

**ROLE OF PUBLIC LIBRARIES IN A DEVELOPING SOCIETY: A
STUDY FROM SELECTED PUBLIC LIBRARIES OF SOUTH GOA**

**DISSERTATION SUBMITTED IN PARTIAL FULFILMENT OF THE
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MASTER OF LIBRARY AND INFORMATION SCIENCE**

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CERTIFICATE

This is to certify that Dissertation entitled “**Role of Public Libraries in a developing society: A study from selected Public Libraries of South Goa**” submitted by **Miss Sintiya Gurudas Raikar** in partial fulfilment of the requirement of the degree of Master of Library & Information Science of Goa University is her own work carried out under my guidance and worthy of examination.

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DECLARATION

I state that the present dissertation “**Role of Public Libraries in a developing society: A study from selected Public Libraries of South Goa**” is my original contribution and the same has not been submitted on any occasion for any other degree or diploma of this university or other university/ institute. To the best of my knowledge, the present study is the first comprehensive work of its kind from the area mentioned. The literature related to the problem investigation has been cited.

Place: Taleigao Plateau

Date:

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INTRODUCTION

CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION:

Library plays significant task in the life of people. A library is an institute that is designed to assist the use of books and other learning materials. The word library is derived from the Latin word 'librarian' which means a place in which books, journals, manuscripts or other literary and artistic material are kept for use.

Public library in simple word can be defined as ' library of folks'. Public libraries are found established in our society in major cities, Districts, Villages, etc. and are usually funded managed by Government or private bodies. The main function of a public library is to provide support for education and preserve the cultural assets of a region.

The public libraries have evolved from mere storehouse of documents to service centers for the modern world. They act as cultural hubs in our society. Earlier they were only meant for preservations, but now it acts as a center for reference, preservation, conservations, entertainment.

The public library in the present sense serves the mixture and combination of different types of libraries like academic library special library and public library. Public library serves or gives facilities to all types of user from young age to old age. Thus they play a crucial role in the society as a center for life-long education, information recreation and culture.

Public libraries have very important role in the society it builds citizens, educate individual and foster thoughtful communities. Public libraries are local gateways to information for individual and social development.

Public libraries provide common platform, make vital contribution towards the social capital, educational and recreational development of local communities and enhances democratic values among people.

The public library can act as an important force for local community development and empowerment and can play a significant role in social and cultural development of community. In this context, the public library can be viewed as a social and cultural institution that offers an ever changing range of cultural resources for community. This can be particularly important in rural and disadvantaged communities. his role of public libraries potential contribution to development and empowerment of community.

The nature society has changed from industrial society to information society. Informed society is more advanced and productive society.

Libraries need society as much as societies need Libraries. Societies have influenced libraries in several ways. It was mainly due to advances and development in the ICT that traditional libraries could see changes in their basic operation and services, bring change in their working environment, effect new modes of acquisition such as e-resources that presuppose the implementation of new access strategies, etc. libraries have indeed become an integral part of growth and development of the society. (Lal, 2018)

1.2 DEFINITIONS

Public libraries collect and preserve a wide range of materials relating to the society or all groups or individuals. It performs their roles with a view to providing and enhancing access to information in the society without discrimination. As a gateway to information, knowledge and culture, its aim is to provide timely accurate, current and reliable information to the society.

The UNESCO public Library Manifesto defined a public library as under:

- The public library is a living force for education, culture and information and an essential agent for the fostering of peace and spiritual welfare through the minds of men and women.
- The public library, a local gateway to knowledge, provides a basic condition for lifelong learning independently, decision making, and cultural development of the individual and social group.
- The public library, a local centre of information, making all kind of knowledge and information readily and freely available to its users.
- And lastly, the libraries which have collections and services, all types of appropriate media and modern technologies, as well as traditional materials with high quality and have relevance to local needs and conditions. Material must reflect current trends and the evolution of society, as well as the memory endeavour and imagination.

