

# **A Study of Public Library Services for Rural Communities of Canacona Taluka: Challenges and Solutions**

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

**Shukla Subhash Komarpant**

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Under the Supervision of

**Mrs. Novelty Volvaikar e Morjekar**

**D.D. Kosambi School of Social**

**Science and Behavioural**

**Studies Library and Information Science**



**Goa University**

**April 2024**

Examined by: *Novelty Volvaikar*



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**& Behavioural Studies**  
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## **DECLARATION BY STUDENT**

I hereby declare that the data presented in this Dissertation report entitled, “ A Study of Public Library Services for Rural Communities of Canacona Taluka: Challenges and Solutions” 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 Novelty Volvaikar e Morjekar 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.

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## COMPLETION CERTIFICATE

This is to certify that the dissertation report “**A Study of Public Library Services for Rural Communities of Canacona Taluka: Challenges and Solution**” is a bonafide work carried out by **Shukla Subhash Komarpant** 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.

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# CHAPTER – 1

## INTRODUCTION

## 1.0 INTRODUCTION

Library play's an important role in life. It providing educational needs of the society as well as our social lives. Academic, special, and public libraries are the three main types of libraries. The academic library plays an essential role for enhancing the teacher-student transfer of information. For readers who are particular and restricted the special library provides information on a specific subject. A person's development into the greatest version of themselves is greatly aided by public libraries. Offering free public access to reading materials is the main objective of public libraries. A community's growth in both economy and society can be greatly supported by the public library, and can also serve as a powerful force for local community empowerment. (Killedar & Hande, 2023)

Public libraries exist in numerous countries throughout the world and are frequently viewed as essential to both education and growing populations. Rather than serving particular institutions, they fulfil the information demands of the entire public. Books and other materials can be temporarily checked out of public libraries, usually for a predetermined amount of time. In addition, they have collections of non-circulating references. Patrons of public libraries have access to computers and the Internet. Usually, a public library is a lending resource funded by taxes and other public funds. (Killedar & Hande, 2023)

Public libraries function mainly as an accessibility for learning and information materials (books, magazines, and other types of resources) that satisfy the information needs of the general public. Build and maintain the tools so that users have easy access to them. Through the use of creative strategies for cataloguing, classifying the indexing, and documentation work and services, these libraries organize the study materials in their collections so that readers can access them directly, easily, and individually.

Each group of people is made up of individuals who belonging to a wide variety of different cultural and social groups including languages, religions, and occupations. Public libraries provide such organizations essential material to read for their activities, along with films, dramas, and other types of content suitable for their age range, including a reading room reserved for these social and cultural groups. Identification and evaluation of local cultural material is one of the main roles of public libraries in terms of preserving and conserving such material. This type of information might

involve pieces of music, artwork, works of literature, art instruments, etc. These artifacts represent the achievements and self-respect of the locals and are vestiges of their past. The public library searches for them here and collects them. In many countries, public libraries have separate spaces dedicated for these cultural goods and services catering to different social and cultural groups. (Libraray science.in, 2020) .

Public libraries are the community transformers and intellectual heritage centres of scholarly inheritance of knowledge persons and also the guiding light in fostering resourceful leisure time activities. These organizations, which are usually supported by federal, state, or municipal governments, put the public good first. They serve an essential part in supporting literacy, lifelong learning, and information accessibility, as well as encouraging intellectual curiosity and community involvement.

A library is a place where you can find books and other material that you can use if you are a member or connected to affiliated institutions. Libraries can have physical books or digital resources, and they may exist in a physical building, online, or both. A Library typically has books and other materials that you can borrow. It also has a section with books and resources that you can only use while you are inside the library. Besides books, the library may have music, and other recordings that you can borrow in different formats like DVDs, CDs, and more. A public library extends its services to the wider community, allowing borrowing of some of its books. Generally, library cards are issued to community members interested in borrowing books. Additionally, many libraries function as community organisations, offering complimentary services and events like reading and story sessions for toddlers and many more.

Similarly, libraries have also played a significant role in the cultural and educational development of Goa. Library provide information and knowledge to every citizen. public libraries give free access to books and information required by any person of a community. There is a vast change in the network of libraries in Goa. The library can be further grouped as under public, academic and special libraries. Under the public library the central library at Panaji is the top library of the state. Besides this there are taluka libraries, village panchayat libraries, town libraries and an NGOs library. It provides services for urban as well as rural communities. The primary objective of a public library is to ensure that users maximize the advantages derived from its resources and services. (Gaude & Faras, 2020)

## **1.1 DEFINITIONS**

Ranganathan says “a library is a public institution or establishment charged with the care of collection of books and the duty of making them accessible to those who require to use them”.

According to Oxford dictionary “Library is a building in which collections of books, CDs, newspaper, etc. are kept for people to read, study, or borrow a public/reference/university, etc”.

According to UNESCO “Library is an organisation, or part of an organisation, whose main aims are to build and maintain a collection and to facilitate the use of such information resources and facilities as are required to meet the informational, research, educational, cultural or recreational needs of its users”.

## **1.2 STATEMENT OF THE PROBLEM**

- Public library at the village level as lot of problem due to funding and other infrastructural requirements.
- There is no proper organisation in the libraries, along with implementation of the latest trends.
- Hence, rural people faced lot of difficulties in using village public libraries.
- Hence, a study will be made to highlights different reasons for streamlining the library activities.

## **1.3 OBJECTIVES**

1. To explore the perception of library staff about services provided to the Rural communities in Canacona taluka.
2. To explore the initiatives taken by local authorities for providing and promoting library services in Canacona taluka.
3. To Identify challenges in providing proper library services in the Rural Communities in Canacona taluka.
4. To assess the need of training and workshops for the village library staff.

## **1.4 RESEARCH QUESTIONS**

- What are the services provided by the library?

- What are the skills required by the library professionals for efficient provision of library services?
- What are the challenges faced by the library professionals to provide good services to the users.
- What is the user's expectation from the library?

## **1.5 SCOPE AND LIMITATION OF THE STUDY**

### **1.5.1 Scope of the study**

The scope of the study is to understand how the public libraries of Canacona taluka are providing services to the rural communities and also to understand the methods or procedure that there are following. The study may also take over the consideration the difficulties or challenges that are being faced by the user's when accessing the library services. The study will also cater to understanding the availability of resources computer, internet etc. and based on all this information we will be able to understand the challenges and to develop strategies where in the best possible services can be delivered to the rural communities of the Canacona taluka.

### **1.5.2 Limitation of the study**

The study is limited to public libraries of Canacona taluka.

## **1.6 RESEARCH METHODOLOGY**

In Canacona taluka, majority of the population lives in Rural areas. Canacona is rich in cultural and traditional activities.

### **1.6.1 Population of the study**

There are around nine public libraries in Canacona taluka, including panchayat libraries, government aided libraries and NGOs library. The areas was selected Gaondongri, Khotigao, Agonda, Cola, Shristal, Mashem, Loliem, Paigin.

### **1.6.2 Tools and Techniques**

- This research is an exploratory type of research.
- Primary data was collected using mixed approach.
- Questionnaire and interview method was used. Questionnaire was given in the form has a print form as well as sent as a google form.



- More information was collected through observational method.
- The data that was collected and analysed using excel. It was tabulated and analysed using excel and the charts, tables also created from data. The data was further interpreted.

## **1.7 ORGANISATION OF THE STUDY**

Chapter 1 – Introduction

Chapter 2 – Literature Review

Chapter 3 – Related Concepts

Chapter 4 – National and International Level

Chapter 5 – Data Analysis and Interpretation

Chapter 5 – Findings, Suggestions and Conclusion

Chapter 6 – References

## **1.8 CONCLUSION**

The study was conducted to know about the public library services provided to the rural community in Canacona taluka and the challenges faced by these libraries as well as rural communities in providing the services.

Public libraries should be a reservoir of knowledge so that the rural community will be benefited and the gap between the public libraries and rural community shall be reduced. Hence building a positive environment for users.

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## CHAPTER – 2

# LITERATURE REVIEW

## **2.0 INTRODUCTION**

A literature review serves as a critical examination of existing literature pertaining to a specific topic or research question. It is an integral part of the research process, aiding in understanding the broader problem and its context.

The aim of this chapter is to comprehensively review the available literature concerning various aspects of public library services and the challenges they face. By surveying prior research, the literature review places the researcher's work within the established body of knowledge and provides insight into previously studied areas. Additionally, it assists researchers in identifying gaps in knowledge and areas requiring further investigation. Through analysis of existing literature, researchers can pinpoint underexplored topics or areas with conflicting findings.

Moreover, a literature review enables researchers to familiarize themselves with different methodologies, approaches, and theoretical frameworks employed by other scholars in their field, aiding in the selection of appropriate methods for their own research. Ultimately, the literature review serves as a foundation for new research, guiding the researcher through the research process and informing the selection of relevant theoretical frameworks.

For the current investigation, pertinent literature has been chosen from both printed books and online databases.

## **2.1 LITERATURE REVIEW**

The study by (Naik & Kamat, 2023), conducted a study on role of libraries in modern society in context to village libraries. Based on the research, there are two views about "modern society." The first is the point at which society becomes industrialized; the second is the point at which people live together in this current era. Infrastructure and growth in population have an effect on the villages that about cities or villages. In closing, the author stated that village libraries should continue to grow, acquire a new perspective, and make every effort to serve and reach out to their users.

The study by (paiva, 2023), conducted a study on role of a librarian in modern society. The objective of this paper is to emphasize the vital role of librarians in modern day society. The accessibility of resources in electronic form brought about an important change in the library system through information and communication technology.

According to the author, in order to offer their readers with excellent service, librarians must comprehend the value of being up to date on IT developments. The author in the research study also reached the conclusion that libraries should buy books and other reading materials, organize them, preserve them, and provide users with the ability to access the information.

The study by (Killedar & Hande, 2023), conducted a study on the study of public library services in Radhanagari Tahsil. The study focuses on the services provided by public libraries in Kolhapur district, Maharashtra, India's Radhanagari Tahsil. It analyses the variety of services offered, the extension activities carried out, and the general accessibility of computers and other ICT resources. The findings show that the majority of libraries provide reference and CAS services. Annually, the majority of libraries conduct cultural activities and book exhibitions as a part of their community extension initiatives. But only 17.77% of the population have access to computers. To sum up, more funding from the government is needed for improving the facilities and services of public libraries.

The study by (Islam & Rahman, 2023), talks about how to improve Bangladesh's library culture as well as how it assists in the development of human resources. Creating reading and studying habits through libraries to spread information within a community is the definition of library culture. The authors stress that in order to assist literacy initiatives, more libraries should be established in rural areas and in every town. Here are additional proposals for promoting library culture, including personal connections, websites, exhibits, etc. Many explanations of the role that library culture plays in the development of skills, leadership training, career counselling, ICT orientation, and socioeconomic advancement. It continues to be maintained that developing an improved library culture may help in the development of knowledgeable human resources for use in development initiatives.

The study by (Kumar R. , 2023), concluded research on importance of rural public library in their services to rural population: A study of Karnataka state. This paper focuses on the role of rural library as community information centre in promoting several areas such as educational, cultural, socio-economic and political in rural communities. Paper also highlights the services should be provided by the rural community information centre. This paper also concluded the need for public libraries

to change their aim and purpose and act as centres for the hub of community development activities.

The study by (Abu, Mohd Rafie, & Sha'ari, 2023), conducted a study on empowering rural public library users towards sustainable community development goals. This paper introduced a model called a Rural community learning network (RCLN) Traits model which furnish a helpful insight for rural communities to value and support rural public libraries as sustainable community development centres. The article concluded that the rural public libraries are important as they must offer both physical, digital access and digital literacy for all citizens. As well as provide training for library staff of technology, leadership skills and information management. Most especially, rural public libraries must build strong partnerships with local libraries, local government and community groups to promote empowerment for long term rural development.

The study by (D & O, 2023), conducted research on Role of rural library in social justice and equity. This paper discusses about how libraries can encourage social enclosure and assist communities especially in rural people by providing retrieve information and encouraging literacy. The author also talks libraries serve as centres for promoting literacy which help to improve social and economic conditions and reduce poverty by encouraging creativity and innovative ideas. The paper also suggested that the rural library is an important tool for implementing the community's or government's concept of lifelong learning.

The study by (Chauhan, Kandhasamy, & Sakthivel, 2023), conducted a study on Folio: The future of library is open. This article discusses FOLIO (Future of Library is Open), an open-source library management system. An overview of FOLIO's architecture, features, installation process, community model, and various other aspects is given. The paper examines the microservices structure of library services platforms like FOLIO with the traditional monolithic structure of integrated library systems. It highlights how FOLIO is better to proprietary ILS and how it might guide libraries into the future.

The study by (Killedar & Hande, 2023), conducted a study on the study of public library services in Radhanagari Tahsil. The study focuses on the services provided by public libraries in Kolhapur district, Maharashtra, India's Radhanagari Tahsil. It analyses the variety of services offered, the extension activities carried out, and the general accessibility of computers and other ICT resources. The findings show that the majority

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The study by (Kempegouda, 2023), The paper discusses how public libraries in India depend on regular financial assistance from the government as they do not generate revenue themselves. It focuses on reviewing public library acts in different Indian states that include provisions for a library cess or tax to fund the establishment and running of public libraries. These acts provide for a directorate of public libraries and funds through state government grants and library cess to build a network of public libraries at state, district and local levels. Maintaining sufficient financing is important for public libraries to operate effectively and provide services.

The study by (Harpreet & Verma, 2022) , conducted a study on status of public libraries in Lucknow: Descriptive study. The study analyses Lucknow's public library system's current state. The study used a method based on surveys, and questionnaires were used to collect data from Lucknow's 15 public libraries. The study discovered that 9 public libraries have computers, printers, and photocopiers among its 10 ICT facilities. In the end, several of major challenges, such a lack of qualified staff, insufficient funding, and a lack of awareness, are preventing public libraries from developing successfully.

The study by (Bikram, Pal, & Mahapatra, 2022), research focuses on analyzing the ICT-enabled services that Birchandra State Central Library in Agartala, Tripura, provides. It analyzes both modern and traditional services made available by technological advances. The collection of libraries, users, services, the role of ICT, the state of automation, digital resources, websites, Wi-Fi, etc. are just a few of the important subjects covered. The library is still not entirely automated, however. The paper analyzes current services provided and also suggested that the library improve funding, automation all processes, and carry out awareness utilizing social media.

The study by (Ahmad & Arsad, 2022), The study evaluates how lifelong learning in Malaysian rural communities is affected by information literacy programs conducted by rural libraries. Since 2005, rural libraries have been helping their communities

through providing resources, holding literacy initiatives, and promoting lifelong learning in order to achieve the goals of the Sustainable Development Goals. The resources and literacy-related initiatives offered by rural libraries are still insufficiently effective, however. The purpose of the study is to determine how frequently literacy programs are offered and what kind of services rural libraries have. It also looks at how rural libraries perform in terms of achieving lifelong learning objectives and literacy programs and facilities. Staff members at rural libraries will get a survey in order to gather information about the community's demographics, facilities, and services offered. The findings also provide suggestions for enhancing rural library services.

The study by (Maru & Tadasad, 2021), is based on status and challenges of public libraries automation in Goa state. The author discussing the transformative impact on information technology on library in the context of Goa state. The paper says that the public libraries are crucial institutions where information can be retrieved willingly and without unfairness, highlights their societal character. Main objective of this paper to evaluate the present state of automation in several libraries in Goa, which includes the State Central Library, District libraries, and Taluka libraries. This paper introduces the transmuting reaction of information technology on libraries, implicit (suggest) exit from traditional procedure (method) of information technology. The paper highlights the development in information and communication technologies and emphasizes their significance in the present library system. This signal is required for libraries to change to and assume this technological development. The paper also highlights the essential for library professionals to improve their skills. This focuses the energetic nature of the library profession and the need for professionals to keep speed with progress user expectations and technological changes. At last, the authors conclude by suggestion a need for prompt action by public library administration to complete the automation work in other libraries across Goa.

The study by (Kandhasamy & Bhatt , 2021), paper discusses the history and post-independence growth of public libraries in India are covered in this document. It covers the various programs, committees, and commissions that have been set up by the federal and state governments to support public libraries. It looks at the functions of state laws and library associations. It offers information on the current state of public libraries in every Indian state and union territory, emphasizing their management and historical relevance. The study analyses the roles played by governmental and non-governmental



groups in the creation of public libraries throughout the country. Besides the urgent need for qualified staff, India also needs more progress in implementing public library policies.

The study by (C & P, 2021), This research discusses about the utilization and awareness of public library amenities, particularly focusing on the District Central Library situated in Dindigul, India. Data was gathered from 57 participants through a questionnaire. The findings indicate that the majority of users were males aged between 21 and 30, unmarried, and possessed undergraduate qualifications. The study also reveals that most patrons frequented the library for newspaper reading, accessed sports-related materials, and sought assistance from the staff in locating resources. Furthermore, a significant portion expressed contentment with electronic resources and perceived the library's services positively. suggestion included enhancing the library's collections and advancing digital resources.

The study by (Bhatt & K , 2020), discusses about the history of public libraries in India during the pre-independence period. It covers the ancient period before 1200 AD, medieval period from 1200-1757 AD, and the British period from 1757-1947 AD. It describes several prominent public libraries established during this time like the Saraswati Mahal Library, Rampur Raza Library, Asiatic Society of Mumbai, etc. It also provides tables listing out many other important public libraries founded in the pre-independence era across different states. The pre-independence public libraries have a long way to go before they can serve the objective for which they were built. Each and every library authority has a primary duty to maintain the historic libraries in their area and should make every effort to advance their development and digitization in the future. Authors also conclude that the government should set aside specific money for the maintenance of pre-independence libraries and oversee their use to make sure that the funds are going towards the development of such libraries.

The study by (Gaude & Faras, 2020), is based on challenges faced by public libraries at Grass Root Level: In Goa: A case study of libraries in Ponda Taluka. They have examined that the public libraries at grass root level lack in services or are limited. The different challenges that the public libraries faced are insufficient budget, less space, less utilization of library by users, lack of infrastructure facilities, less human resource, non-professional staff, lack of computer and networking facility and many more. The

author concluded with a solution that the government should take initiative to see that all the public libraries get necessary infrastructure and finance at grass root level.

