Extension services in public library

A Dissertation for

Course code and Course Title: LIS 651 & Dissertation

Credits: 16

Submitted in partial fulfilments of Master

Degree in M.L.I.Sc. by

Manaswee Kushali Naik

Seat

Number

22P0010016

PRN
202200123

Under the Supervision of

Dr. Shamin Pereira

D.D. Kosambi School of Social

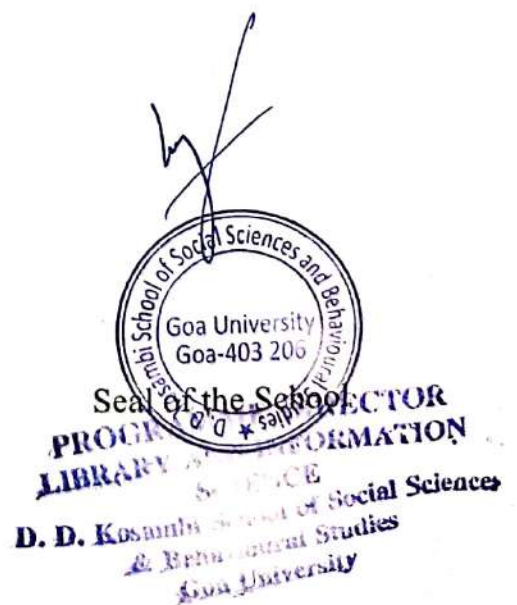Science and Behavioural

Studies Library and Information

Science

Goa University

April 2024

Examined by

DR. SHAMIN PEREIRA

Seal of the School

i

DECLARATION BY STUDENT

I hereby declare that the data presented in this Dissertation report entitled, "Extension services in public library" is based on the results of investigations carried out by me in the Library and Information Science at the D.D. Kosambi School of Social Sciences and Behavioural Studies, Goa University under the Supervision of Dr. Shamin Pereira and the same has not been submitted elsewhere for the award of a degree or diploma by me. Further, I understand that Goa University or its authorities will be not be responsible for the correctness of observations / experimental or other findings given the dissertation.

I hereby authorize the University authorities to upload this dissertation on the dissertation repository or anywhere else as the UGC regulations demand and make it available to any one as needed.

Manaswee Kushali Naik

Seat No: 22P0010016

Date: 19/04/2024

Place: Goa University

ii

COMPLETION CERTIFICATE

This is to certify that the dissertation report **"Extension services in public library"** is a bonafide work carried out by **Manaswee Kushali Naik** under my supervision in partial fulfilment of the requirements for the award of the degree of **M.L.I.Sc.** in the Discipline Library and Information Science at the D.D. Kosambi School of Social Sciences and Behavioural Studies, Goa University.

Dr. Shamin Pereira

Date: 19/04/2024

Signature of Dean of the School
Date: 19/04/2024
Place: Goa University

ACKNOWLEDGMENT

TABLE OF CONTENT

LIST OF TABLES

TABLE NO.	TITLE	PAGE NO.
5.1	Public libraries in Goa	58
5.2	Number of extension services organized by the library	60

LIST OF FIGURES

FIGURE NO.	TITLE	PAGE NO.
5.1	Extension services	59
5.2	Different extension services	59
5.3	Special programmes	61
5.4	Different types of special programme	62
5.5	Types of social awareness programme	63
5.6	Sufficient library material	64
5.7	Enough space in library	64
5.8	Library staff trained or not	65
5.9	Library staff have ICT knowledge or not	65

CHAPTER 1
INTRODUCTION

CHAPTER 1

INTRODUCTION

1.1 Introduction

Public libraries contribute significantly to the educational development and literacy level of any community. They are frequently regarded as being crucial to having a populace that is literate and educated. A public library is a social institution that is for the people, by the people, and of the people. It is founded on the idea of democracy. It is expected that the general public will utilize public libraries effectively and efficiently to meet their informational and research needs. Public libraries are vital because they increase literacy, inspire creativity, and expand one's perspective. They also assist education at all levels, facilitate access to a common cultural legacy, and inform and empower citizens. Additionally, there is a connection between the level of literacy and public libraries that is beneficial, which raises economic output. (Siregar & Dewiyana, 2018)

Library extension service is an effort to increase the number of its users to make the maximum use of its resources. It is an effort to turn the library into a social centre which encourages reading. The primary aim of extension service is to convert non-readers into readers. The library can't reach the illiterate masses through its book delivery services; they create different activities under extension service programmes like organise a lecture or exhibition, a drama, a story hour, book display session, mobile library service, etc, which will reach to literate as well as to the illiterate people of the society. This will lead to creating social awareness among the users. (Kumari & Singh, 2017)

1.2 Definition

According to Dr. S. R. Ranganathan "Apart from such methods of pure publicity, libraries are now days developing certain new types of work which, in addition to their being directly educative or recreational, lead also to publicity as an important secondary product." These activities are named as the extension service of library. (Ranganathan, 2006)

1

According to Krisham Kumar "An extension service aims at converting non-readers into readers. It creates and stimulates the desire for good reading. This is done by bringing books and readers together. This results in exploitation and promotion of collection." (Kumar, 1987)

According to Gupta "Library extension services involves an attempt to interact with the people by informing them about the resources and services of library as well as its importance to them. Library extension service is therefore, about the communication of useful information to people, assisting them to learn how to use the information with a view to enhance a better living condition". (Gupta, (n.d.))

1.3 Research questions

Library use is seen widely decreasing day by day due to poor reading habits especially among the younger generation, to inculcate reading habits and to draw potential users to the library, public libraries have an important role to play. One way is extension services wherein the librarians take the library to the users rather than wait for the users to visit the library.

- How the libraries will promote extension services to the public?
- Which are the different problems occurred while giving the extension services?

1.4 Scope

The study is based on the extension service provided by the public libraries in Goa. The study was conducted based on the response of the extension service provided by the public libraries of Goa.

1.5 Objectives

I.   To study the different extension services provided by the public libraries in Goa.
II. To determine the various problems while giving the extension services.
III. To make suggestions in improving extension service in public library.
IV. To study the impact of extension services.

1.6 Hypothesis

I. Most of the public libraries provide extension services in Goa
II. Libraries don't face any challenges by giving extension services.

1.7 Research methodology

For the study, public libraries of Goa was selected to visualise a clear picture regarding extension services. Survey method was used and data was collected using the questionnaire method. The questionnaire was distributed among the central, district, taluka and town libraries of Goa.

1.8 Population of study

1. Krishnadas Shama State Central Library
2. Dr. Francis Louis Gomes District Library, Navelim
3. Govt. Taluka Library, Bicholim
4. Govt. Taluka Library, Canacona
5. Govt. Taluka Library, Curchorem
6. Govt. Taluka Library, Pernem
7. Govt. Taluka Library, Ponda
8. Govt. Taluka Library, Sanguem
9. Govt. Taluka Library, Valpoi
10. Govt. Town Library, Cuncolim
11. Govt. Town Library, Quepem
12. Govt. Town Library, Sakhali

1.9 Findings

1. It is seen that out of 12 libraries under study, every library gives extension services to their patrons. 10 libraries provide extension service on a monthly basis and 2 libraries provide it on weekly basis.

2. Findings reveal that out of 12 libraries, 11 libraries (91.66%) conduct book display sessions, 10 libraries (83.33%) organised exhibitions, adult education programmes are organised by 5 libraries (41.66%). Only 2 libraries (16.66%)

3

offer mobile library service, 1 library (8.33%) organise fairs and festivals. Another 25% libraries organise different services like training seminars and library talks.

3. Out of various special programmes organised by the library, it is seen that all 12 libraries (100%) conduct story telling competition, 10 libraries (83.33%) organise celebration of book week. Quiz programme are organised by 6 libraries (50%). Only 1 library conducts reader's club programme and 25% hosts various events including essay writing, poem presentation, drawing competitions, and celebration of Women's day.

4. Libraries are organizing different awareness programmes wherein it was seen that out of 12 libraries 7 libraries (58.33%) organise community safety event programme, 6 libraries (50%) offer career development programme, 4 libraries (33.33%) conduct social awareness programme. Environment programme are hosted by 2 libraries (16.66%) and technology workshop programme are organised by 2 libraries (16.66%) and only 1 library organised safety and emergency preparedness programme.

5. The study reveals that out of 12 libraries, all 12 libraries (100%) have sufficient supply of educational books, 9 libraries (75%) have adequate amount of human resources, 4 libraries (33.33%) have sufficient infrastructure, 3 libraries (25%) offer adequate informational pamphlets, while the same percentage have sufficient technology resources, only 2 libraries (16.66%) have sufficient multimedia resources.

6. It has been reported that out of 12 libraries, 8 libraries (67%) staff possess ICT knowledge, whereas 4(33%) libraries state that their staff lack ICT knowledge.

7. Findings reveal that out of 12 libraries, 11 libraries (91.66%) uses print media tools for promoting extension services, 7 libraries (58.33%) uses social media tools, only 1 library (8.33%) opt for electronic media tools and another 1 library(8.33%) utilize audio/visual channels such as television and radio.

4

8. The study reveals that out of 12 libraries, 6 libraries (50%) encounter challenges when conducting extension services, while the remaining 6 libraries (50%) do not face any challenges in this regard.

9. The finding reveals that out of 12 libraries, 3 libraries (25%) struggle with financial problem, 2 libraries (16.66%) face challenges related to poor staff strength, another 2 libraries (16.66%) find a lack of awareness as a challenge. Only 1 library (8.33%) identify lack of motivation as an obstacle.

10. The findings reveal that out of 12 libraries, 9 (75%) libraries opine for adapting to new technology as a means to enhance service delivery, 8 libraries (66.66%) prioritize engaging with users, 5 libraries (41.66%) propose collaboration with other libraries, another 5 libraries (41.66%) stated that innovation of services will help in improving extension services.

11. Findings reveal that out of 12 libraries, 11 libraries (91.66%) state that extension services help in promoting reading habits of the users, 10 libraries (83.33%) anticipate that these services will enhance user knowledge, according to 5 libraries it promotes community engagement. 4 libraries (33.33%) said that it will improve socio economic development, 4 libraries (25%) said that it will help in understanding the resources available in library. Only 1 library (8.33%) said that it will improve technology integration.

1.10 Chapterisation

1. Introduction
2. Review of literature
3. Explanation of concepts
4. Extension services at National and International level
5. Data Interpretation and analysis
6. Finding, suggestions and conclusion
7. References

1.11 References

Daud, M.S., & Khusaini, N.A. (2014). Implementation of extension services for children in Malaysian public libraries: A case study. *Journal of Information and Knowledge and Management*, 4(2), 103-120. https://ir.uitm.edu.my/id/eprint/51997

Deka, H. (2021). A comparative study of extension services of the Jorhat and Lakhimpur district libraries of Assam. *Granthakuti*, 7(1), 85-91. http://granthakuti.lis.journal.org.in/index.php/granthakuti/article/view/10

Gupta, J. (nd). Extension service and public relations of libraries. http://www.foxitsoftware.com

Jan, A. (2022). Library extension services in SKUAST-K library system: A case survey. *International Journal of Science and Research*, 11(5), 1693-1697. DOI:10.21275/SR22523124840

Kumari, M., & Singh, S. (2017). Extension services in public libraries. *Worldwide Journal of Multidisciplinary Research and Development*, 3(9), 351-353. https://wwjmrd.com/upload/extension-services-in-public-library--.pdf

Kumar, K. (1987). Library administration and management. Vikas publishing house pvt ltd

Owoeye, J., & Okeke, R.J. (2012). Strategies for the development of public libraries: A survey of selected public libraries in Lagos state, Nigeria. *Public Library Quarterly*, 31(3), 237-245. DOI:https://doi.org/10.1080/01616846.2012.684625

Ranganathan, S.R.(2006). Library administration. Ess Ess publication.

Senevirathna, RAPS (2021). A study on the mobile library services in the public libraries: with reference to the public libraries in Matara district, Sri Lanka. *Sri Lanka Library Review*, 35(2). DOI: http://doi.org/10.4038/sllr.v35i2.42

Siregar, AR, & Dewiyana, H. (2018). Mobile technology for expansion of service range Medan public library. *Journal of Physics: Conference Series*. doi:10.1088/1742-6596/978/1/012052

CHAPTER 2
LITERATURE REVIEW

CHAPTER 2

REVIEW OF LITERATURE

2.1 INTRODUCTION

A literature review is a comprehensive collection of information gleaned from published and unpublished data sources in the researcher's area of interest. Journals, newspapers, magazines, reports, government publications, and digital databases are all examples of this. The survey's benefit is that it provides diverse viewpoints and approaches for investigating the problem, as well as identifies potential variables to study. Second, the survey may reveal that the study problem under consideration has already been explored, which could help resolve the decision dilemma. It also aids in condensing the study's scope into a manageable research subject that is both relevant and testable.

1. This study investigates the value of modern library services for users, as well as the modern offerings of academic libraries. Services for the present generation should differ from those for the previous generation, according to this study. Users can obtain information more quickly thanks to services like social media platforms and web-based resources. The only way to provide our users with better services is to draw them in and encourage them to use the library. This paper goes into great detail on a few of these present services. (Rajasekaran et al., 2023)

2. The article covers a number of best practices for creating outstanding library services in academic settings. There are a number of measures that may be taken in this regard to raise the standard of the information that instructors and students get in order to help them advance their knowledge and abilities and to encourage their research activities. This article also discusses certain "Best Practices" and how automation might improve the services' success in helping libraries fulfil their objectives. (Darandale & Thorwe, 2022)

3. The study measured the awareness level among the users of the Sher-e-Kashmir University of Agricultural Sciences and technology. The paper shows the need for extension services in public libraries. They highlighted the different forms of extension services. The study revealed that there is a lack of publicity and lack of awareness level among the users. Due to internet facilities and many issues, libraries face problems while providing extension services. They suggest that social media and ICT-based services can quickly spread information and attract more library users. (Jan, 2022)

4. The study highlights the ideal procedures that academic libraries must stick to in order to provide high-quality library services. The contribution of technology to best practices and sustaining high-quality services is also considered in this study. Academic libraries can improve the quality of their library services by implementing best practices such as conducting orientation programs, establishing an award for the top library users, and having an effective feedback mechanism. (Katapady, 2022)

5. The study emphasizes how important it is for librarians to relocate the library's services to a remote world. The article outlines reading boots, reading clubs, discussion groups, mobile libraries, orientation, exhibitions, and libraries in cultural programs as ways that Nigerian libraries might provide services to meet education's sustainable development goals. The study comes to the conclusion that community literacy initiatives boost human knowledge in society by fostering the development of new abilities, strengthening and expanding access to a variety of information, and connecting people with a variety of information-seeking interests. (Njoku et al., 2022)

6. This paper is based on an examination of the resources offered by several college libraries in the union territory of Dadra and Nagar Haveli, including their libraries and information services. A study has attempted to determine the amount of college libraries that possess the greatest facilities, a well-curated collection, an efficient infrastructure, and the kinds of library and information services they offer to their users. They provide library tours, seminars, workshops, orientation for new students, and training. (Bava & Solanki, 2021)

7. The paper focuses on the possible use of social networking sites to explore some of the critical social, classification, and social network-related methods for library services to the public. The paper highlights the different forms of extension service. They also highlighted the prerequisites for extension services. They also discussed the social media and its usefulness among the users. The paper discusses how social media can also promote library extension services to the users and discusses the challenges before using social software in the library. (Chanda, 2021)

8. The paper is based on the public libraries of two Assam districts, highlighting current problems and prospects while giving extension services. The study discussed that most identified extension services have not been practiced in public libraries. The study also reveals that the awareness levels are deficient among both library users. The extension services in both libraries are not performed regularly. They stated that public libraries are not functioning well due to insufficient financial support and a skilled workforce. (Deka, 2021)

9. This paper focuses on the importance of public relations in public libraries to achieve the goal through extension services. It aims to turn the library into a social, cultural, and intellectual center by creating and stimulating the desire for good reading. Their objective is to make people aware of different areas of services provided by the library for ordinary people and to help them to understand better. They highlighted the various modes of extension services and discussed the challenges of public libraries adapting advanced extension services. (Hazarika, 2021)

10. This study investigated into the state of public libraries in West Bengal, India, at the district level. The collection development policy served as the basis for the study, which concentrated on both staff and services. Additionally, it examined the challenges that librarians face and offered solutions. The purpose of public libraries is to offer users a range of services. The results show that the surveyed libraries offer a variety of services, including career counseling, extension services, and community information services. (Munshi & Ansari, 2021)

11. The paper is on the public relations tools and extension services of the public library in Nigeria. This study highlights that most people are unaware of the services provided, so public libraries are not fully used by the people in Nigeria, according to a literature review. They discussed public relations tools used for extension services. They highlighted the different extension services that the library provides. They grouped the extension services into conventional and non-conventional. They stated the other challenges faced while giving extension services. The major obstacle is inadequate funding. They also recommended things that will help in providing extension services. (Nzewi et al., 2021)

12. The study investigated the application, practice, and challenges of providing mobile library services by the public libraries in Matara district, Sri Lanka. The survey revealed that the libraries do not possess a separate collection of books for the mobile library service, and the number of libraries that have such a collection is lesser. The study revealed that none of the libraries offers this service to people in hospitals and prisons, and the vehicles allotted for mobile libraries due to a lack of necessary facilities. They also recommended giving financial support so that they can give maximum benefit to the users in an effective manner. (Senevirathna, 2021)

13. The forms of innovative service techniques found in college libraries are described in the paper. This paper demonstrates how the knowledge resource center may become the best by implementing clear, open, user-focused, technology-oriented processes and practices that are adaptable to change and develop. Other college libraries might use this article as a helpful reference to learn about different strategies that can be implemented in their own library to provide services in an efficient manner. The articles of this paper concentrate on all of the finest practices that college libraries can use. (Wardikar, 2021)

14. This paper was conducted to determine various extension services performed by district (public) libraries in Assam. The main focus of the study was to measure the awareness level of extension services among the users. It emphasized the unique and social awareness programs conducted by the library. The research revealed that three district libraries were not providing the majority

10

of identified extension services and that community Knowledge was deficient. They highlighted the problems they face while giving the extension services, and their staff strength is also poor. (Borgohain & Nath, 2020)

15. The present paper aims to know the current status of various library services provided by different Undergraduate (U. G)—college libraries of Barak Valley, Southern Assam. The paper highlights the essential survey findings regarding the status of various library services provided by different U. G. College libraries of Barak Valley. The study finds that the book exhibition service is available only in a few libraries. They suggested that librarians and College authorities should take the necessary steps to create a fund to develop Library infrastructure in their colleges. (Mozumder et al., 2020)

16. This paper was conducted to explore the role of Library extension services in the development of influential Information Societies in Nigeria. It is highlighted that it is necessary to encourage Nigerian public libraries to make more use of identified methods to convert their user into information Society. The paper explains the concept of information societies, strategies for library extension services that affect information development, and the challenges associated with library extension services. They recommended that all public libraries in Nigeria improve on using highlighted strategies to transform their users into an information society. (Umar, 2020)