Dr. S. R. Ranganathan, Father of library science in India (1957), observed the public library as a multipurpose social institution and defined social institution and defined as:

"Any library established or maintained by a local library authority, including the travelling and service of libraries;

Any library is kept open to public, free to change, and maintained and managed by the government, or by any local body; and any library notified by the government as a public library".

According to Nwokocha (2004), public library is defined as it is being established to serve the generality of the residents of community or town where it is located. Compared to other libraries it has about the most heterogeneous clientele as there is no restriction as to who can use it.

According to Roberson (2005), a library is as an institution that manages the intellectual products that individuals can gain access.

Kalia, et.al (1991) describe public library as "an institution, established and administered under a state law by a local government or an adhoc autonomous library authority or a government department maintained wholly out of public funds, open to all without distinction and free of charge.

Colvin (1956), stated that it is provided by the local authority, the town, or county council, entirely or mostly at its own expense; governed and administered by authority or a committee, wholly or largely appointed by itself; available free of any charge to all who live in its area; and offering a wide selection of materials chosen to embrace as completely as possible the varied interest of the individual and the community, free from bias or religion, political or other motives.

It has an immense role in the developing society and regarded as the gateway of knowledge for the community with the generation of new information source including web-based resources there is a huge change in the role and form of the libraries. Today people in the every sphere of the society irrespective of their age, profession, etc .

Gradually, with the increasing democratization of education, Libraries became accessible to the general public and there was awareness about Libraries.

1.3 OBJECTIVES

- To assess the available facilities of public library in developing society.
- To know the recreation and leisure opportunities for the users.
- To know the new and updated information services provided by the libraries.
- To know the vital opportunity provided in promoting distance education.

- To find out extension services provided by the library.

1.4 HYPOTHESIS

- Public library play a fundamental role in promoting education in the society.
- The resources and services they offer create opportunities for learning, support literacy and education.

1.5 RESEARCH METHODOLOGY

The purpose of the research study is to analyse the source of public library in modern society and also to assess the available facilities of public libraries for this both primary and secondary data has been used.

The secondary data will be collected from various governmental and non-governmental publication. It includes research thesis, articles from research journals and online sources and reference books.

The primary data will be collected by using structured questionnaire method. Public libraries like municipal public libraries, taluka public libraries,village or panchayat public libraries. Data will be collected from the librarian. The sample of 10 public libraries from south Goa are selected for the study based on random sampling. The data will be analysed by tabulation and diagrammatic representation.

1.5.1 LIST OF PUBLIC LIBRARIES SELECTED FOR THE STUDY:

The present research is having 10 South Goa public libraries for the study, they are as follows:

1. Government Town Library, Cuncolim - Goa.
2. Government Town Library, Quepem - Goa.

3. Dr. Francisco Luis Gomes District Library, Navelim, Salcete - Goa.
4. Government Taluka Library, Curchorem - Goa.
5. Government Taluka Library, Sanguem - Goa.
6. Government Taluka Library, Canacona - Goa.
7. Government Village Library, Ambaulim, Quepem - Goa.
8. Margao Municipal Library, Margao - Goa.
9. Gomant Vidya Niketan Library, Margao - Goa.
10. Konkani Bhasha Mandals Shenoji Goembab Library, Margao - Goa.

1.6 FINDINGS:

- Majority of the public libraries i.e. 8 (80%) offers computers facilities and 8 (80%) printing/ photocopy facilities to their users to fulfil their needs. 3(30%) libraries offer IT facilities and only 1 (10%) library provides wireless access.
- It was found that 8(80%) libraries help people to locate information thus helping them to become better informed citizens and 8 (80%) by building connection between individual. Only1(10%) library helps the users by running programs that promote lifelong learning and literacy in community. No library provides free access to computers in their library.
- It can be seen that 100% libraries have books, journals and magazines for use. 5(50%) have sufficient directories for use. Only 2 (20%) libraries have Film & audio records and internet are mostly available in limited quantity. Only 2 libraries contain each of these resources and 4 (40%) libraries offer CD- Rom database for the users.
- It can be seen that 9(90%) libraries organize recreational activities to attract more users towards library. Only 1(10%) library does not organize any programs or

activities for recreation as the number of users visiting the library decreased with the effect of the pandemic.