The study by (Chatterjee, Samanta, & Dey, 2020), This paper examines the significance of public libraries in delivering community information services and fostering community education amid the digital era. It explores the ways in which public libraries facilitate user education and literacy as dynamic learning institutions. The paper proposes a theoretical framework to elucidate the allocation of time by users when seeking and acquiring information within a public library setting. It asserts that despite the digitization of information, public libraries remain valuable hubs for accessing knowledge, as they foster social engagement, cultural enrichment, and the cultivation of social connections. While the internet offers extensive information access, public libraries retain their importance by nurturing creativity and supporting individuals lacking access to digital resources.

The study by (M.P & Senthilkumaran, 2019), conducted a study on innovative public library service in Kerala. The study examines the current state of public libraries in the state as evaluating their innovative services. The author comes to the conclusion that public libraries play an increasingly significant part in society, showing various service delivery and increasing development. The study additionally highlights the economic, social, educational development of rural communities around the state.

The study by Kamble Balalji, Dange Annasaheb and Khot Namita (2019), conducted a study on library best practices and services offered by library. The study shows how importance established processes are to increasing the use of information and library services. Paper also suggested that the development and distribution of information items, which offer positive outcomes, depend heavily on technology. A suggested method for boosting overall library services is the automation of the international process in academic libraries including users' identity, web-OPAC features and bar-coding.

The study by (Kumar & Kumari, 2019), conducted on the use of public library in digital era in Haryana, examines the use and non-use of public library services in the digital age with reference to Kurukshetra district library in Haryana, India. A survey method was used to collect primary data from 122 library users through questionnaires. Most respondents were male (93.44%) and above 40 years of age. Majority of respondents

(42.62%) spent less than 1 hour in the library, while 39.34% spent 1-2 hours. Reading newspapers/magazines was the most common purpose of library visit. Digital services like emails, e-databases, e-books were popular among respondents. Lack of time was the biggest problem faced by most respondents (41.80%) followed by non-availability of reading materials (18.03%). The study concluded that libraries need to play a more active role to serve users and survive in today's digital era.

The study by (S & Kumbar, 2019), The paper discusses the use of social media by libraries to promote their services in the digital age. It defines social networking and examines how tools like Facebook, Twitter, YouTube, Flickr etc. can be utilized by libraries. Some benefits of using social media highlighted are marketing library products and services, engaging the community, providing quick updates to users and building online presence. Challenges in adopting social media and best practices for implementation are also covered.

The study by (Shivakumara & Kumar, 2018), conducted research on use of information sources and services in public libraries: A study. This paper analysed the research on use of public libraries in state of Karnataka. The study selected 1527 registered users from 25 district central libraries. They found that 73.67% are students, 48.13% user are most of them coming from rural areas, 62% users used the public library daily and 73.3% users spent over 4 hours in public library. Author suggested that the public libraries obtain additional numbers of books which are relevant to the student and the public libraires should create awareness among the female users to expand their visits. This paper also suggested that separate reading hall, ladies' room, women health replead books, novels, comics books need to be created by public libraires. This paper also concludes that the mobile libraries services almost arrived at ruin stage. It suggested that increase the mobile libraries will decrease the distance of resident make possible to all kinds of users. And also, there were not many users in public libraries such as physically challenged, illiterates, farmers etc. Public library should be in a position to serve such kind of users with acquiring special materials such as Braille documents, audio, video, etc) to the public library.

The study by (Rani, 2018), conducted a study on the concept of Rural library: an overview. The paper talks about the concept and role of rural libraries in India. It discusses how rural libraries can serve as a resource center for villages and help increase

literacy rates. However, many villages still lack library facilities. It highlights the need to improve infrastructure and resources in rural libraries. Some key aspects discussed are objectives of rural libraries, role of village librarian, financial provisions, importance of advisory committees, and manpower requirements. Paper suggested that there is an immediate necessity for the Indian government to establish a well-defined policy and strategy for the advancement of rural libraries. And also suggested there is lack of basic infrastructure in most of the rural libraries, therefore, NGO's can also play a vital role to set up a village library with the better development and facilities.

The study by (Rani, 2018), conducted research on the emerging role of ICT in library services. The paper talks about how information and communication technology (ICT) is starting to play a greater role in library services. It discusses how ICT has changed circulation, reference services, acquisitions, cataloguing, and many other areas of library services. ICT allows libraries to provide new services like e-reference and selective information dissemination, as well as automate activities while providing users access to electronic resources. The way information is organized, stored, and provided to users in libraries has changed as an outcome of the increasing availability of technological devices like computers, the Internet, databases, and more.

The study by (Das & Singha, 2017) , conducted a study on Libraries as Cultural Hubs: Examining the Role of Library Services in Facilitating Multidisciplinary Humanities Research. The study shows the revolutionary importance that libraries play in modern learning. It is essential to understand how libraries actively encourage and support this trend as research becomes more and more multidisciplinary. This study highlights the significance of libraries in determining the future path of interdisciplinary humanities research by describing the different services, resources, and outreach programs libraries provide. In addition, understanding the importance of libraries as centre of knowledge improves the discussion about the evolving function of these establishments in the digital age.

The study by (Chanekar, 2017), conducted a study on role of public libraries in developing knowledge society. The paper examines public libraries and their value as social institutions that serve communities. It evaluates libraries based on how well they meet community needs. The paper concludes that librarians can educate users, provide search technologies, and help evaluate information. It also highlights the importance of

rural libraries and librarians fulfilling their social duties by meeting local rural community needs.

The study by (S, Shashikiran, & M. Jai Prakash , 2017), conducted a study on library services to social media. This article discusses how libraries are using social media platforms like Facebook, Twitter, LinkedIn, blogs, and YouTube to engage with users and provide services. It explains how social media is changing the modern library environment and allowing for collaborative knowledge creation. Some key points covered include different social media tools libraries use, objectives of using social media, current practices, challenges of using social media, and advantages it provides libraries.

The study by (Kamble, Kumbar, & Patil , 2016), conducted research on the present scenario of public libraries in India: challenges and opportunities. The paper examines the possible opportunities and problems facing public libraries in India presently. It provides information about the past of ancient Indian libraries as well as the contribution that colonial libraries made to India's development. The National Knowledge Commission and the Raja Ram Mohan Roy Library Foundation, which were established in 1972, are two important institutions that assist public libraries in India. There are some statistics regarding the number of public libraries that are currently open each Indian state. There are some statistics regarding the number of public libraries that are currently open each Indian state. The uneven development of public libraries in various regions of India, the lack of public library acts in some states, budget constraints, and evolving patron necessities are some of the challenges these libraries confront. India's increasing literacy rates, the possible use of ICT, and their capacity to promote education present opportunities for public libraries. Suggestions are provided for improving the public.

The study by (Maurya, 2016), This paper discusses on evolving role of public libraries in modern society, highlighting their significance beyond traditional notions of recreation. Emphasizing the importance of informal and continuing education, the review explores how public libraries contribute to social and mental development. It discusses UNESCO's efforts to promote public libraries and underscores their multifaceted impact on various aspects of social life, including economic development, lifelong learning, cultural exchange, and leisure activities. Additionally, the study

discusses the adaptation of public libraries and librarians to changing societal demands, facilitated by advancements in information and communication technologies (ICT).

The study by (Onyenachi, , Akidi, , & Onyekweodiri, 2015), conducted research on public library services for rural transformation. This paper evaluates that the service of public libraries in the rural areas found out that the state and local governments have the responsibility of changing the lives of rural communities by planned successful library services. Paper also concludes that public library services are necessary in changing, politically, socially and educationally. The study also highlights that government should increase the fund in rural public libraries for better infrastructure, library services, training and retraining of staff in ICT etc.

The study by (Real, Bertot, & Jaeger, 2014), focused on Rural public libraries and digital inclusion: issues and challenges. The author analysed that rural libraries lag behind urban libraries in terms of technology service offering. When digital inclusion comes into frame it becomes clear that disparities between rural and urban libraries are not a problem of weaker infrastructure. But it is because, rural libraries lack in giving customer services because of less staff and funding. Hence this needs to be modified to close the digital gap between rural and urban areas to understand the nature of digital inclusion the rural public libraries and their allies will need to gather relevant and more data to provide better advocacy.

The study by (Sultan, 2014), research is based on Rural library service: lessons from five rural public libraries in west Bengal. She states that a well-informed society is considered as developed one. In this aspect libraries can take the pioneer role as a well-organized 'vehicle' for acquiring, arrange and making information available. This paper examines the status of services provided by rural public libraries and then looks at the roles and the sources of funding of these rural public libraries. She also concludes that rural public libraries can also be regarded as the centre of local and regional culture.

The study by (Mollah, 2013), conducted a study on Rural library as community information services centres at the villages. The paper highlights the ability of information centres, especially in the rural libraries to act as an important tool for development by distributing information related to agriculture, marketing, health and hygiene etc. The author also suggested in this paper that this information serve centres

as the base for developmental activities in various surface of society. The author concluded that the with the help of UNESCO many countries, have established information centres to give different services to people from several livelihoods. The paper also concluded that the India should not fall behind in this respect to avail the advantages of development in information science.

The study by (Oma, Mohamed Shaffril, Bolong, & D'Silva, 2012), This research aims to identify the factors that influence rural youth's usage of rural library services in Malaysia. Through focus groups with librarians and rural library users, eight main impingement factors were identified. The most important factors are providing sources and activities that are relevant to youth needs and interests, as well as providing ICT services like internet access. Other factors include duration/timing of services, negative perceptions of libraries among youth, physical space limitations, and promotion/outreach efforts. The researchers conclude ICT provision and relevant materials/activities should be priorities to engage more rural youth. Recommendations include youth involvement, improved promotion, and establishing librarian roles that build connections in the community.

The study by (Abu, Grace, & Carroll, 2011), concluded research on the role of the rural public library in community development and empowerment. This paper discussed the conceptualization of using information for development by proceed adult literacy and providing development information to help people improve their economic and cultural condition. This paper also concludes librarians and staff improve relationship with people and communities to understand how the library can assist them in achieving their goals. A library supply resources and technology access to allow meaningful and inclusive collaboration successful community development, especially in small rural community depends on the library identifying a community information need and contributing to the future of the community.

The study by (B.B.Satpute, Waydande, & Fernandes, 2010), conducted a study on role of public libraries in the development of society. The signification of public libraries as a potential instrument of social development is highlights in this paper. It also highlights the numerous advantages which public libraries provide for the development of local communities. The importance of public libraries in preserving and reducing illiteracy is also highlights in this paper. The necessity for the development and growth of a

network of rural libraries all over every village is also highlighted in order to provide knowledge to the rural community, encourage them to participate inventively in social life and proceed nearer to being a progressive knowledge society.

The study by (Jayaprakash, 2010), conducted a study on Training and development for library professionals in 21<sup>st</sup> century. The objective of this paper is to explain the skills that the information worker of the future will require to possess and the professional path that these workers will have to pursue. Paper highlights how important it is to provide quick and easy, affordable access methods that could equally provide library users excellent services. Paper also assisted by new technologies. The development of a digital material distribution system.

The study by (Dent, 2008), This paper examines the development of rural library services in Africa throughout time, including contemporary examples from Ghana and Burkina Faso. It discusses about how colonial mindsets and an indifference for local requirements and languages caused early rural library efforts to fail as well. With time, scholars advocated for "village libraries" that were more cantered on the community and more appropriate for rural settings. Following this, based on studies, the report looks at five village libraries in Burkina Faso and two in Ghana, explaining their functions and effects. Despite having small holdings, the libraries offer communities and students valuable resources. They highlight how the village library model can improve culture and literacy in remote areas.

The study by (Wani, 2008), This paper addresses India's public library development. It tells the story of how rulers and scholars supported the early development of libraries in ancient India. Early 19th-century public libraries developed, especially in large towns, and were shaped by British culture. The creation of subscription libraries was the primary objective of the first development phase. The 20th century seen the establishment of many committees tasked with evaluating libraries and offering recommendations. After independence, efforts were launched to establish national and state-level networks of public libraries through five-year plans. In India, there are still obstacles in the way of public library system development.

The study by (Das & Lal, 2006), This document discusses information literacy and its role in public libraries in India. It provides background on public libraries in India and



describes some prominent public library systems like the Delhi Public Library. It discusses the importance of information literacy competency development programs for public librarians and users. Such programs aim to train librarians and educate users about access and use of library resources. The document also analyses library legislation across Indian states and the role of organizations like Raja Rammohan Roy Library Foundation in supporting public libraries.

The study by (Ghosh, 2005), conducted a study on the public library system in India: challenges and opportunities. In this paper the author talks about how there is a vast gap in access to knowledge between rural and urban area in India due insufficiency to new technologies in remote villages. The author propose that internet and web technologies can assist bridge this gap be permit better communication between public libraries and the people. This article suggested various ways to using convergence technologies and ICT to improve and promote existing library services for rural and urban communication, mostly the needy groups. The author conclude about how public libraries in India should purchase new technologies like internet to generate online services and resources. To construction upcoming libraries is not simply installing computers with internet access but professing electronic services that can be retrieve from live and workplace. Libraries have to act as mediator between content providers and remote users.

The study by (Posner, 2002), conducted a study on Urban librarianship: Libraries, cities and beyond. According to author, urban and urbanization become increasingly universal, the urban libraries will become progressively relevant to all librarians, patron & citizens in the world. This paper also examines how the past development, present issues and future possibilities of urban areas and urban libraries connect to each other. She also concluded that urban libraries share all of the energy and magic of cities, they are also afflicted will all of their problems.

## **2.2 CONCLUSION**

The literature highlights how important libraries are becoming, particularly in rural areas, as centers for information access, community development, and literacy promotion. Digital literacy initiatives and improved resource accessibility have been made possible by the integration of Information and Communication Technology (ICT)

into library services. Public libraries are important, but they also face multiple challenges like poor public awareness, shortages of staff, inadequate budgetary constraints, and limited facilities. Due to their lack of infrastructure and resources, rural libraries in particular face additional challenges. Government support in the way of policy changes, improved financing, and organizing is of vital importance to maintain the surviving and effectiveness of public libraries, especially in remote areas. Governments can help public libraries by solving these issues and increasing their support. By solving these issues and increasing funding for public libraries, governments can provide communities with valuable tools for socioeconomic development, education, and knowledge.

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CHAPTER – 3  
RELATED CONCEPT

### **3.0 INTRODUCTION**

Alexandria's Library, which dates back to the third century BCE, was one of the most renowned ancient libraries in history. In the ancient world, it was an important centre of learning and research, and it is well known for the huge number of collections. The ideal of preserving information and fostering scholarly research is symbolized by the Library of Alexandria.

During the medieval era, monasteries housed large libraries with a wide range of scientific, philosophical, and religious texts. These libraries were crucial for both preserving and copying manuscripts, serving as essential hubs for learning and intellectual activities within monastic circles.

The expansion of information accessibility and the goal of universal education drove the emergence of public libraries in the 19th century. These libraries have become significant institutions, promoting reading, learning, and civic engagement by offering free access to books and information for people of all backgrounds. With advancements in technology during the 20th and 21st centuries, libraries have adapted by providing internet access, digital resources, and online catalogues. They have evolved beyond mere book repositories to become vibrant community hubs, offering a diverse range of services, resources, and activities to meet the diverse needs of their patrons.

Libraries serve as crucial institutions in civilizations across the world because of the essential part they have played throughout history in propagating literacy, preserving cultural heritage, creating scholarship, and encouraging intellectual exchange.

### **3.1 TYPES OF LIBRARIES**

#### **3.1.1 Public Library**

A public library is open to the general public, serving individuals from diverse backgrounds with varying intellectual interests and needs. It is accessible to everyone without any restrictions, offering its resources freely to the community. Any member of society can utilize the materials and services provided by a public library, regardless of their socioeconomic status or educational background. Public libraries offer a range of books and informational materials, some of which are available for borrowing and can be taken off-site, while others must be used within the library premises and cannot be checked out. (Bajaj & Kumar, 2018)



### **3.1.2 Academic Library**

Academic libraries support the learning and research needs of students, researchers, educators, and staff at educational institutions, such as schools, colleges, research centres, and universities. They are usually associated with these types of institutions. Its main goal is to provide a large array of resources to assist its clients in their educational endeavours by guaranteeing that they have access to pertinent information catered to their individual research or study levels. Academic libraries come in many forms, such as school, college, and university libraries. They are all designed to support learning and intellectual development in the communities in which they are located. (Bajaj & Kumar, 2018)

### **3.1.3 Special Library**

A special library is focused on providing targeted information resources related to the specific subject matter of the organization it serves. It caters to a defined and limited clientele, offering specialized services tailored to their needs for knowledge and information. The materials curated in a special library are selected to meet the requirements of a particular group, such as employees of a specific company, members of a government department, or professionals and researchers affiliated with a specific organization or field. (Bajaj & Kumar, 2018)

### **3.1.4 National Library**

A national library, established by a country's government, is designated as the primary repository of information for the nation. Unlike public libraries, national libraries typically do not offer lending services to patrons. Instead, they focus on housing significant and valuable works, often including rare or unique materials. The primary role of a national library is to collect and preserve the literary heritage of the country, ensuring its cultural and historical significance is safeguarded for future generations. (Bajaj & Kumar, 2018)

## **3.2 PUBLIC LIBRARY**

In our information-driven world without boundaries, knowledge holds significant power. Public libraries are recognized as crucial local sources of information, serving as gateways to knowledge for society. They are revered as hubs for lifelong learning, providing essential information and resources to their communities.

Society has instituted and upheld various establishments to fulfil its diverse requirements. Among these, the public library stands out as a crucial institution, catering to educational, cultural, recreational, and informational necessities. Regarded as one of the foremost social institutions, the public library plays a significant role in addressing the multifaceted needs of the community.

In India, the history of public library development might be regarded as old as the history of education. India remains a very important destination to go while pursuing wisdom and information. In India, public libraries encompass various types including State, District, Taluka, Village, and others, reflecting the nation's diverse administrative levels. With the majority of the population residing in rural areas, libraries hold significant social importance, serving as custodians of knowledge transferable across generations. The symbiotic relationship between libraries and societies is evident; libraries depend on societal support, just as societies benefit from library resources. Rural or village libraries, typically government-supported and managed by local panchayats, play a crucial role in this ecosystem. Notably, Goa has played a pivotal role in India's library movement, with the inception of the Public Library, now known as the Krishnadas Shama Goa State Central Library, marking the beginning of this historical journey in 1832. (Gaude & Faras, 2020)

The public library system in India, primarily managed by state governments, was overseen by individuals who recognized the significance of public libraries. Certain states utilized library cess as a means to gather funds for the operation of public libraries.

### **3.3 TYPES OF PUBLIC LIBRARIES**

Public libraries can be categorized into different groups depending on their roles, dimensions, and the demographics they cater to. Here are several typical classifications.

