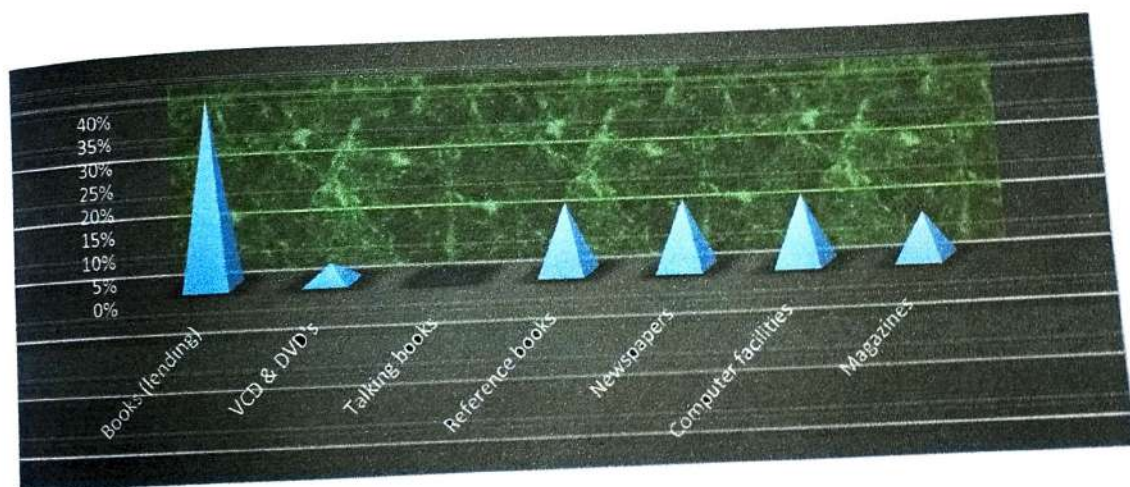
#### Response (Students '/ Users')

**"PUBLIC LIBRARIES AS KNOWLEDGE CENTRES IN ELECTRONIC ERA:"**

A Study " the chapter focuses on the analysis and interpretation of the data through Question air method. A total of 100 questionnaires were distributed, 50 for librarian's and 50 for user. They were asked to give their response and the information is presented as seen. The data collected is organized and tabulated by using statistical method and tables.

**5.1) which below mentioned facilities do you available?**  
(Please tick the appropriate?)

Books (lending)	40%
VCD & DVD's	4%
Talking books	0%
Reference books	15%
Newspapers	15%
Computer facilities	15%
Magazines	10%

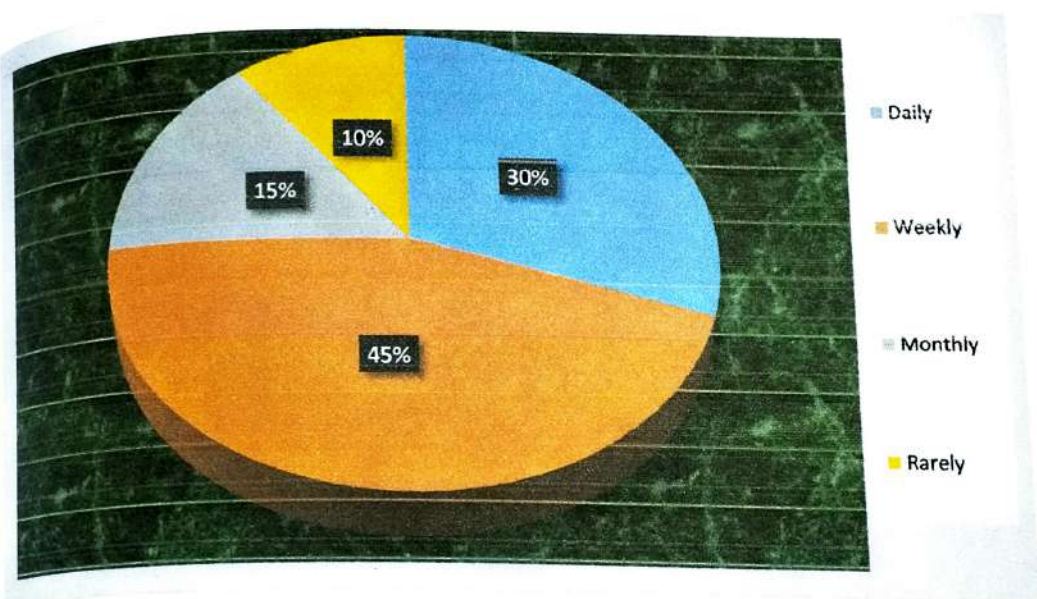


5.1 Chart is to a query about facilities available in the library book lending is the major facility along with reference books 15%) and newspaper 15% and computer facility 15% which is the healthy sign of readership.