17. The paper discusses unique library procedures and the organizations that knowledgeable libraries recommend to their users. This document primarily focuses on the several approved systems that the aware library will monitor. It considers how important it is to showcase the best practices in the academic library or works with it to enhance its methods and operations, promote the use of resources, and provide users with excellent, capable organizations. The following article will serve as a reference guide for different libraries, giving them an understanding of the different approaches and techniques they can implement to create an efficient library organization. (Velmurugan & Amudha, 2020)

11

18. The study investigated the forms of information sources and services utilized among rural dwellers from public libraries in the North-West zone of Nigeria for sustainable rural development. They started the different forms of information sources used among rural dwellers. They highlighted the other services like storytelling service, film show service, reading competition service, career information service, current awareness service, bookmobiles, user education, etc., which public libraries perform. The study also found that libraries under investigation did not provide adult literacy programs or organize meetings, workshops, seminars, and exhibitions. They suggested that the libraries should be well-equipped with effective and efficient audiovisual facilities. (Mohammed & Garaba, 2019)

19. The study examines the relationship between public libraries and community information services in various blocks of the Sundarban region of South 24 Paraganas and its importance for improving societal backlog conditions to modernization. It revealed that public libraries had a significant role in running such community information centers in the district. They also showed that staff attitude towards users is discouraging and they lack computer and internet facilities and do not have proper plans and infrastructure development. (Sarkar, 2019)

20. The aim of this study is to ascertain and clarify the supplementary services provided by libraries associated with the public libraries in the province of Kermanshah, as well as their significance in drawing in and keeping young users. According to the findings, some of the extracurricular activities offered by public libraries include instruction about the Quran, storytelling, reading and drawing competitions, religious rites and festivals, summer study, literary centers, book fairs, and exhibits of recently released books. Lack of resources, including money and space, proper staffing, and facilities, are the main obstacles to offering supplementary services. (Adibmanesh et al., 2018)

21. The aim of this study is to develop curricula that prepare college students to be responsible, compassionate members of society. The researchers evaluated the long-term effects of a 44-month community extension program in the

12

Philippines using the concept of academic community empowerment. This article outlines several important development initiatives, such as collaboration with local government, assessment of training needs through community involvement, and creation of useful education and training programs. Based on a survey conducted 1.5 years after the end of the extension programs, the results indicated a moderate improvement in community knowledge, attitude, and lifestyle. Only the regular and irregular participants showed improved long-term outcomes, according to the data. (Llenares & Deocaris, 2018)

22. This study looks at how outreach activities can be used to promote library information resources and services. It also looks at how librarians and other library users view these strategies, as well as the variables that impact how effective these strategies are seen. It was discovered that a number of strategies are used to advertise library services and resources. According to the study's findings, the library should spend money implementing the most well-liked outreach strategies, which include in-person events, training sessions, workshops, brochures, catalogues, websites, phones, flyers, advertisements, e-mail, classroom instructions, social media, posters, and library tours, in order to encourage the community of library users to use its services and resources. (Malekani & Benard, 2018)

23. The paper highlights why best practices should be implemented in academic libraries. Their main motive is to promote the maximum use of library resources. They highlight the different services offered in academic libraries. They also provide extension services like library tours, book exhibitions, etc. They emphasized that book exhibition is a gateway to attracting users to the book in the library. Book exhibition conveys newly published literature and latest editions or cultivates reading habits intentionally. (Mane, 2018)

24. This paper aims to determine the primary conditions of mobile technology services and mobile services most needed by library users, as well as constraints faced by libraries and users in the application of mobile technology. This paper will help libraries to develop better M-Library services in expanding the reach of library services. The results of using mobile technology applications in

libraries will be a great advantage in providing better library services. Due to a lack of funds, skills, and staff, many libraries cannot successfully offer this service. They highlighted the different benefits of mobile services for users. They started the future usefulness of mobile technology. (Siregar & Dewiyana, 2018)

25. The paper highlighted the different extension services. Their main motive was to inform those who do not use the library services and to attract them to those services. They also highlighted the prerequisites for extension services. They said that trained and experienced staff should be a must. The basic need for library extension services is to improve self-education talent for rural people. Their objective is to encourage the adults regarding their education. They also highlighted the principles and methods involved in extension services. (Begam, 2017)

26. The paper highlighted different forms of extension services provided by public libraries. The primary goal of these services is to transfer a public library into a social and cultural institution. They highlighted the different essentials required for extension services. Their goal is to educate the individuals. They highlighted extension services as internal and external. The internal extension service includes an orientation program, and the external service includes mobile library service, publicity programs, etc. (Kumari & Singh, 2017)

27. The best service practices offered by the Islamiah College Library are discussed in this study. This article highlights the various user categories, library extensions, and special services offered by the library. Every library should showcase its efforts, skills, and unique offerings in the form of services for users to take advantage of. The quantity and quality of the library's services determine its best practices. (Latheef & Mani, 2017)

28. This study looks at the real services that public libraries offer to help diverse communities integrate socially. The results of this study indicate that staff members at the public libraries under concern were not enough trained in various aspects of social inclusion and were not sufficiently aware of the role

that libraries play in inclusive growth. Not all of the libraries under study regularly provide some social inclusion-related services, such as information on jobs, information for farmers, special services for senior citizens, preparation for competitive exams, SC/ST cell, health information, awareness about community development programs, and awareness about various government schemes. (Nanjunda, 2017)

29. They highlighted the different extension services in the library. The study revealed that the various extension services will help increase library users and the use of available resources. The study also showed that the state government should support public libraries in their efforts to improve their impact on educational development. They also stated that libraries' extension activities are beneficial and essential to making a literate society. They also highlighted that extension services in the libraries are the ultimate objective of enjoying the benefits of public libraries. (Prabakaran & Babu, 2017)

30. The study looked into the barriers to using Nigerian public library services, both urban and rural. Only a small number of services were known about, and many people found it difficult to access the main library services. The usage trends showed very little satisfaction with the services provided and infrequent use of a small number of services. Lack of information literacy abilities, insufficient copies of materials, and ignorance of services were among the difficulties observed. Enhancing community involvement in service decision-making, providing sufficient and useful resources, and using efficient marketing strategies to increase accessibility and advertise services to current and prospective users were among the recommendations. (Salman et al., 2017)

31. This paper describes the successful design and implementation of various Extension services for Academic Libraries. It examines the functions of academic libraries and the outreach challenges faced by the libraries. It also talks about the different forms of extension activities that will help bring books and readers together. The main objective in providing extension services is to educate the users about the status of resources like infrastructure, collection, staff, facilities, and services. They also stated the Educative Services of the

Academic Library. To guide the research scholars and provide them with resources useful for their research. It helps to maximize user satisfaction. (Savitha, 2017)

32. The paper highlights librarians' contribution through integrating information and communication technologies in library extension services towards their users' need for information. It also underlines the need for libraries to bring ICT into its extension services to help Nigeria diversify its economy as the best way of providing income and employment opportunities. They highlighted the experiences derived from other countries from the integration of ICT. The paper concludes that engaging library users through ICT represents a collaborative initiative that helps build new opportunities. (Yahaya, 2017)

33. This study informs young librarians on the value of library extension services in attracting in the user community and how it impacts their economic development. It also discusses the necessity for management of these services and practical methods for carrying them out. The article offers strategies that Nigerian librarians, as information professionals, can employ to market their information services and uphold the library's reputation among potential users in rural areas, thereby positioning extension services as an agent for political, economic, and educational advancement. (Yahaya & Abba, 2017)

34. The purpose of the study was to look into the relationship between social well-being in Enugu State and public library services. The study's conclusions showed that information, education, and social services are the primary reasons why respondents needed to use the public library; users can access government publications, textbooks, reference materials, serials, and journals. The primary obstacles to using library services for users' social well-being are inadequate resources, traditional library practices, lack of awareness, and a poor reading culture. All of the libraries under study do not offer mobile library services, and respondents are very satisfied with only reprographic, reference, and extension services. (Anyalebechi & Udo-Anyanwu, 2016)

35. This study has attempted to study the history and development of the public library system in the Puducherry region during various periods. The study's objective was the latest products and functions of the public library system in the Puducherry region. They also stated that the multiple activities held in libraries. They have mentioned the various services practiced in public libraries and that extension services performed by libraries are less. They give extension services such as mobile library services and book fairs. They highlighted some of the methods in acquiring the extension services. (Kumar & Jaishankar, 2016)

36. The strategies used by Federal University Libraries in Nigeria's North-West to promote information resources and services are examined in this study. The aim of this study is to specify the approaches utilized in the promotion of information resources and services. The results demonstrate the marketing techniques used to promote information resources and services, such as advertising, displays, exhibitions, alerts, billboard use, conferences, orientation programs, and library week. Inadequate funding, a lack of incentives, a lack of technical know-how and marketing skills, a lack of user feedback regarding the services they received, improper training, and a lack of steady power supply are the main marketing challenges for information resources and services. (Aderibigbe, 2015)

37. The study discussed the public library system in Thiruvananthapuram, Kerala. They mainly focused on the 'A' grade public libraries and the functions and purposes for which various users used them. They recommended that public libraries in the area be updated with IT-enabled services. They stated that various extension services are provided by the 'A' graded public libraries. The study examines the role of public libraries in Kerala. The study suggests ways of reorienting libraries with IT-enabled sources and services for the better development of the community as a whole. (Kumari & Francis, 2015)

38. This study looked into the obstacles that Nigerian libraries face when putting up exhibitions. According to the report, 69% of Nigerian libraries only host physical exhibitions, 45% regularly host exhibitions that run between three and six months, and 58.6% of libraries host exhibitions that last between one and

four weeks. The majority of libraries (62.1%) currently engage in exhibition and displays. Exhibition goals include raising awareness, promoting resources, increasing knowledge, and developing one's aesthetic sense. Library exhibitions and displays have been found to be limited by a lack of exhibition policies, display equipment shortages, a lack of formal training, and insufficient funding and space. (Olufunke et al., 2015)

39. The study evaluated the services provided by public libraries in rural regions and concluded that it is the duty of the federal, state, and municipal governments to improve the quality of life for rural residents through the purposeful and efficient provision of library services. It also emphasized the social, political, and educational library services that are crucial to transformation. Thus, the researchers suggested that the government should, among other things, enhance funding for public libraries, provide training for employees, and retrain them in ICT and related fields. (Onyenachi et al., 2015)

40. This study was to identify the implementation of extension services at public libraries of the North region in Malaysia suitable for children's mental development. Extension services for children in public libraries in Malaysia should be upgraded so that they can get adequate educational experiences, knowledge, and skills. The paper finds that the different activities can help first-class children's mind development. The study revealed that public libraries face many challenges in implementing extension services, but public libraries in Northern Region Malaysia can develop their motivation through several programs conducted by the government. (Daud & Khusaini, 2014)

41. This paper investigates the present status of the district central library, Dharwad, and an attempt has been made to re-focus public libraries towards the idea of a Community Information Centre to contribute towards community development by fulfilling the information requirement of the community. The study shows that the District Central Library of Dharwad has failed to provide Community Information Service to the community members of the district. Also, the District Central Library's resources are inadequate to fulfil the needs and requirements of the different community groups. They highlighted the District Central

18

Library of Dharwad, providing some extension services like book exhibitions, debates, film shows, etc (Lamani et al., 2014)

42. The article emphasizes how important libraries are to kids, demonstrating why they should be built wherever they exist, especially in rural areas. This research established two strategies—the mobile library and the branch or rural library—for providing library services to children residing in rural areas. Children in remote areas can use library resources in the form of video materials, books, cultural extension programs, and information and communication technology (ICT). The paper's conclusion asserts that since offering library services to children is a crucial component of public librarianship, the government ought to assist public libraries by funding them, renting out mobile libraries, giving lodging, and providing informational materials, among other activities. (Akanwa, 2013)

43. This article focuses on various marketing-related difficulties, online exhibitions, and associated topics. Libraries must ensure that its users are fully aware of the services they offer in order for them to take full use of them, which will make them more effective and efficient. Therefore, in order to achieve the fundamental objective of meeting library patrons' information needs, marketing of library goods and services is crucial in libraries and information centers. Libraries sell their goods and services using a variety of strategies and tactics, such as by holding conferences, hosting book fairs, printing posters, and more. Putting together online exhibits is one way to market. (Ganaie, 2013)

44. The difficulties of encouraging reading among Nigerian youngsters through study hours, book lectures, and exhibitions were the main topic of the article. A few secondary schools in Owerri, Imo State, Nigeria, hosted the study's participants. The results show that there are several obstacles standing in the way of effectively fostering a reading culture in Nigerian children, such as the prevalence of the Internet, the dearth of academic competitions and schools, the exclusion of storytelling from the curriculum, and the high price of children's books. Adequate suggestions that would encourage reading culture in Nigeria were produced in light of the aforementioned information. The paper's main

argument is that librarians should work to revive the reading culture since it will benefit Nigeria's development. (Anyanwu et al., 2012)

45. The purpose of the paper is to raise knowledge about the various library activities that support academic libraries' efforts to promote public relations. The purpose of this paper is also to examine the functions that librarians perform in academic libraries as public relations officers. According to the investigation, the main initiatives implemented by libraries to foster public relations include user education, exhibition and display, selective information distribution, and referral services. (Israel, 2012)

46. The paper states the users' satisfaction while acquiring the library resources, facilities, and services. The study revealed that library users are satisfied with some facilities but not satisfied with the information resources and benefits of the Edo State Central Library. This is because of the library staff and their poor attitude to work. The users are unsatisfied with the storytelling service, film show service, mobile library service, and storytelling service. They recommended that the libraries be automated to enhance library services provided by the library so that the satisfaction level of users can increase. (Iwhiwhu & Okorodudu, 2012)

47. This paper investigates strategies for developing public libraries in Lagos state, Nigeria. The research revealed that public libraries in Lagos state are not adequately funded, so they face challenges in giving extension services. (Owoeye & Okeke, 2012)

48. Academic libraries are impacted by the ways in which the world is changing, especially with regard to information and communication technologies (ICT). The improvement of educational standards and the establishment of best practices in universities, colleges, and their libraries are major concerns for the Government of India, the UGC, and the NAAC. Libraries are essential to the institutional accreditation process. The library serves as a center for all academic activities offered on an educational campus. It is true that libraries play a major role in assisting academic institutions' research, teaching, and

20

learning processes. The researcher attempts to review these excellent practices that the IGSC Library adopted in this study. (Wadje, 2012)

49. This paper aims to follow the methods and efforts implemented in a major university library in Asia with the goal of strengthening the library's role in fostering social well-being and knowledge exchange. Many factors point to the initiatives' success, such as the university and library's constant commitment to providing the public with access to information, the public's increased participation in special events, the library's increased visibility and leadership in the local, regional, and global communities, and the public's extended access to resources and services. (Sidorko & Yang, 2011)

50. This paper shows the different extension services. The aim of modern libraries today is to provide services not only to its registered members but also to every member of the society. They also stated that extension services could be categorized in different ways. Extension services provide easy and comfortable service to the users. They divided the extension services into conventional and non-conventional services. They stated that extension services should be arranged so that the people can benefit from them. They highlighted that the extension services are the actual services of libraries for the community, and libraries work as community information centers. (Shukla, 2010)

2.2 References

Aderibigbe, O.A. (2015). Strategies for marketing information resources and services in Federal university libraries in the North-west zone of Nigeria. *International Journal of Academic Library and Information Science*, 3(10), 303-309. DOI: 10.14662/IJALIS2015.051

Adibmanesh, M., Khasseh, A.A., & Adibmanesh, M. (2018). Identification of the extra services in the public libraries of kermanshah province and their role in attracting and retaining children and adolescents. *Research on Information Science and Public Libraries; The Quarterly Journal of Iran Public Libraries Foundation*, 25(1), 1-26. http://publij.ir/files/site1/user_files_4aa8f4/khasseh-A-10-1418-2-45fcaa3.pdf

Akanwa, P.C. (2013). Public library services to children in rural areas. *Library Philosophy and Practice*. https://digitalcommons.unl.edu/cgi/viewcontent.cgi?article=2491&context=libphilprac

Anyalebechi, L.I., & Udo-Anyanwu, A.J. (2016). Public library services and the attainment of the social well being of users in Enugu state. *Journal of Policy and Development Studies*, 10(1), 37-47. https://www.arabianjbmr.com/pdfs/JPDS_VOL_10_1/4.pdf

Anyanwu, E. U., Obichere, C., & Ossai-Onah, O. (2012). The challenges of promoting reading culture in Nigerian children through story hour, book talks and exhibition: A case study of selected secondary schools in Owerri, Imo state, Nigeria. *Library Philosophy and Practice*. https://www.proquest.com/scholarly-journals/challenges-promoting-reading-culture-nigerian/docview/1349931167/se-2

Bava, S., & Solanki, B.M. (2021). Library and information services across the colleges in the Union Territory of Dadra and Nagar Haveli: A study. *International Journal of Information Studies & Libraries*, 6(1), 21-28. http://publishingindia.com/ijisl/

Begam, M.H. (2017). Extension service of the libraries: An overview. *International Journal of Science and Humanities*, 3 (1 & 2), 289-296.

http://www.islamiahcollege.edu.in/images/downloads/2341NACQLIS%20201
8%20JOURNAL.pdf#page=303

Borgohain, D., & Nath, R. (2020). Public library extension service as a community development programme: A case Study. *Library Philosophy and Practice*. https://digitalcommons.unl.edu/libphilprac/4351/

Chanda, A. (2021). The role of social media in library extension services. *International Journal of Library Science*, 19(1). https://www.researchgate.net/publication/345721563

Darandale, D.S., & Thorwe, R.H. (2022). Best practices and quality to library services in academic libraries. *International Journal of Advance and Applied Research*, 10(1), 75-80. DOI - 10.5281/zenodo.7161951

Daud, M.S., & Khusaini, N.A. (2014). Implementation of extension services for children in Malaysian public libraries: A case study. *Journal of Information and Knowledge and Management*, 4(2), 103-120. https://ir.uitm.edu.my/id/eprint/51997

Deka, H. (2021). A comparative study of extension services of the Jorhat and Lakhimpur district libraries of Assam. *Granthakuti*, 7(1), 85-91. http://granthakuti.lis.journal.org.in/index.php/granthakuti/article/view/10

Ganaie, S.A. (2013). Online exhibitions: means for marketing library services and library products. *E-library Science Research Journal*, 1(8), 1-4. https://www.researchgate.net/profile/Shabir-Ganaie-2/publication/279189632_ONLINE_EXHIBITIONS_MEANS_FOR_MARK ETING_LIBRARY_SERVICES_AND_LIBRARY_PRODUCTS/links/558d4 e0008ae18cfc19e1ecb/ONLINE-EXHIBITIONS-MEANS-FOR-MARKETING-LIBRARY-SERVICES-AND-LIBRARY-PRODUCTS.pdf

Hazarika, T. (2021). Public relations in library extension services. *Granthakuti*, 7(1), 120-127. http://granthakuti.lis.journal.org.in/index.php/granthakuti/article/view/14

23

Israel, O. (2012). Public relations practices in academic libraries. *Journal of Library & Information Science*, 2(2), 300-319. http://irjlis.com/wp-content/uploads/2011/12/13-IR069.pdf