#### **3.3.1 State Public library**

The state public library is the main library institution in a state and provides people with the use of a centralized source of knowledge and information. The state government administers and provides funding for these libraries, which usually exist in the state capital or other large cities. Given an extensive collection of resources accessible, like books, services, and programs, these libraries act as an information centre for citizens throughout every part of the state. By providing library employees access to shared

digital resources, professional development opportunities, and interlibrary loan services, they frequently help local libraries in their state. State public libraries are essential for promoting lifelong learning, literacy, and information access for all citizens, no matter where they live in the state.

### **3.3.2 District State Public Library**

District state public libraries act as an important information and resource center for a given district. The state government provides financial support to cover its functioning, maintenance, and development expenditures. Several magazines, digital resources, and other materials covering a wide range of subjects and genres are collected by these libraries. They also often form partnerships with other libraries, schools, government agencies, and neighbourhood associations in order to increase their reach and enhance the services they provide.

### **3.3.3 Taluka State Public Library**

A taluka library serves the residents of a specific administrative area known as a taluka, which is a subdivision of a larger district. These libraries offer access to literature, educational resources, and cultural materials to the local community. Usually, they receive support and funding from the state government.

### **3.3.4 Panchayat/village library**

A village panchayat, also referred to as a village public library, is a small-scale library situated within a village or rural vicinity. Typically managed by the village panchayat or local governing body, these libraries offer access to a collection of books, educational resources, and various materials for the residents of the village and its neighbouring areas. Supported primarily by grants or funding from local or state governments, and occasionally supplemented by donations, these libraries serve as essential community centers, fulfilling the cultural and informational requirements of rural communities where resources are often scarce.

### **3.3.5 NGO Public Libraries**

An NGO public library is a library set up and run by a Non-Governmental Organization (NGO) to offer the community access to information, education, and cultural resources. These libraries are financed and managed by NGOs, which can obtain support from diverse channels such as grants, donations, and collaborations with other entities.

### **3.4 PUBLIC LIBRARY SERVICES**

In today's world, libraries are important service providers that provide an extensive selection of resources and services that respond to the different needs and reading habits of individuals throughout all age and demographic groups. In order to meet the community's informational and recreational needs, they aim to encourage and facilitate the utilization of these resources.

Public library systems are essential institutions for the development of society because they provide intellectual, educational, cultural, and social enrichment to their local communities. Numerous services are offered by public libraries in the aim to fulfil the different needs of its users while enhancing their overall library experience.

### **3.5 TYPES OF PUBLIC LIBRARY SERVICES**

#### **3.5.1 Circulation Service**

In a public library, the process through which users check out and return materials is known as circulation. As the heart of the library, the circulation area is always located close to the main entrance. One of the key elements of running a library is the Circulation Service, which includes all of the infrastructure and protocols required to make it easier to check out and check back in resources. It is the center of a library's resource circulation, allowing users to check out books, periodicals, multimedia materials, and more. This service consists of items such as handing out materials to customers, figuring out how long loans are for, extending them when necessary, and keeping proper records of the things that are borrowed. (Sakhalkar, 2019)

#### **3.5.2 Reference Service**

Providing reference service is a crucial aspect of user assistance in libraries, aimed at addressing inquiries and facilitating access to information. Libraries primarily operate in three key areas: acquiring information, organizing it for efficient retrieval, and circulating resources. Reference service is integral to the latter two functions, aiding in the retrieval and dissemination of library materials. Public libraries often feature dedicated information desks where librarians assist patrons in navigating information queries. This service not only saves users valuable time but also promotes utilization of library resources and services, thereby enriching the overall library experience. (Velip, 2018)

### **3.5.3 Current awareness Service (CAS)**

Public libraries offer an invaluable service in the form of the current awareness service, which provides information about books, news, events, articles, and new arrivals. Researchers and users ought to stay up current on the most recent advancements in their field of interest so that they can focus their research efforts appropriately. With the help of this service, users may save time and pursue other research goals.

### **3.5.4 Selective Dissemination Service (SDI)**

SDI is a specialized current awareness service aimed at keeping users updated on the latest developments in their fields of interest. It offers swift access to precise and comprehensive information, ensuring users receive targeted updates promptly. The primary goal is to keep users well-informed and up-to-date within their areas of interest. SDI serves as a value-added service by not only saving time but also preventing information overload through consistent delivery of the latest information relevant to research and professional practice.

### **3.5.5 Inter-Library Loan Services**

Inter-library loan services allow the sharing of material between various library systems, allowing for the lending and borrowing of materials. The scheme promotes partnership between libraries and makes resource sharing easier because not all libraries have huge collections to meet the needs of their communities. Libraries can efficiently meet the needs of their users through using interlibrary loans to serve a variety of items, research needs, and informational needs within their communities.

### **3.5.6 External Service**

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 services of libraries. (Kumari & Singh, 2017)

The Extension Service (ES) represents the library's endeavour to expand its user base and optimize the utilization of its resources. External services provided by public libraries generally involve activities designed to interact with the community beyond the library building. These may encompass initiatives like mobile library services,

outreach events within the community, educational programs in schools or other local venues, collaborations with nearby organizations, and promotional efforts to enhance awareness about the library's offerings and resource. (Kumari & Singh, 2017)

### **3.5.7 OPAC**

OPAC, or Online Public Access Catalogue, functions as an online catalogue that allows users to browse through a library's collection database. It simplifies the search process by offering details such as title, author, accession number, ISSN or ISBN. Additionally, it enhances search capabilities through advanced features like keyword search and Boolean search, making the retrieval of information more efficient and user-friendly. (Sakhalkar, 2019)

### **3.5.8 Reprographic Service**

The services offered encompass the provision of photocopying, printing, scanning, and producing copies of documents. (Sakhalkar, 2019)

### **3.5.9 Referral Service**

Referral services involve connecting individuals in need with appropriate services tailored to address their specific needs or issues. These referrals cover a wide range of areas such as community and social support, health and wellness, vocational training and job placement, rehabilitation and recreational activities, trade-related guidance, and various other aspects.

### **3.5.10 Internet Access**

Internet access in public libraries is essential in today's digital age, providing patrons with a wealth of information and resources. It enables users to access online databases, research materials, educational resources, and e-books, and so on. It is imperative for every public library to offer internet access to all citizens, enabling them to navigate their lives effectively and access vital information. Even in rural areas, a village library should aim to provide at least one public internet terminal and a printer for its users. Additionally, librarians must play the role of information navigators, ensuring that users receive accurate and dependable information during their interactions with the library's resources. (Velip, 2016)

These are few of the services that are ingested and there are many more services which are provided by the library such as Archive service, Newspaper service, senior-outreach service, Audio-visual service and many more.

### **3.6 PROFILE OF THE AREA UNDER THE STUDY**

#### **3.6.1 Canacona Taluka**

Canacona, situated within South Goa district in the state of Goa, India, is an administrative subdivision comprising six talukas. It shares borders with Quepem to the north, Sanguem to the northeast, Karnataka to the south, and the Arabian Sea to the west. Chaudi serves as the central administrative hub for Canacona taluka. It holds significance within the local governance framework, playing a pivotal role in advancing the development and overseeing the administration of its local community. Total area of canacona taluka is 352 km<sup>2</sup> including 331.23 km<sup>2</sup> rural area and 20.81 km<sup>2</sup> urban area. Canacona also rich in its heritage, traditional and cultural activities. There are around 7-8 villages located in Canacona taluka. (“Canacona taluka”, 2024)

### **3.7 PUBLIC LIBRARIES OF CANACONA TALUKA**

Canacona boasts a range of libraries including government public libraries, village panchayat libraries, and those run by non-governmental organizations (NGOs). There are around 9 public libraries are located in canacona taluka. Below is a compilation of public libraries in Canacona taluka, accompanied by brief descriptions of each:

### 3.7.1 Government Taluka Library, Canacona

**Photograph 1:** Government Taluka Library, Canacona



The Government Taluka Library in Canacona was founded on May 23, 1976. Originally situated in the municipal building of Canacona, it has since relocated to the premises of Dhalpurush Sabagrush, Kashtriya Komarpant Samaj, Devabag, Canacona. However, plans are underway to move the library to Ravindra Bhavan Canacona in the coming months.

The library houses a diverse collection of books available in various languages such as English, Marathi, Konkani, and Hindi, totalling 27,206 volumes. It caters to the residents of Delem, Mastimol, Sheller, Pansulem, Paloem, Bhatpal, and surrounding areas. Serving as a valuable resource, it supports students from six high schools, four higher secondary schools, one college, as well as nearby primary schools and other technical and professional institutions for academic purposes, including project assignments and study materials. Additionally, it serves the general public for their recreational and informational needs. Currently, the library has a membership of 3,687 individuals.

There is different section available in the library such as Reading section, Reference section, Children's section, Goa section and circulation section. Also, library offered different service such as circulation service, Reference service, Referral service, Inter-library loan service, Extension service, Senior outreach service, job search and career



service. Due to shifted of library from chaudi to Devabag for time being no internet connectivity at the moment.

**Library timing hours:**

Monday to Friday: 9.00 a.m. to 6.30 p.m.

Saturday & Sunday: 9.30 a.m. to 5.45 p.m.

Public holiday closed

**Staff member in library with designation**

Sr.no	Designation	Total
1	Librarian Grade. II	1
2	L.D.C	1
3	Data entry operator	1
4	Library attendant	2
5	Peon	1

**3.7.2 Government Village Library Gaondongrim, Canacona**

**Photograph 2: Government Village Library Gaondongrim, Canacona**



The Gaondongrim Village Library was founded on May 20th, 1985. It is currently located within a privately leased building. The library's collection includes books in various languages such as English, Marathi, Konkani, and Hindi, totaling 7698 books. It is open to residents of Gaondongrim, Karvem, Tudal, Nanem, Ziltawadi, Indrawada, and nearby villages. Total area of the library is 43.79m<sup>2</sup>.

The library caters to the needs of students from Tudal High School, Government High School Gaondongrim Canacona, and nearby primary schools for their project assignments and study requirements. Currently, there are a total of 453 members enrolled in the library and the total sitting arrangement in the library is 10-15.

The library provides various sections for its patrons, including areas for reading, reference, children's section, a dedicated section for materials related to Goa, and a circulation desk. Additionally, the library offers a range of services, including circulation assistance, reference support, referral services, inter-library loans, and outreach programs.

**Library Timing:**

Monday to Saturday: 9.00 a.m. to 5.15 p.m.

Sunday and public holiday closed.

**Staff member in library**

Sr.no	Designation	Total
1	In charge/Librarian Grade II	1
2	Library attendant	1
3	Peon	1

### 3.7.3 Shri Mallikarjun Vachanalya, Shristal Canacona

**Photograph 3:** Shri Mallikarjun Vachanalya, Shristal



This library is situated near the renowned Mallikarjun Temple in Shristal, Canacona, this library is operated by an NGO. It was founded on February 14th, 2005, serving as a valuable resource center for the community. The library provides a service, including circulation, reference service, and senior outreach services.

The library possesses a diverse collection of 4,000 books, encompassing languages such as English, Marathi, Konkani, and Hindi. At present, there are 208 registered members, with seating capacity accommodating between 12 to 15 individuals. The library spans an area of 47 square meters.

#### **Library Timing:**

9.30 a.m. to 12.30 p.m.

4.00 p.m. to 7.00 p.m.

#### **Staff members in Library**

Sr.no	Designation	Total
1	Librarian	1
2	Library attendant	1

### 3.7.4 Shardhanand Vachanallya, Paingin, Canacona

**Photograph 4:** Shardhanand vachanallya, Paingin, Canacona



Located in Paingin, Canacona, this library is managed by a non-governmental organization (NGO), established on January 5, 2006. Serving as an essential resource hub for the local community, it offers services such as circulation, reference, and outreach services tailored for seniors.

The library boasts an extensive collection of 9,226 books, covering a variety of languages including English, Marathi, Konkani, and Hindi. It also provides Newspaper and Magazine to the users. Currently, there are 1383 members registered, and the seating capacity ranges from accommodating 30-35.

#### **Library Timing**

8.00 a.m. to 12.00 p.m.

4.30 p.m. to 7.00 p.m.

Monday half day and Sunday holiday

#### **Staff members in Library**

Sr.no	Name	Total
1	Librarian	1
2	Library attendant	1



### 3.7.5 Omkar Vachan Sadan, Mashem, Canacona

**Photograph 5:** Omkar Vachan Sadan, Mashem, Canacona



Situated in Mashem, Canacona, this library is overseen by a non-governmental organization (NGO), founded on November 3, 2004. It provides essential services including circulation and reference service.

The library proudly presents a vast array of 4,899 books, spanning multiple languages such as English, Marathi, Konkani, and Hindi. As of now, there are 220 registered members, and the seating capacity varies, accommodating between 15 to 20 individuals.

#### **Library Timing**

Monday to Saturday

9.00 a.m. to 12.30 p.m.

3.00 p.m. to 6. 30 p.m.

Sunday closed

#### **Staff member in Library**

Sr.no	Designation	Total
1	Library attendant	1

### 3.7.6 Omkar Village Library, Loliem, Canacona

**Photograph 6:** Omkar Village library, Loliem



Located in Loliem, across the Loliem panchayat building in Canacona, this library is managed by a non-governmental organization (NGO) established on January 1, 2009. It offers vital services such as circulation and reference services to the community. Annually, the state central library in Panjim generously donates books to the library.

The library proudly presents a vast array of 7418 books, spanning multiple languages such as English, Marathi, Konkani, and Hindi. Library also provide Newspaper and Magazines to the users. As of now, there are 561 registered members, and the seating capacity varies, accommodating between 15 to 20.

#### **Library Timing**

Monday to Sunday

Every Friday closed

9.00 a.m. to 1.00 p.m.

3.30 p.m. to 6.30 p.m.

#### **Staff member in Library**

Sr. No	Designation	Total
1	Librarian	1
2	Library attendant	1

### 3.7.7 Village Panchayat Library, Khotigao, Canacona

**Photograph 7:** Village Panchayat Library, Khotigao, Canacona



The library, established in 2008, is situated close to the panchayat building. It provides circulation and reference services to the local community and boasts a diverse collection of 1,816 books and every year books were donated by the central library, covering languages like English, Marathi, Konkani, and Hindi. Currently, it has 99 registered members, and its seating capacity ranges from 10 to 15 people.

#### **Library Timing**

9.00 a.m. to 1.00 p.m.

3.00 p.m. to 5.30 p.m.

#### **Staff Member in Library**

Sr. No	Designation	Total
1	Librarian	1
2	Library attendant	1



### 3.7.8 Village Panchayat Library, Agonda, Canacona

**Photograph 8:** Village Panchayat Library, Agonda



The library, founded on March 10, 1997, is located adjacent to one side of the panchayat building. Annually, the state central library in Panjim generously donates books to the library. It offers circulation and reference services to the nearby community, with a collection of 1,849 books in various languages including English, Hindi, Konkani, and Marathi. Additionally, the library offers newspapers and magazines for users. Currently, the library has 300 members registered, and the seating capacity fluctuates, accommodating anywhere from 10 to 12 individuals at a time.

#### **Library Timing**

10.00 a.m. to 1.00 p.m.

3.30 a.m. to 6.30 p.m.

Sunday closed

#### **Staff Member in Library**

Sr. No	Designation	Total
1	Librarian	1
2	Library attendant	1



### 3.7.9 Village Panchayat Library, Cola, Canacona

**Photograph 9:** Village Panchayat Library, Cola, Canacona



Established on December 31st, 1997, the library situated near the Panchayat building in Cola receives yearly book donations from the State Central Library in Panjim. Serving the local community, it provides both circulation and reference services, boasting a collection of 800 books along with newspapers and magazines. At present, it boasts 88 registered members, and its seating capacity ranges between 10 to 12 individuals.

#### **Library Timing**

Monday to Saturday

10.00 a.m. to 1.00 p.m.

3.00 a.m. to 6.00 p.m.

#### **Staff Member in Library**

Sr. No	Designation	Total
1	Librarian	1
2	Library attendant	1

### 3.8 CONCLUSION

Public libraries serve as vital local resources that promote literacy, lifelong learning, and involvement in the community. The public library system in India is a reflection of every level of government in the country, with state, district, taluka, and village libraries all playing important roles in the spread of knowledge and the improvement of culture. As an example of the symbiotic relationship between libraries and society, these libraries are funded by a variety of governmental and non-governmental organizations. Public libraries also provide a wide range of services to meet the various needs of their users, such as interlibrary loans, internet access, circulation, reference aid, and current awareness. Libraries motivate intellectual interaction, empower people, and improve society as a whole by offering these services. To put it simply, libraries are essential establishments that preserve cultural legacy, promote research, and make information more accessible in a world that is changing.

Canacona taluka is home to many libraries that serve the wide range of needs of its citizens. These include public libraries operated by the government, panchayat libraries in villages, and libraries run by non-governmental organizations (NGOs). The taluka is home to nine public libraries, all of which are important hubs of information for the local communities in which they are located.

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CHAPTER – 4  
NATIONAL AND INTERNATIONAL LEVEL

## **4.0. INTRODUCTION**

This chapter examines the approaches used both nationally and internationally for establishing and maintain village libraries. It aims to understand the different approaches, difficulties, and successes in setting up and maintaining library services in rural communities.

We can gain numerous things about the complex interactions between local, national, and global factors that influence village libraries across the world.

### **4.1. NATIONAL LEVEL**

#### **4.1.1. Tamil Nadu Public Library**

The establishment of public libraries in Tamil Nadu was mandated by the "Tamil Nadu Public Libraries Act, 1948." Subsequently, the Directorate of Public Libraries was established in 1972 with the aim of enhancing library services across the region.

To enable rural students to access prominent English magazines and encourage their participation in national-level competitive exams, 61 top magazines have been procured for 32 District Central Libraries. Additionally, 34 magazines have been obtained for 241 full-time branch libraries, and 19 magazines for 320 branch libraries.

The vision Tamil Nadu Public Library is to cater to the information requirements of individuals across all age brackets by delivering efficient library services. And their aim to digitize and conserve antiquated and valuable books. Furthermore, establish library amenities in every village with a population exceeding 1000 residents.