### 5.2. How often do you visit to the library?

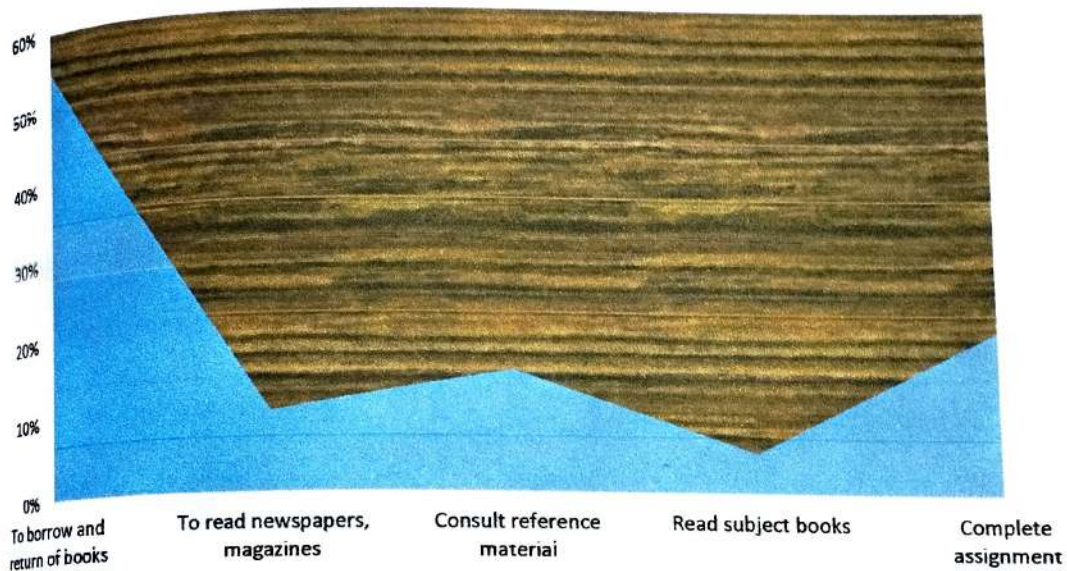
Daily	30%
Weekly	45%
Monthly	15%
Rarely	10%



5.2 Chart is readers to is regarding visit of library an approximately 45% readers visits once in the week 13% visitor daily in the library which student library using most 15% users readers visit once in the month. 10% readers visit rarely.

5.3. Please indicate the purpose of using library?

To borrow and return of books	55%
To read newspapers, magazines	10%
Consult reference material	15%
Read subject books	5%
Complete assignment	20%

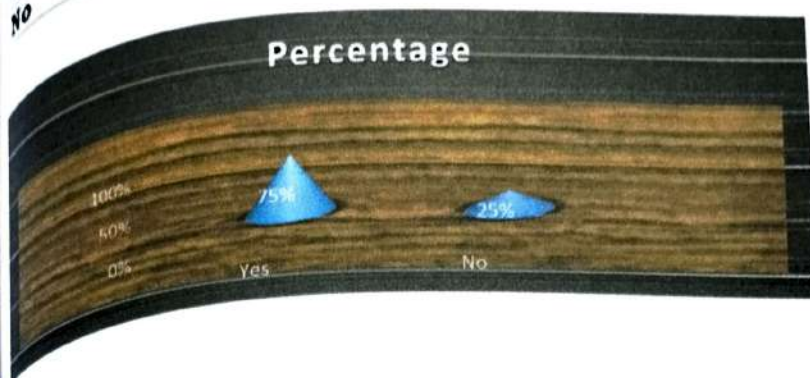


5.3 Chart is regarding purpose of using library majority of readers 55% use library borrow and return books 10% of the readers use library to browse newspapers and magazines 20% student visit library to complete the assignment 5% student to read subject books which are regarded to academic presume.