Iwhiwhu, E.B., & Okorodudu, O.P. (2012). Public library information resources, facilities, and services: user satisfaction with the Edo state central library, Benin- City, Nigeria. *Library Philosophy and Practice*. https://digitalcommons.unl.edu/libphilprac/747

Jan, A. (2022). Library extension services in SKUAST-K Library System: A case survey. *International Journal of Science and Research*, 11(5), 1693-1697. DOI: 10.21275/SR22523124840

Katapady, R.P. (2022). Best practices and qualitative library services in academic libraries. *International Journal of Advance and Applied Research*, 10(1), 55-59. DOI - 10.5281/zenodo.7161219

Kumari, M., & Singh, S. (2017). Extension services in public libraries. *Worldwide Journal of Multidisciplinary Research and Development*, 3(9), 351-353. https://wwjmrd.com/upload/extension-services-in-public-library--.pdf

Kumari, V.P., & Francis, A.T. (2015). Public library system in Thiruvananthapuram, Kerala: An investigation. *Sarada Ranganathan Endowment for Library Science Journal of Information Management*, 52(6). http://eprints.rclis.org/28870/1/Ajitha%20-%20Francis%20SRELS%202015.pdf

Kumar, K.S., & Jaishankar, S. (2016). Functions and services of public libraries in Puducherry region: A study. *International Journal of Library Science and Information Management*, 2 (1), 67-77. https://www.researchgate.net/publication/339069319

Lamani, M.B., Talawar, A.B., & Kumbar, B.D. (2014). Rejuvenate the public library as community information center: A case study of district central library, Dharwad. *International Journal of Information Dissemination and Technology*, 4(2), 197-200. https://www.researchgate.net/publication/301889717

Latheef, N.A., & Mani, T.K. (2017). Best practice in the libraries: A special drive at Islamiah college library. *International Journal of Science and Humanities*, 3(1&2), 1–6. https://www.islamiahcollege.edu.in/images/downloads/2341NACQLIS%2020 18%20JOURNAL.pdf#page=21

Llenares, I. I., & Deocaris, C. C. (2018). Measuring the impact of a community extension program in the Philippines. *Malaysian Journal of Learning and Instruction*, 15(1), 35–55. https://doi.org/10.32890/mjli2018.15.1.2

Malekani, A.W., & Benard, R. (2018). Effective outreach techniques for the promotion of library information resources in academic libraries in Tanzania: A case of Sokoine National Agricultural Library. *Library Philosophy and Practice*. https://digitalcommons.unl.edu/libphilprac/1694

Mane, P.R. (2018). Best practices and innovations in academic libraries. *IMPACT: International Journal of Research in Humanities, Arts and Literature*, 6 (12), 59-64. http://surl.li/kyscd

Mohammed, B.B., & Garaba, F. (2019). An investigation on the forms of information sources and services utilized among rural dwellers from public libraries in the North-West zone of Nigeria. *South African Journal of Information Management*, 21 (1). https://doi.org/10.4102/ sajim.v21i1.1020

Mozumder, S.K., Barooah, P K., & Hussain, M. (2020). Status of college library services in Barak Valley, Assam: A study. *Library Philosophy and Practice*. https://digitalcommons.unl.edu/libphilprac/4011

Munshi, S.A., Ansari, M.A. (2021). Collections and services of public libraries in West Bengal, India: An evaluative study against the backdrop of the IFLA guidelines. *Journal of the International Federation of Library Associations and Institutions*, 47(2), 250–262. DOI: 10.1177/0340035220958022

Nanjunda, D. C. (2017). An examination of the role of public libraries addressing social inclusion in India. *Journal of Information Management*, 54(3), 142-146. https://doi.org/10.17821/srels/2017/v54i3/109562

Njoku, I.S., J Chukwu, S.A., Nwaohiri, N.M., & Opara, G. (2022). Fostering literacy through extension services: Academic libraries for sustainable development. *Research Journal of Library and Information Science*, 6(1), 9-14. DOI: https://doi.org/10.22259/2637-5915.0601002

Nzewi, A.N., Njideka, O.N., & Urhiewhu, L.O. (2021). Public relation tools and extension services of public library in Nigeria. *International Journal of Research in Library Science*, 7(4), 67-75. DOI: 10.26761/IJRLS.7.4.2021.1451

Olufunke, A.A., Opeoluwa, F.M., & Ifeakachuku, O. (2015). Library exhibition: A veritable tool for promoting collections and services in Nigerian libraries. *International Journal of Academic Library and Information Science*, 3(3), 97-105. http://www.academicresearchjournals.org/IJALIS/Index.htm

Onyenachi, J.C., Akidi, J.O., & Onyekweodiri, N.E. (2015). Public Library Services for rural transformation. *International Journal of Library & Information Science*, 4(2), 40-46. https://www.researchgate.net/profile/Juliana-Akidi/publication/342902777_PUBLIC_LIBRARY_SERVICES_FOR_RUR AL_TRANSFORMATION/links/5f0cd15792851c38a51cca94/PUBLIC-LIBRARY-SERVICES-FOR-RURAL-TRANSFORMATION.pdf

Owoeye, J., & Okeke, R.J. (2012). Strategies for the development of public libraries: A survey of selected public libraries in Lagos state, Nigeria. *Public Library Quarterly*, 31(3), 237-245. DOI: https://doi.org/10.1080/01616846.2012.684625

Prabakaran, R., & Babu, J. (2017). Extension services in public libraries: A view. *International Journal of Science and Humanities*, 3(1&2), 297-302. http://www.islamiahcollege.edu.in/images/downloads/2341NACQLIS%20201 8%20JOURNAL.pdf#page=311

Rajasekaran, S., Ganesamoorthy, M., Selvakamal, P., Mohan, M., & Hema Malini, S. (2023). Services provided by academic libraries in the modern era. *Journal of Information Technology and Sciences*, 9(1), 1-5. https://www.researchgate.net/profile/Selvakamal-Palanisamy/publication/369541232_Services_Provided_by_Academic_Librari

26

es_in_the_Modern_Era/links/64211e1e66f8522c38d8b3fd/Services-Provided-by-Academic-Libraries-in-the-Modern-Era.pdf

Salman, A.A., Mugwis. T., & Mostert, B.J. (2017). Access to and use of public library services in Nigeria. *South African Journal of Libraries and Information Science*, 83(1), 26-38. doi:10.7553/83-1-1639

Sarkar, A. (2019). Public libraries and community information services: an experience in blocks of Sundarban Region, South 24 Parganas. *Sarada Ranganathan Endowment for Library Science Journal of Information Management*, 56 (1), 32-25. DOI: 10.17821/srels/ 2019/v56i1/131264

Savitha, V.S. (2017). Extension Services in academic libraries. *International Journal of Science and Humanities*, 3 (1 & 2), 279-284. https://www.islamiahcollege.edu.in/images/downloads/2341NACQLIS%202020 18%20JOURNAL.pdf#page=293

Senevirathna, RAPS (2021). A study on the mobile library services in the public libraries: with reference to the public libraries in Matara district, Sri Lanka. *Sri Lanka Library Review*, 35(2), 18-35. DOI: http://doi.org/10.4038/sllr.v35i2.42

Shukla, A. (2010). Extension areas of library in modern era. *A Registered & Refereed International Research Journal*, 5(1), 78-81. https://www.researchgate.net/publication/326225207

Sidorko, P.E., & Yang, T.T. (2011). Knowledge exchange and community engagement: an academic library perspective. *Library Management*, 32(6/7), 385-397. DOI 10.1108/01435121111158538

Siregar, AR, & Dewiyana, H. (2018). Mobile technology for expansion of service range medan public library. *Journal of Physics: Conference Series*. doi:10.1088/1742-6596/978/1/012052

Umar, H. (2020). Library extension services as a strategy for the development of effective information societies in Nigeria. *International Journal of Applied Technologies in Library and Information Management*, 6(1), 56-63. http://www.jatlim.org/volumes/Volume%206%20No%201/Hadiza.pdf

Velmurugan, V., & Amudha, G. (2020). Best practices in the college libraries. *Research Journal of Library Sciences*, 8(1), 1-4. https://www.isca.in/RJLS/Archive/v8/i1/ISCA-RJLS-2019-006.pdf

Wadje, K.N. (2012). Best practices in library of Indira Gandhi senior college (IGSC), Nanded. *Research Vistas*, 1(2), 97-107. https://egranthalaya.nic.in/DFILES/egranthalaya/Articles/16Kailas.pdf

Wardikar, V.G. (2021). Innovative college libraries : an overview of best / innovative practices. *International Peer-Reviewed Journal of Library Science*, 1(1), 106-112. https://www.researchhub.org.in/library-scholar/admin/uploadedImage/reserch/33.pdf

Yahaya, A.D., & Abba, M.A. (2017). Library extension services in rural communities: an opportunity towards a knowledge-based economy. *International Journal of Scientific Research in Educational Studies & Social Development*, 2(1), 1-16. https://internationalpolicybrief.org/wp-content/uploads/2023/10/ARTICLE1-38.pdf

Yahaya, A.D. (2017). The integration of information and communication technologies in library extension services for economic diversification in Nigeria. *International Journal of Development Strategies in Humanities, Management and Social Sciences*, 7(2), 27-40. http://www.internationalpolicybrief.org/images/2017/AUGUST/IJDSH/ARTICLE3.pdf

CHAPTER 3
EXPLANATION OF CONCEPTS

CHAPTER 3

Explanation of Concepts

3.1 Introduction

Democracy gave rise to the public library. It is the foundation of national unity and is designed to meet the informational and educational demands of readers of all backgrounds, regardless of gender, caste, creed, or religion. Public libraries are often referred to as "Universities of the Public." It is providing services as an institution for the public, by the public and of the public. It is an organization dedicated to sharing knowledge, encouraging education, and disseminating research findings. A public library is an effective tool for combating social ills and refocusing national attention on all aspects of advancement and growth within the country. This multidisciplinary organization works well as a public teaching medium and fosters mutual understanding and peace. (Kumar & Jaishankar, 2016)

Public libraries are a global institution. They arise in many cultures, in a range of societies, and at various developmental periods. Even though their diverse operating environments invariably lead to variations in the services they offer and how those services are provided, they typically share specific characteristics. A public library is an institution created, maintained, and supported by the community, either via another type of community organization or through the local, state, or federal government. Through a variety of resources and services, it offers access to knowledge, information, and imaginative works. It is equally available to all community members, irrespective of their race, nationality, age, gender, religion, language, disability, economic and employment status, or level of education. (Lamani et al., 2014)

One of the main functions of a public library is to provide services to those who cannot access the library. If the user is not approaching the library, the library should approach the user. Library services should be brought for those who are unable to approach the library, but enthusiastic to read books. Thus, there are so many library extension services to be implemented for the above-said endeavour. (Senevirathna, 2021)

3.2 Public libraries

According to Wikipedia, a public library is one that is open to the whole public and is typically supported by public resources like taxes. It is run by civil officials who work as librarians and library support staff. (Ghosh, 2003)

A public library in Ranganathan's definition, is a public organisation tasked with maintaining a collection of books, making them available to those who need to use them, and fostering a culture of reading and visiting the library among everyone in the neighbourhood. (Bandyopadhyay, 2008)

3.3 Definitions of extension services

ALA Glossary of Library and Information Science (1983) defines extension service as "the provision by a library of materials and services (including advisory services) to individuals and organizations outside its regular service area, especially to an area in which library service is not otherwise available". (Young & Belanger, 1983)

According to Mc Colvin (1950) defines extension service as "to increase the number of readers and the volumes of work and later to make the library more useful to more people". (McColvin, 1950)

3.4 Extension services in library

"Public Libraries are always regarded as the mirror of society. Library extension services have been successful to create a positive impact on society" (Borgohain & Nath, 2020). The first Law of Ranganathan's "Books are for use" is firmly established if the libraries realize that their existence is justified only by the extent to which their books are used by the readers. Again, the third law of Ranganathan's "Every book its reader" also gives emphasis on the same concept. But here books cannot move to their users. Therefore, all the efforts should be on the part of the library itself to bring the books at the door step of users. The most suitable method is public relations and

extension services of the library to reach all people of the community (Rao & Sharda, 2018).

One of the numerous services that public libraries should offer is extension, which benefits readers of all kinds and helps people who do not already use the library by providing information about its services. The process of reaching out to individuals in communities and providing them with information resources on a weekly or monthly basis is known as public library extension services. The majority of people who request this kind of assistance say they are too busy to visit the library. Thus, the goal of library extension services is to help individuals learn how to use information to improve their quality of life by providing them with useful information. The extension services may be organized through various programmes. (Senevirathna, 2021)

3.5 Objectives of extension services

The goal of the extension services is to create a connection between the reader and the librarian; this means developing the libraries most friendly and understanding relationship with every member of the community. Through extension programmes the librarians attempt to convert the library into a social centre, their aim is:

- To make illiterates to literate;
- To create and stimulate the desire for good reading;
- To provide needed information and reference service;
- To provide effective service for the children and young people;
- To participate in adult education/ distance education programs;
- To support civic and cultural activities of groups and organizations
- To provide library services to schools not having their own libraries. (Shukla, 2010)

3.6 Purpose of extension services

The purpose of the extension services it to establish the contact between the librarian and the reader; it implies putting the library into the most cordial and understanding relationship with all the people of the community. Through extension programmes the librarians attempt to convert the library into a social centre, their aim is:

31

- To connect with people outside the library, bringing its resources and services to them.
- To create and stimulate the desire of the good reading
- To provide educational support to learners of all ages, offering assistance with homework, research, and learning resources.
- To promote cultural enrichment by organizing events, workshops, and activities that celebrate diversity and creativity.
- To promote reading and literacy by organizing book clubs, reading programs, and storytelling sessions for children and adults.
- To participate in adult education programmes
- For optimum utilization of library resources. (Rao & Sharda, 2018)

3.7 Forms of extension services

The Library extension services may be of the internal or external type. The following techniques or programs can be used to provide library extension services;

3.7.1 Festivity of festival and events and arranging cultural programs

In the public library, popular events and celebrations can be planned. These events can include dramatizations, manikin appearances, music shows, movie appearances, enchantment displays, and more. Social projects like these can showcase the group's extraordinary curiosity or commemorate various birth celebrations of notable persons, like Gandhi Jayanti, S.R. Ranganathan's jayanti, shivaji jayanti, and so on. It is appropriate to arrange a book exhibition related to the program for such occasions. (Kumari & Singh, 2017)

3.7.2 Book fair and exhibition

Exhibitions showcase library materials in a big way. They're organized to promote lesser-known items, encourage reading, spark interest in specific topics, mark special occasions, recognize donations, encourage hobbies, and celebrate events like Book Week. These exhibitions can happen during talks, festivals, fairs, or other events, focusing on relevant topics. They're great for showcasing local history, festivals, art, and photography to engage the community. Periodic exhibitions of books on current

topics help them find readers, while displaying unused books can get people interested in reading them. Each exhibit should have a clear goal, and using colures, lighting, and equipment wisely can attract readers' interest.

3.7.3 Mobile library service

A mobile library is a collection of books stored in a car with a small staff that can occasionally provide house-to-house service in outlying communities like hamlets and villages. For a limited time, mobile libraries also offer issue and return services. (Nzewi et al., 2021)

3.7.4 Library orientation / Library tour

The term "orientation" means "the adjustment or alignment of oneself or ones ideas to surroundings circumstances Library orientation or user orientation towards the library has to do with adjusting the new library user to the library. Many potential library patrons do not know how to use a library effectively. This can be due to the lack of early exposure, shyness, or anxiety and fear of displaying ignorance. These problems led to the emergence of the library instruction movement, which advocated library user education. Academic Libraries do library orientations to help library users to feel at home in the library and trust the competency of the library staff. It helps to enable library users to become skilled at finding information and thus foster feelings of confidence and independence. Library orientation makes library users aware of the library and the services it offers. Library orientation educates people regarding general use of the library. The reference staff may orient the user either in formal way or informally into the library system. (Rao & Sharda, 2018)

3.7.5 Public lectures and talk

Public seminars and lectures by prominent people as well as library employees should be held in libraries. This might enhance the mass contact extension methods that library staff use to directly or indirectly reach a large number of people, giving every citizen equal opportunities and making information available to everyone without limitation, control, or filtering. This gives every citizen of the information society equal opportunities. (Umar, 2020)

3.7.6 Mobile library service for the blind

People with vision impairments can also receive mobile library services. Books in Braille, large print, children's books with Braille transcription, and talking books can all be given to visually impaired people who may be prospective patrons of any mobile library. (Nzewi et al., 2021)

3.7.7 Reading clubs

Individuals with similar interests can be brought together in a reading circle in academic libraries. Subject specialists can be gathered by the librarians to form a reading circle. All reading circles ought to have access to the necessary materials and a comfortable meeting place so that members can exchange thoughts and debate a range of subjects. These reading circles typically help to guarantee that library resources are fully utilized for in-depth examination of particular topics. (Njoku et al., 2022)

3.7.8 Seminars or extension talks

Libraries can also offer the space needed for seminars and other events. Another type of extension service is seminars. This is an extra service that the library offers. One significant extension service is inviting neighbourhood associations to use the library's lecture hall for its open forums. Additionally, the librarian frequently sets up special talks on current events or topics of local interest, given by library experts or by members of his own staff. Lectures and group discussions can be arranged using the remote education library system directly or in collaboration with certain universities. Expert speakers should be invited to discuss various advancements in particular fields. (Shukla, 2010)

3.7.9 Publicity

Notifications regarding the libraries open hours and services should be broadcast on TV, radio, and daily newspapers, among other media. It increases the number of users and clients for open libraries. (Kumari & Singh, 2017)

3.7.10 Library related competitions

Libraries should hold library related competitions from time to time to promote its services and products. Competitions can range from a fancy dress show casing the favourite characters of story books in a kindergarten to reference and book hunting in

a college. The purpose of these competitions is to encourage students in the reading. Competitions like slogan writing, book jacket making and book marking encourage the students to read the book.

3.7.11 Story hours for children

For younger kids and kindergarten students to visit the library, libraries can also host story hours, seminars, and other engaging extension programs. Children's love of language and reading in all its forms is what these kinds of activities aim to foster. As they grow, they will develop reading readiness by paying attention to, copying, and listening to the books and activities that librarians share. Staff members should read two to three stories, perform a few finger plays or rhymes, watch a little movie, and complete a craft with a theme during story hours. A program like this should aim to teach kids early literacy skills while also making them enjoy stories and music. (Rao & Sharda, 2018)

3.8 Prerequisite for extension services

To perform the extension services effectively the following facets in terms of infrastructure, equipment, skilled staff, etc. are needed:

- To support all enhancement activities, the library should have a respectable gathering.
- The personnel must be knowledgeable and well-prepared.
- The library should have a good collection to support all extension activities.
- To host workshops, talks, debates, exhibitions, music concerts, and other social and cultural events, the library should have a lecture hall, an exhibition lobby, conference rooms, and other areas. (Kumari & Singh, 2017)
- In addition to having good organizational skills, the concerned librarian should be aware of the requirements of the various community groups and be educated about the library's collection.
- The librarian and other library staff should be able to establish good public relations in the community so that maximum community members may participate in such programmes actively; the librarian should be a good

organizer, should understand the needs of the different categories of the community and be knowledgeable about the collection of the library.