According to news 2022. The Tamil Nadu Rural Development department has allocated Rs 84 crore for the renovation and upkeep of 3,808 rural libraries in the state. Initially, the government had approved the establishment of 12,525 libraries under the Anaithu Grama Anna Marumalarchi Thittam (AGAMT) project, targeting students, women, and senior citizens who lacked access to district headquarters' libraries. However, by 2015, only 2,000 libraries remained operational, with many falling into disrepair and becoming sites for antisocial activities. The recent allocation aims to revitalize these libraries, with each receiving Rs 50,000 for book purchases. Additionally, the department encourages honorary librarians to seek support from corporate social responsibility (CSR) funds and NGOs for acquiring newspapers and magazines. With these initiatives, the rural libraries have the potential to once again thrive as cultural and educational hubs in their communities. (The News Minute, 2022)

### **4.1.2. Kerala**

According to news 2023, Kerala has a rich history of library activism. Panchayat-level libraries have been instrumental in creating an inclusive public sphere in the state.

Mayyil Panchayat in Kannur district, Kerala, boasts 34 libraries, ensuring that each ward has at least one library. Remarkably, Mayyil has achieved the distinction of becoming India's first fully digitized panchayat. Through digital connectivity, all 34 libraries are linked, providing instant access to information on the 209,404 books available with just a single click. Kerala holds the title of having the highest number of libraries and being the most densely populated state. According to the Kerala Library Council, the state boasts over 10,000 libraries, including those affiliated with educational institutions. In Kerala, libraries are more than just spaces for reading; they serve as vibrant hubs for cultural exchanges, featuring exhibitions, film festivals, and various performances. (Outlook, 2023)

### **4.1.3. Karnataka**

During the pandemic-induced closure of schools, the Karnataka government initiated a project aimed at modernizing public libraries in rural regions. More than 1.8 million students across the state were granted complimentary access to these upgraded rural libraries, which are furnished with cutting-edge technology. The rural libraries in Karnataka are bringing joy to village children. Formerly drab and neglected structures with old, dusty bookshelves, these libraries have been transformed into vibrant spaces filled with brightly colored furniture, internet-connected computers, and extensive collections of storybooks. (Srivastava, 2022)

## **4.2. International Level**

### **4.2.1. Singapore**

The National Library Board (NLB) in Singapore has been adapting to the changing landscape brought about by the Internet and the rise of digital platforms and services. They continue to uphold Singapore's commitment to promoting reading, learning, and information literacy by ensuring easy access to resources for everyone. Since the 1950s, Singapore has fostered a culture of reading by making books readily available across the country. Mobile libraries initially brought books to rural areas. This evolved over

time, with full-time branch libraries becoming the primary providers of library services by the 1970s and 1980s. Embracing technological advancements, the National Library embarked on the computerization of its operations and services between 1980 and 1995. This included the introduction of audiovisuals, multimedia materials, and online services to better serve the public's evolving needs.

In 1995, the National Library Board was established to oversee not only the National Archives of Singapore but also the National Library and the network of public libraries throughout the country. In addition to traditional library services, NLB now provides free access to fabrication technologies such as 3D printing, further enriching the learning experience for the public. (SG1O1, 2023)

#### **4.2.2. America**

Rural libraries play a crucial role in supporting around 30 million individuals across America, addressing ongoing issues such as limited broadband availability, promoting early education, facilitating workforce training, and providing access to trustworthy information within their communities. Nearly 40% of public libraries in the United States are situated in rural areas. State libraries in America offer assistance to rural residents by employing bookmobiles, mail delivery of books, and remote lockers to ensure better accessibility to library services.

State libraries allocate resources for digital literacy initiatives, utilizing grants from organizations like IMLS Grants to States, to empower libraries in offering mobile hotspots for patrons to borrow, thus addressing the digital gap in areas with insufficient broadband coverage. Staff members at rural libraries assist patrons in navigating the complex landscape of online information. The internet resources offered by these libraries contribute to economic growth, entrepreneurship, support students during after-school hours, facilitate formal online education, enable telehealth services, provide access to government and community information, and promote lifelong learning within their communities. (Institute of museum and Library service, n.d.)

#### **4.2.3. Africa**

The need for a more organic service that tackles the information needs of rural peoples has a strong connection to the history of the rural village/community library in Africa. Often functioning in remote regions without running water, paved roads, or authority,

these tiny, sometimes one-room libraries provide reading materials to rural populations without any other resources.

In the Kitengesa Community Library, which is situated in a rural area of Uganda by a dirt road and bordered by fruit trees, farm animals, and lush greenery. Many small children are present in the library to take part in a book club that is organized by a young staffer. Women, senior citizens, and outsiders from the neighbourhood are present. Tablets are strewn over the tables as foreign volunteers instruct eager students on how to operate the devices. The head librarian speaks with patrons while they are seated, asking about their current reads, sharing the newest books the library has to offer, and outlining future events. He informs them about the impending Health Reading and Computer Training Camp, which offers people in the community an opportunity to learn how to take care of their own and their families' health as well as stop the spread of various diseases. The librarian strongly advises kids in high schools to go. Children prepare for summer reading camps at the Dohoun Library in Burkina Faso, where they will read books that have been specially chosen for their reading level. A few books were written and released especially for the reading camps. Volunteers from overseas come to support the camps, which are becoming more and more common. The needs of the community members are the only factors that inform any of these activities, together with observation, discussion, and the knowledge and experience of the local library staff members. This is how a community library or rural village functions. (IGI Global, 2014)

## **4.2. CONCLUSION**

It is clear from analysing the development of village libraries both nationally and internationally that such groups have become crucial for promoting literacy, community engagement, and cultural enrichment in a variety of situations. National programs have been put in place by nations like Kerala, Karnataka, and Tamil Nadu in India to revitalize rural libraries, improve information access, and promote lifelong learning among their inhabitants. These regions are taking efforts to make sure that village libraries operate as lively centers of information sharing and socio-cultural communicate through legislative mandates, government support, and community partnerships.



Internationally, significant progress is also being made to enhance rural library services by nations such as Singapore, the United States, and some African states. These countries offer rural communities with access to information, educational resources, and technology-enabled learning opportunities through embracing digital advances, using mobile libraries, and establishing community-driven tasks. These regions' rural libraries are still thriving because they are catalysts for grassroots empowerment, economic empowerment, and social development in spite of obstacles like infrastructure limitations and scarce resources.

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CHAPTER – 5  
DATA ANALYSIS AND INTERPRETATION

## 5.0. INTRODUCTION

This chapter is on data analysis of the data collected from the library professionals and the users of the libraries.

### 5.1. LIBRARIES UNDER THE STUDIES

**Table 1:** Libraries under the studies

Sr.no	Name of Library
1	Government taluka library, Canacona - Goa
2	Government village library Gaondongrim, Canacona -goa
3	Shri Mallikarjun vachananalya, shristal, Canacona -Goa
4	Shradhanand vachanalya, paingin, Canacona -Goa
5	Omkar vachan sadna, Mashem, Canacona-Goa
6	Omkar village library, Loliem, Canacona- Goa
7	Village panchayat library, Khotigao, Canacona - Goa
8	Village panchayat library, Agonda, Canacona- Goa
9	Village Panchayat Library, Cola, Canacona - Goa

**5.2. Section A:** Data analysis from the data collected from library professionals.

#### 5.2.1 Statistics of the libraries under the studies

**Table 2:** Library Statistics

<b>Sr. No</b>	<b>Library Statistics</b>	<b>Government taluka library, Canacona</b>	<b>Government village library Gaondongri m, Canacona</b>	<b>Shri Mallikarjun vachananalya, shrystal, Canacona</b>	<b>Shradhana nd vachanalya , paingin, Canacona</b>	<b>Omkar vachan sadna, Mashe m, Canacona</b>	<b>Omkar village library, Loliem, Canacona</b>	<b>Village panchay at library, Khotiga o, Canacona</b>	<b>Village panchay at library, Agonda, Canacona</b>	<b>Village Panchay at Cola, Canacona</b>
1	No. of books	27,206	7,698	4,000	9226	4,899	7,418	1,816	1849	5095
2	No. of Tables	17	6	3	6	3	5	2	3	1
3	No. of Journals	8	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
4	No. of Newspaper	13	13	7	10	7	9	5	8	7
5	No. of Magazine	110	16	12	Nil	Nil	Nil	Nil	5	5
6	No. of Computer	2	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
7	No. of Reprographic Machine	1	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
8	No. of Chairs	74	20	7	20	25	19	10	10	15
9	No. of Racks	26	8	2	Nil	Nil	Nil	1	Nil	Nil
10	No of CDs	25	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
11	No. of cupboards	52		6	21	6	12	6	6	1
12	Total Membership	3725	453	208	1383	220	561	99	300	88
13	Sitting arrangement	60	13	10-12	20-35	10-12	10-12	10-15	10-12	10-12

### 5.2.2 Gender wise distribution of Library professionals

**Table 3:** Gender wise distribution

<b>Gender</b>	<b>No. of Respondent</b>	<b>Percentage %</b>
Female	6	66.67
Male	3	33.33
Total	9	100.00

The data presented in table 3 represents responses from 9 participants, which includes 3 males and 6 females. This distribution corresponds to 33.33% male and 66.67% female participation in the data collection process.

### 5.2.3 Designation wise distribution

**Table 4:** Designation wise distribution

<b>Designation</b>	<b>No. of Respondent</b>	<b>Percentage %</b>
Librarian	8	88.89
Library attendant	1	11.11
Total	9	100

In the above table, the question asked about the designation of the respondents, and the result shows that 8 (88.89%) are librarians and 1 (11.11%) is a library attendant.

#### 5.2.4 Different sections in the library

**Table 5:** Sections in the Library

Sr. No	Section	Frequency	Percentage %
1	Reading Section	9	39.13
2	Reference Section	2	8.70
3	Digital Section	0	0.00
4	Children Section	2	8.70
5	Braile Section	0	0.00
6	Catalogue Section	0	0.00
7	Theses/Dissertation Section	0	0.00
8	Acquisition Section	0	0.00
9	Periodical Section	2	8.70
10	Circulation Section	6	26.09
11	Goa Section	2	8.70
	Total	23	100.00

Based on the results in Table 5, asked about the different sections available in the library, respondents indicated the following: 9(39.13%) mentioned a reading section, 2(8.70%) mentioned a Reference section, 2(8.70%) mentioned a children's section, 2(8.70%) mentioned a Periodical section, 6(26.09%) mentioned a Circulation section, and 2(8.70%) mentioned a Goa section. It is seen that in all these libraries there is no digital section, Braile section, catalogue section, These/Dissertation section, Acquisition section. It is recommended that each library should have different sections available.

### 5.2.5 Services provided by the library

**Table 6:** Services provided by the library

Sr. No	Services	Government taluka library, Canacona - Goa	Government village library Gaondongrim, Canacona - Goa	Shri Mallikarjun vachananya, shristal, Canacona -Goa	Shradhan and vachanallya, paingin, Canacona -Goa	Omkar vachan sadna, Mashe m, Canacona-Goa	Omkar village library, Loliem, Canacona- Goa	Village panchayat library, Khotiga o, Canacona - Goa	Village panchayat library, Agonda, Canacona- Goa	Village Panchayat Cola, Canacona - Goa
1	Circulation Service	yes	Yes	Yes	yes	Yes	Yes	Yes	Yes	Yes
2	Reference Service	yes	Yes	Yes	yes	Yes	Yes	Yes	Yes	Yes
3	Referral Service	Yes	No	No	No	No	No	No	No	No
4	Current Awareness Service	No	No	No	yes	No	No	No	No	No
5	Digital Service	No	No	No	No	No	No	No	No	No
6	Inter-Library loan Service	Yes	Yes	No	No	No	No	No	No	No
7	Mobile Library Loan Service	No	No	No	No	No	No	No	No	No
8	Audiovisual Service	No	No	No	No	No	No	No	No	No
9	Archive Service	No	No	No	No	No	No	No	No	No
10	Extension Service	Yes	Yes	No	No	No	No	No	No	No
11	Reprographic Service	Yes	Yes	No	No	No	No	No	No	No
12	Senior Outreach Service	Yes	yes	Yes	yes	No	No	No	No	No
13	Job search and Career Service	Yes	yes	No	yes	No	No	No	No	No

**Table 7:** Services provided by library

<b>Sr. No</b>	<b>Services</b>	<b>Frequency</b>	<b>Percentage %</b>
1	Circulation Service	9	30.0
2	Reference Service	9	30.0
3	Referral Service	1	3.3
4	Current Awareness Service	0	0.0
5	Digital Service	0	0.0
6	Inter-Library loan Service	2	6.7
7	Mobile Library Loan Service	0	0.0
8	Audiovisual Service	0	0.0
9	Archive Service	0	0.0
10	Extension Service	2	6.7
11	Reprographic Service	1	3.3
12	Senior Outreach Service	4	13.3
13	Job search and Career Service	2	6.7
	Total	30	100.0

In the above table 7, respondents were asked about the services provided by the library. According to the results, all nine libraries offer circulation service (9, 30.0%) and reference service (9, 30.0%). Additionally, only 1 (3.3%) mentioned referral service, 2 (6.7%), 2 (6.7%) mentioned extension service, 1 (3.3%) mentioned reprographic service, 4 (13.3%) mentioned senior outreach service, and 2 (6.7%) mentioned job search and career service. It is seen that Current awareness service, Digital service, Mobile library loan service, Audiovisual service, and Archives service. These are the services which are not provided by the libraries. Based on the results, it appears there are various services lacking in the libraries. It is advisable for libraries to offer a broader range of services to meet the diverse needs of their patrons.



### 5.2.6 Other Facilities and perks in the library

**Table 8:** Other facilities and perks in the library

Sr. No	Other facilities	Yes/No	Respondent	Percentage%
1	Own website	No	9	19.57
2	E-books	No	9	19.57
3	Internet connectivity	No	9	19.57
4	Facilities or collection for person with disability	No	9	19.57
5	Any rewards to good reader	Yes	1	2.17
6	satisfaction survey	No	9	19.57
		Total	46	100

In the above table 8, the question was asked whether there are any additional facilities and perks in the library. It is evident that none of the libraries have their own websites or provide e-book facilities, and there is no internet connectivity. However, one library offers rewards to the best reader. Additionally, it is noted that the library does not ask satisfaction surveys from users.

### 5.2.7 Initiative taken by library

**Table 9.** Initiative taken by the library

<b>Imitative taken by Library</b>	<b>Respondent</b>	<b>Percentage %</b>
yes	2	22.22
No	7	77.78
Total	9	100.00

In the above table 9, respondents were asked whether there are any initiatives taken by the library to promote information literacy and lifelong learning among diverse age groups in rural settings. According to the results, 2 (22.22%) libraries responded affirmatively, while 7 (77.78%) libraries responded negatively.

The majority of libraries examined appear to not have programs in place to support lifelong learning and information literacy among a variety of age groups in rural areas, based on the study results. Libraries should think about putting in place services and initiatives catered to the need of rural populations in order to address this, like technological training sessions, literacy workshops, community outreach initiatives, and collaborations with nearby organizations and schools. Libraries could also look at offering mobile library services to reach outlying areas and give patrons access to instructional materials. In general, it is important that libraries actively participate in their rural communities and encourage opportunities for lifelong learning for people of all ages.

### 5.2.8 Workshop organises for Librarian

**Table 10:** Workshop organises for Librarian

Workshop organises for Librarian	Respondent	Percentage %
yes	9	100
no	0	0
total	9	100

Based on the data in table 10, the question was asked, "Is there any workshop organized for the librarians?" According to the findings, 9 respondents (100%) answered "yes." It is evident that Art and Culture organizes workshops for librarians every year.

### 5.2.9 Perception about ideal libraries in terms of quality and requirement.

**Table 11.** Perception about ideal libraries in terms of quality and requirement.

Sr. No			Frequency
1	perception about Ideal Library	Sufficient space	9
2		sufficient infrastructure	9
3		sufficient furniture	9
4		sufficient no. of computer	9
5		sufficient no. of books	9
6		Internet facilities	9
7		Reprographic machine	9
8		e-books, e-journal etc	9
9		qualified librarian	9
10	Requirement for ideal library	Literature books	9
11		Kitchen books	9
12		Grammar books	9
13		Scientific books	9
14		Comparative exam books	9
15		General knowledge books	9
16		children's books	9
17		journal, magazine, newspaper	9

In Table 11, the question was asked about the perception of an ideal library and the requirements of village libraries. According to the data, it can be seen that all library professionals agree on the components of an ideal library, such as sufficient space, infrastructure, furniture, computers, books, internet facilities, reprographic machines, e-books, e-journals, and qualified librarians. Additionally, all library professionals agree on the requirements for an ideal library, including literature books, kitchen books, grammar books, scientific books, comparative exam books, general knowledge books, children's books, journals, magazines, and newspapers.

#### 5.2.10 Challenges faced by Library

**Table 12:** Challenges faced by Library

Sr. No	Challenges	Frequency	Percentage %
1	Lack of resources	6	13.95
2	Lack of space	3	6.98
3	Lack of setting arrangement	1	2.33
4	Lack of library service	6	13.95
5	Lack of internet/Networking	9	20.93
6	Disturbance/Not environment friendly	2	4.65
7	Library location	2	4.65
8	Lack of computer, reprographic services	8	18.60
9	Lack of fund	6	13.95
	Total	43	100

In the above table 12, the question was asked about the challenges faced by the library. According to the results, the majority faced challenges include internet connectivity/networking, which accounts for 9 (20.93%), followed by a lack of computer and reprographic services at 8 (18.60%), insufficient funds at 6 (13.95%), inadequate resources also at 6 (13.95%), and a shortage of library services at 6 (13.95%). Lack of space was reported by 3 (6.98%) respondents, while disturbance or non-environment-friendly aspects and library location each accounted for 2 (4.65%). Additionally, the lack of seating arrangement was noted by 1 (2.33%) respondent.

From this data, it is evident that the most significant challenges revolve around issues related to technology and infrastructure, such as internet connectivity, computer and reprographic services, as well as resource and funding constraints. These findings underscore the importance of addressing technological shortcomings and resource limitations to enhance the library's effectiveness and service delivery.