5.4. Are you satisfied with infrastructure?

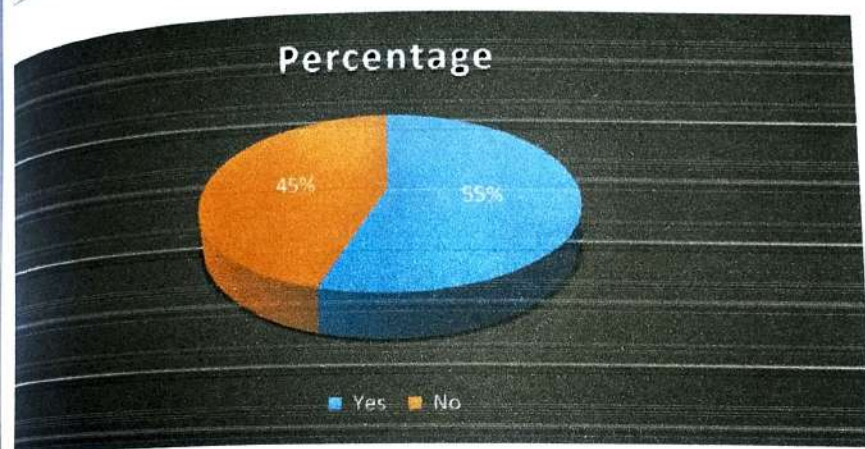
Yes	75%
No	25%



5.4. Chart is question of 5.4 was regarding infrastructure in the library 75% respondent were happy with the library infrastructure which means that majority of readers are satisfied with the library infrastructure.

5.5. Have you ever made any suggestion for ordering the reading material?

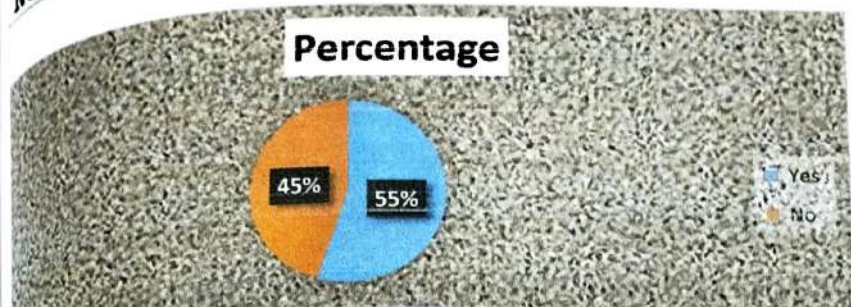
Yes	55%
No	45%



5.5. Chart is regarding suggestion for ordering reading materials 55% of readers have utilized has recommended suggestion to library development.

### 5.6. Do you use library catalogue?

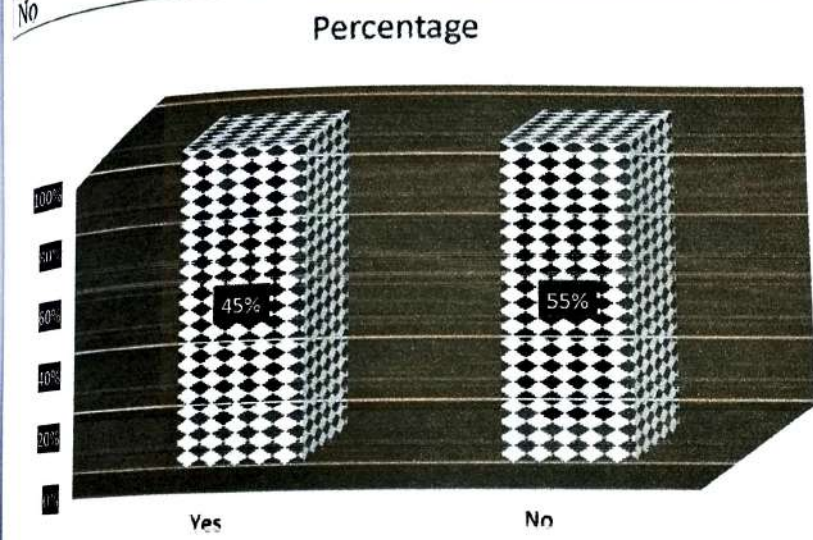
Yes	55%
No	45%



5.6. Chart was regarding usage of library catalogue and 55% of the readers use library catalogue where as 45% readers directly go to the shelf.

### 5.7. Are you using OPAC?

Yes	45%
No	55%



5.7. Chart question was asked regarding usage of OPAC. 55% readers where relevant to use library OPAC. However 45% of readers use library OPAC.



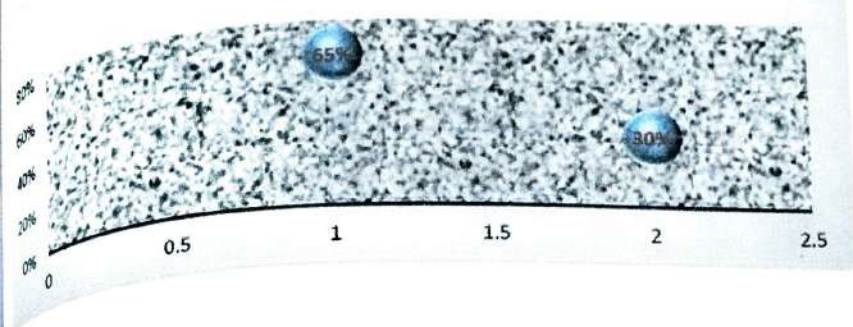
5.8. Can you search the reading material easily and accurately on the OPAC?