- It was found that mostly all i.e. 100% libraries provide newspaper/ magazines to users. 9(90%) libraries provide free access to books and children section activity to spend users' leisure time. 5 (50%) libraries organize book discussion to get some knowledge and only 3(30%) libraries focuses on the talk/event and only one library provide other activities such as reading competition. None of the library provide film shows or chess club activities.
- Majority i.e.100% of the libraries provide lending, reference and photocopy services to its users. 6 (60%) libraries provide newspaper services and 2(20%) libraries provides training for information literacy skill and 5(50%) libraries provide inter library loan services. Out of the 10 public libraries, only 2(20%) libraries provide all the services to its patrons.
- It can be seen that out of the 10 libraries, half of the libraries i.e 5(50%) do not have any additional resources in their libraries. only1(10%) library has electronic text, books and journals and 1(10%) library offers materials in large print. None of the libraries have audio books but 3(30%) libraries have stated that they have other additional resources like CDs.
- It was found that the majority of the libraries are not automated whereas only 3 (30%) libraries are fully automated.
- It was found that half of the libraries i.e 5 (50%) provided special services during pandemic like documents delivery services, providing online sources and providing services in offline mode as per the government guidelines & protocols. whereas, the remaining half5 (50%) libraries did not provide any services during this pandemic.

- It can be analysed that the maximum number of libraries i.e. 9 (90%) have sufficient computers in their library, however few librarians criticised that some of the computers were dysfunctional. 7 (70%) libraries have printers and 2 (20%) of them have LCD projectors. None of the libraries have laptops, scanner, tab or electronic board internet server equipment.
- It can be seen that more than half of the libraries i.e. 9 (90%) provide reference and referral services to the distance learners, 5 (50%) libraries provide access to information resource services through inter library loan. These librarians propagate that distance learners should avail the inter library loan facility available in these libraries as it is more economical and time saving. 2 (20%) libraries provide accessibility to resources of other libraries whereas only 1 (10%) library provide special membership services wherein they permit more no. of books, extra lending period to the distance learners.
- It can be seen that 6 (60%) libraries provide lending services to the distance learner. whereas, 4 (40%) of the libraries do not provide lending services to the distance learners.
- Majority of the librarians know how to use internet, e- mail, WhatsApp and Facebook. But only 5 (50%) librarians are familiar in using the search engine.
- It can be seen that majority of the libraries i.e.8 (80%) libraries conduct book exhibitions, furthermore 3(30%) libraries extend the library hours, provide training programs to its users and also offer mobile services. 2 (20%) libraries provide online facilities, conduct seminars and conferences on various topics and also organize quiz programs to the users to impart knowledge. However, none of the libraries conduct field trips to the users.

- The responses given by the librarians are revealed that it can be seen that according to 8(80%) librarians the library is very important because libraries play a fundamental role in society. The services they offer create opportunities for learning and help shape the new ideas. And 2 (20%) librarians opined that library is important in providing community services. No librarian feels that library is not important in providing community services.

1.7 LIMITATIONS

- The prime limitation of this study is the collection of data to study the role of public library in a developing society is limited to only the selected public libraries.
- The sample size is limited to 10 public libraries from South Goa.

1.8 SCOPE

The study has highlighted the role of public Libraries towards developing society and effort will be made to analyse the different facilities or opportunities to be implemented in providing services by the public libraries in Goa.

1.9 CONCLUSION

In my opinion public libraries is to occupy its proper place in the society, governmental and non-governmental organisations should invest more in public libraries and ensure that competent hands are employed to manage the public libraries.

Public librarian should draw attention or the members or the society to the values of libraries especially how it contributes to the well being of individuals.

Public libraries have vital roles in ensuring national growth, they are not part of the state propaganda machines per but national infrastructure institution which are established to facilitate national development.