#### **5.2.11 Local Government/Panchayat supporting the improvement of infrastructure and facilities in libraries**

**Table 13.** Local Government/Panchayat supporting the improvement of infrastructure and facilities in libraries

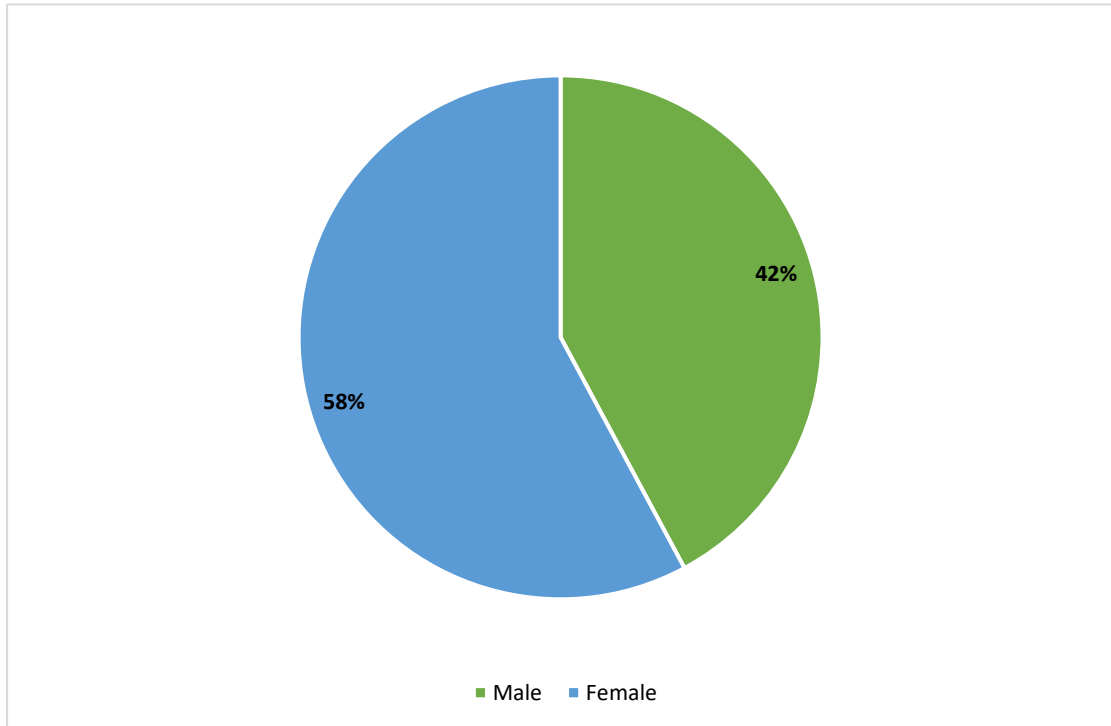
<b>Yes / No</b>	<b>No. of Respondent</b>
Yes	5
No	4

It's quite evident that despite the support being provided by NGOs and Panchayats, the reality is that it's not as effective as it should be. When questioned, many librarians hesitate to provide an answer

## 5.3 Section B: Data Analysis from data collected from the users

### 5.3.1 Gender wise Distribution

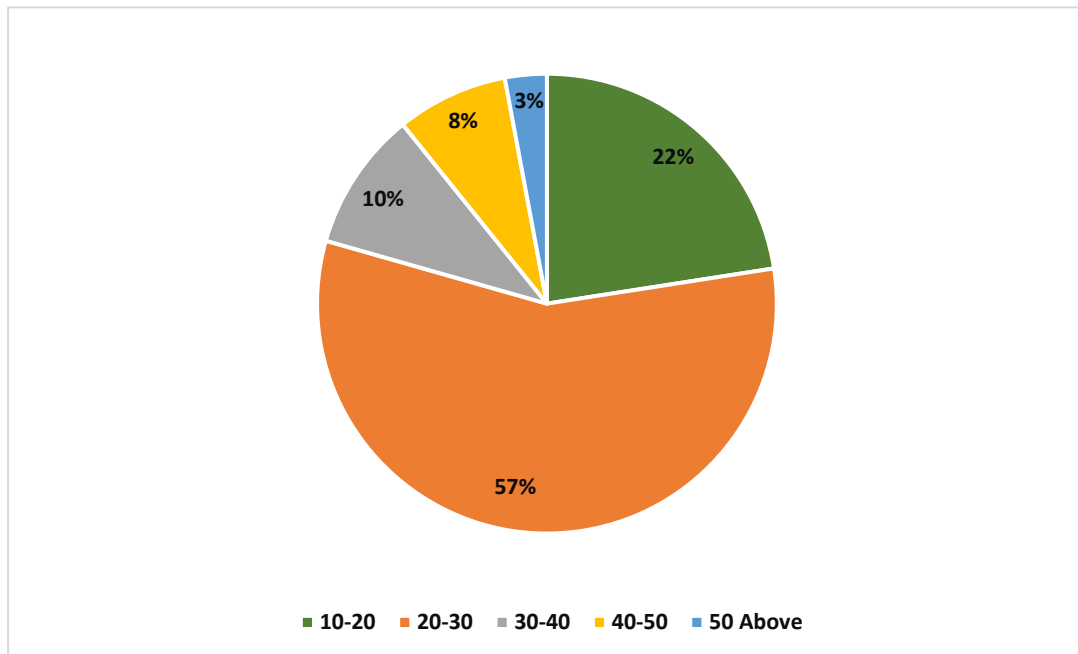
**Figure 1:** Gender wise distribution of respondent



The data presented in Figure 1, represents responses from 102 participants, consisting of 43 males and 59 females. This distribution corresponds to 42% male and 58% female participation in the data collection process. These findings indicate that female members have actively contributed to this study.

### 5.3.2 Age wise Distribution

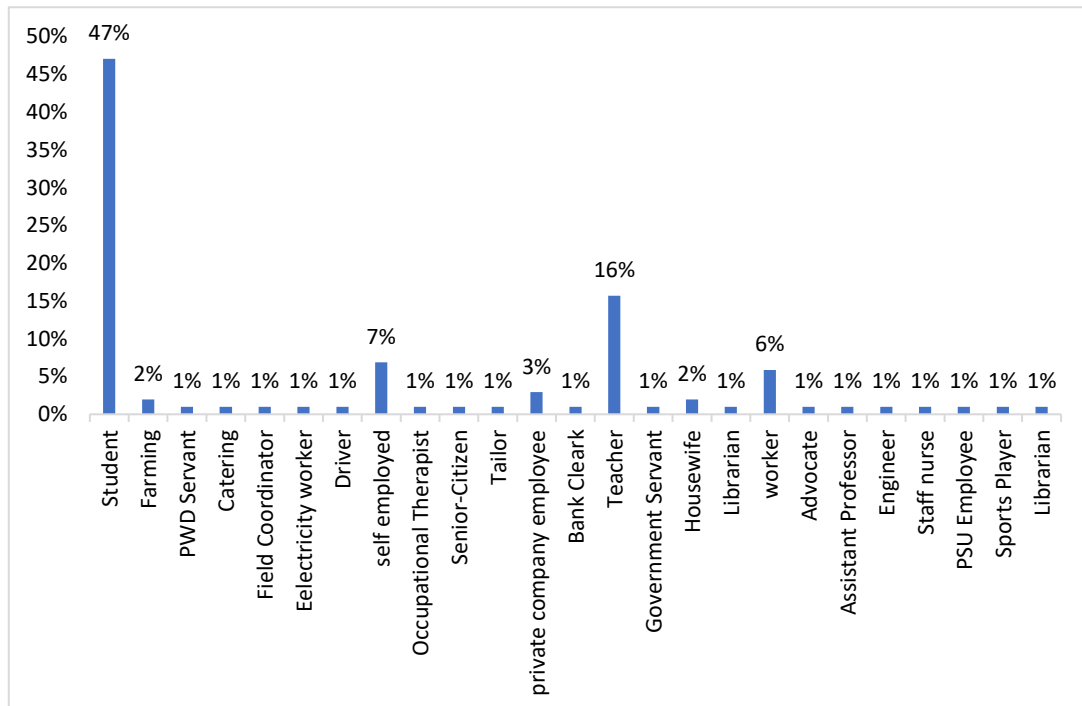
**Figure 2:** Age wise distribution of respondent



The data presented in Figure 2, reveals the distribution of library visitors across different age groups. Among respondents, 22% fall within the 10-20 age group, while the majority, comprising 57%, are in the 20-30 age bracket. Additionally, 10% are aged 30-40, 8% are aged 40-50, and 3% are 50 years old and above. These findings suggest that individuals aged 20-30 are the most frequent visitors to the library, indicating that they are utilizing the resources available in the library more extensively compared to other age groups.

### 5.3.3 Occupational wise Distribution

**Figure 3:** Occupational wise distribution of Respondent

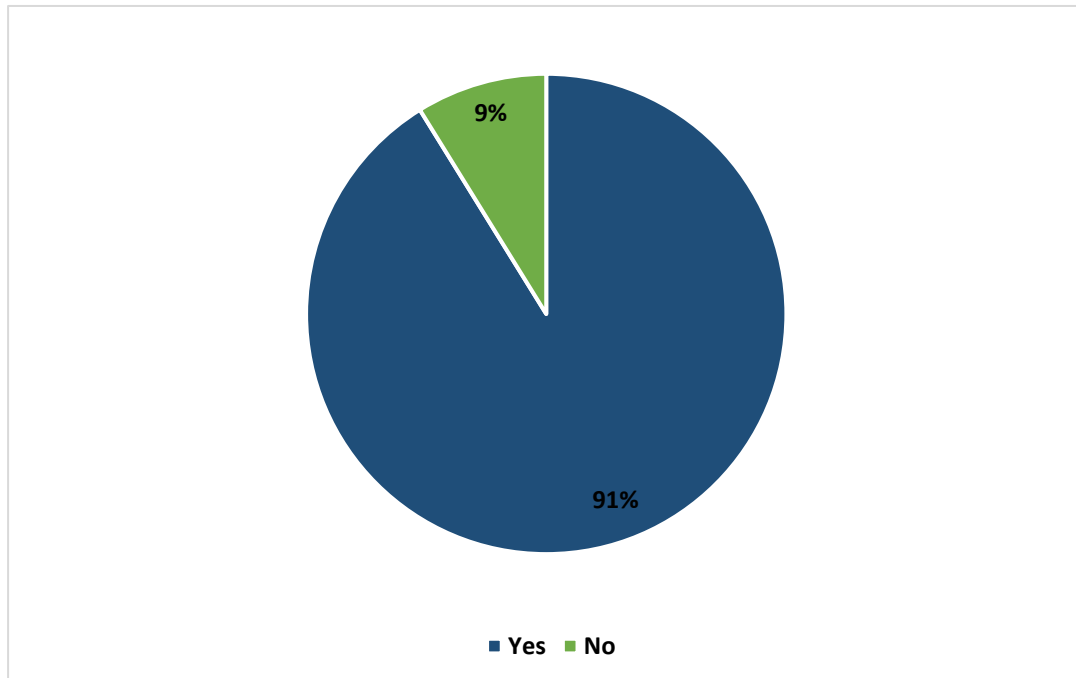


The data presented in Figure 3, highlights the beneficiaries of the library, with students comprising the largest proportion at 47%. Following students, teachers account for 16%, while self-employed individuals, workers, and private employees each represent smaller percentages at 7%, 6%, and 3% respectively. Other beneficiaries include individuals from various professions such as farming, housewives, and those in specific occupations like catering, field coordination, and electricity work, each making up 2% or less of the total respondents. Notably, a diverse range of professions is represented among library beneficiaries, with each contributing to the utilization of library resources. Overall, the data underscores the significant role of libraries in serving a broad spectrum of individuals from different backgrounds and professions



#### 5.3.4 Visiting the Library

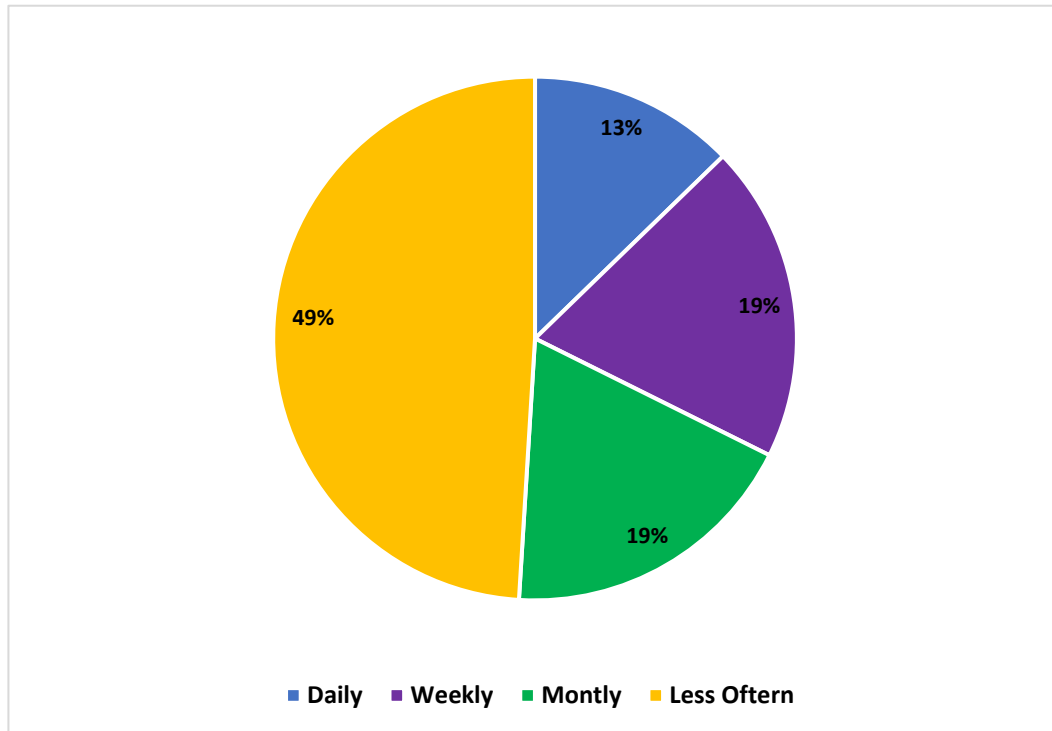
**Figure 4:** Visiting the Library



The data presented in Figure 4, indicates that 91% of respondents reported visiting the library, while 9% stated that they do not visit the library. This finding suggests that the majority of respondents are actively engaging with library services, while a smaller percentage choose not to visit the library. Overall, among the 102 respondents surveyed, library visitation is prevalent, indicating a significant level of interest and utilization of library resources within the surveyed population.

### 5.3.5 Frequency of visiting the Library

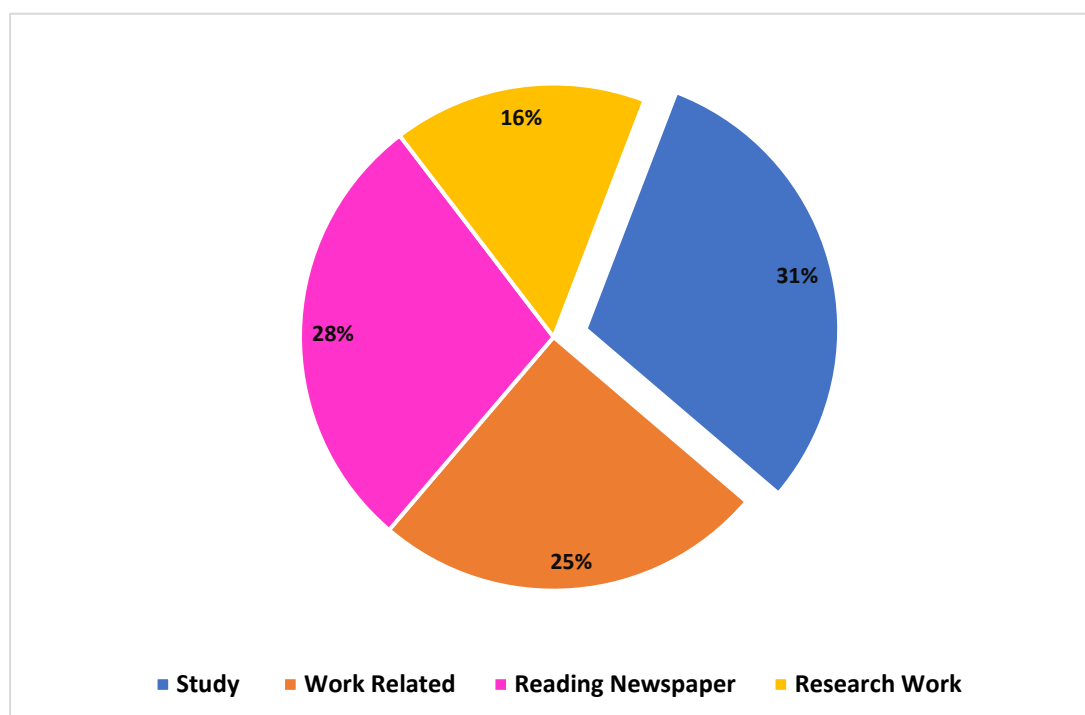
**Figure 5:** Frequency of Visiting



The data depicted in the above figure 5, illustrates the frequency of library visits among respondents. According to the findings, 49% of respondents identified themselves as frequent visitors to the library. Additionally, the study reveals that 19% visit the library on a monthly basis, while another 19% visit weekly. Lastly, 13% of respondents reported visiting the library on a daily basis. These findings suggest a varied pattern of library utilization among respondents, with a significant portion indicating frequent or regular visits, while others visit less frequently

### 5.3.6 Purpose of Library Visit

**Figure 6:** Purpose of Library Visit

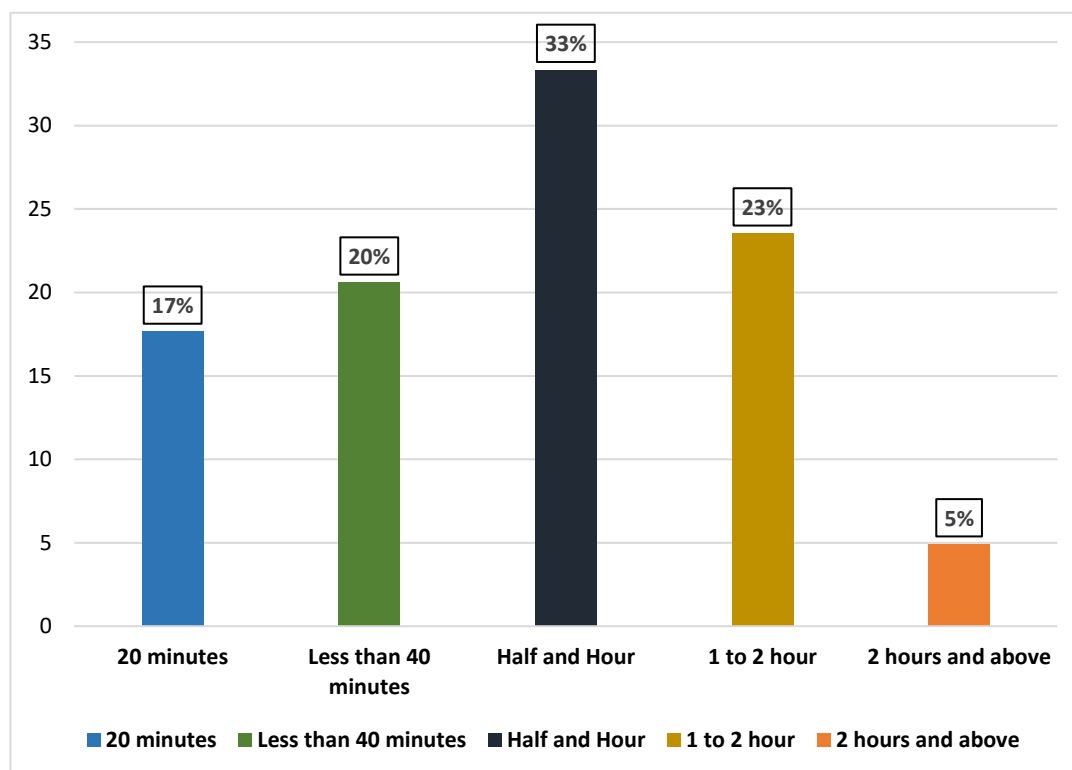


In the above figure 6, respondents were asked about the purpose of their library visits. The findings indicate that a significant portion, comprising 31% of visitors, use the library for study purposes. Additionally, 28% of respondents reported visiting the library to read newspapers, while 25% stated that their visits were related to work. A smaller percentage, accounting for 16% of respondents, indicated that they visit the library for research purposes.