Yes  
No

65%

35%

Percentage



5.8. Was about searching the document OPAC. 65% of the respondent convey that they can browse the catalogue and can get easily accuavly require documents.

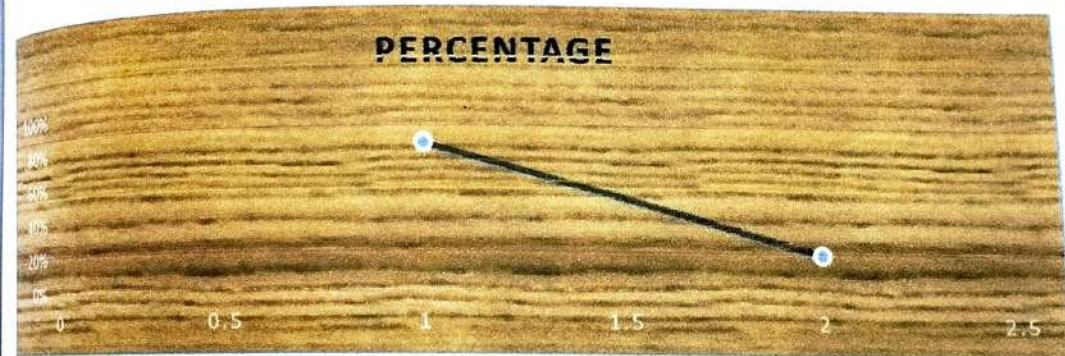
5.9. Are you familiar with book arrangement in this library?

Yes  
No

80%

20%

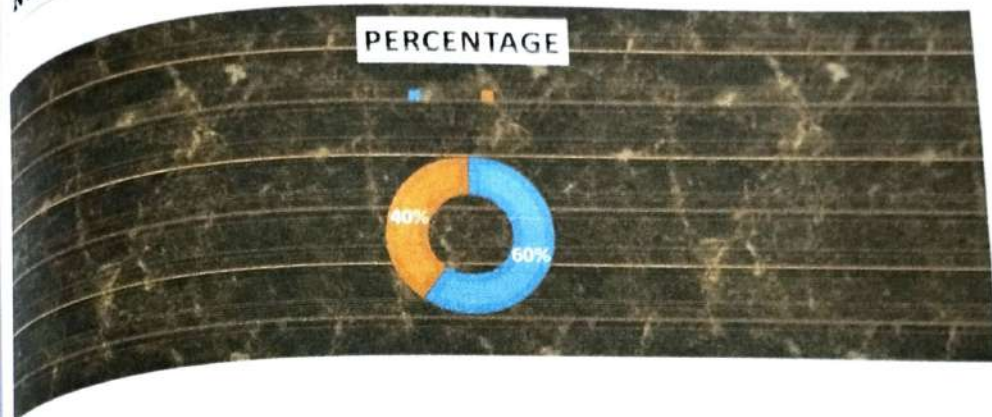
PERCENTAGE



5.9. Chart is about arrangement of books in library 80% of respondent are familiar with the arrangement books in the library and hardly 20% needs awareness.

5.10. Do you feel the staff available is sufficient?

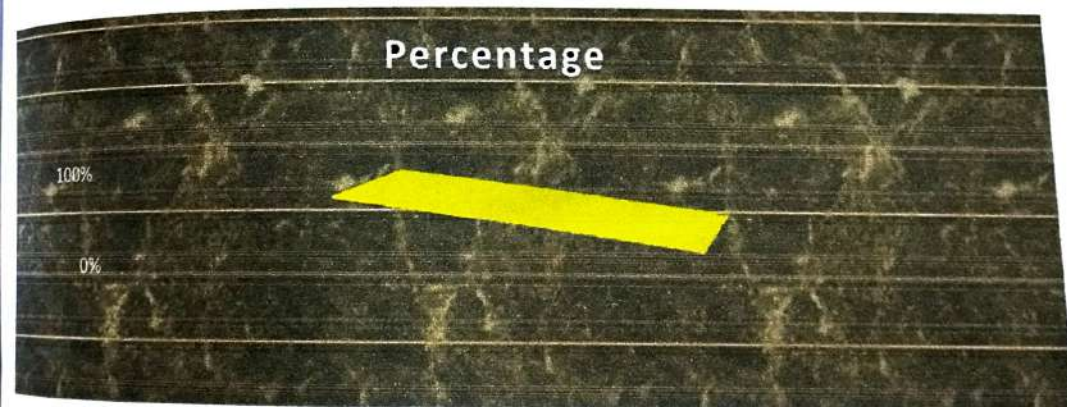
Yes	60%
No	40%



5.10 Chart regarding be strength of staff of library 60% respondent are happy with the availability of staff in the library. However 40% of the respondent feel that there is a feel that needs of additional staff in the library.