1.10 CHAPTERIZATION

Chapter 1: Introduction

Chapter 2: Review of literature

Chapter 3: Explanation of concepts

Chapter 4: Public libraries at national and international level

Chapter 5: Data analysis and interpretation

Chapter 6: Findings, suggestions, conclusion

LITERATURE REVIEW

CHAPTER 2

LITERATURE REVIEW

1. Kerslake and Kinell(1998) in their paper "public libraries, public interest and the information society: Theoretical issue in the social impact of public libraries" discusses the issue underpinning current attempts to justify public libraries provision of information in a social context where information is beginning to be seen as a commodity. It concludes that research and demonstration programs in this field aims to provide new evidence about the effectiveness and value of public libraries.
2. Ari (2017) in his study " importance and role of libraries in our society", explain about the library where library is a learning institution that exist in our society from ancient times. Library assist the society by maintaining and disseminating the relevant information as and when required.
3. Mainka & Hurtmann (2013) in the study " public libraries in knowledge society:core services of libraries in information world cities", discusses the informational cities that are the proto- typical spaces of the knowledge society. Researchers have posited that the typical city in knowledge societies in so called informational city where flows of information and power are more important than physical space. They discussed about this paper by asking which services are needed in a public library of an information city.
4. Hayer & Morris (2005) in their paper "Leisure role of public libraries: user view", examines the leisure role of public libraries. This examines the value of the public

library services in providing leisure opportunities from a user point of view. The results demonstrate that public libraries have a significant impact on people's leisure time. Benefits include providing relaxation, improving health and well-being and opportunities despite financial constraints, alleviating boredom and allowing people to socialize. Public libraries are providing a worthwhile and necessary function through their leisure role.

5. Juchnevic (2014) in the paper "Library roles in changing society" discussed about how changing society can influence the change of libraries roles in it. The role of libraries depends upon occurring changes in society. The development of information and communication technologies, new customer requirements for the quality of products and services encourages organisations to expand their practices, to make innovations, to use creative solutions and to perform new functions to take on new roles.
6. Webb (2010) in her paper "The role of public libraries in society: A case study from a poor suburb of Windhoek, Namibia" focused on empirical evidence to clarify the role of the public library in society. Public libraries are a particular type of information provision, where information is thought of as a public good. The researcher believes that the more we know about the roles of various information providers in society, the better we will be able to make policy for the provision of information, whether it is through market forces or through government sponsored provision.
7. Mourya (2016) in his study " Role of public libraries in the development of society" explain that public libraries have great role to play in the development of the modern

society. It is an important institution of informal and continuing education for the people apart from being a place of only recreation. It is a place where people have opportunities to strengthen social and mental value for social as well as their own development. The paper highlights the role of public libraries in the society in details.

8. Celano & Neuman (2001) in their research "The role of public libraries in children's literacy development" examines a crucial facet of public libraries services i.e. children's summer reading and preschool programs. Using both qualitative and quantitative methods this evaluation examines how children's preschool and summer reading programs contribute to their reading skill.
9. Grace (2011) examines the communities facing increasing threats from disasters precipitated by climate change, biodiversity loss and energy and food insecurity. The study aimed to understand how, through an examination of day- to -day working practices, public libraries promotes and inhibit community resilience and in doing so provide guidance for strategy, policy and practices that promote community resilience and further research in this area.
10. Saliu (1999) in this paper "The development and role of public libraries in Nigeria", discusses the sequential phase in the development of public libraries in Nigeria and role of public libraries in national development. It recommends that government and non-governmental organizations (NGOs) should invest more in public libraries in view of their important role in national development and ensure that the libraries are managed by professional libraries.

11. Aabø (2005) discusses public libraries role and values in the age of digital technologies. In this article, the role and value of public libraries in digital society are explored first by discussing whether their use is still relevant in the age of the internet then, reassessments of public libraries role due to challenges of the digital technologies are analysed. The Role and value of public libraries are viewed from the different perspectives. It also expresses the library acts and mission statements.

12. According to Wani (2008) public libraries is a universal besides development in education, literacy, and publications. Every country has its own public library history with important leaders. Public libraries have always been the door to learning for a great majority of the population that they serve. They are knowledge centres and contribute to lifelong learning. They have all made a contribution to society in the form of public library development for India, there are bumps in the road that leads to the goals of having an institution to serve the masses, which is even more imperative in the present information society. A massive investment in public libraries is needed to make them true information resources centre for the layman.