- The coordination and cooperation among the staff members is also an important element for successful execution of extension services.
- A multimedia projector and additional audio-visual tools, like a slide and film projector, microphone, recording capabilities, etc., should be available in the library. (Umar, 2020)

3.9 Challenges faced by library while giving extension services

3.9.1 Lack of library policy on extension services

Not having a policy for library extension services is like trying to navigate without a map. It makes it harder for libraries to reach out to people and offer helpful services. Having a clear policy could make things easier and more effective for everyone involved. It's like setting guidelines for a successful journey, ensuring libraries can better connect with their communities.

3.9.2 Non-continuation of projects and programme initiation

This is a major challenge facing extension services by the library to host communities. Good and wonderful programmes are usually initiated but unfortunately lack of continuation sets most often caused by change in leadership. Most often as the person at the helm of affairs will not see it as a priority.

3.9.3 Inadequate training and development of librarians for extension services

Another important problem faced by library employees during the process of providing information to the host community is extension staff's lack of expertise. Their level of ICT expertise may have an impact on the information dissemination process. As a result, emphasized that extension staff's capacity influences the transfer of information and technology to the University host community.

3.9.4 Lack of facilities and infrastructure

Basic infrastructure is required for libraries to function and operate properly and efficiently. Electricity, internet access, information and communication technology tools, audio-visual materials, and other infrastructures are among them. Lack these fundamental infrastructure, making it difficult to provide meaningful information to host communities.

3.9.5 Lack of funding

The main challenge that libraries confront is a lack of funds, and this is a top concern. The government's shift in attitude toward library provision, as evidenced by the appropriation of funds for rural library services, will dispel this long-held perception in inadequate funding. In the long run, universities benefit because where the lives of rural residents in host communities are improved, their output rises and mutual coexistence grows. (Njoku et al., 2022)

3.10 Strategies for effective library extension services

Libraries use different methods to help people who can't go to the library themselves. This service is for those who can't get to the library because they're sick, have a disability, or are too busy. It's also for those living in places without a library nearby. Volunteers choose, deliver, and return library materials to these people.

- For a library extension staff to truly help people, they need to focus on what people actually need and want. This means starting with what people feel they need, then addressing other important needs. So, the first thing for the extension librarian to do is to find out what people really need. It's important to remember that everyone in a community has different needs and wants, and these can change over a time

- User involvement in program planning: people understand a program better and are more likely to support it if they participate in its creation. People naturally resist change until they see the benefit of such a change, and there is no better way of helping them than by involving them in planning for change.

- Library users differ significantly in age, sex, and level of education, interest, needs, economic and social values. Therefore, all library new

37

innovation/programs must be attractive and tailored to meet the needs and interest of the varying user groups.

- Library extension staff should remember that learning takes time and shouldn't rush it. Studies have shown that people need to hear new ideas repeatedly and in different ways before they start to understand and react to them. (Yahaya & Abba, 2017)

3.11 Library extension services through social media

For a number of years, the library community has been investigating the possibility of utilizing software to improve services. A growing number of libraries are experimenting with social software. Modern libraries have started using social media to expand their services in this age of the internet. Social networking can offer appropriate connections that lead to freely accessible resources. This service is especially helpful to the academic community in underdeveloped nations where budgetary limitations prevent academics and students from accessing accessible information. Social media can help by offering connections to unrestricted, worldwide access to information without regard to location. Students and academics can use social media sites like Facebook, Myspace, and Wikipedia to get data from far-off places. Institutional repositories can be accessed via social media and provide uniform, boundary-breaking support to all scholarly users to suit their needs. Social media lowers the price of acquiring and managing materials in this way. (Chanda, 2021)

3.12 Benefits of social media tools in library

- Promotes in the rapid dissemination of knowledge on extension services and activities.
- Helps in promoting and communicating the extension services.
- Leads to enhanced communication between librarian & students.
- Encourages user participation and input regarding the Extension services offered by libraries. (Rao & Sharda, 2018)

3.13 Different social media tools in library for extension services

3.13.1 Social photo and video sharing

Libraries can use popular social sharing tools like YouTube, Flickr, and Facebook to connect with colleagues and help users. YouTube lets them share videos like library tours or instructional clips, while Flickr allows posting photos for virtual library tours. Libraries can showcase special collections or staff pictures on Flickr to promote services. Facebook pages can raise library awareness and serve as a marketing tool, also aiding in efficiently answering user queries, providing reference help, and offering virtual tours. These tools make library services more accessible and engaging for everyone.

3.13.2 Wikis

A wiki is a website where anyone can add, change, or remove content easily using a web browser. It's great for teamwork because it lets lots of people work together on one document. In libraries, wikis can help create guides on specific topics or classes, with links to helpful resources and search tips. They're like online notebooks that everyone can write in, making it easy to share knowledge. Wikis encourage collaboration and are handy for organizing information in a team. They're like digital whiteboards where everyone can add their ideas.

3.13.3 Blogs and blogging

Blogs let students share their thoughts on library info, making it easy for them to give feedback. Using a blog makes it simple to spread the word about what the library offers online. Blogs are great for reaching people online and getting their attention. Micro-blogging, like on Twitter, lets librarians connect with students where they already hang out. Libraries can share updates, events, and helpful tips without students having to visit the main website. Blogs help libraries keep students informed and engaged, encouraging them to join the conversation.

3.13.4 Instant messaging (IM)

Instant messaging (IM) provides librarians with a way to change how they help people find information. With IM, librarians can assist users from anywhere, whether they're on campus or far away. Online reference services offer immediate help,

convenience, and easy access. IM also lets users ask questions anonymously, making it less embarrassing. Unlike email or web forms, IM is great for having conversations, clearing up questions, and getting feedback. It also allows librarians to work remotely, which is helpful for busy schedules. (Rao & Sharda, 2018)

3.14 Conclusion

Public libraries serve as dynamic community hubs, extending their role beyond book lending to engage with community members, promote literacy, and cultivate a sense of belonging. Through a variety of initiatives such as cultural events, mobile services, public lectures, and reading clubs, libraries cater to diverse interests and needs within their communities. Furthermore, efforts like library orientations, seminars, and publications contribute to enhancing information literacy and knowledge dissemination among patrons. This multifaceted approach not only enriches the cultural and educational landscape but also solidifies the library's position as a vital institution in fostering lifelong learning and community engagement. By embracing innovation and adapting to changing demands, libraries continue to play a crucial role in serving and empowering their communities in the digital age.

3.15 References

Bandyopadhyay, R. (2008). Our public libraries: evaluation of the public library services in West Bengal. Ruma Bandyopadhyay.

Borgohain, D., & Nath, R. (2020). Public library extension service as a community development programme: A case Study. *Library Philosophy and Practice.* https://digitalcommons.unl.edu/libphilprac/4351/

Chanda, A. (2021). The role of social media in library extension services. International *Journal of Library Science,* 19(1). https://www.researchgate.net/publication/345721563

Ghosh, M. (2003, August 1-9). Public libraries in the internet age: Indian scenario [Conference presentation]. 69th IFLA congress and council, Berlin Germany. https://www.researchgate.net/publication/28805062_Public_libraries_in_the_I nternet_age_Indian_scenario

Kumari, M., & Singh, S. (2017). Extension services in public libraries. *Worldwide Journal of Multidisciplinary Research and Development,* 3(9), 351-353. https://wwjmrd.com/upload/extension-services-in-public-library--.pdf

Kumar, K.S., & Jaishankar, S. (2016). Functions and services of public libraries in Puducherry region: A study. *International Journal of Library Science and Information Management,* 2 (1), 67-77. https://www.researchgate.net/publication/339069319

Lamani, M.B., Talawar, A.B., & Kumbar, B.D. (2014). Rejuvenate the public library as community information center: A case study of district central library, Dharwad. *International Journal of Information Dissemination and Technology,* 4(2), 197-200. https://www.researchgate.net/publication/301889717

McColvin, L. R. (1950). Public libraries today. Library association record, 52: 330-337

Njoku, I.S., J Chukwu, S.A., Nwaohiri, N.M., & Opara, G. (2022). Fostering literacy through extension services: Academic libraries for sustainable development. *Research Journal of Library and Information Science,* 6(1), 9-14. DOI: https://doi.org/10.22259/2637-5915.0601002

Nzewi, A.N., Njideka, O.N., & Urhiewhu, L.O. (2021). Public relation tools and extension services of public library in Nigeria. *International Journal of Research in Library Science*, 7(4), 67-75. DOI: 10.26761/IJRLS.7.4.2021.1451

Rao, P. V., & Sharda, P. (2018). *Institutional and social context of academic libraries (Extension work)-1*. Inflibnet Center. https://ebooks.inflibnet.ac.in/lisp11/chapter/institutional-and-social-context-of-academic-libraries-extension-work-1/

Senevirathna, RAPS (2021). A study on the mobile library services in the public libraries: with reference to the public libraries in Matara district, Sri Lanka. *Sri Lanka Library Review*, 35(2), 18-35. DOI: http://doi.org/10.4038/sllr.v35i2.42

Shukla, A. (2010). Extension areas of library in modern era. *A Registered & Refereed International Research Journal*, 5(1), 78-81. https://www.researchgate.net/publication/326225207

Umar, H. (2020). Library extension services as a strategy for the development of effective information societies in Nigeria. *International Journal of Applied Technologies in Library and Information Management*, 6(1), 56-63. http://www.jatlim.org/volumes/Volume%206%20No%201/Hadiza.pdf

Velmurugan, V., & Amudha, G. (2020). Best practices in the college libraries. *Research Journal of Library Sciences*, 8(1), 1-4. https://www.isca.in/RJLS/Archive/v8/i1/ISCA-RJLS-2019-006.pdf

Yahaya, A.D., & Abba, M.A. (2017). Library extension services in rural communities: an opportunity towards a knowledge-based economy. *International Journal of Scientific Research in Educational Studies & Social Development*, 2(1), 1-16. https://internationalpolicybrief.org/wp-content/uploads/2023/10/ARTICLE1-38.pdf

Young, H., & Belanger, T. (1983). ALA glossary of library and information science. Chicago: American library association. https://www.worldcat.org/title/ala-glossary-of-library-and-information-science/oclc/8907224

CHAPTER 4

EXTENSION SERVICES AT THE INTERNATIONAL AND NATIONAL LEVEL

CHAPTER 4

EXTENSION SERVICES AT THE INTERNATIONAL AND NATIONAL LEVELS

4.1 Introduction

The process of providing individuals with helpful information and helping them develop the knowledge, abilities, and mind set needed to apply it effectively is referred to as extension. The goal of achieving a balanced and prosperous development of rural areas includes library extension. This is due to the fact that library extension aims to create reading culture, adult literacy, and social welfare, all of which are facilitated by libraries. It also seeks to persuade people that they can significantly improve their living conditions on their own by making sensible and effective use of the information resources that are readily available. To sustain the growth in productive capacity, this is needed. (Yahaya & Abba, 2017)

4.2 Extension services at International level

4.2.1 Nigeria

In Nigeria, public libraries play a crucial role in extending their services to the community through various means, including extension services and public relations methods. These libraries emphasize their significance in providing access to information and fostering literacy among the population. The extension services offered by Nigerian public libraries encompass outreach programs targeting prisons and nursing homes, organizing book exhibitions, launching literacy initiatives, and providing mobile library services to reach remote areas. To effectively communicate with the public, these libraries employ multiple public relations methods, including print, electronic, audio-visual, and social media platforms. Library staff are instrumental in implementing these communication initiatives, highlighting the vital role they play in engaging with the community.

However, Nigerian public libraries face several challenges in delivering extension services effectively. Inadequate funding poses a significant obstacle, limiting their ability to expand their collections, upgrade facilities, and introduce innovative

43

programs. Staffing shortages further strain library operations, making it challenging to meet the needs of patrons with limited personnel. Additionally, the lack of resources and ICT infrastructure inhibits the libraries' ability to adopt modern technologies and provide digital resources and services to users. Moreover, a shortage of ICT skills among staff members hampers efforts to leverage technology for outreach and communication purposes.

To address these challenges, recommendations have been proposed to enhance awareness, training, connectivity, resources, and government support for public libraries in Nigeria. Efforts should be made to raise awareness among the public about the importance of libraries and the services they offer through targeted outreach programs and community engagement initiatives. Training programs should be provided to library staff to improve their ICT skills and enable them to effectively utilize technology in their work. Steps should also be taken to improve connectivity and access to digital resources, particularly in rural and underserved areas. Furthermore, increased government support and investment are crucial to ensuring the sustainability and effectiveness of public libraries in Nigeria. By implementing these recommendations, Nigerian public libraries can overcome their challenges and continue to serve as vital resources for promoting literacy, education, and community development. (Nzewi et al., 2021)

4.2.2 Sri Lanka

In the Matara district of Sri Lanka, public libraries provide a vital service through their mobile library offerings. These mobile libraries play a crucial role in granting access to library resources for individuals who face barriers to visiting physical library locations. A survey conducted across public libraries offering mobile services reveals some concerning trends. The majority of these libraries lack a distinct collection tailored for mobile libraries, with fewer than 750 books allocated for this purpose. Despite their limitations, these services primarily target school children and rely on vehicles provided by governing bodies for book transportation.

To enhance the effectiveness of mobile library services in the Matara district, recommendations have been put forward. Firstly, there is a call for augmented financial support to expand the collections of mobile libraries. This would enable libraries to

offer a more diverse and substantial range of reading materials, catering to the varied interests and needs of their target audience. Secondly, there is a need to improve transportation facilities to ensure broader accessibility. By enhancing transportation options, libraries can reach more remote and underserved communities, thus extending the benefits of mobile library services to a wider population.

These recommendations aim to address the identified shortcomings and optimize the impact of mobile libraries in the Matara district. By bolstering financial support and improving transportation facilities, libraries can better fulfill their mission of providing access to reading materials for underserved communities. Ultimately, these efforts seek to promote literacy, education, and community development by ensuring that all individuals have equitable access to library resources, regardless of their geographical location or mobility constraints. (Senevirathna, 2021)

4.2.3 Africa

The study delves into library promotion techniques, shedding light on the effectiveness of various methods in enhancing library services. It emphasizes the significance of strategies such as the library website, training sessions, face-to-face events, and workshops in elevating the visibility and value of libraries. Notably, the respondents' career positions influenced their perceptions of these promotion strategies, with exhibits and training sessions emerging as particularly impactful. Additionally, the study highlights the utilization of social media platforms like YouTube, Flickr, Twitter, and Facebook for library promotion. These findings underscore the importance of robust promotion strategies for libraries to navigate budget constraints and adapt to changing user needs, ultimately solidifying their presence and relevance within the community.

The research focuses on examining library promotion techniques and their efficacy in enhancing library services. It identifies several key strategies, including the library website, training sessions, face-to-face events, and workshops, as crucial tools for raising awareness and engaging users. Notably, the study reveals that respondents' career positions play a significant role in shaping their perceptions of these promotion strategies. For instance, exhibits and training sessions are found to be particularly

impactful for individuals in certain career positions, highlighting the importance of tailoring promotion efforts to meet the specific needs and preferences of different user groups.

In addition to traditional promotion methods, the study highlights the growing importance of social media platforms in library promotion. Platforms such as YouTube, Flickr, Twitter, and Facebook are utilized to reach wider audiences and enhance the visibility of library services. By leveraging these digital channels, libraries can engage with users in new and innovative ways, facilitating greater interaction and participation within the community.

Overall, the findings underscore the critical role of robust promotion strategies in helping libraries adapt to budget constraints and evolving user needs. Effective promotion not only increases awareness of library services but also enhances their perceived value and relevance within the community. By investing in targeted promotion efforts and embracing digital platforms, libraries can strengthen their position as essential community resources, enriching the lives of individuals and fostering a culture of lifelong learning and engagement. (Malekani & Benard, 2018)

4.2.4 Indonesia

Mobile technology has become an essential tool for modern libraries, offering opportunities to enhance services and improve accessibility to resources. Through features like SMS notifications and access to library websites, mobile technology significantly enhances the user experience by providing seamless communication and access to library resources. However, challenges such as financial constraints, lack of skills, and limited staffing often hinder the successful integration of mobile technology in library settings. Research conducted at the Medan Public Library highlights the benefits of leveraging mobile technology applications to enhance library services, emphasizing the importance of adequate resources and training to overcome implementation barriers. Ultimately, mobile technology emerges as a valuable asset for libraries, facilitating effective communication, information dissemination, and improved resource accessibility for users.

Mobile technology plays a pivotal role in augmenting library services by providing innovative ways to engage with users and improve access to resources. Features like SMS notifications enable libraries to communicate important updates, such as due date reminders or new arrivals, directly to users' mobile devices, enhancing convenience and ensuring timely access to information. Additionally, access to library websites through mobile devices allows users to search catalogs, reserve books, and access digital resources from anywhere, further enhancing the user experience and increasing accessibility to library services.

Research conducted at the Medan Public Library highlights the advantages of leveraging mobile technology applications to enhance library services and improve user engagement. By integrating mobile technology solutions such as mobile apps and SMS notifications, the library was able to streamline communication with users, increase awareness of library events and services, and enhance access to digital resources. However, the study also identified challenges related to financial constraints and the need for additional training and support to maximize the benefits of mobile technology adoption. Overall, mobile technology emerges as a potent asset for libraries, offering opportunities to improve communication, increase access to resources, and enhance the user experience. However, addressing challenges such as financial constraints and limited skills requires strategic planning, investment in resources, and ongoing training and support for library staff. By overcoming these barriers, libraries can harness the full potential of mobile technology to better serve their communities and meet the evolving needs of users in an increasingly digital age. (Siregar & Dewiyana, 2018)

4.2.5 Philippines

The community education-training program represents a collaborative effort between academic departments and local stakeholders aimed at addressing specific needs within the community. Through face-to-face interviews and focus group discussions, the program identifies key areas for intervention, ensuring targeted and effective strategies. Grounded in a theoretical framework emphasizing bottom-up community development, the program prioritizes local empowerment over external initiatives, fostering a sense of ownership and agency among community members. Extension activities, spanning topics such as family planning, health education, and livelihood skills, are designed to

engage and empower the community. equipping individuals with the knowledge and skills needed for self-reliance.

A critical component of the program's success lies in its understanding of community demographics and needs assessments. By tailoring interventions to the unique context and priorities of the community, the program ensures relevance and impact. Tools like the Community Outcome Scale instrument are utilized to measure the effectiveness of interventions, providing valuable insights for ongoing improvement. Through mutual cooperation and shared decision-making processes, the program facilitates meaningful collaboration between stakeholders, fostering a sense of collective responsibility for community development.

In conclusion, the community education-training program embodies a holistic approach to community development, characterized by collaboration, empowerment, and evidence-based practice. By prioritizing local perspectives and engaging community members as active participants in the development process, the program enhances the resilience and well-being of the communities it serves. Moving forward, continued investment in such initiatives is essential for fostering sustainable development and addressing the evolving needs of communities worldwide. (Deocaris & Llenares, 2018)

4.3 Extension services National level

4.3.1 Goa

Public libraries in Goa offer a variety of extension services to enhance their impact on the community. These services include exhibitions, extended hours of operation, online facilities, seminars, conferences, quiz programs, training programs, on the-job training, and mobile services. Exhibitions are a popular extension service provided by many of the libraries, showcasing diverse topic to engage users. Additionally, 30% of libraries offer extended hours of operation, catering to users with different schedules and needs.