5.11. Do you feel staffs are competent enough to help students?

Yes	60%
No	40%

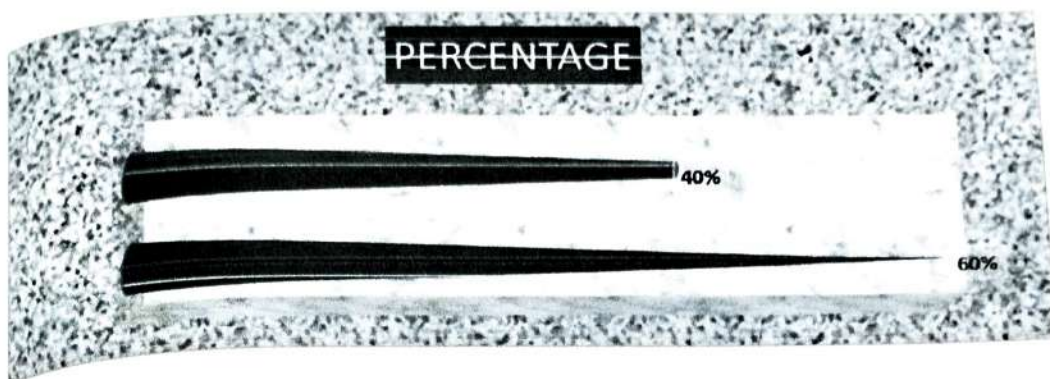


5.11 Chart was regarding compenancy of the staff to help the student 60% respondent agrees the staff available has competency skills in librarianship and supports the reading.



**5.12. Are you satisfied with the attitude of the library staff?**

<b>Yes</b>	<b>60%</b>
<b>No</b>	<b>40%</b>

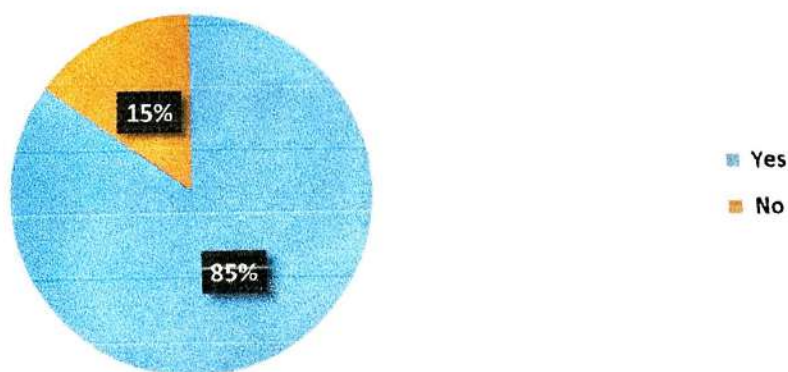


**5.12** Chart is regarding the behaviour pattern of staffs towards library users 60% respondent are satisfied with the attitude.

**5.13. Does the library organize book exhibition?**

<b>Yes</b>	<b>85%</b>
<b>No</b>	<b>15%</b>

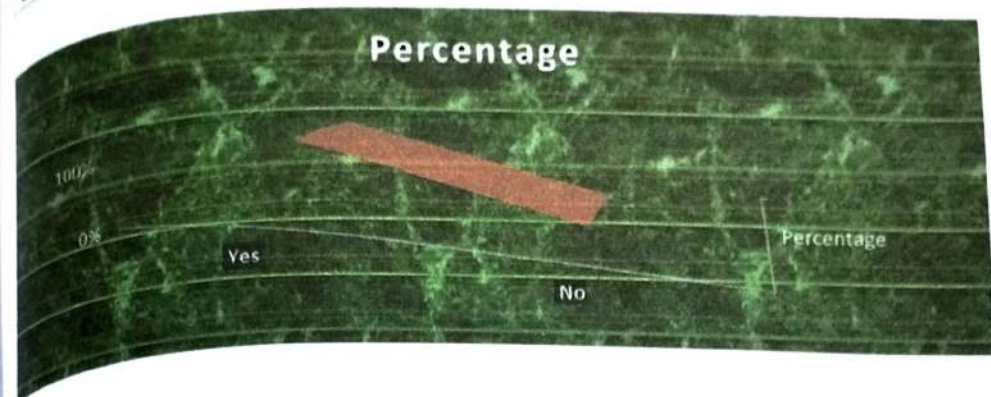
**Percentage**



**5.13.** Chart gives us the picture of library conducting book exhibitions 85% of respondent agreed that library conduct exhibitions to in calculate reading habits among users.