13. According to Prasad (2016) in " public library system and services in India", the public libraries have recognised their role to satisfy information needs of all types of people in the society. The government at the state level and national level has taken initiative to make public libraries as important source of information for people formal walks of life. This article describes the development of the public library system in India.

14. Serholt, et. al (2018) studied "opportunities and challenges for technology development and adoption in public libraries". They discussed an extensive changing role of public libraries, their role as gatekeepers to information and knowledge has been heavily challenged by digitalization and opportunities. It presents for access to information anywhere anytime. This forced libraries to redefine themselves and reinvent the services, they supply to the urban community.
15. According to Onadiran (1989) had done a study on "Public library development: An assessment of present trends in Nigeria". The study was conducted in the seven public libraries of Nigeria and questionnaire method was used to collect data from the library users. Basic of this study is to know why users do not use public library daily, how they come to the library and how much time they required to get into the study.
16. Okiki (2012) studied on "challenges of public libraries patrons in the use of information services for attainment of health millennium development goals". Public libraries play an important role in providing services to the general public to satisfy their information needs. The study reveals that lack of funding leads to inadequacy in providing better services to the library users. The users find problems to access information due to high cost of information materials, lack of information and communication technology (ICT) and distance.
17. Thompson & Kelly (2012) had done a study on "where's the "I" ? improving library services to community members who are transgender- identified library is a store house of knowledge. It provides equal access to every individual of the community. The present study mostly focus on the transgender uses community. The study mostly

focus on the transgender users of the community, their information needs and what are the barriers faced by these users to use the library services.

18. Rosenfeldt (2006) study on "Libraries building communities: The vital contribution of Victoria's public libraries", aims to evaluate who use libraries, why they use libraries, what services they most value, how they see them developing identifying who is not using libraries and what barriers they face to use this library services. In this paper majority of the users are satisfied with the available services of the Victoria public libraries like library materials, opportunities for children to attempt story times and seminars, etc.

19. Kinya & Henry (2011) in his research paper explain that the public library should provide access to resources that meets the needs of its users such as education, information, leisure and personal development. The library should provide tradition information of its society and develop cultural resources and experiences. Constant interaction and consultation with the local community will help to ensure their objectives. It is important to take into consideration that collection continue to be developed constantly only when there is choice of new materials and to meet the demands of new services.

20. Muralidhar & Rao (2013) conducted a study on " Development of public libraries through public- private partnership in India: issues and challenges" public libraries should be developed with the help of public- private partnership, financial, technical and infrastructure support is needed from both government and private organisations for establishing and modernising libraries and information centres. There should be an

establishment of National commission on libraries to promote libraries and remove all the barriers. Public libraries in India are still underdeveloped. Libraries need to be thought of as knowledge centres and not a storehouse of books. A greater investment in libraries can be possible through public- private partnership and better services to the users.

21. Saroj & Mahadev (2014) conducted study on " The role of libraries in social orientation and rural development" author opine that the library Plays key role in creating literate environment and promoting information by providing reading materials to its user. Public libraries play an important role worldwide in helping to bridge the information gal by proving equal access to information. There are many problems and challenges in creation, organisation, maintenance and use of libraries they are lack of funds, lack of training to staff and inappropriate building.

22. Lamani, Talawar & Lumbar (2014) examine the present status of district central library, Dharwad and the role of this public library as community development by fulfilling the information requirement of community. They found that the district central library, Dharwad failed in providing community information services to their surrounding community members because the resources in this centre is not adequate to fulfil the needs and requirements of the different community groups.

23. Krishnamurthy (2012) in the study reveals the importance of rural libraries in the development of rural masses in the changing context of the society as well as the role of rural libraries as a community information centres in disseminating the necessary information for their say to day life. It suggests that the rural libraries should play a

role of community information centres (CICs) and should be active in creating awareness among the community by providing suitable needs-based information for the appropriate utilisation of various schemes and programmes of the government.