These findings suggest that the library serves multiple purposes for its visitors, including academic study, current affairs reading, professional tasks, and research endeavours. Understanding the diverse reasons for library visits can inform the design of library services and resources to better meet the needs of different user groups. Overall, the data highlights the varied roles that libraries play in supporting education, information dissemination, and professional activities within the community.

### 5.3.7 Time spends in each visit

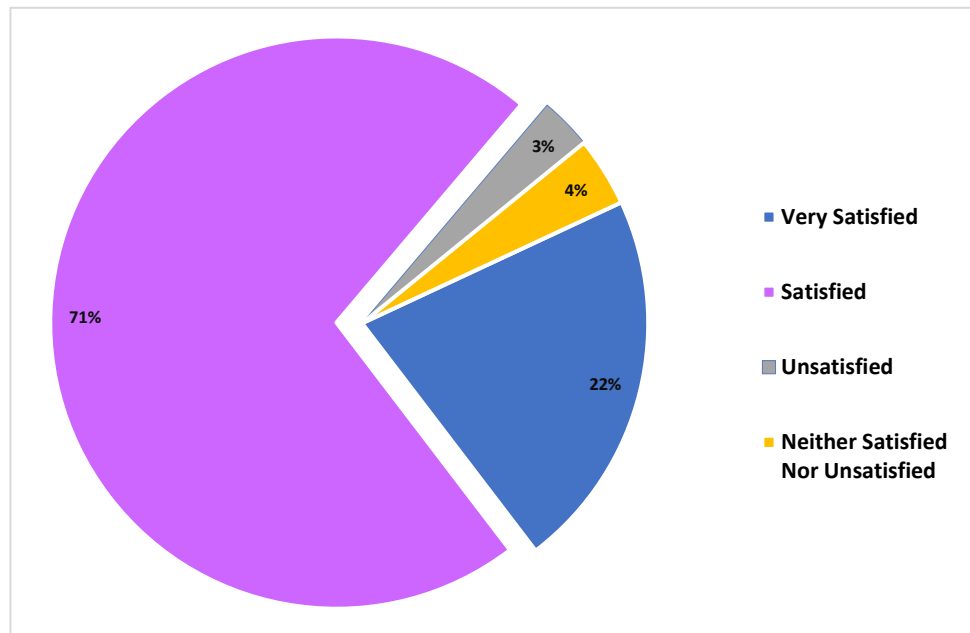
**Figure 7:** Time spends in Library



The data presented in the above figure 7, illustrates the time spent by visitors in the library. According to the findings, 17% of respondents spend approximately 20 minutes during their library visits, while 20% spend less than 40 minutes. A significant portion, comprising 33%, spends around half an hour in the library. Furthermore, 23% reported spending between 1 to 2 hours, while only 5% spend 2 hours or more during their library visits. Overall, the data suggests that the majority of users typically spend around half an hour per day during each visit to the library. This finding indicates that visitors tend to allocate a moderate amount of time for utilizing library resources and services, with shorter durations being more common than longer ones.

### 5.3.8 Satisfaction level of Library opening hours

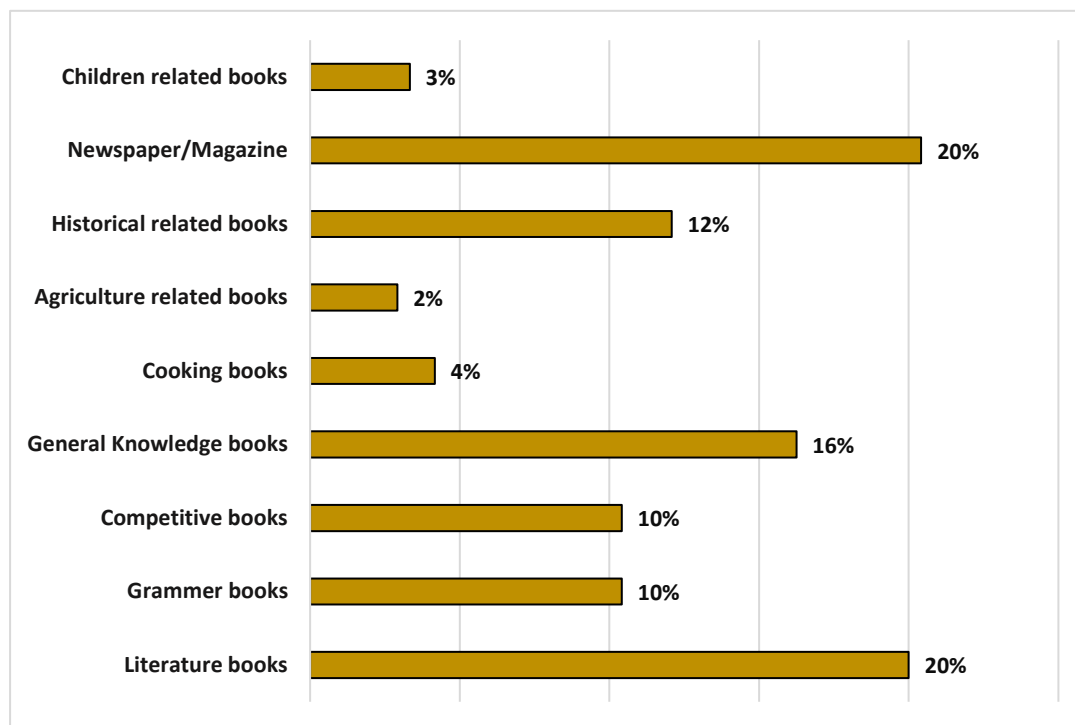
**Figure 8:** Satisfaction level of Library opening hours



According to the data presented in the above figure 8, the satisfaction level among library visitors is high, with 72% expressing satisfaction. Additionally, 21% of users reported being very satisfied, while only 3% indicated dissatisfaction. Another 4% stated that they neither felt satisfied nor unsatisfied. The study highlights that users are particularly satisfied with the opening hours of the library. This suggests that the availability of the library during convenient hours contributes significantly to visitor satisfaction. Overall, the findings indicate a positive perception among users regarding the accessibility and services provided by the library.

### 5.3.9 Subject / Topic preference

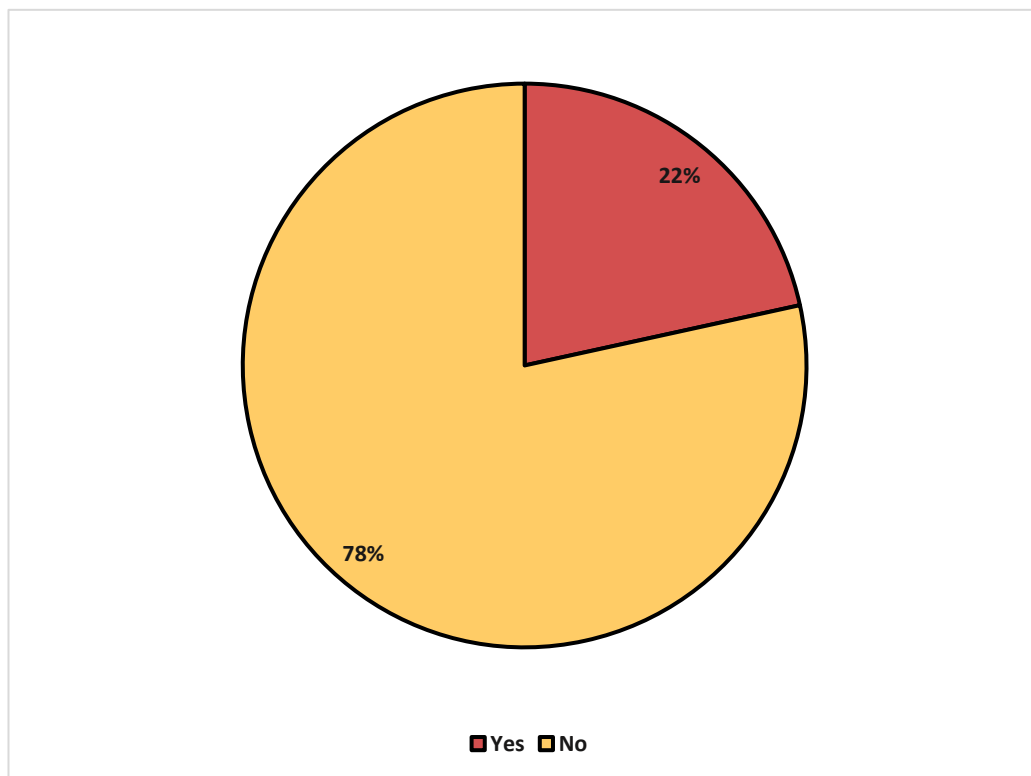
**Figure 9:** Subject / Topic preference



The above figure 9, results indicate that among the respondents, 20% Favor Literature books, while an equal percentage opt for Newspapers. Following closely behind, 16% show a preference for General knowledge books. Historical related books are favoured by 12% of the participants, whereas 10% each lean towards Competitive and Grammar books. A smaller portion, 4%, show interest in cooking books, while only 3% and 2% prefer Children related and Agriculture related books respectively. Overall, the majority exhibit a preference for Literature books and Newspapers, followed by General knowledge books, Historical books.

### 5.3.10 Availability of Internet connectivity in Library

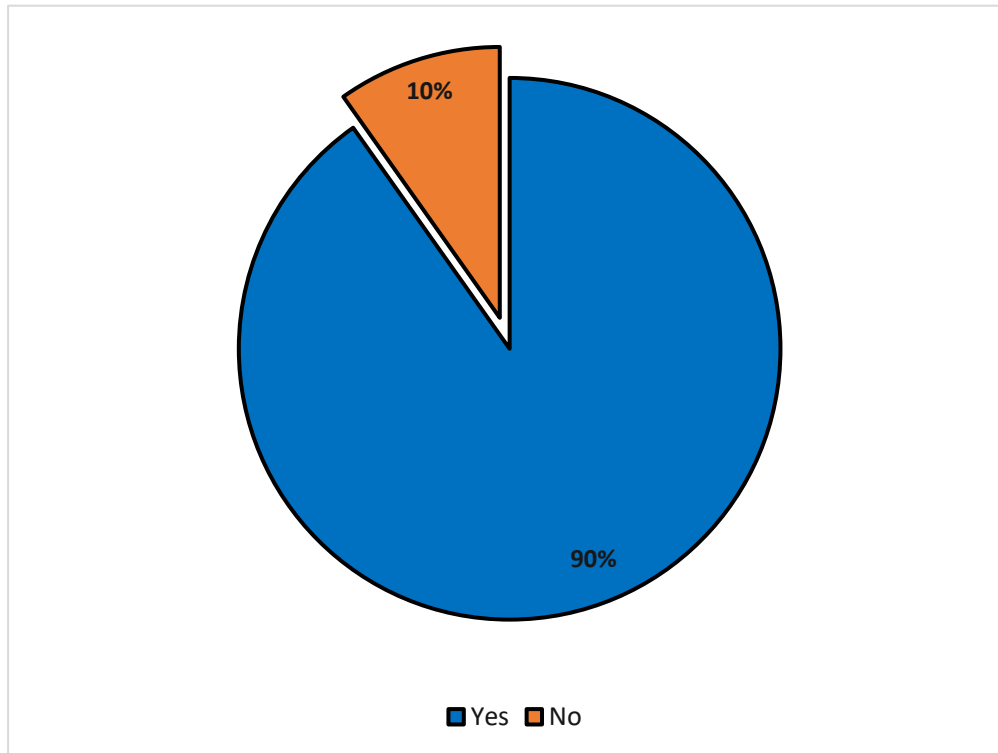
**Figure 10:** Availability of internet connectivity in library



According to the data presented in the above figure 10, a significant majority of respondents, accounting for 78%, reported a lack of availability of internet facilities in the library. However, 22% of respondents indicated that there is indeed internet connection available. The findings suggest a clear demand among users for internet facilities within the library premises to access resources. The data underscores the importance of providing internet access as an essential service to meet the needs of library users. By addressing this need, libraries can enhance their utility and better serve the information and communication requirements of their patrons.

### 5.3.11 Networking important in the library

**Figure 11:** Networking important in the library

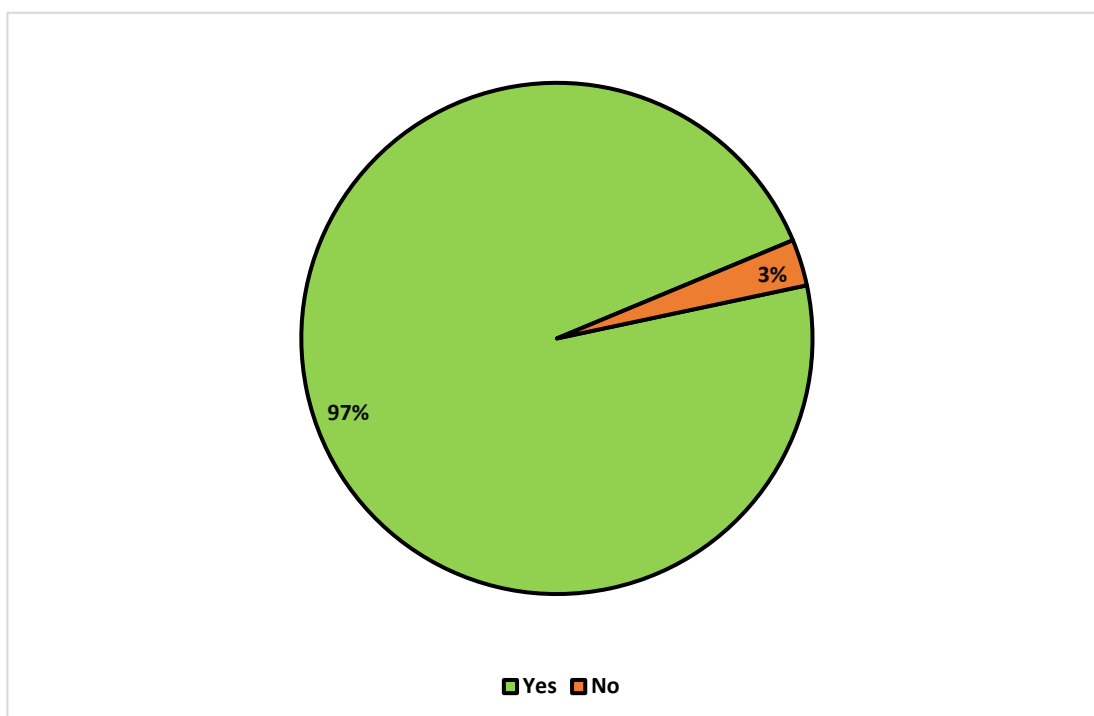


According to the data provided, the majority of respondents, comprising 90%, expressed a strong desire for networking among libraries at the village level. Conversely, 10% of respondents indicated that such networking was not important. These findings emphasize the widespread acknowledgment among participants regarding the significance of collaboration and connectivity among libraries. Establishing networks between libraries can facilitate the sharing of resources, expertise, and knowledge, ultimately enriching educational and learning opportunities within local communities. Overall, the data underscores the crucial role of networking in libraries to foster the development of a knowledge-based society at both local and broader levels.



### 5.3.12 Requirement of competitive exam books in the library

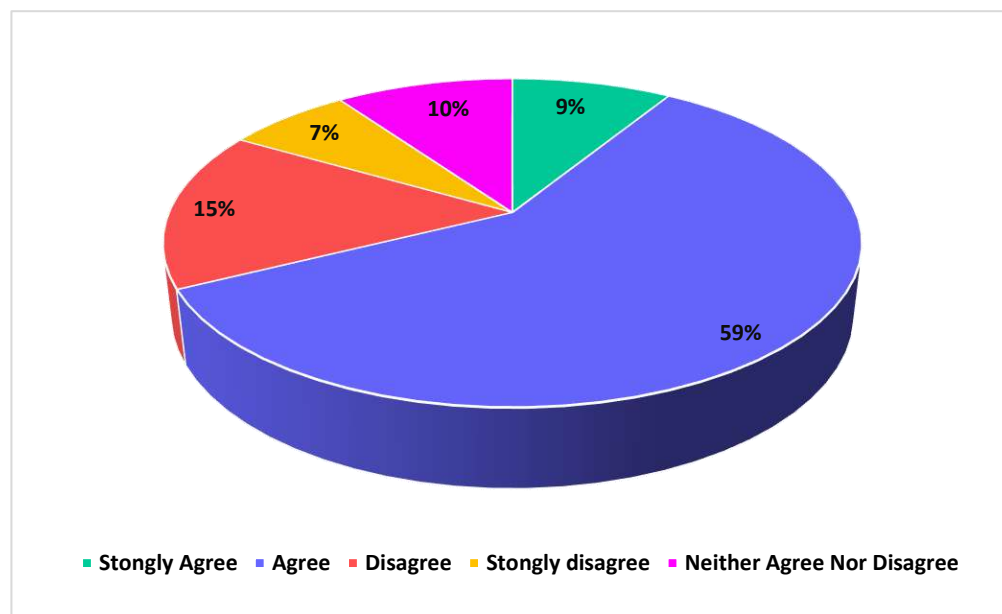
**Figure 12:** Requirement of competitive exam books in the library



According to the findings presented in the above figure 12, an overwhelming majority of respondents, constituting 97%, expressed a strong demand for competitive exam books to be available in the library. Conversely, a small minority of 3% indicated that they did not perceive a need for such books in the library. These results underscore the widespread recognition among participants of the urgent requirement for competitive exam resources within the library. This highlights the importance of catering to the educational and aspirational needs of patrons by ensuring the availability of relevant study materials. Overall, the data emphasizes the critical role of libraries in supporting individuals preparing for competitive examinations and facilitating their academic and career aspirations.