5.14. Does your Library provide internet facility?

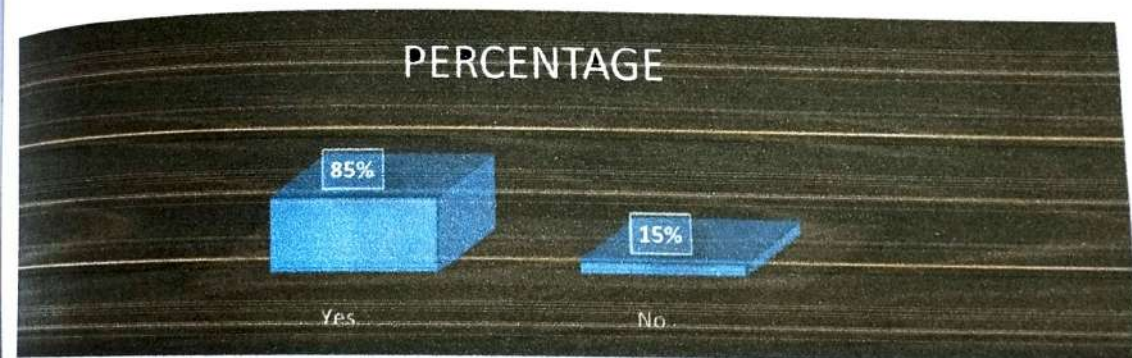
Yes	90%
No	10%



5.14. Chart was regarding library interest section 19% of the readers endorsed that library provide internet facility for their student browse digital resources.

5.15. Is there any suggestion register/ box kept in the library?

Yes	85%
No	15%



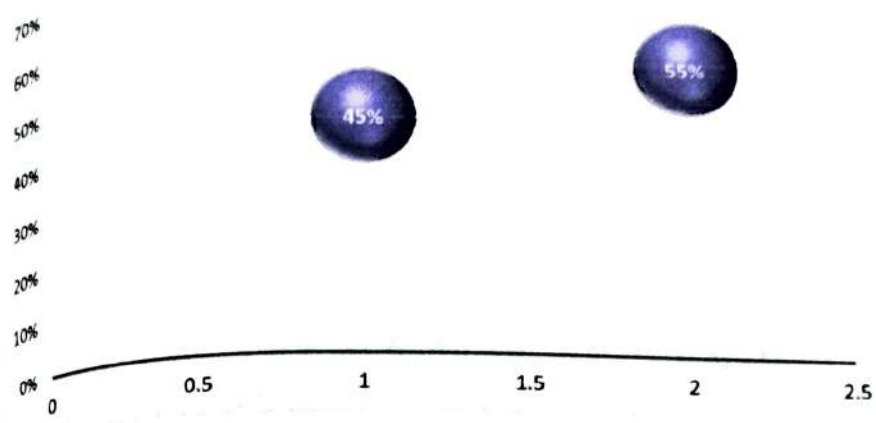
5.15. Chart gives us that there is a suggestion register to available in the readers.



5.16. Did the library implemented your suggestion?

Yes	45%
No	55%

Percentage



5.16. Chart was regarding implementation of suggestion gives by readers 55% respondent said No there are solutions are not implemented however 45% of the respondent felt that there suggestion are implemented for development of library collection .

## ***Chapter: VI***

### ***OBSERVATION, FINDING AND SUGGESTION***



# **Chapter: VI**

## **OBSERVATION, FINDING AND SUGGESTION**

### **6.1 Findings of the study**

The present dissertation is an attempt to study Public Libraries as Knowledge Centres in Electronic Era. The study tries to find out if Public Libraries act as Knowledge Centres and its benefits upon its users of Public Libraries. The dissertation aims to study if Public Libraries are knowledgeable and updated with their technologies to cater to the demands of the users of the 21<sup>st</sup> century with the ever-growing advancements happening every single day.

This chapter discusses the findings, suggestions and conclusions on the basis of data presented. It also deals with the limitation and the future research on the topic. Having introduced the basic research problem in Chapter-I along with the objectives, hypothesis, methodology, significance, scope and limitations of the study, Chapter – ii proceeds to give brief review of literature on various aspects related to Public Libraries in the state of Goa. Chapter -iii and IV aim at analysing the different concept of Public Libraries and the latest trends in today's world serving to give the users of Public Libraries the best of services and meeting their requirement. It also covers Public Libraries at National and International levels. The finding questionnaire is presented in the form of Chapter V under following components:

## 6.2 Finding based on users' Response

- It can be said that majority of the user's that visit the Public Libraries belong to the Graduate and the Post Graduate categories that make use of the Library for their academic studies.
- The maximum number of users of public libraries belong to the students category, which is a healthy sign to grow in their academic pursue and to inculcate reading habits among the young adults.
- It can be stated that most of the users of the Public Libraries are members and have a card holder ship in order to freely borrow books.
- Most of the users who visit the Library use the services for more than an hour.
- There's more weightage of the library for study purchase rather than leisure.
- It can be said that the users of Public Libraries do not regularly visit the library's website to know about the latest trends and happenings.
- The E-resources with Public Libraries are easy to use in order to obtain knowledge with great ease.
- The users of the library are more comfortable using the Reference Desk than the Checkout Desk.
- The users have no trouble in finding books within the library and 60% of the users were satisfied with the arrangement of books in the library stacks.
- It can be said that 88% of the sample were satisfied with the staff operating at Public Libraries, and 98% state that the Library professionals are competent enough to handle the needs of the user" s.
- The Public Library charges its uses for the usage of internet facilities.
- The following facilities are provided within Public Libraries including Research In groups, Connect laptop to the Internet, utilisation of Digital technologies, Research independently in stack rooms.
- The users of Public Libraries are satisfied with the Lending of Books and Reference material followed by the Library Structure, Overalls Library Functionality, Collection of Books and DVD's, Hours of Operation and the Library staff lastly.
- Public Libraries in Goa have secure personal login facilities. ,
- The Public Libraries" OPAC is very easy to use and 80% of the population felt it was helpful, The Public Library has different sections including the



Reference Section, The Periodical Section, The Magazine Section. , These sections are divided further into subjects providing the user's a sense of an organised structure towards seeking knowledge.

- 60% of the user sample stated that their needs and preferences were fulfilled with the Library's different sections.
- The Public Library's website also stated to have updated and relevant intonation available for its user's.
- It can be stated that 80% of the user sample mentioned that they do not encounter problems such as Negligence of Staffs members, No proper shelf arrangement, No Proper Lighting while 15% were not happy with the internet faculties while searching for information.
- Most of the user sample that is 87% were very likely to browse the internet for information in Public Libraries.
- Some user's felt that the reason behind not visiting the Public Library the past year was due to the reason being that the library was situated far from them, while a few nonnal1 y got the required information from browsing from home or by purchasing books from book fairs online purchase etc.
- Users can access. Information from the Library at any time
- The Library was stated as excellent towards obtaining Knowledge.
- Most users' find out about the library services either through the website of through people.
- The order of what interest users towards the library is the Reference Section, followed by Newspapers, Magazines and lastly the lending section.

### **6.3 Finding based on the Librarians' Response**

- It is noticed that librarians subscribe journals either directly from the publisher or through institutional membership.
- Most library professionals in Public Libraries use MARC format rather than CCF.
- It can be said that all Public Libraries" provide web-based services in this electronic Era.
- Library professional stated that 55% said that they had place implement Reference Desk, while 3 5% felt that had sufficient place to have the OPAC.
- BSNL was the most indicated internet service for users in Public libraries.

- The Libraries had ISDN followed by Leased Line.
- The nature of internet connectivity was ISDN followed by Leased Line.
- Most frequently used library management software was the Open source in Public Libraries.
- Most Library Professionals stated that at the library offers training programs from time to time, to keep its staff updated and in context advancements in technologies.
- The Librarians felt that the Public Library had adequate resources available.
- Librarians felt the category of "working from home", online databases and Internet access needed improvements.
- It is observed that the availability of computers in the Public Library was excellent.
- Most Librarians have been using the Library's Online Services for 5-6 months as compared to 3 to 4 years.
- In House Training programs are organised on a yearly basis.
- The Librarians stated that Public Libraries have secure online audit standards, Anti-Virus software's for its usage.
- The Public Library provides computer terminals to users of OPA C, Library databases, Internet Search.
- Librarians stated that the Public Library has systems to identify the abuse of IT systems including improper access, tampering and altering of library data.
- Librarians also stated that the Public Library plan for dealing with man-made or natural disasters
- Librarians make use of the Inter-Library loan as when needed.
- Most important facility in the Public Library as the OPAC followed by Traditional printed resources, and lastly followed by E-Journals.
- It is indicated that majority from the librarian sample stated that the following services were essential namely OPAC and Reference Desk.
- Followed by borrowing of books reference material and then the assistance from Staff.
- It is also observed the Public Libraries have the faculty to convert hard copies to digital form in order to conserve the material for a longer period.



- It also brought to the researcher's notice that the most frequent software used to digitize library material is the D-Space followed by Greenstone and lastly E-Prints.
- The researcher also found out that the areas that needed improvement were the categories of Libraries with their subject strength will be assigned task to develop digital repositories with Open Access and the category of Opportunities for librarians to meet users' needs regularly and Lastly Directories of library services with subject strengths and other details.
- Majority of the librarians felt that the technological up gradation should occur yearly.
- It is also observed that the technological up gradation should match the user's preference.