Online facilities are available in the libraries, allowing users to access resources remotely. Seminars, conferences, and quiz programs are organized by only few of the libraries, promoting learning and engagement within the community. Training programs and on-the-job training are offered the libraries, to enhance skills and knowledge among users and staff. Mobile services, provided by the libraries, bring

library resources and activities to different locations, increasing accessibility and outreach.

These extension services play a crucial role in expanding the reach and impact of public libraries in Goa. By offering diverse programs and resources, libraries cater to the varied needs and interests of the community. Exhibitions and events create opportunities for learning and engagement, while extended hours of operation ensure accessibility for all users. Online facilities and mobile services further enhance convenience and outreach, making library resources more accessible to a wider audience.

Seminars, conferences and training programs contribute to the educational and skill development of users, fostering a culture of lifelong learning within the community. The provision of on-the-job training also benefits library staff, enhancing their expertise and service delivery. Overall, these extension service reflect the commitment of public libraries in Goa to serve as dynamic community hubs that promote learning, engagement, and access to information for all residents. (Raikar, 2022)

4.3.2 Kerala

The exploration of public libraries within Kerala society, with a focus on the utilization of A-Grade public libraries in Thiruvananthapuram District, sheds light on the motives behind their usage and their broader role in the state's library system. The study delves into the structure of Kerala's public library system, highlighting its three-tiered approach, funding sources, and the collections and services provided. However, a notable finding of the study is the deficiency of professional staff in the majority of these libraries, which hinders their effectiveness and impact. In response to this challenge, the study proposes enhancements to libraries through the incorporation of IT-enabled resources and services, aimed at fostering community development. This recommendation underscores the importance of leveraging technology to modernize library offerings and better meet the evolving needs of users in Kerala society. Public libraries play a vital role in Kerala society, serving as essential hubs for knowledge dissemination, education, and community engagement. The study focuses on A-Grade public libraries in Thiruvananthapuram District, offering insights into the factors driving their usage by members of the community. Additionally, it provides a comprehensive overview of Kerala's public library system, which operates on a three-

tiered structure comprising district, taluk, and village-level libraries. These libraries are supported by various funding sources, including government grants, donations, and user fees, enabling them to provide a wide range of collections and services to the public.

Despite the significance of public libraries in Kerala, the study highlights a concerning deficiency of professional staff in many A-Grade public libraries. This shortage of trained personnel hampers the libraries' ability to effectively manage their resources, offer quality services, and meet the diverse needs of users. In response to this challenge, the study advocates for the integration of IT-enabled resources and services as a means of enhancing library functionality and promoting community development. By incorporating technology, such as digital catalogues, online databases, and e-book lending platforms, libraries can expand access to information, improve user experiences, and bridge gaps in knowledge dissemination The recommendation to leverage technology to modernize library offerings aligns with broader efforts to enhance the accessibility and relevance of public libraries in Kerala society. By embracing IT-enabled solutions, libraries can adapt to changing user preferences and behaviours, particularly among younger generations who are accustomed to digital interfaces and online resources. Moreover, the incorporation of technology can help overcome limitations posed by staffing shortages, enabling libraries to automate routine tasks, streamline operations, and allocate resources more efficiently.

In conclusion, the study underscores the importance of public libraries in Kerala society and identifies opportunities for improvement, particularly in the realm of staffing and technology integration. By addressing the deficiency of professional staff and embracing IT-enabled resources and services, A-Grade public libraries in Thiruvananthapuram District and beyond can better fulfill their mandate of serving as centers for learning, culture, and community development. This strategic approach to modernizing library offerings reflects a commitment to meeting the evolving needs of users and ensuring the continued relevance and vitality of public libraries in Kerala. (Kumari & Francis, 2015)

4.3.3 Assam

The study investigates the extension services provided by three district public libraries in Upper Assam, India, with a focus on understanding the range of services offered,

user awareness levels, and associated challenges. Despite the potential for offering adult education programs and mobile services, these libraries are not currently providing such services. The research reveals that user awareness of the existing extension services is low, suggesting a need for improved communication and outreach efforts by library authorities. Several challenges impede the effective delivery of extension services by public libraries in the area. Financial constraints pose a significant barrier, limiting resources available for program implementation and service expansion. Additionally, the lack of management support, inadequate staffing, and insufficient infrastructure further hinder the libraries' ability to meet the needs of users and deliver extension services effectively.

To address these challenges and improve service delivery, the study emphasizes the importance of strategic planning. Developing comprehensive plans that address resource allocation, staff training, and infrastructure development is crucial for overcoming barriers and enhancing the quality and consistency of extension services offered by public libraries.

Furthermore, the study suggests that the government play a proactive role in promoting the adoption and growth of Information and Communication Technology (ICT) within public libraries. Embracing ICT tools and platforms can help streamline operations, improve access to resources, and enhance communication with users, ultimately increasing the efficiency and accessibility of extension services. By encouraging ICT adoption and growth, the government can support public libraries in their efforts to modernize and better serve their communities in Upper Assam, India. (Borgohain & Nath, 2020)

4.3.4 Puducherry Region

The study provides an extensive exploration of the roles and offerings of public libraries in the Puducherry area, with a specific focus on the development and history of public libraries in Tamil Nadu. It offers a comprehensive overview of the evolution and significance of library extension services, particularly within the context of the Private Libraries sector in Pondicherry and Karaikal under the Community Development Program. By delving into historical fluctuations in the number of libraries and reading rooms between 1955 and 1961, the study illustrates the dynamic nature of library

51

development during that period, highlighting the growth and evolution of library services.

The study meticulously details the current services provided by public libraries in Puducherry, showcasing initiatives aimed at modernizing and enriching library offerings. These include the establishment of new sections for classification, cataloguing, and children, reflecting a commitment to catering to diverse user needs. Additionally, the implementation of innovative initiatives such as the Open Access System, Mobile Library service, and competitive examination section demonstrates a proactive approach towards adapting to changing user demands and technological advancements. These initiatives not only enhance access to information but also promote lifelong learning and skill development among library users.

In addition to current services, the study also emphasizes ongoing preservation efforts, such as the microfilming of rare book collections. This underscores the commitment of public libraries in Puducherry to safeguarding cultural heritage and ensuring the long-term accessibility of valuable resources. Furthermore, the discussion on the growth of library branches over different time periods provides insight into the expansion and reach of the public library system in Puducherry, reflecting efforts to enhance access to information and knowledge across the region.

Ultimately, the study underscores the pivotal role of the Public Library System in Puducherry in disseminating knowledge, providing diverse services, and fostering education and research within the region. By serving as vital hubs for learning, cultural enrichment, and community engagement, public libraries play a crucial role in empowering individuals and promoting social development. Through strategic initiatives and continuous innovation, the Public Library System in Puducherry remains committed to fulfilling its mission of serving the needs of its diverse user base and contributing to the overall well-being and development of the community. (Kumar & Jaishankar, 2016)

4.3.5 Kashmir

Libraries serve as vital hubs for community engagement and education, offering diverse extension services such as reading circles, Friends of the Library groups, and public lectures. Focusing on the Sher-e-Kashmir University of Agricultural Sciences and Technology (SKUAST-K) Library system, research identifies challenges in both awareness and implementation of these extension services. Despite these hurdles, user feedback indicates high satisfaction with the services, leading to increased library visits and resource utilization. To further enhance extension services, the study emphasizes the importance of factors such as maintaining a robust collection, employing trained staff, providing suitable facilities and equipment, and implementing internal and external services like mobile libraries and publicity programs. By prioritizing these elements, libraries can effectively foster a culture of reading and learning within the community, ultimately maximizing their impact on education and community engagement.

Libraries are essential community resources that play a crucial role in fostering education and engagement through a variety of extension services. The research conducted on the Sher-e-Kashmir University of Agricultural Sciences and Technology (SKUAST-K) Library system highlights the significance of these services, including reading circles, Friends of the Library groups, and public lectures. Despite the potential benefits of these programs, the study identifies challenges related to awareness and implementation. However, user feedback indicates high satisfaction levels with the services offered, suggesting their value in enhancing library usage and resource utilization.

To further improve extension services, the study underscores the importance of several key factors. First and foremost is the necessity of maintaining a robust collection that caters to the diverse needs and interests of library users. Additionally, employing trained staff members who are knowledgeable and passionate about library services is essential for ensuring the effective delivery of extension programs. Providing suitable facilities and equipment also plays a crucial role in creating a conducive environment for learning and engagement within the library setting.

53

Furthermore, the study emphasizes the importance of implementing both internal and external services to maximize the impact of extension programs. Internal services such as mobile libraries allow libraries to reach underserved communities and expand access to resources beyond traditional library spaces. External initiatives like publicity programs help raise awareness about library services and events, attracting new users and fostering community engagement.

By prioritizing these elements and addressing the identified challenges, libraries can effectively foster a culture of reading and learning within the community. This, in turn, enhances educational opportunities, promotes lifelong learning, and strengthens community bonds. Ultimately, libraries serve as invaluable resources for promoting education, literacy, and community development, making them indispensable pillars of society. Through continuous improvement and innovation, libraries can maximize their impact on education and community engagement, fulfilling their vital role in shaping the future of communities. (Jan. 2022)

4.3.6 Karnataka

In particular, the statement highlights the critical role that rural libraries play as hubs for community information transmission and highlights the important role that public libraries play in promoting social inclusion and community development.. Through the provision of essential information, these libraries address the daily challenges encountered by rural residents, highlighting the critical need for public libraries to remain adaptable to shifting social landscapes and responsive to the diverse information needs of various community groups.

In discussing the challenges faced by Indian public libraries, the document advocates for the effective implementation of services to meet the evolving expectations of a knowledge society. It underscores the necessity for national strategies, adequate funding, and heightened professional engagement to overcome hurdles hindering optimal library performance in India. Despite these obstacles, the document underscores the positive impact of libraries on community engagement and economic vitality.

Emphasizing the importance of services such as mobile libraries and reference sections in ensuring universal access to information, the document underscores the imperative for public libraries to play a proactive role in enhancing rural life quality. Real-world examples of library community development strategies illustrate the potential for rural libraries to act as vital community information centers, contributing significantly to the enrichment of rural communities.

Ultimately, the study calls for public libraries to embrace inclusivity, providing knowledge and information resources to all community members irrespective of their backgrounds. By addressing challenges, adapting to evolving needs, and fostering inclusivity, public libraries can continue to serve as catalysts for positive change, advancing community development and social cohesion across India. (Lamani et al., 2014)

4.4 References

Borgohain, D., & Nath, R. (2020). Public library extension service as a community development programme: A case study. *Library Philosophy and Practice*. https://digitalcommons.unl.edu/libphilprac/4351/

Deocaris, C & Llenares, I. (2018). Measuring the impact of An academe community extension program in the Philippines. *Malaysian Journal of Learning and Instruction*, 15 (1), 35-55. DOI: 10.32890/mjli2018.15.1.2 .

Jan, A. (2022). Library extension services in SKUAST-K Library System: A case survey. *International Journal of Science and Research*, 11(5), 1693-1697. DOI: 10.21275/SR22523124840

Kumari, V.P., & Francis, A.T. (2015). Public library system in Thiruvananthapuram, Kerala: An investigation. *Sarada Ranganathan Endowment for Library Science Journal of Information Management*, 52(6). http://eprints.rclis.org/28870/1/Ajitha%20-%20Francis%20SRELS%202015.pdf

Kumar, K.S., & Jaishankar, S. (2016). Functions and services of public libraries in Puducherry region: A study. *International Journal of Library Science and Information Management*, 2 (1), 67-77. https://www.researchgate.net/publication/339069319

Lamani, M.B., Talawar, A.B., & Kumbar, B.D. (2014). Rejuvenate the public library as community information center: A case study of district central library, Dharwad. *International Journal of Information Dissemination and Technology*, 4(2), 197-200. https://www.researchgate.net/publication/301889717

Malekani, A.W., & Benard, R. (2018). Effective outreach techniques for the promotion of library information resources in academic libraries in Tanzania: A case of Sokoine national agricultural library. *Library Philosophy and Practice* (e-journal). https://digitalcommons.unl.edu/cgi/viewcontent.cgi?article=4830&context=libphilprac

Nzewi, A.N., Njideka, O.N., & Urhiewhu, L.O. (2021). Public relation tools and extension services of public library in Nigeria. *International Journal of Research in Library Science*, 7(4), 67-75. DOI: 10.26761/IJRLS.7.4.2021.1451

Raikar, S.G. (2022). Role of public libraries in a developing society: a study from selected public libraries of South Goa [Unpublished master's dissertation]. Goa University

Senevirathna, RAPS (2021). A study on the mobile library services in the public libraries: with reference to the public libraries in Matara district, Sri Lanka. *Sri Lanka Library Review*, 35(2), 18-35. DOI: http://doi.org/10.4038/sllr.v35i2.42

Siregar, AR, & Dewiyana, H. (2018). Mobile technology for expansion of service range medan public library. *Journal of Physics: Conference series*. doi:10.1088/1742-6596/978/1/012052

Yahaya, A.D., & Abba, M.A. (2017). Library extension services in rural communities: an opportunity towards a knowledge-based economy. *International Journal of Scientific Research in Educational Studies & Social Development*, 2(1), 1-16. https://internationalpolicybrief.org/wp-content/uploads/2023/10/ARTICLE1-38.pdf

CHAPTER 5
DATA INTERPRETATION AND ANALYSIS

CHAPTER 5

DATA ANALYSIS AND INTERPRETATION

5.1 Data Analysis

The data is collected from the public libraries of Goa. I have included 12 public libraries, which are as follows.

Table no 5.1: Public libraries in Goa

SR.NO.	PUBLIC LIBRARY
1.	Krishnadas Shama Goa State Central Library
2.	Dr. Francisco Luis Gomes District Library, Navelim
3.	Govt. Taluka Library, Bicholim
4.	Govt. Taluka Library, Canacona
5.	Govt. Taluka Library, Curchorem
6.	Govt. Taluka Library, Pernem
7.	Govt. Taluka Library, Ponda
8.	Govt. Taluka Library, Sanguem
9.	Govt. Taluka Library, Valpoi
10.	Govt. Town Library, Cuncolim
11.	Govt. Town Library, Quepem
12.	Govt. Town Library, Sakhali

The responses from these 12 public libraries serve as the foundation for data collection and the analysis is based on the information provided by the public libraries, which after analysis is presented in the form of tables, charts and graphs.

5.1.1 How often extension services provided by the library

The purpose of this question was to find out how often public library gives extension services.

Figure 5.1. Extension services
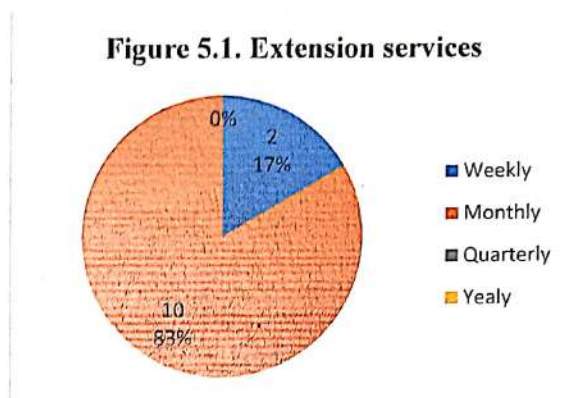
As seen in figure 5.1 above it can be stated that 10 (83%) libraries give extension services on a monthly basis, and just 2 (17%) libraries give extension services on a weekly basis. This suggests that a monthly schedule is more common among surveyed libraries for delivering extension services.

5.1.2 Different extension services in the library

The purpose of this question was to identify the various extension services offered by libraries for their users.

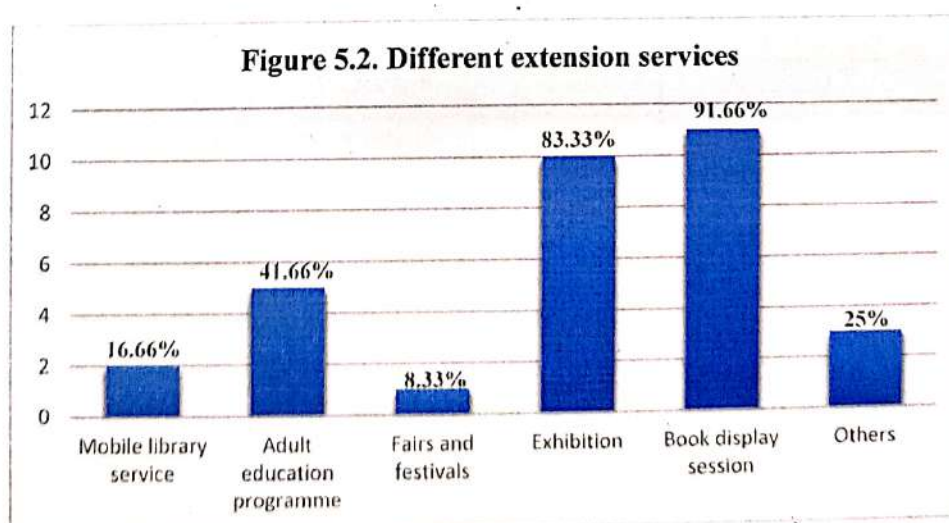### Figure 5.2. Different extension services

59

Figure 5.2 illustrates the variety of extension services offered by libraries for their users. The data reveals that 11(91.66%) libraries conduct book display sessions. exhibitions are organized by 10(83.33%) libraries, 5(41.66%) libraries engage in adult education programs. additionally, 2(16.66%) libraries offer mobile library services, enhancing accessibility to resources. Only 1(8.33%) library organize fairs and festivals, fostering community engagement. Another 25% libraries offer diverse programs that include initiatives to promote reading habits in children, training seminars, and library talks.

5.1.3 Extension services provided in the library for past 2 years

Table No 5.2 Number of extension services organized by the library.

Sr No	Public library	Service Event Count
1	Krishnadas Shama State Central Library	100
2	Dr. Francis Louis Gomes District Library, Navelim	17
3	Govt. Taluka Library, Bicholim	10
4	Govt. Taluka Library, Canacona	15
5	Govt. Taluka Library, Curchorem	10
6	Govt. Taluka Library, Pernem	10
7	Govt. Taluka Library, Ponda	7
8	Govt. Taluka Library, Sanguem	10
9	Govt. Taluka Library, Valpoi	4
10	Govt. Town Library, Cuncolim	10
11	Govt. Town Library, Quepem	15
12	Govt. Town Library, Sakhali	13

As shown in table 5.2 above, the table provides a summary of the number of extension services events organized by various public libraries. Krishnadas Shama State Central Library stands out with the highest count of 100 events, indicating a robust program of outreach and community engagement. Dr. Francis Louis Gomes District Library in Navelim follows with 17 events, showcasing significant activity in the district. Several government taluka libraries and town libraries organized a moderate number of events

60

ranging from 4 to 15, demonstrating active involvement in extending services to their respective communities. Overall, the table highlights the diverse efforts of these libraries in providing extension services to meet the needs of their users.