### 5.3.13 Does the library provide easy access to the resources? Are the library meets their requirements

**Figure 13:** Does the library provide easy access to the resources? Are the library meets their requirements



In the above figure 13, the question was asked to users is they meet the library requirements. According to the findings, the majority of respondents consisted of 59% who agreed, 15% who disagreed, 10% who neither agreed nor disagreed, 9% who strongly agreed, and 7% who strongly disagreed.

### 5.3.14 Services provided by the library

**Table 14:** Services provided by the library

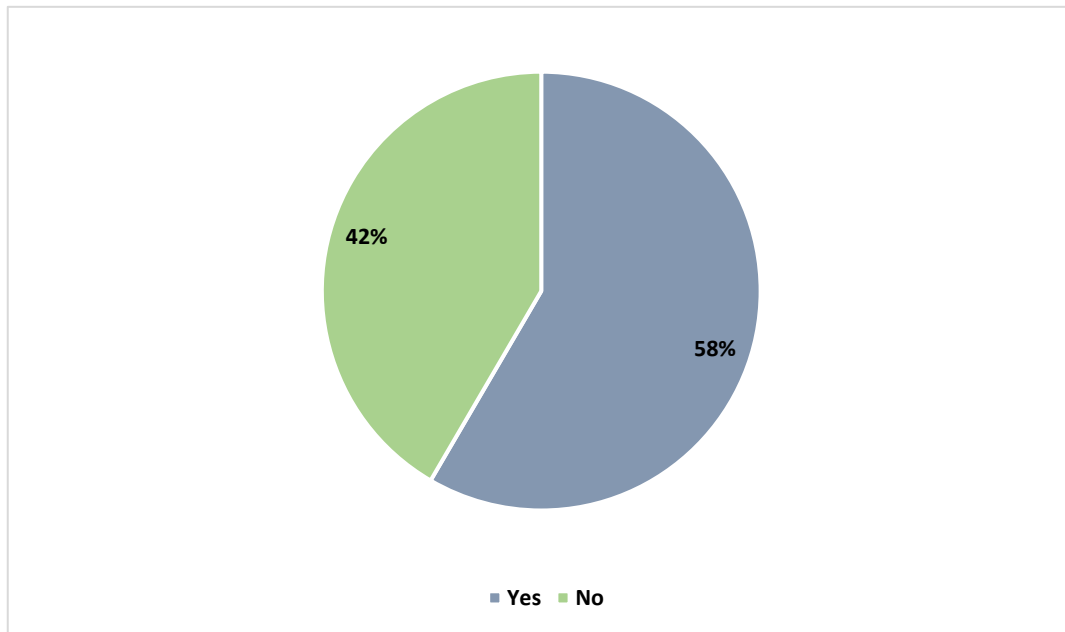
<b>Sr. No</b>	<b>Services</b>	<b>Frequency</b>	<b>Percentage %</b>
1	Circulation Service	67	25.00
2	Reference Service	75	27.99
3	Referral Service	12	4.48
4	Currant Awareness Service	20	7.46
5	Digital Service	15	5.60
6	Inter-Library Loan Service	8	2.99
7	Mobile library Service	6	2.24
8	Audiovisual Service	3	1.12
9	Archive Service	4	1.49
10	Extension Service	9	3.36
11	Reprographic Service	1	0.37
12	Job Search and Career service	7	2.61
13	Senior outreach Service	3	1.12
	Total	268	100

In the given data in Figure 14, users were asked about the services provided by the library. According to the data, 67 (25.00%) mentioned Circulation service, 75 (27.99%) mentioned Reference service, 12 (4.48%) mentioned Referral service, 20 (7.46%) mentioned Current awareness service, 15 (5.60%) mentioned Digital service, 8 (2.99%) mentioned Inter-Library loan service, 6 (2.24%) mentioned Mobile library service, 3 (1.12%) mentioned Audiovisual service, 4 (1.49%) mentioned Archive service, 9 (3.36%) mentioned Extension service, 1 (0.37%) mentioned Reprographic service, 7 (2.61%) mentioned Job search and career service, and 3 (1.12%) mentioned Senior outreach service.

Based on the comparison between the responses received from the users and the library professionals, it is evident that many libraries are not providing some of the above-mentioned services. Therefore, there is a need to create awareness among users regarding the meaning and availability of these particular facilities.

### 5.3.15 Promote information literacy and lifelong learning

**Figure 14:** Promote information literacy and lifelong learning



In the above figure 14, the question was asked to the users whether the library has taken any initiative to promote information literacy and lifelong learning among them. According to the findings, 57% answered yes, while 42% answered no. Based on these findings, it is suggested that the library should promote more information literacy and lifelong learning initiatives.

The library should step up its efforts to promote lifelong learning and information literacy initiatives in light of the findings. This can include putting in place extra courses, workshops, or resources designed to improve users' abilities to find, assess, and use information efficiently. The library can also look into partnerships with academic institutions or local organizations to increase its influence and outreach in this field. All things considered, the community the library serves as well as its patrons would gain by investing in and giving importance to programs that promote information literacy and lifelong learning.

### 5.3.16 Challenges faced by the users

**Table 15:** Challenges faced by the users

Sr. No	Challenges	Frequency	Percentage %
1	Lack of resources	52	19
2	Lack of space	33	12
3	Lack of setting arrangement	17	6
4	Lack of Library Service	40	15
5	Lack of internet/Networking	45	17
6	Not environment friendly	17	6
7	Library Location	16	6
8	Lack of Computer, Reprographic service	51	19
	Total	271	100

In the above Figure 15, the question asked about the challenges faced by the users. According to the results, the majority faced challenges include Lack of resources 52(19%), Lack of computer, Reprographic service 51(19%), Lack of internet connectivity/networking 45(17%), Lack of library service 40(15%), Lack of space 33(12%), Additionally, 17(6%) of respondents mentioned Lack of setting arrangement, 17(6%), said that library is Not environmentally friendly 17(6%), and 16(6%) respondent faced Library location. Based on this data, it can be said that libraries have to take initiative in meeting the needs of the users in terms of resources. At least one computer system should be made available for searching digital resources, along with a reprography machine for scanning. Care is also needed in providing proper library services.

### 5.3.17 Opinion about ideal libraries

**Table 16:** Opinion about ideal library

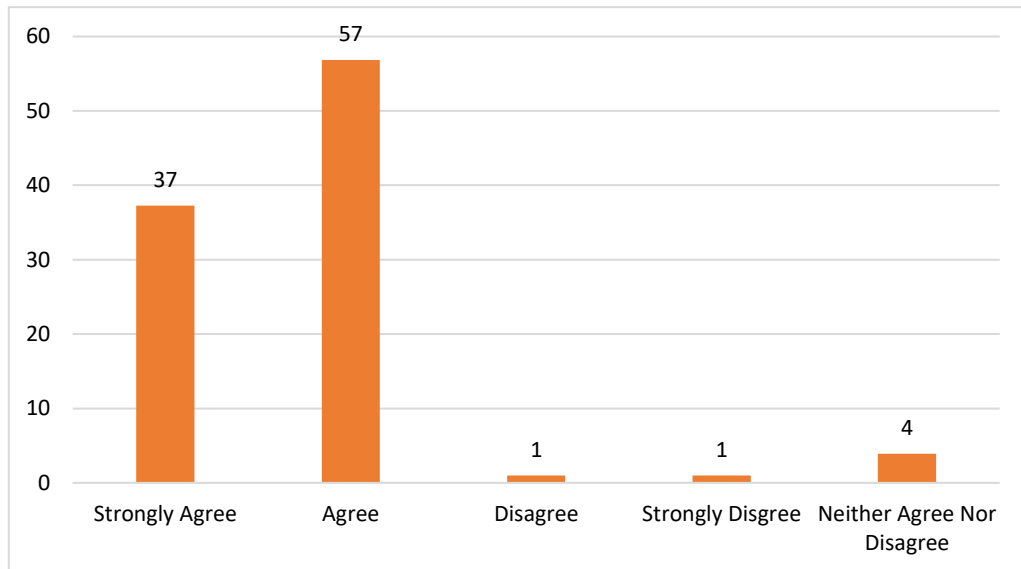
Sr. No	Opinion	Frequency	Percentage %
1	Ideal library collection	73	17
2	sufficient infrastructure	65	15
3	sufficient space	66	15
4	sufficient no. of chairs, tables, cupboard, rack etc.	56	13
5	sufficient no. of computer, reprographic machine	60	14
6	Different sections	48	11
7	Internet connectivity	62	14
	Total	430	100

In the above data from Figure 16, users were asked about their opinion on what an ideal village library should entail. According to the data, 73 (17%) respondents believe that an ideal village library should have ideal library resources, 65 (15%) believe it should have sufficient infrastructure, 66 (15%) think it should have sufficient space, 56 (13%) mentioned a sufficient number of chairs, tables, cupboards, racks, etc., 60 (14%) mentioned computers and reprographic machines, 48 (11%) mentioned the necessity of different sections, and 62 (14%) emphasized the importance of Internet connectivity.

Libraries and government organizations can work together to provide appropriate library infrastructure that fulfils the needs of rural communities and encourages learning and information sharing by addressing these problems and maintaining good collaboration.

### 5.3.18 Is library staff being friendly and helpful

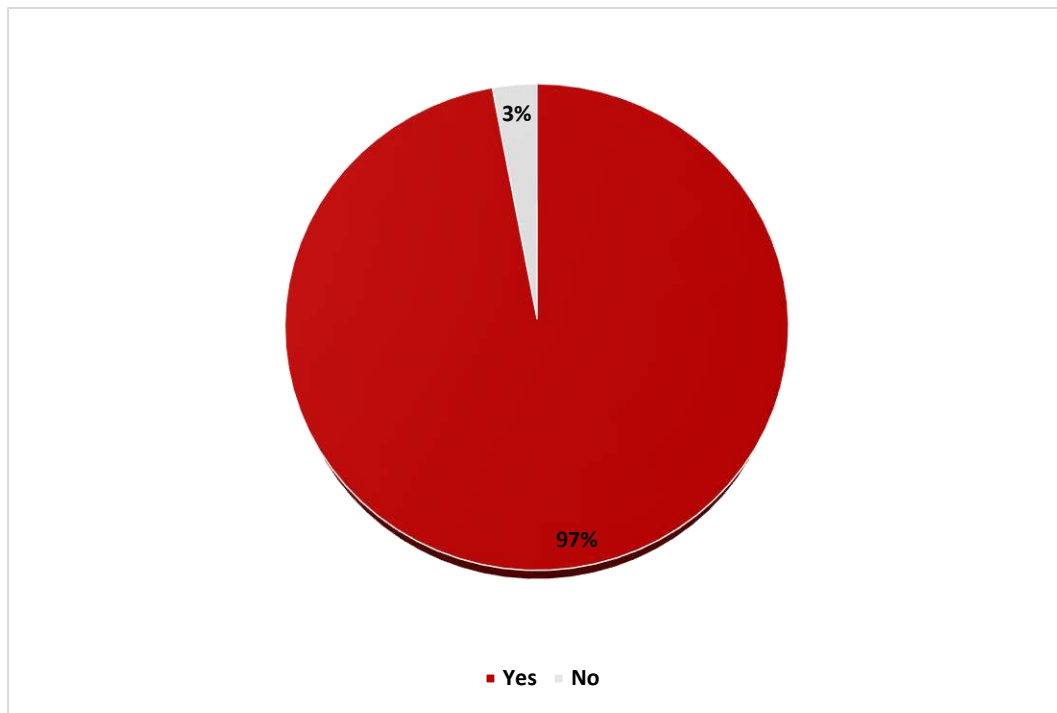
**Figure 15:** Is library staff being friendly and helpful



In the above figure 15, the question was posed to users: "Are the library staff friendly and helpful?" According to the respondents, the majority, 57%, agreed, while 37% strongly agreed. Additionally, 4% neither agreed nor disagreed, 1% disagreed, and 1% strongly disagreed.

### 5.3.19 Is village librarian should be qualified

**Figure 16:** Is village librarian should be qualified

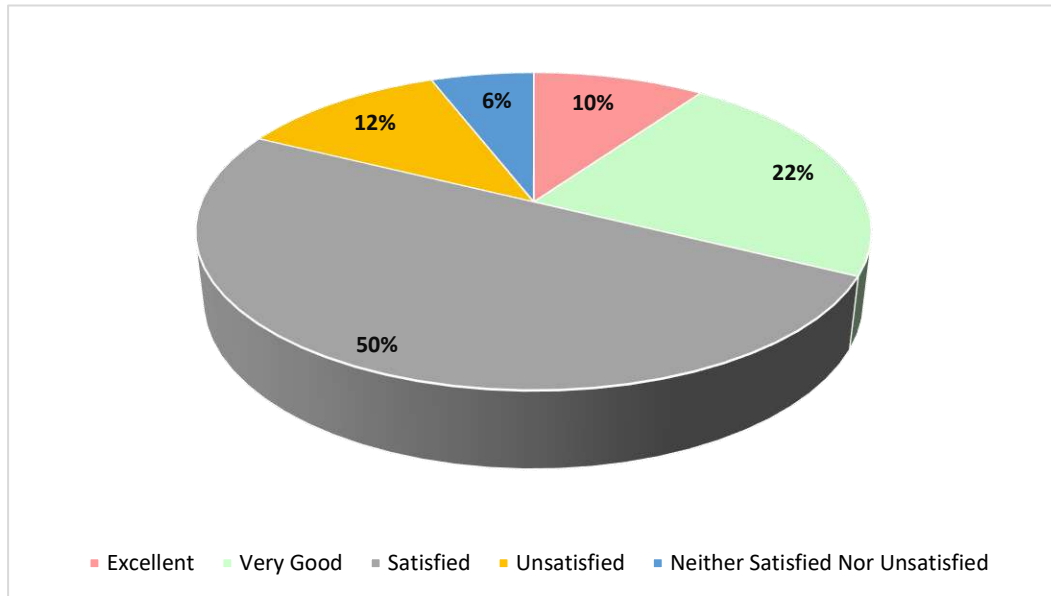


Data indicate that 97% of respondents think the village librarian needs to be qualified. This is an impressive majority. This shows that respondents strongly agreed on the significance of qualifications and skills for those holding the role of village librarian. However, the 3% of respondents who answered no highlight a minority perspective that warrants further consideration.



### 5.3.20 Overall services provided by the library

**Figure 17:** Overall services provided by the library



In the above figure 17, users were asked to rate the overall services provided by the library. According to the results, 50% of respondents were satisfied, 22% rated the service as very good, 12% were unsatisfied, 10% rated it as excellent, and 6% of respondents neither satisfied nor unsatisfied.

## **5.4 Conclusion**

The effectiveness and accessibility of libraries. By adopting strategies such as expanding service offerings, fostering community engagement, and investing in digital infrastructure, libraries can better meet the diverse needs of their users and fulfil their role as hubs for learning and information dissemination. Furthermore, the data emphasizes the significant role that village libraries play in meeting the varied needs of their communities, fostering a culture of learning and collaboration, and facilitating education and information exchange. By addressing existing issues and meeting user demands, village libraries can effectively serve as essential hubs for community development and knowledge sharing. In order to continue improving library services and better serve rural populations, it is imperative for government agencies and libraries to collaborate in overcoming infrastructure deficiencies and addressing the evolving needs of users.

CHAPTER – 6

FINDINGS, SUGGESTIONS AND  
CONCLUSION

## **6.0 INRODUCTION**

This chapter details the major findings of the study, provides suggestions, and draws conclusions from the present study.

### **6.1 FINDINGS**

Major finding of the study: -

- In view of these findings, libraries are urged to think about expanding the variety of sections they offer in order to improve the accessibility and ease of use of their resources. This may include introducing digital resources, sections dedicated to theses and dissertations, the Children section, the Goa section, extensive cataloguing systems, Braille materials for visually challenged users, and acquisition divisions to acquire new materials. Libraries can better serve their users and carry out their duties as information centers in their communities by filling in these gaps.
- Circulation and reference services are offered by all nine libraries, showing how important they are in enhancing library operations and helping patrons. On the other hand, the range of services provided is very limited. Many libraries lack services such as job search support, extension programs, reprographic machinery, or referral assistance. In addition, there is a noticeable lack of modern facilities, including digital media materials, archive availability, mobile library loans, digital resource access, and current awareness updates.
- The findings reveal significant gaps in the digital infrastructure and user engagement methods utilized by the investigated libraries. There is limited online accessibility and availability of electronic materials due to the absence of websites or e-book services offered by any of the libraries.
- Moreover, the lack of internet access restricts users' ability to utilize digital learning resources and online databases while on the premises. Few efforts to enhance the user experience are evident, except for one library that acknowledges its top reader with awards; however, no other amenities or benefits are provided. Furthermore, the absence of satisfaction surveys suggests a missed opportunity to gather valuable feedback for improving services and addressing user needs. Incorporating internet access, online resources, and user

feedback mechanisms could significantly enhance the effectiveness with which libraries serve their communities.

- According to the data, most of the libraries that were investigated do not appear to have any programs that encourage lifelong learning and promote information literacy in rural areas for people of all ages. Libraries should think about developing services and programs specifically designed for the needs of rural populations in order to close this gap. Technological training sessions, literacy workshops, community outreach programs, and collaborations with local schools and groups are a few examples. Libraries should also look into the possibility of providing mobile library services to reach remote places and give users access to educational resources. In general, it is important for libraries to take an active role in their rural communities and support opportunities for people of all ages to engage in lifelong learning.
- Findings show that librarians largely agree on what makes an ideal library as well as what it should contain. The availability of sufficient infrastructure, furniture, computers, e-books, e-journals, connectivity to the internet, reprographic machines, and trained librarians are essential components. Similarly, a variety of literature is covered by the agreed-upon requirements, including children's literature and books on science, literature, spoken language, cooking, and comparative exams. Also, it highlights how crucial it is to grant access to newspapers, periodicals, and journals. The need for these components for developing complete and efficient library services, particularly in rural areas, is highlighted by this majority opinion.
- The findings show the challenges that library patrons come across, mainly regarding resource-related problems. Based on the data, the majority of users face difficulties like a shortage of computers and reprographic services, among other resources, and poor internet access. Users often mention problems with insufficient library services, limited space, and environmental issues. These difficulties highlight how crucial it is for libraries to be aware of patron requirements and take proactive action to meet them. Libraries need access to basic resources like computers so that users can access digital content and reprography machines so that documents can be digitized. In addition, fulfilling

the information needs of users and improving user experiences require suitable library services as well as attention to environmental and physical limitations.