## 6.4 Testing the Objective

While studying the importance of Public Libraries Electronic Era, following objectives were tested:

- The services provided by Public libraries, Goa, are very good the services include OPAC, Reference /Check Out desk cater to the needs of its clientele, Internet facility etc.

The study reveals that user communities are satisfied it makes easy access to the original as well as digitized material.

- It is also noticed that the Library professionals working at public Libraries are competent enough to handle the needs of the user's and also receive adequate training with regards to the technological up gradation and are tune with the advancements that keep coming
- It is also understood that the standards adopted by the public Libraries are well in tune to the users' needs the Hours of Operation. the arrangement of the library collection into different sections, the ease of using OPAC to search for matter and the infrastructure including the seating arrangement, the study rooms, the availability of computers with internet facility all add up to make the user's needs satisfied up to every level.

- The facility of Inter-Library loan, and the Reference Desk helps the users access any book from the Library. At the same time the assistance provided by the staff, access to Wi-Fi and the availability of online databases eases the searching of the library's collection to a great extent.
- The infrastructural facilities required for digital information system are good as it is situated at the convenient location and also due to its flexible hours of operation.
- To sum up, the objectives put forth by the investigator in the synopsis are fully tested which Public Libraries as Knowledge Centres in this Electronic Era is essential to meet its user's needs.

## 6.5 Testing the Hypothesis

1) The above hypothesis stating that Modern Libraries lack a qualitative approach among its professionals is rejected on the following basis as it can be procured that modern Public Libraries have well-equipped resources and services that are fully digitalised facilitate the on-going activities within the library and ease the work load of its library Professionals, thus bringing about quality in term of resources and services in a more digitalized form.

2) The hypothesis stating that Public Libraries lack technological up gradation is rejected as from the librarian survey it can be noticed that 85% of the library professionals stated that they receive training with regards to the usage of technology at least once a year, and that the library professionals are well in tune and updated with the ever-stopping advancements in the field of Library and Information Sciences.

3) The hypothesis stating that the products offered by libraries lack standards in providing qualitative services to its user's is rejected on the basis that it can be clearly seen that the users of public library feel that the library professional's enough to meet the demands of the users.

The services such as OPAC for the searching of the library collection. The other facilities including the reference /check in – out desk.

The overall hours of library operation and convenience all makes the Public library rich in knowledge catering to all users and providing extensive knowledge.



## 6.6 Suggestions and Scope for future research

- Public Libraries should make improvements when it comes to the users' connecting their laptop to the Internet.
- Hours of library operation could be extended.
- There could be easier library management software's in the future that need minimum training.
- There could be free parking arrangement when it comes to its infrastructure.
- The library could allow its users to take study matter within the library, especially if the user's wanted to sit somewhere else rather than just the study room which only permits reading material.
- The library could keep copies of the books that circulate widely within the library among users so the users do not have to borrow books from other libraries.
- The library staff could be more opened in satisfying even the minimalistic demand of its users.
- The library could make use of the mobile library more frequently thus reaching the library to its users.
- The arrival of new library collection could occur more frequently so that the users can have access to new books every time.
- The no of computers can always be increased thus catering to a larger crowd.

The importance of library management software's like E-Granthalaya should be taught to its users and how to use it to obtain knowledge. The library should organise book exhibitions thus promoting the usefulness of reading and gaining knowledge. Technological up gradation should take place yearly, keeping the growing demands of its user's

Growing library professionals handling the technical section can maintain uniform secure password for all their logins.

## 6. 7. Conclusion

In the 21st Century, a new society has emerged where knowledge is the primary production of resource. Therefore, there needs to be well equipped digital libraries to facilitate to the growing requirements of it users. Also, there needs to be trained professionals executing the functioning of overall library services within Public Libraries.

The growth of ICT has brought tremendous scope in the information and reference services in Public Libraries. Today's society is called as "knowledge-based society" so preference should go to the users of Public Libraries to see to it that all the users are well adapted to the modern society in meeting with technological advances. With the right information rendered to public, individuals, business firms, government will be on the right track to achieve their respected goals.

The advances of Public Libraries may not have everything or even something in particular, but the society is a diverse and vital community that is increasingly global in the true sense of the mere fact is that the user's behaviour with regards to seeking information has undergone significant changes that necessitates the generation and creation of datasets that are global in nature.

To conclude, my research study provides aids and support to future researchers as Well as users of libraries to help them be familiar and understand the recent technological advances of modern Public Libraries in this electronic era.



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