5.1.4 Organising special programmes

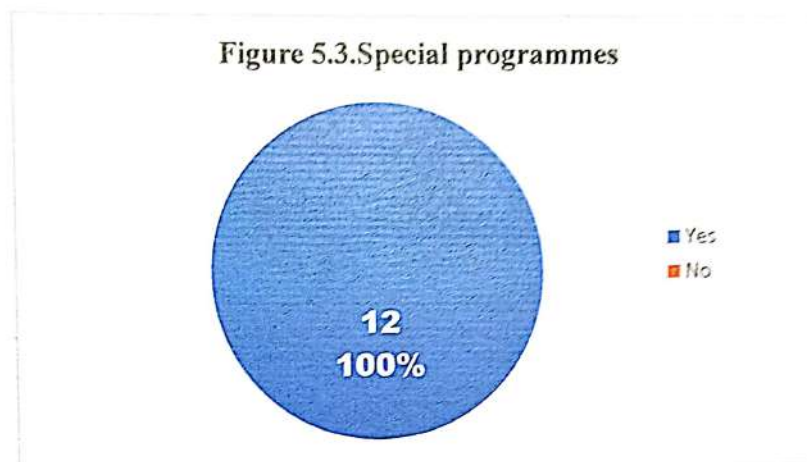The purpose of this question was to find out whether library is organising special programmes for its users.

Figure 5.3.Special programmes

Figure 5.3 shows that all 12(100%) libraries are organising special programmes in the library. The purpose of special programs in libraries is to engage communities, promote literacy, facilitate lifelong learning, and enrich cultural and social experiences.

5.1.5 Different types of special programmes

The purpose of this question was to identify the range of special programs organized by the library.

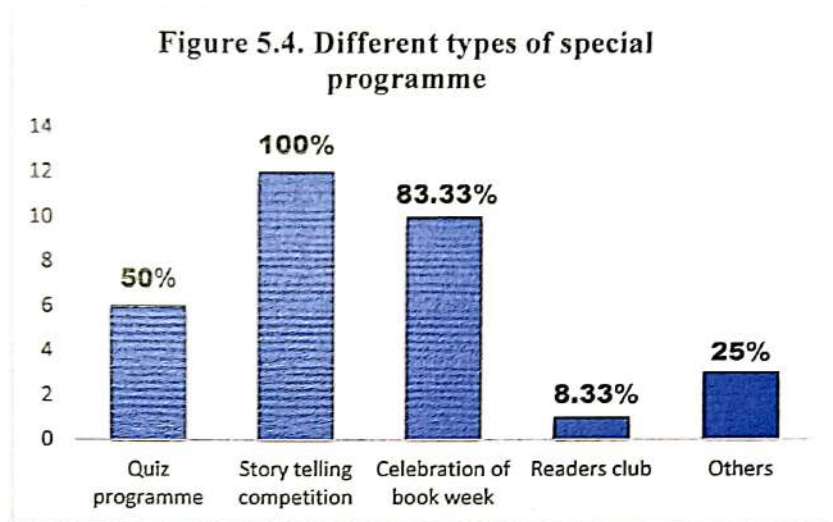**Figure 5.4. Different types of special programme**

Figure 5.4 demonstrates the diverse range of special programs organized by libraries. It reveals that story telling competitions are provided by all 12(100%) libraries, additionally, book week programs are celebrated by 10(83%) libraries. Further quiz programs organized by 6(50%) libraries. A smaller percentage, 1(8.33%) library, engages in readers club programme. The remaining 25% of libraries host various events including essay writing, poem presentation, drawing competitions, and celebrations of Women's Day.

5.1.6 Types of social awareness programme

The purpose of this question was to find out which are the different social awareness programme library has organised.

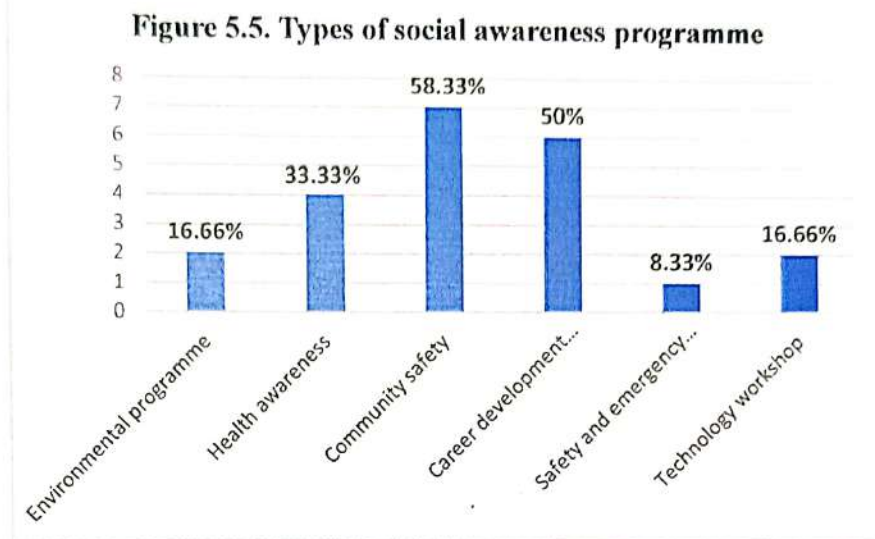
Figure 5.5. Types of social awareness programme

Figure 5.5 above, shows the various types of social awareness programs hosted by libraries. The data shows that, 7(58.33%) libraries, focus on community safety programs, 6(50%) libraries offer career development programs, health awareness programs are conducted by 4(33.33%) libraries , environmental programs are hosted by 2(16.66%) libraries. Moreover, technology workshops are provided by 2(16.66%). Finally, 1(8.33%) library prioritize safety and emergency preparedness, ensuring the safety of their patrons. Libraries promote public welfare and cultural awareness through a variety of services.

5.1.7 Sufficient library material

The purpose of this question was to determine if the library possesses an adequate amount of material to support extension services.
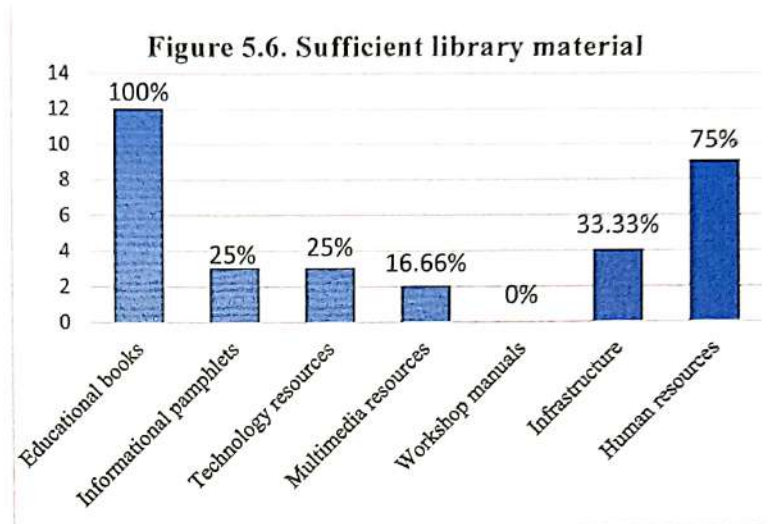
Figure 5.6. Sufficient library material

Figure 5.6 above, displays the availability of various resources in libraries to support extension services. All libraries, constituting 100%, report having a sufficient supply of educational books, 9(75%) libraries possess an adequate amount of human resources. However, only 4(33%) libraries have sufficient infrastructure, 3(25%) libraries offer adequate informational pamphlets, while 3(25%) libraries have sufficient technology resources. A smaller proportion, 2(16.66%) libraries, report having enough multimedia resources. No libraries indicate having sufficient workshop manuals.

5.1.8 Enough space in library or not.

The purpose of this question was to ascertain if the library possesses sufficient space to conduct extension services.

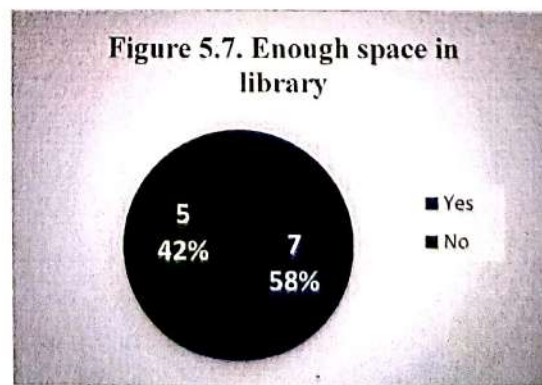**Figure 5.7. Enough space in library**

Figure 5.7 reveals that the majority of libraries surveyed, 7(58%), consider there to be sufficient space for conducting extension services. Although, 5(42%) libraries express that there is inadequate space for such services.

5.1.9 Library staff trained or not.

The purpose of this question was to determine if the library staff receives training specifically geared towards conducting extension services.
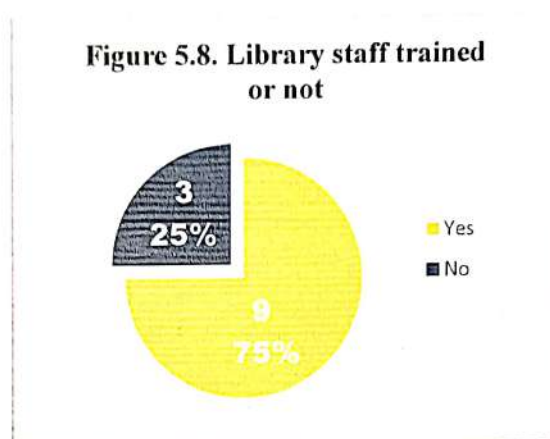
Figure 5.8. Library staff trained or not

Figure 5.8 indicates that a significant majority, 9(75%) libraries surveyed, have trained their staff for conducting extension services, while 3(25%) libraries report that their staff is not trained for such services.

5.1.10 ICT knowledge or not.

The purpose of this question was to find out whether the library staff have ICT knowledge.

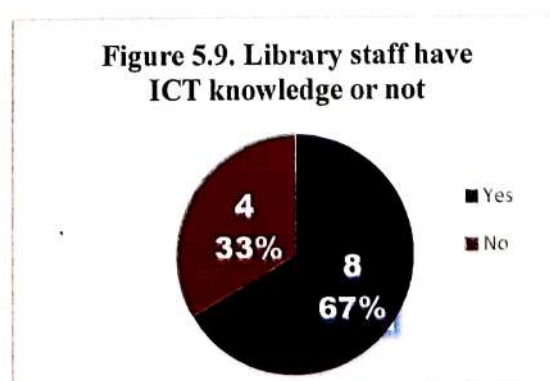**Figure 5.9. Library staff have ICT knowledge or not**

Figure 5.9 indicates that 8(67%) libraries report that their library staff possess ICT knowledge, whereas 4(33%) libraries state that their staff lack ICT knowledge. This highlights a notable proportion of libraries where staff are equipped with ICT skills, while a significant minority still lacks such proficiency among their personnel.

5.1.11 Collaboration with different organizations or libraries.

The purpose of this question was to determine if libraries have engaged in collaborations with other libraries or institutions.

Figure 5.10. Collaborate with other libraries or organisation
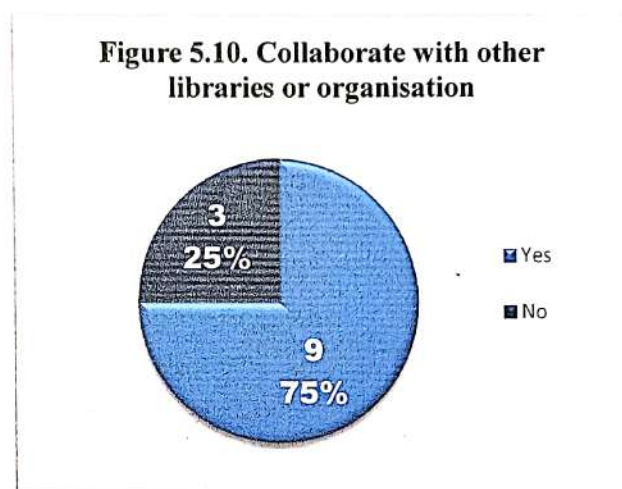
As seen in figure 5.10 above, it indicates that 9(75%) libraries have engaged in collaborations with other libraries or organizations, whereas the remaining 3(25%) state that they have never collaborated with other libraries or institutions.

5.1.12 Public relation tools in library

The purpose of this question was to identify the various public relation strategies that libraries adopt for promoting their extension services.
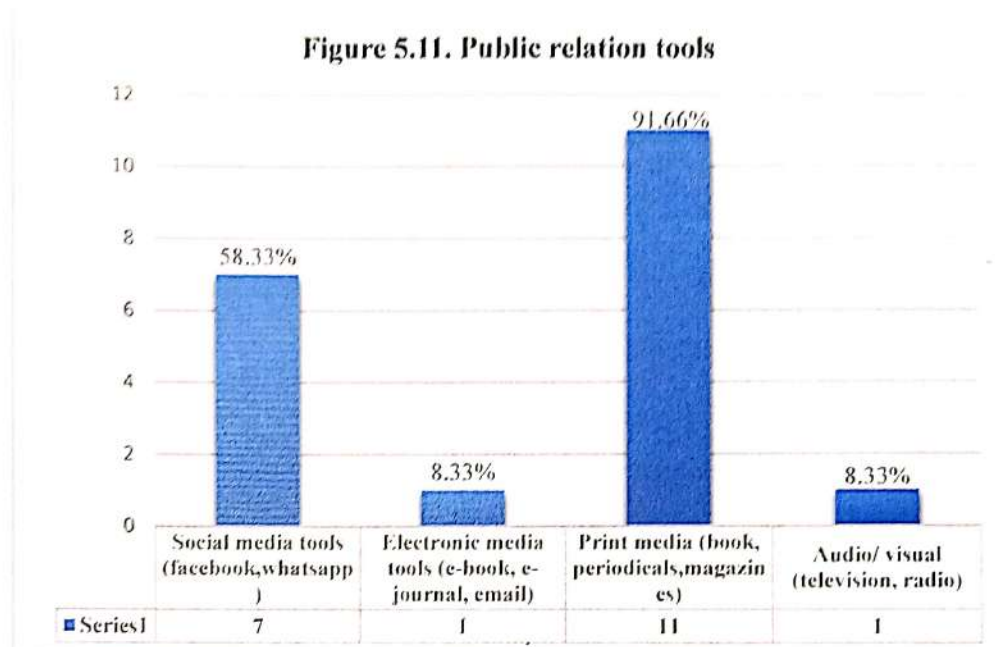
Figure 5.11. Public relation tools

Figure 5.11 indicates the promotional strategies employed by libraries for their extension services. The data indicates that 11(91.66%) libraries, utilize print media such as books, periodicals, and magazines for promotion. Additionally, 7(58.33%) libraries use social media platforms like Facebook and WhatsApp to reach out to their patrons. A smaller percentage, 1(8.33%) library, opt for electronic media tools including e-books, e-journals, and email for promotion, another 1(8.33%) utilize audio/visual channels such as television and radio.

5.1.13 Different methods used in promotion of extension services

The purpose of this question was to identify the various approaches utilized in promoting extension services.

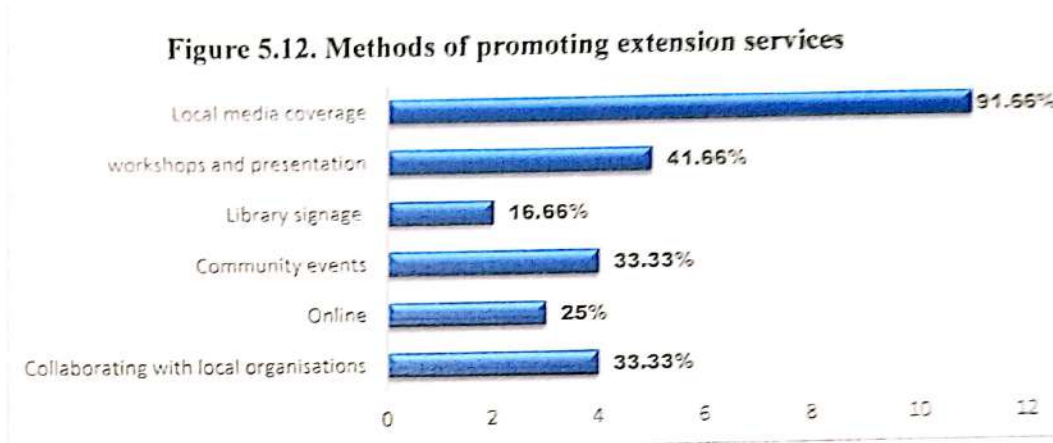**Figure 5.12. Methods of promoting extension services**

Figure 5.12 indicates the methods employed by libraries in promoting extension services. The data reveals that 11(91.66%) libraries utilize local media coverage. 5(41.66%) libraries employ workshops and presentations to reach their audience. 4(33.33%) libraries utilize community events, another 4(33.33%) libraries use collaboration with local organizations as promotional method. Furthermore. 3(25%) libraries use online methods, 2(16.66%) libraries utilize library signage to inform patrons about extension services.

5.1.14 Users participating in extension services

The purpose of this question was to find out how many users are participating in extension services.

Figure 5.13. Users participating in extension services

68
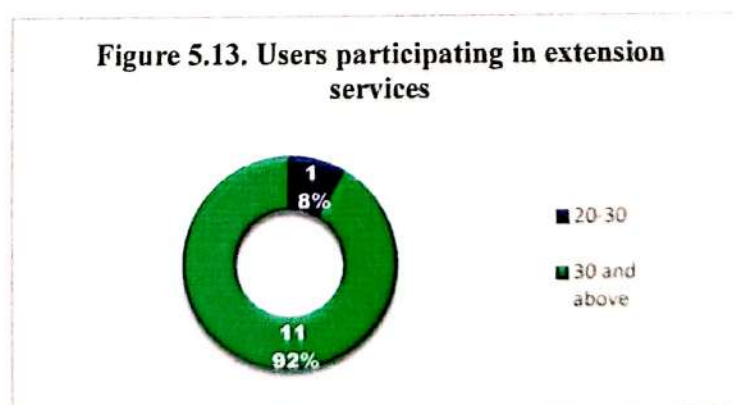
The above figure 5.13 reveals, the majority of libraries, approximately 9(92%), have 30 or more users participating. Although, only 1(8%) library have a participation range of 20-30 users.

5.1.15 Library faces challenges or not.

The purpose of this question was to find out whether the library is facing any challenges in conducting extension services or not.