- Based on this information, it seems that Directorate Art & Culture consistently organizes workshops for librarians. Therefore, it can be claimed that Art and Culture consistently attempt to give librarians instruction and chances for professional development through these training programs.
- Based on the outcomes as a whole, individuals in their twenties are the most regular users of library resources, followed by teenagers. Older age groups lack representation among library users.
- According to the data, students are the library's major users, followed by teachers. A wide range of other vocations can also profit from the resources and services the library provides.
- From the findings, respondents' visitation frequencies ranged significantly; many of them visited monthly, weekly, or daily, while others visited less frequently.
- According to the findings, respondents visited the library for a variety of reasons; the most common ones were study, reading newspapers, work-related activities, and research.
- The analysis additionally indicates that users are especially comfortable with the library's hours of service. This indicates a major factor in visitor fulfilment is the library's availability during beneficial hours. The majority of library users expressed happiness with their overall library experience, based on the data, which shows a high level of visitor satisfaction.
- Most responses generally show an attraction for newspapers and books on literature, general knowledge and historical books following in second and third place. Other publications that stimulate respondents attention are Grammar and Competitive books. However, the respondent is also less interested in books on agriculture, children's literature, and cuisine.
- The study finds that a significant number of the respondents lack access to internet facilities within the library, highlighting an issue in service provision that might hinder users' ability to make use of digital resources and services.
- The data shows how interested respondents were in developing networking opportunities between libraries at the village level.

- Based on the data, it is clear that the respondents clearly want competitive examination resources to be accessible in the library. It shows that library users are very interested in using resources to assist them prepare for competitive exams.
- Users were questioned about whether they met the library requirements. The findings showed that 59% of respondents agreed, 15% disagreed, 10% said they didn't know, 9% strongly agreed, and 7% strongly disagreed.
- Overall, the data indicates people generally are not as aware of particular services, such as digital, interlibrary loan, and referral, while they are relatively knowledgeable of circulation and reference services. This finding indicates that libraries must inform users regarding the availability and benefits of these particular services.
- The findings show that the opinions of respondents on the ideal village library vary widely. Some place a higher priority on having sufficient infrastructure and resources, while others highlight the importance of furniture, space, technology, and connectivity. These findings show that the various users' needs and preferences influence the services and amenities provided by village libraries.
- Overall, the data shows that respondents had a positive view of the library staff's friendliness and helpfulness. This statement was largely agreed with or strongly agreed with, demonstrating that the majority of respondents were happy with the actions and support given by the library staff. Very few said they disagreed in any manner.
- According to the data, village librarians need to have certain credentials and skills, as the overwhelming majority of responses indicate. While the majority feels thus, the minority's point of view may provide important information about areas where priorities or perceptions differ, asking for more study or maybe even action to address problems or opposing viewpoints.
- According to the data, most respondents were satisfied or gave the service a positive rating. Even still, a sizable portion of respondents expressed dissatisfaction, suggesting potential areas for development in order to improve user satisfaction and experience with library services. In addition, the number of respondents who reported neither satisfaction nor dissatisfaction points to the

possibility that additional research into the variables impacting their views is needed.

- During the library observation, it was evident that many libraries were not operating efficiently. There appeared to be inadequate organization of books, with a majority lacking classification numbers and proper arrangement. Additionally, the libraries seemed outdated, with damaged racks and cupboards, as well as a shortage of storage space leading to books being covered with plastic. Furthermore, the infrastructure of the libraries, including fans and lights, was not in proper condition.
- During observation, it was noted that most libraries lack washroom facilities and even access to drinking water. Because of this, both users and working staff face challenges.

## **6.2 SUGGESTIONS**

Public libraries could consider implementing the following suggestion:

- It is suggested that proper infrastructure be created with a minimum of six sections: circulation section, reference section, technical section, differently abled resources section, children's section, and Goa section.
- Furthermore, it is suggested that services such as borrowing and returning, personalized reference assistance, personalized e-resource provision, and personal assistance with writing essays, letters, assignments, and projects be offered.
- Furthermore, it is also suggested that a technology-oriented setup be created, including a website, a dedicated network connection, and tech-savvy staff.
- It is suggested that orientation programs and training sessions should be regular activities within the library profession.
- It is strongly suggested that the book collection for all competitive exams should be a priority purchase for the library. Additionally, it is recommended that competitive reference books be purchased annually to maintain a chronological sequence.
- It is strongly suggested that librarians receive comprehensive training to provide library services within periodic programs.



- Furthermore, these programs should be conducted on the premises of the village along with the library users.
- It is suggested that awareness programs for users should be conducted to understand their interest in reading and their requirements.
- It is also suggested that government authorities revise the village financial assistance scheme every four years to motivate and encourage the working librarians.
- As there are no proper job security schemes in place, devices should be devised to take care of library staff concerning financial and service conditions. This will help librarians work systematically and with a sense of obligation.
- The study further recommends that the library's timing be arranged according to the needs of village users, as it is a service provided by the library.
- The study also revealed that all the furniture should be replaced with the latest library furniture to accommodate the new library collection.
- Panchayats and NGOs can work together to plan librarian training sessions. These courses can focus on modern techniques for managing libraries, organizing information, and encouraging involvement in the community.
- The building of library infrastructure should receive additional funding from the government. This can involve building new libraries, updating current ones, and bringing in new materials and technology.
- It is suggested to identify areas requiring improvement, regularly evaluate the services and infrastructure offered by libraries. It may involve conducting surveys, collecting suggestions from library patrons, as well as maintaining updated on important metrics for performance.
- Governments, non-governmental organizations, panchayats, and the library profession can collaborate to improve the efficiency and impact of libraries in their communities by putting these suggestions into practice.
- Also suggested is that by bringing up the issue of the lack of washrooms and drinking water in libraries with higher authorities, librarians can act as advocates for improved facilities. They may bring attention to how important these facilities are for the comfort and health of patrons as well as staff members.

## 6.3 CONCLUSION

Goa is the smallest state in India, has faced numerous challenges in the past, and holds a distinctive position in the history of the library movement in our country. The Goa Public Libraries Act of 1993 has helped libraries in Goa grow by setting up organized groups of public libraries. This law has been important in starting the Goa State Central Library, which oversees all public libraries in the state. The public libraries in the state are divided into categories, mainly state, district, taluka, village, town, and NGOs' libraries. Libraries play a crucial role in our lives, meeting both our educational needs and enhancing our social interactions.

The present study was conducted to explore the perceptions about services provided to rural communities, what initiatives are taken by the local authorities for providing and promoting library services, and what challenges are faced by the public libraries as well as users of the library of Canacona taluka. According to the study, there are a total of nine public libraries in Canacona taluka, namely the taluka library, the government-aided library, the village panchayat library, and the NGOs library. All these libraries are funded by the Directorate of Art and Culture of the state.

All nine libraries under study offer borrowing and help finding information, which is crucial for running the libraries smoothly and assisting visitors. However, the types of help they provide are quite basic. Some libraries don't offer extra services like helping with job searches, holding special events, copying machines, or providing guidance to other resources. Also, many libraries don't have modern features like digital books, historical documents, mobile library services, online resources, or updates on current events.

Public libraries in Canacona face numerous challenges, especially the village panchayat libraries and NGOs' libraries. These challenges include a lack of infrastructure, funds, setting arrangements, internet/networking, library locations, a lack of resources, a lack of computers, reprographic machines, as well as issues such as washroom and drinking water facilities. These are major challenges faced by libraries, leading to problems for library users as well.

It's clear that even with the help of the Directorate of Art and Culture, NGOs, and panchayats, things aren't working the way as they should. Also, there is a need of conducting training and workshops for the library professionals needs to improve their skills. People discuss development in various ways, but when it comes to library development, there isn't much progress evident. especially in village public libraries. Traditional services in libraries are often inadequate, and digital services are also lacking.

Public libraries should hold lots of information so that people in rural areas can benefit from it. This will help bridge the gap between public libraries and rural communities. Governments, NGOs, panchayats, and library professionals can work together to make libraries more effective and influential in their communities. They can also collaborate to plan training sessions for librarians. These courses could concentrate on modern techniques for library management, information organization, and fostering community engagement.

Librarians should also make efforts to develop libraries and take individual leadership to address library issues. They should not think that only authorities are responsible for developing and maintaining the library. Hence, efforts should be made to revamp these village libraries so that villages can transform into knowledge hubs. This includes uplifting village folks by providing information, entertainment, and promoting societal well-being.

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## APPENDIX - 1

### Questionnaire for Librarian

I, Miss Shukla S. Komarpant, student at Goa University pursuing a degree in Master of Library and Information Science. As part of my studies, I have undertaken minor research on the topic entitled **“A Study of Public Library Services for Rural Communities of Canacona Taluka Challenges and Solutions”** under the guidance of Mrs. Novelty Volvaikar, Assistant professor, Library and Information science program, Goa University. In this regard, I have to collect primary data through survey method.

I request you to kindly spare a few minutes of yours precious time to fill up the following questionnaire. The information provided by you will be kept confidential and will be used for academic purpose only. Yours responses hold great significance in my research. Your corporation and support kindly appreciated thank you.

---

Name :

Gender :

Age :

Qualification :

Designation :

Email :

Library address :

Total Staff details with designation:

-----

Q.1) Library statistics: -

1. No. of books -----
2. No. of Tables -----
3. No. of journals -----
4. No. of newspapers -----
5. No. of magazine -----
6. No. of computer -----
7. No. of photocopier machine -----
8. No. of tables -----
9. No. of chairs -----
10. No. of cupboards -----
11. No. of racks -----

12. No. of CDs -----

Q.2) Total membership in the library?

-----

Q.3) Total visitors per day?

-----

Q.4) What is the total budget of the library?

-----

Q.5) Total area of the library?

-----

Q.6) Total sitting arrangement in the library?

-----

Q.7) What is the total Budget of the library?

-----

Q.8) Are the sufficient funds being available for the library development? Please tick

- a) Yes
- b) No
- c) If not, what is your suggestion

-----

Q.9) Are the following section's available in the library? Please tick

- a) Reading section
- b) Reference section
- c) Digital room
- d) Children section
- e) Braile section
- f) Catalogue section
- g) Theses/Dissertation section
- h) Acquisition section
- i) Periodical section
- j) Circulation section
- k) Goa section

Other: -----

Q.10) Tick the services offered by the library?

- a) Circulation service
- b) Reference service
- c) Referral service
- d) Current awareness service
- e) Digital service
- f) Inter-library loan service
- g) Mobile library services
- h) Audiovisual service
- i) Archive service
- j) Extension services (workshop, exhibition, etc.)
- k) Reprographic service
- l) Senior outreach service
- m) Job search and career service

Other: -----

Q.11) Is library having good Internet connectivity? Please tick

- a) Yes
- b) No

Q.12) Does the library have its own website? Please tick

- a) Yes
- b) No

Q.13) Which software's is used by the library? Please specify

-----

Q.14) Do you have e-books in the library?

- a) Yes
- b) No

If yes. What is the content? E.g. Scientific, historical, Geographical, General etc.

-----

Q.15) Which e-books platform does the library use?

-----  
Q.16) How do you feel perceive an ideal library in village? Please tick

- a) Sufficient space
- b) Sufficient infrastructure
- c) Sufficient furniture
- d) Sufficient no. of computer
- e) Sufficient no. of books
- f) Internet facilities
- g) Sanning, Reprographic
- h) e-books, e-journal etc
- i) qualified librarian

Other: - -----

Q.17) What is the requirement of the village libraries? Please tick

- a) Literature books
- b) Kitchen books
- c) Grammer bools
- d) Scientific books
- e) Competitive exam books
- f) Yearbooks
- g) Children books
- h) General knowledge books
- i) Journal, Magazine, Newspaper

Other: -----

Q.18) Which challenges/problems are facing by the library? please tick.

- a) Lack of resources
- b) Lack of space
- c) Lack of setting arrangement
- d) Lack of library services
- e) Lack of Internet/Networking
- f) Disturbance/not environment friendly
- g) Library location

h) Lack of Computer, reprographic services

i) Lack of fund

Other, please specify -----

Q.19) Has the library taken initiative to promote literacy and lifelong learning among diverse age groups in the rural setting?

a) Yes

b) No

If yes. Please specify:

-----

Q.20) Does the library provide any information literacy programmes to its user?

a) Yes

b) No

If yes, please specify list the programmes conducted.

-----

Q.21) Does the library have any specific facilities or collections for persons with disabilities?

a) Yes

b) No

If yes. Please specify:

-----

Q.23) Are there training programs or workshops organised for librarians and staff to increase skills and knowledge?

a) Yes

b) No

If yes. Please specify.

-----

Q.24) Are the local government/panchayat supporting the improvement of infrastructure and facilities in libraries? Yes / No.

-----

Q.25) Are you aware of new technology/library software?

-----  
Q. 26) Are there any partnership the library is involved in enhance its services?

a) Yes

b) No

If yes, please specify: -----

Q. 27) Are there any rewards to good reader/best reader?

a) Yes

b) No

If yes, please specify -----

Q. 28) Do you conduct users' satisfaction survey on a regular basis?

a) Yes

b) No

If yes, then what are the changes a suggests been implemented or their need satisfied?

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Q.29) Any suggestion than please specify.

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## APPENDIX – 2

### Questionnaire for Users

I, am Miss Shukla S. Komarpant, student at Goa University pursuing a degree in Master of Library and Information Science. As part of my studies, I have undertaken minor research on the topic entitled “**A Study of Public Library Services for Rural Communities of Canacona Taluka: Challenges and Solution**” under the guidance of Mrs. Novelty Volvaikar, Assistant professor, Library and Information science program, Goa University. In this regard, I have to collect primary data through survey method.

I request you to kindly spare a few minutes of yours precious time to fill up the following questionnaire. The information provided by you will be kept confidential and will be used for academic purpose only. Yours responses hold great significance in my research. Your corporation and support kindly appreciated thank you.

-----  
**Name** :

**Gender** :

Male

Female

Other

**Age Group**

10-20

20-30

30-40

40-50

50 above

**Profession/Occupation** -----

**Address** -----

**Email** -----

1) Do you visit the public library? Please tick.

a) Yes    b) No

2) Which of the following libraries have you visited for your reference need?  
Please tick.

a) Government Taluka Library, Canacona-Goa

b) Omkar Vachan Sadna, Mashem, Canacona-Goa

c) Shri Mallikarjun Vachananalya, Shristal, Canacona-Goa

d) Shradhanand Vachanalya, Paingin, Canacona-Goa



- e) Omkar village Library, Loliem, Canacona-Goa
  - f) Village panchayat Library, Agonda, Canacona-Goa
  - g) Village panchayat Library, Cola, Canacona-Goa
  - h) Village Panchayat Library, Khotigao, Canacona-Goa
  - i) Government village Library Gaondongrim, Canacona-Goa
- 3) How often do you visit the library? Please tick.
- a) Daily
  - b) Weekly
  - c) Monthly
  - d) Less often
- 4) What is the purpose of visiting Library? Please tick.
- a) Study
  - b) Work related
  - c) Reading newspaper
  - d) Research work
- Other -----
- 5) Are you satisfied with hours of opening of the library? Please tick
- a) Very satisfied
  - b) Satisfied
  - c) Unsatisfied
  - d) Neither satisfied nor unsatisfied
- 6) Average time spent in the library on each visit? Please tick
- a) 20 minutes
  - b) Less than 40 minutes
  - c) Half an hour
  - d) 1to 2 hours
  - e) 2 hour or above
- 7) When you visit the library, which subject/topic books do you prefer? Please tick.
- a) Literature books (Novel. poetry, story, etc.)
  - b) Grammer books
  - c) Competitive exam books
  - d) General knowledge books
  - e) Cooking books
  - f) Agriculture related books
  - g) Historical, Geographical related
  - h) Children related books
  - i) Newspaper/magazine
- Other -----

- 8) Is library having internet connectivity?
- a) Yes                      b) No
- 9) Do you feel that networking is important in the library? Please tick.
- a) Yes                      b) No
- 10) Do you feel entrance exam books are required in the library? E.g. NEET, UGC-NET, GPSC, etc.
- a) Yes                      b) No
- 11) Tick the services provided by the library.
- a) Circulation service (checking out items, renewing, etc)
  - b) Reference service
  - c) Referral service
  - d) Currant awareness service
  - e) Digital service
  - f) Inter-library loan service
  - g) Mobile library service
  - h) Audiovisual service
  - i) Archive service
  - j) Extension service (workshop, exhibition, competition, etc)
  - k) Reprographic service
  - l) Job search and career
  - m) Senior outreach service

Other -----

- 12) In your opinion what should be an ideal village library? Please tick.
- a) Ideal library collection
  - b) Sufficient infrastructure
  - c) Sufficient space
  - d) Sufficient no. of chairs, tables, cupboard, rack etc.
  - e) Sufficient no. of computer, Reprographic machine.
  - f) Different sections
  - g) Internet connectivity

Other -----

- 13) Does the library meet your requirements and do you have easy access to the items? please tick.

- a) Strongly agree                      c) Disagree
- b) Agree                                  d) Strongly disagree
- e) Neither agree nor disagree

14) Which challenges/problems are you facing the most in the library? Please tick

- a) Lack of resources
- b) Lack of space
- c) Lack of setting arrangement
- d) Lack of library service
- e) Lack of internet/networking
- f) Disturbance/not environment friendly
- g) Library location
- h) Lack of computer, reprographic services

Other -----

15) Has the library taken any initiative to promote information literacy and lifelong learning? Please tick.

- a) Yes                                      b) No

16) Do you feel that village librarian should be qualified?

- a) Yes                                      b) No

17) Is library staff being friendly and helpful?

- a) Strongly agree                      c) disagree
- b) Agree                                  d) strongly disagree
- e) Neither agree nor disagree

18) How would you rate the overall service provided to you by the library?

- a) Excellent                              c) satisfied
- b) Very good                              d) unsatisfied
- e) Neither satisfied nor unsatisfied

19) Any suggestion required to improve the library?

-----