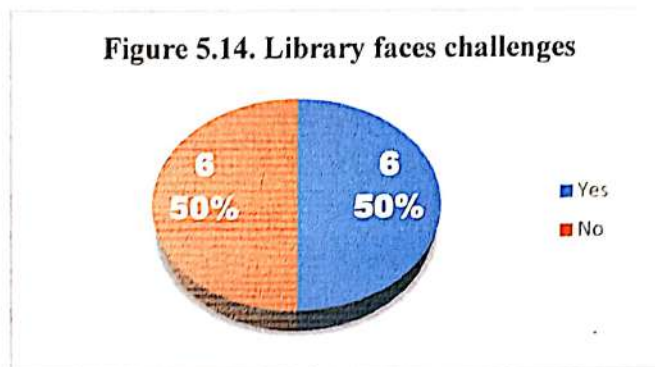**Figure 5.14. Library faces challenges**

Figure 5.14 shows 6(50%) library encounter challenges when conducting extension services, while the remaining 6(50%) do not face any challenges in this regard. This balanced distribution indicates differences in the level of library-to-library design ease accessibility for extension services. Although half encounter difficulties, the other half function without significant obstacles.

5.1.16 Different challenges library is facing.

The purpose of this question was to identify the various obstacles encountered by libraries in the execution of extension services.
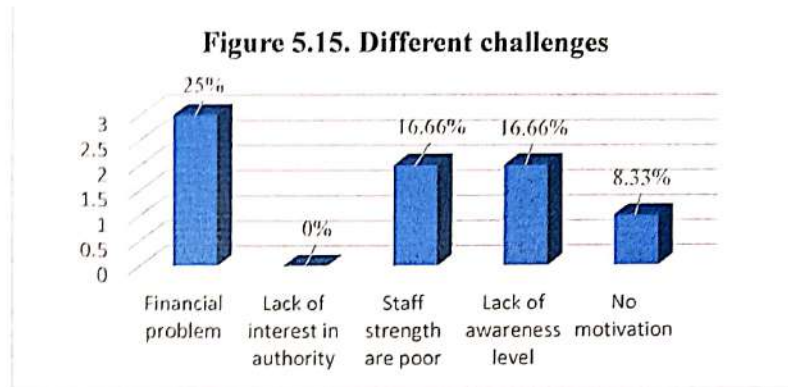
Figure 5.15. Different challenges

Figure 5.15 presents the challenges encountered by libraries in conducting extension services. The data reveals that 3(25%) libraries struggle with financial constraints, 2(16.66%) libraries face challenges related to poor staff strength, and 2 (16.66%) libraries face a lack of awareness as a challenge, 1 (8.33%) library identify a lack of motivation as an obstacle. None of the libraries report a lack of interest from authority figures as a challenge.

5.1.17 Best ways to improve extension services

The purpose of this question was to identify effective strategies for enhancing extension services.

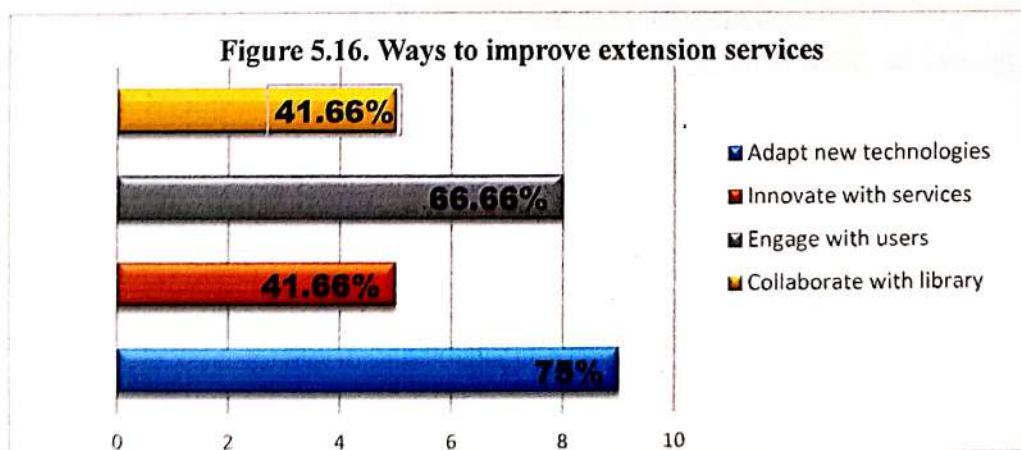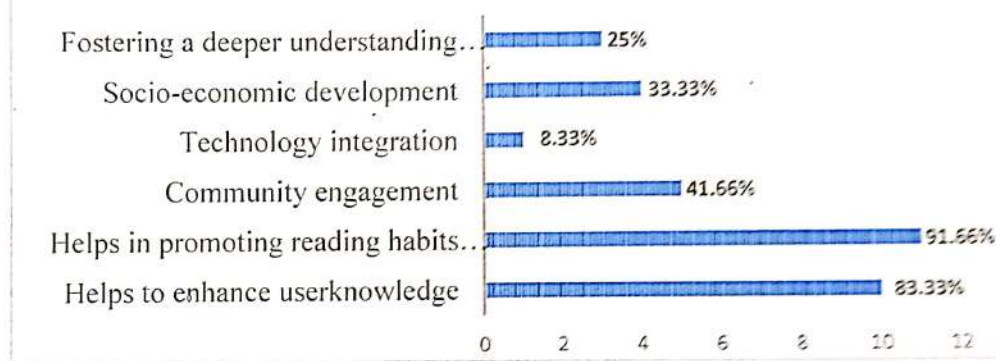**Figure 5.16. Ways to improve extension services**

70

Figure 5.16 presents strategies suggested by libraries for improving extension services. The data reveals that 9(75%) libraries says adapting to new technology as a means to enhance service delivery. 8(66.66%) libraries prioritize user engagement. 5 (41.66%) libraries propose collaboration with other libraries. Similarly, another 5(41.66%) libraries says for innovation in collaboration with users.

5.1.18 Impact of extension services in library

The purpose of this question was to identify the various effects or outcomes resulting from the implementation of extension services in libraries.

Figure 5.17. Impact of extension services

Category	Value
Fostering a deeper understanding..	25%
Socio-economic development	33.33%
Technology integration	8.33%
Community engagement	41.66%
Helps in promoting reading habits..	91.66%
Helps to enhance userknowledge	83.33%

As seen in figure 5.17, the perceived impacts of extension services in libraries can be seen. The data reveals that the majority of libraries, comprising 11(91.66%) libraries, believe that extension services help to promote reading habits among users. 10(83.33%) libraries says that these services will enhance user knowledge. Further, 5(41.66%) libraries believed that increased community engagement as a result of extension services. Other 4(33.33%) libraries states that the impacts include socio-economic development, whereas 3 (25%) libraries fostering a deeper understanding of available resources, additionally, 1(8.33%) library believe that technology integration will be improved through extension services.

71

5.1.19 Services and community impact in next 5 years

The purpose of this question was to find out which will be the services and community impact in the next 5 years.
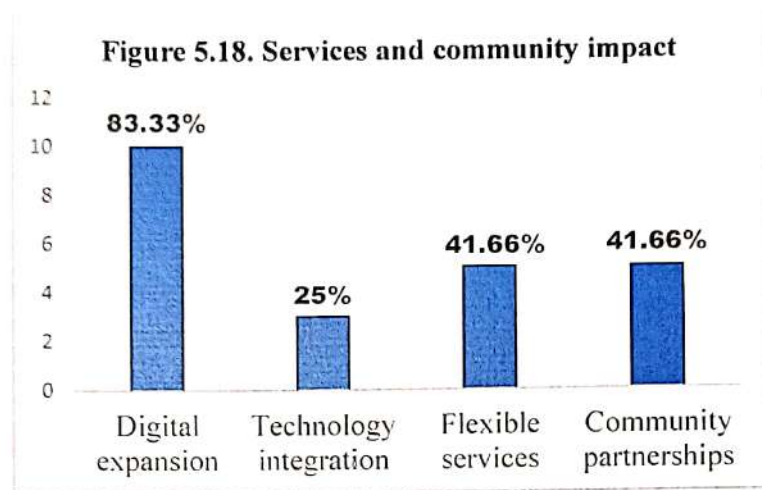
Figure 5.18. Services and community impact

Figure 5.18 illustrates the anticipated impacts of libraries in the next five years, as reported by the surveyed libraries. The data reveals that, 10(83.33%) libraries stated that a focus on digital expansion as a prominent impact, 5(41.66%) libraries says the implementation of flexible services, 5(41.66%) libraries says strengthening community partnerships as a key outcome, only 3(25%) libraries believes a significant impact in terms of technology integration.

5.1.20 Benefits of conducting extension services in library

The purpose of this question aimed to identify the advantages or benefits that users derive from the provision of extension services in libraries.

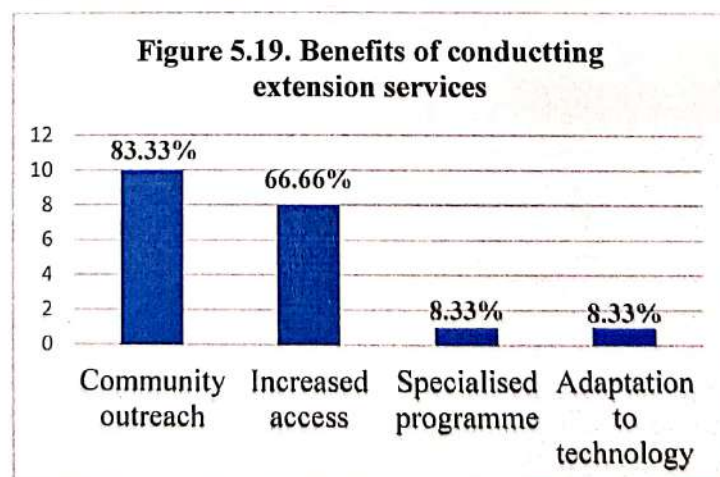**Figure 5.19. Benefits of conductting extension services**

Figure 5.19 indicates the reported benefits of providing extension services in libraries as perceived by surveyed libraries. The data indicates that, 10(83.33%) libraries, recognize community outreach as a benefit of extension services. 8(66.66%) libraries highlight increased access to resources and services as an outcome. 1(8.33%) library mention adaptation to technology as a benefit. 1(8.33%) library, indicate that extension services facilitate the implementation of specialized programs.

5.1.21 Software to integrate in library for extension services

The purpose of this question was to find out whether to integrate software for the purpose of extension services.

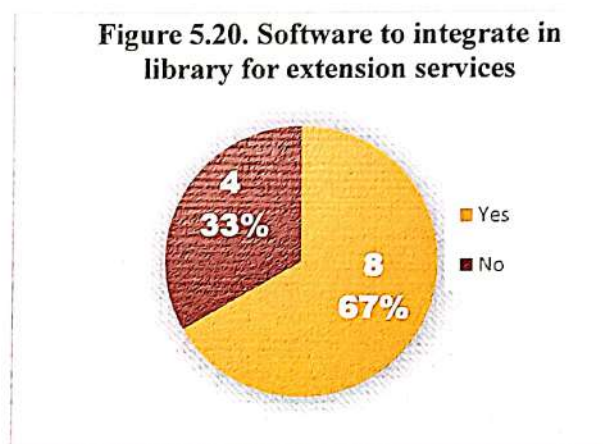**Figure 5.20. Software to integrate in library for extension services**

Figure 5.21 shows that the majority of 8(67%) libraries says that there is a need to integrate software for conducting extension services, remaining 4(33%) libraries believe that there is no need to integrate software into library operations for this purpose.

73

5.2 HYPOTHESIS TESTING:

Hypothesis 1: Most of the public libraries provide extension services in Goa.
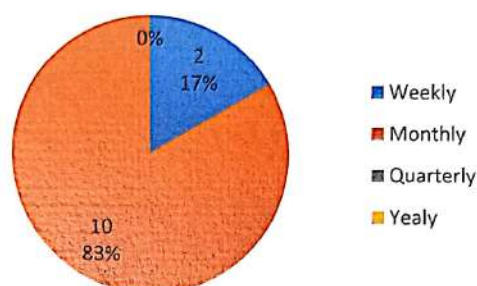
Figure 5.1. Extension services

Table No 5.2 Number of extension services organized by the library.

Sr No	Public library	Service Event Count
1	Krishnadas Shama State Central Library	100
2	Dr. Francis Louis Gomes District Library, Navelim	17
3	Govt. Taluka Library, Bicholim	10
4	Govt. Taluka Library, Canacona	15
5	Govt. Taluka Library, Curchorem	10
6	Govt. Taluka Library, Pernem	10
7	Govt. Taluka Library, Ponda	7
8	Govt. Taluka Library, Sanguem	10
9	Govt. Taluka Library, Valpoi	4
10	Govt. Town Library, Cuncolim	10
11	Govt. Town Library, Quepem	15
12	Govt. Town Library, Sakhali	13

Figure 5.1 reveals that every libraries gives extension services to their patrons. However, table 5.2 presents the count of service events held by various public libraries. Overall, the data confirms that every public library in Goa actively provide extension services to their community. Therefore, the hypothesis **"Most of the public libraries provide extension services in Goa"** is proven to be correct and is accepted.

74

Hypothesis 2: Libraries don't face any challenges by giving extension services.
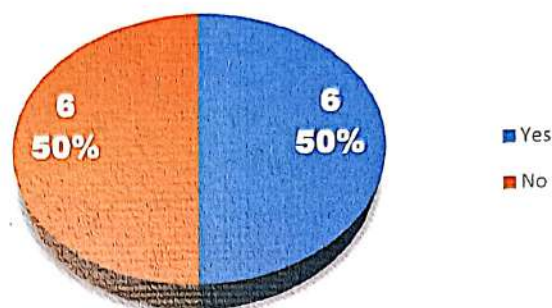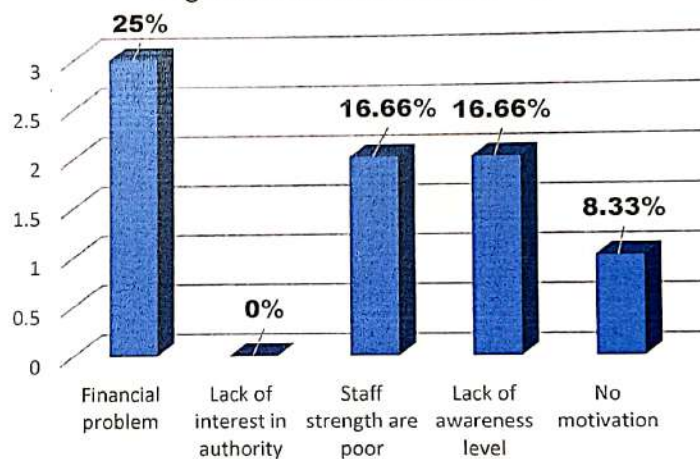
Figure 5.14. Library faces challenges

- Yes
- No

6 50%   6 50%

Figure 5.15. Different challenges

25%	Financial problem
0%	Lack of interest in authority
16.66%	Staff strength are poor
16.66%	Lack of awareness level
8.33%	No motivation

From figure 5.14, it reveals that 50% of the surveyed libraries encounter challenges during extension service delivery. The data from figure 5.15, reveals various challenges encountered, including financial constraints, poor staff strength, lack of awareness, and motivation issues. This suggests that libraries indeed encounter obstacles during extension service delivery. Therefore, the hypothesis **"libraries don't face any challenges by giving extension services"** is rejected.

CHAPTER 6

FINDINGS, SUGGESTIONS AND CONCLUSION

CHAPTER 6

FINDINGS, SUGGESTIONS AND CONCLUSION

6.1 Findings

1. It is seen that out of 12 libraries under study, every library gives extension services to their patrons. 10 libraries provide extension service on a monthly basis and 2 libraries provide it on weekly basis.

2. Findings reveal that out of 12 libraries, 11 libraries (91.66%) conduct book display sessions, 10 libraries (83.33%) organised exhibitions, adult education programmes are organised by 5 libraries (41.66%). Only 2 libraries (16.66%) offer mobile library service, 1 library (8.33%) organise fairs and festivals. Another 25% libraries organise different services like training seminars and library talks.

3. Out of various special programmes organised by the library, it is seen that all 12 libraries (100%) conduct story telling competition, 10 libraries (83.33%) organise celebration of book week. Quiz programme are organised by 6 libraries (50%). Only 1 library conducts reader's club programme and 25% hosts various events including essay writing, poem presentation, drawing competitions, and celebration of Women's day.

4. Libraries are organizing different awareness programmes wherein it was seen that out of 12 libraries 7 libraries (58.33%) organise community safety event programme, 6 libraries (50%) offer career development programme, 4 libraries (33.33%) conduct social awareness programme. Environment programme are hosted by 2 libraries (16.66%) and technology workshop programme are organised by 2 libraries (16.66%) and only 1 library organised safety and emergency preparedness programme.

5. The study reveals that out of 12 libraries, all 12 libraries (100%) have sufficient supply of educational books, 9 libraries (75%) have adequate amount of human resources, 4 libraries (33.33%) have sufficient infrastructure, 3 libraries (25%)

offer adequate informational pamphlets. while the same percentage have sufficient technology resources. only 2 libraries (16.66%) have sufficient multimedia resources.

6. It has been reported that out of 12 libraries, 8 libraries (67%) staff possess ICT knowledge. whereas 4(33%) libraries state that their staff lack ICT knowledge.

7. Findings reveal that out of 12 libraries, 11 libraries (91.66%) uses print media tools for promoting extension services, 7 libraries (58.33%) uses social media tools. only 1 library (8.33%) opt for electronic media tools and another 1 library(8.33%) utilize audio/visual channels such as television and radio.

8. The study reveals that out of 12 libraries, 6 libraries (50%) encounter challenges when conducting extension services, while the remaining 6 libraries (50%) do not face any challenges in this regard.

9. The finding reveals that out of 12 libraries, 3 libraries (25%) struggle with financial problem, 2 libraries (16.66%) face challenges related to poor staff strength, another 2 libraries (16.66%) find a lack of awareness as a challenge. Only 1 library (8.33%) identify lack of motivation as an obstacle.

10. The findings reveal that out of 12 libraries, 9 (75%) libraries opine for adapting to new technology as a means to enhance service delivery, 8 libraries (66.66%) prioritize engaging with users, 5 libraries (41.66%) propose collaboration with other libraries, another 5 libraries (41.66%) stated that innovation of services will help in improving extension services.

11. Findings reveal that out of 12 libraries, 11 libraries (91.66%) state that extension services help in promoting reading habits of the users, 10 libraries (83.33%) anticipate that these services will enhance user knowledge, according to 5 libraries it promotes community engagement. 4 libraries (33.33%) said that it will improve socio economic development, 4 libraries (25%) said that it will help in understanding the resources available in library. Only 1 library (8.33%) said that it will improve technology integration.

6.2 Suggestions

1. Libraries need to change from their traditional system to a cooperative ICT environment to attract more users.

2. The library staff should be provided training sessions and workshops to raise awareness about the potential impact of ICT on community development.

3. The libraries should have sufficient space so as to conduct programmes for community users, workshops and events.

4. The special grants should be provided from government agencies, private foundations, and corporate sponsors that support library programmes and services.

5. The training and professional development opportunities should be provided for staff on a timely basis, to enhance their skills in extension services and new technologies.

6. The staff should be informed about emerging trends and best practices in library services through conferences, workshops, and online courses.

7. Libraries should collaborate with local schools, other libraries, community centres, or youth organizations in these areas to facilitate access to library resources and programs, share resources and promote best practices.

8. Library staff should provide a thorough marketing strategy to advertise library services and resources to general audiences.

9. Library should invest in digital technologies and automation to enhance user experiences and optimize library operations.

10. There should be dedicated funding sources or grants designed only for library extension services.

6.3 Conclusion

Extension services in public libraries are vital for engaging patrons and enhancing community development. This study underscores the widespread provision of these services, with various activities like book displays, adult education programs, and special events being common offerings. Only few libraries gives mobile library services, people who do not have easy access to usual library facilities because of a variety of factors, such as physical disability, remote locations, or transport obstacles, can be reached by mobile libraries. By bringing the abundance of information and resources that libraries have to offer directly to communities, these services assure that everyone in society has fair access to information and learning opportunities. Libraries must give the setup of mobile library services top priority in order to better meet the varied demands of their communities.

Libraries face different challenges, with some struggling with financial constraints or staff shortages. Despite these challenges, libraries recognize the importance of adapting to new technologies, engaging with users, and collaborating with other institutions to improve their services.

Libraries play a crucial role in promoting reading habits, enhancing user knowledge, and fostering community engagement. They are seen as valuable resources for socio-economic development and are committed to continuously improving their services to meet the needs of their patrons.

REFERENCES

REFERENCES

7.0 References

Aderibigbe, O.A. (2015). Strategies for marketing information resources and services in Federal university libraries in the North-west zone of Nigeria. *International Journal of Academic Library and Information Science*, 3(10), 303-309. DOI: 10.14662/IJALIS2015.051

Adibmanesh, M., Khasseh, A.A., & Adibmanesh, M. (2018). Identification of the extra services in the public libraries of Kermanshah province and their role in attracting and retaining children and adolescents. *Research on Information Science and Public Libraries; The Quarterly Journal of Iran Public Libraries Foundation*, 25(1), 1-26. http://publij.ir/files/site1/user_files_4aa8f4/khasseh-A-10-1418-2-45fcaa3.pdf

Akanwa, P.C. (2013). Public library services to children in rural areas. *Library Philosophy and Practice*. https://digitalcommons.unl.edu/cgi/viewcontent.cgi?article=2491&context=libphilprac

Anyalebechi, L.I., & Udo-Anyanwu, A.J. (2016). Public library services and the attainment of the social well-being of users in Enugu state. *Journal of Policy and Development Studies*, 10(1), 37-47. https://www.arabianjbmr.com/pdfs/JPDS_VOL_10_1/4.pdf

Anyanwu, E. U., Obichere, C., & Ossai-Onah, O. (2012). The challenges of promoting reading culture in Nigerian children through story hour, book talks and exhibition: A case study of selected secondary schools in Owerri, Imo state, Nigeria. *Library Philosophy and Practice*. https://www.proquest.com/scholarly-journals/challenges-promoting-reading-culture-nigerian/docview/1349931167/se-2

Bandyopadhyay, R. (2008). Our public libraries: evaluation of the public library services in West Bengal. Ruma Bandyopadhyay.

Bava, S., & Solanki, B.M. (2021). Library and information services across the colleges in the Union Territory of Dadra and Nagar Haveli: A study. *International*

Journal of Information Studies & Libraries. 6(1). 21-28. http://publishingindia.com/ijisl/

Begam, M.H. (2017). Extension service of the libraries: An overview. *International Journal of Science and Humanities,* 3 (1 & 2), 289-296. http://www.islamiahcollege.edu.in/images/downloads/2341NACQLIS%20201 8%20JOURNAL.pdf#page=303

Borgohain, D., & Nath, R. (2020). Public library extension service as a community development programme: A case Study. *Library Philosophy and Practice.* https://digitalcommons.unl.edu/libphilprac/4351/

Chanda, A. (2021). The role of social media in library extension services. *International Journal of Library Science,* 19(1). https://www.researchgate.net/publication/345721563

Darandale, D.S., & Thorwe, R.H. (2022). Best practices and quality to library services in academic libraries. *International Journal of Advance and Applied Research,* 10(1), 75-80. DOI - 10.5281/zenodo.7161951

Daud, M.S., & Khusaini, N.A. (2014). Implementation of extension services for children in Malaysian public libraries: A case study. *Journal of Information and Knowledge and Management,* 4(2), 103-120. https://ir.uitm.edu.my/id/eprint/51997

Deka, H. (2021). A comparative study of extension services of the Jorhat and Lakhimpur district libraries. of Assam. *Granthakuti,* 7(1), 85-91. http://granthakuti.lis.journal.org.in/index.php/granthakuti/article/view/10

Ganaie, S.A. (2013). Online exhibitions: means for marketing library services and library products. *E-library Science Research Journal,* 1(8), 1-4. https://www.researchgate.net/profile/Shabir-Ganaie-2/publication/279189632_ONLINE_EXHIBITIONS_MEANS_FOR_MARK ETING_LIBRARY_SERVICES_AND_LIBRARY_PRODUCTS/links/558d4 e0008ae18cfc19e1ecb/ONLINE-EXHIBITIONS-MEANS-FOR-MARKETING-LIBRARY-SERVICES-AND-LIBRARY-PRODUCTS.pdf

Ghosh, M. (2003, August 1-9). Public libraries in the internet age: Indian scenario [Conference presentation]. 69th IFLA congress and council, Berlin Germany. https://www.researchgate.net/publication/28805062_Public_libraries_in_the_Internet_age_Indian_scenario

Gupta, J. (nd). Extension service and public relations of libraries. http://www.foxitsoftware.com

Hazarika, T. (2021). Public relations in library extension services. *Granthakuti*, 7(1), 120-127.
http://granthakuti.lis.journal.org.in/index.php/granthakuti/article/view/14

Israel, O. (2012). Public relations practices in academic libraries. *Journal of Library & Information Science*, 2(2), 300-319. http://irjlis.com/wp-content/uploads/2011/12/13-IR069.pdf

Iwhiwhu, E.B., & Okorodudu, O.P. (2012). Public library information resources, facilities, and services: user satisfaction with the Edo state central library, Benin- City, Nigeria. *Library Philosophy and Practice*. https://digitalcommons.unl.edu/libphilprac/747

Jan, A. (2022). Library extension services in SKUAST-K Library System: A case survey. *International Journal of Science and Research*, 11(5), 1693-1697. DOI: 10.21275/SR22523124840

Katapady, R.P. (2022). Best practices and qualitative library services in academic libraries. *International Journal of Advance and Applied Research*, 10(1), 55-59. DOI - 10.5281/zenodo.7161219

Kumari, M., & Singh, S. (2017). Extension services in public libraries. *Worldwide Journal of Multidisciplinary Research and Development*, 3(9), 351-353. https://wwjmrd.com/upload/extension-services-in-public-library--.pdf

Kumari, V.P., & Francis, A.T. (2015). Public library system in Thiruvananthapuram, Kerala: An investigation. *Sarada Ranganathan Endowment for Library Science Journal of Information Management*, 52(6). http://eprints.rclis.org/28870/1/Ajitha%20-%20Francis%20SRELS%202015.pdf

Kumar, K.S., & Jaishankar, S. (2016). Functions and services of public libraries in Puducherry region: A study. *International Journal of Library Science and Information Management*, 2 (1), 67-77. https://www.researchgate.net/publication/339069319

Kumar, K. (1987). Library administration and management. Vikas publishing house pvt ltd

Lamani, M.B., Talawar, A.B., & Kumbar, B.D. (2014). Rejuvenate the public library as community information center: A case study of district central library, Dharwad. *International Journal of Information Dissemination and Technology*, 4(2), 197-200. https://www.researchgate.net/publication/301889717

Latheef, N.A., & Mani, T.K. (2017). Best practice in the libraries: A special drive at Islamiah college library. *International Journal of Science and Humanities*, 3(1&2), 1–6. https://www.islamiahcollege.edu.in/images/downloads/2341NACQLIS%2020 18%20JOURNAL.pdf#page=21

Llenares, I. I., & Deocaris, C. C. (2018). Measuring the impact of a community extension program in the Philippines. *Malaysian Journal of Learning and Instruction*, 15(1), 35–55. https://doi.org/10.32890/mjli2018.15.1.2

Malekani, A.W., & Benard, R. (2018). Effective outreach techniques for the promotion of library information resources in academic libraries in Tanzania: A case of Sokoine National Agricultural Library. *Library Philosophy and Practice*. https://digitalcommons.unl.edu/libphilprac/1694

Mane, P.R. (2018). Best practices and innovations in academic libraries. *IMPACT:International Journal of Research in Humanities, Arts and Literature*, 6 (12), 59-64. http://surl.li/kyscd

McColvin, L. R. (1950). Public libraries today. Library association record, 52: 330-337

Mohammed, B.B., & Garaba, F. (2019). An investigation on the forms of information sources and services utilized among rural dwellers from public libraries in the North-West zone of Nigeria. *South African Journal of Information Management*, 21 (1). https://doi.org/10.4102/ sajim.v21i1.1020

Mozumder, S.K., Barooah, P K., & Hussain, M. (2020). Status of college library services in Barak Valley, Assam: A study. *Library Philosophy and Practice.* https://digitalcommons.unl.edu/libphilprac/4011

Munshi, S.A., Ansari, M.A. (2021). Collections and services of public libraries in West Bengal, India: An evaluative study against the backdrop of the IFLA guidelines. *Journal of the International Federation of Library Associations and Institutions,* 47(2), 250–262. DOI: 10.1177/0340035220958022

Nanjunda, D. C. (2017). An examination of the role of public libraries addressing social inclusion in India. *Journal of Information Management,* 54(3), 142-146. https://doi.org/10.17821/srels/2017/v54i3/109562

Njoku, I.S., J Chukwu, S.A., Nwaohiri, N.M., & Opara, G. (2022). Fostering literacy through extension services: Academic libraries for sustainable development. *Research Journal of Library and Information Science,* 6(1), 9-14. DOI: https://doi.org/10.22259/2637-5915.0601002

Nzewi, A.N., Njideka, O.N., & Urhiewhu, L.O. (2021). Public relation tools and extension services of public library in Nigeria. *International Journal of Research in Library Science,* 7(4), 67-75. DOI: 10.26761/IJRLS.7.4.2021.1451

Olufunke, A.A., Opeoluwa, F.M., & Ifeakachuku, O. (2015). Library exhibition: A veritable tool for promoting collections and services in Nigerian libraries. *International Journal of Academic Library and Information Science,* 3(3), 97-105. http://www.academicresearchjournals.org/IJALIS/Index.htm

Onyenachi, J.C., Akidi, J.O., & Onyekweodiri, N.E. (2015). Public Library Services for rural transformation. *International Journal of Library & Information Science,* 4(2), 40-46. https://www.researchgate.net/profile/Juliana-Akidi/publication/342902777_PUBLIC_LIBRARY_SERVICES_FOR_RUR AL_TRANSFORMATION/links/5f0cd15792851c38a51cca94/PUBLIC-LIBRARY-SERVICES-FOR-RURAL-TRANSFORMATION.pdf

Owoeye, J., & Okeke, R.J. (2012). Strategies for the development of public libraries: A survey of selected public libraries in Lagos state, Nigeria. *Public Library Quarterly,* 31(3), 237-245. DOI: https://doi.org/10.1080/01616846.2012.684625

84

Prabakaran, R., & Babu, J. (2017). Extension services in public libraries: A view. *International Journal of Science and Humanities*, 3(1&2), 297-302. http://www.islamiahcollege.edu.in/images/downloads/2341NACQLIS%20201 8%20JOURNAL.pdf#page=311

Raikar, S.G. (2022). Role of public libraries in a developing society: a study from selected public libraries of South Goa [Unpublished master's dissertation]. Goa University

Ranganathan, S.R. (2006). Library administration. Ess Ess publication.

Rajasekaran, S., Ganesamoorthy, M., Selvakamal, P., Mohan, M., & Hema Malini, S. (2023). Services provided by academic libraries in the modern era. *Journal of Information Technology and Sciences*, 9(1), 1-5. https://www.researchgate.net/profile/Selvakamal-Palanisamy/publication/369541232_Services_Provided_by_Academic_Librari es_in_the_Modern_Era/links/64211e1e66f8522c38d8b3fd/Services-Provided-by-Academic-Libraries-in-the-Modern-Era.pdf

Rao, P. V., & Sharda, P. (2018). *Institutional and social context of academic libraries (Extension work)-1*. Inflibnet Center. https://ebooks.inflibnet.ac.in/lisp11/chapter/institutional-and-social-context-of-academic-libraries-extension-work-1/

Salman, A.A., Mugwis. T., & Mostert, B.J. (2017). Access to and use of public library services in Nigeria. *South African Journal of Libraries and Information Science*, 83(1), 26-38. doi:10.7553/83-1-1639

Sarkar, A. (2019). Public libraries and community information services: an experience in blocks of Sundarban Region, South 24 Parganas. *Sarada Ranganathan Endowment for Library Science Journal of Information Management*, 56 (1), 32-25. DOI: 10.17821/srels/ 2019/v56i1/131264

Savitha, V.S. (2017). Extension Services in academic libraries. *International Journal of Science and Humanities*, 3 (1 & 2), 279-284. https://www.islamiahcollege.edu.in/images/downloads/2341NACQLIS%2020 18%20JOURNAL.pdf#page=293

Senevirathna, RAPS (2021). A study on the mobile library services in the public libraries: with reference to the public libraries in Matara district, Sri Lanka. *Sri Lanka Library Review*, 35(2), 18-35. DOI: http://doi.org/10.4038/sllr.v35i2.42

Shukla, A. (2010). Extension areas of library in modern era. *A Registered & Refereed International Research Journal*, 5(1), 78-81. https://www.researchgate.net/publication/326225207

Sidorko, P.E., & Yang, T.T. (2011). Knowledge exchange and community engagement: an academic library perspective. *Library Management*, 32(6/7), 385-397. DOI 10.1108/01435121111158538

Siregar, AR, & Dewiyana, H. (2018). Mobile technology for expansion of service range medan public library. *Journal of Physics: Conference Series*. doi:10.1088/1742-6596/978/1/012052

Umar, H. (2020). Library extension services as a strategy for the development of effective information societies in Nigeria. *International Journal of Applied Technologies in Library and Information Management*, 6(1), 56-63. http://www.jatlim.org/volumes/Volume%206%20No%201/Hadiza.pdf

Velmurugan, V., & Amudha, G. (2020). Best practices in the college libraries. *Research Journal of Library Sciences*, 8(1), 1-4. https://www.isca.in/RJLS/Archive/v8/i1/ISCA-RJLS-2019-006.pdf

Wadje, K.N. (2012). Best practices in library of Indira Gandhi senior college (IGSC), Nanded. . *Research Vistas*, 1(2), 97-107. https://egranthalaya.nic.in/DFILES/egranthalaya/Articles/16Kailas.pdf

Wardikar, V.G. (2021). Innovative college libraries : an overview of best / innovative practices. *International Peer-Reviewed Journal of Library Science*, 1(1), 106-112. https://www.researchhub.org.in/library-scholar/admin/uploadedImage/reserch/33.pdf

Yahaya, A.D., & Abba, M.A. (2017). Library extension services in rural communities: an opportunity towards a knowledge-based economy. *International Journal of Scientific Research in Educational Studies & Social Development*, 2(1), 1-16.

https://internationalpolicybrief.org/wp-content/uploads/2023/10/ARTICLE1-38.pdf

Yahaya, A.D. (2017). The integration of information and communication technologies in library extension services for economic diversification in Nigeria. *International Journal of Development Strategies in Humanities, Management and Social Sciences,* 7(2), 27-40. http://www.internationalpolicybrief.org/images/2017/AUGUST/IJDSH/ARTICLE3.pdf

Young, H., & Belanger, T. (1983). ALA glossary of library and information science. Chicago: American library association. https://www.worldcat.org/title/ala-glossary-of-library-and-information-science/oclc/8907224

ANNEXURE

QUESTIONNAIRE

Dear Sir/Madam

I Miss Manaswee Naik, student at Goa University pursuing a degree in Masters of Library and Information Science. As a part of my studies, I have undertaken a minor research on the topic entitled **"Extension Services in Public Library"** under the guidance of Dr. Shamin Pereira, Assistant Professor; Library and Information Science program. In this regard I have to collect primary data through survey method. I assure you that your response will be treated with secrecy and be used for academic purpose only.

Thank you for taking the time to answer these questions.

Name of the library

…………………………………………..

Name of the library name of the librarian

…………………………………………………………………...

1) How often your library gives extension services for the public?
- o Weekly
- o Monthly
- o Quarterly
- o Yearly

2) Which type of extension services are provided by your library?
- o Mobile library service
- o Adult education programme
- o Fairs and festivals
- o Exhibition
- o Book display session
- o Others

3) Does your library organise special programme occasionally?
   o Yes
   o No

4) If yes, then what type of special programme your library is organising?
   o Quiz programme
   o Story telling competition
   o Celebration of book week
   o Readers club
   o Others

5) Is your library conducting any social awareness programme?
   o Environmental programme
   o Health awareness
   o Community safety
   o Career development programme
   o Safety and emergency preparedness programme
   o Technology workshop
   o Others

6) Does your library have sufficient library material to organise extension services?
   o Educational books
   o Informational pamphlets
   o Technology resources
   o Multimedia resources
   o Workshop manuals
   o Infrastructure
   o Human resources

7) Does your library have enough space in conducting extension resources?
   o Yes
   o No

8) Is your library staff trained to conduct extension services?
   o Yes
   o No

9) Does your library staff have enough ICT knowledge?
   o Yes
   o No

10) Have you ever collaborate with other libraries or organisation im implementing the extension services?
    o Yes
    o No

11) Which of these public relation tools used are used in library for extension services?
    o Social media tools (facebook, whatsapp)
    o Electronic media tools (e-bbok, e-journal, email)
    o Print media (book, periodicals, magazines)
    o Audio/ visual (television, radio)

12) By which method you will promote the extension services?
    o Collaborating with local organisations
    o Online
    o Community events
    o Library signage (promotional material)
    o Workshops and presentation)
    o Local media coverage

13) If you are conducting any of the extension services, how many users are participating?
    o 20-30
    o 30 and above

14) For the past 2 years, how many extension services conducted in your library?

....

15) Whether your library is facing any challenges while giving extension services?
   o   Yes
   o   No

16) If yes, then what type of challenges your library is facing?
   o   Financial problem
   o   Lack of interest in authority
   o   Staff strength are poor
   o   Lack of awareness level
   o   No motivation
   o   Others

17) In your opinion, which are the best ways to improve library extension services?
   o   Adapt new technologies
   o   Innovate with services
   o   Engage with users
   o   Collaborate with library
   o   Others

18) In your opinion, what will be the impact of extension services?
   o   Helps to enhance user knowledge
   o   Helps in promoting reading habits among the users
   o   Community engagement
   o   Technology integration
   o   Socio economic development
   o   Fostering a deeper understanding of available resources
   o   Others

91

19) Where you see the library in terms of services and community impact in the next 5 years?
- o Digital expansion
- o Technology integration
- o Flexible services
- o Community partnerships
- o Others

20) Which are the benefits you are getting when you're conducting extension services?
- o Community outreach
- o Increased access
- o Specialised programme
- o Adaptation to technology
- o Others

21) Are there specific technologies or software you would like to integrate into the extension services?
- o Yes
- o No

22) Your suggestions for improving extension services.

....
....
....