24. Esperanza (1991), states that a public library is one that is financed out of public funds and readers used its collect free of charge irrespective of caste, creed or sex. But in reality, this is far from the real and practical functioning of the public libraries. The government grants allotted annually are never sufficient for equipment or for book collection in order to make the libraries grow and even the monthly salaries of staff are not being paid regularly to those employed in library services.

25. Munchen (2001), in the study shows the development of public libraries in Goa state. It highlights the necessity of the establishment of public library in Goa and to maintain the public library services and resources of high order to spread network of village libraries in the state of Goa. It discusses how the information is provided to people in remote place and how library work for the student.

26. Pandey (2009), this paper reveals that the development of public library in India. It shows that how the public library growth in education and how it is helpful for students for future use. It is shown that what it is the role of public library in education for and the services and resources provide to their users is discussed.

27. Campbell (1983), expressed in his studyon developing public library services, no factor is as important as financing. Government authorities are fully aware of this fact and in many countries, public libraries are able to secure adequate financial support.

However, this is not the case in all countries, an effort should be made to increase financial support to public library systems. Public library legislation should include provision for the devolution of authority to pay for public library services out of tax revenues. Provision should also be made to empower the central authority of state or country to give financial support to local authorities on the one hand and local library authority to raise money for its own expenditures, on the other.

28. Gupta, Singh & Gurudev (2006), examines the growth and development of public libraries. The main aim of this study is to highlight the reasons and situations which remained responsible for the slow development of the public libraries. The main theme of the book is concentrated upon the historical development and present set-up of the public libraries.

29. Apostoleanu & Corina (2010) this article stresses that the public library should provide a wide range of materials in a variety of formats and in sufficient quantity to meet the study and information needs and interest of its users. The culture of local community and society is also represented in the library documents and used in a large range of works, including master and PhD papers. Information skills are to be developed for students coming to the public library in accordance with their information and documentation needs. New technologies are also important to improve the quality of information requirement.

30. Dais (2017) this study shows how the Goa public library system and have help the students of Goa. Goa state central library have various library resources and services

for the students. They have many sections for children, students and for researcher.

Goa state central library is under the department of art and culture.

EXPLANATION OF CONCEPTS

CHAPTER 3

EXPLANATION OF CONCEPTS

3.1 CONCEPT OF PUBLIC LIBRARY

According to Bengé (1970), public library concept consists of four elements. First, the public libraries are accessible for loan of resources and for reference purposes to all people. Secondly, public libraries are mainly supported from public funds either on a local or on a national basis. The third elements are their services as far as the individual is concerned should be free. The fourth one is that all materials should be available as an integral part of right.

The public library as it is understood today is a multi-purpose informative, educative cultural agency and is considered to be an intellectual power-house, which strive to fulfill and meet the educational, cultural and informational needs of the public by providing documents containing information relating to their field of specialization activities, professions and occupations. A public library is an organized collection of knowledge, which serves the needs of a general public and funded from public sources and operated by civil servants. Public libraries share five fundamental features like that they are generally supported by taxes, they are open to all and every community member can access the collection, they entirely voluntary in that no one is ever forced to use the services provided, and public libraries provide basic services without charges (Wikipedia, 2005).

According to encyclopedia of library and information science states that "public library is a public institution, supported by taxation, one that opens its collections, facilities and services without distinction to all citizens". Librarian's Glossary describes public library as "a library

provided wholly or partly from public funds, and the use of which is not restricted to any class of persons in the community but is freely available to all" (Kumar, 2008).

Libraries provide access to all kind of users; also provide up-to-date information to local enterprises, associations and interested groups of the society. Availability of specific services and materials for those users with disabilities or hospitalized or may be prisoners. Public library provide membership for any users of the community and it allows users to issue books and other materials off the premises temporarily, they also have non-circulating reference collections and offers computers and internet to users (Kumar, 2008).

3.2 ROLE OF PUBLIC LIBRARY:

According to Oyeronke (2012) public libraries collect and preserve a wide range of materials relating to the society or all groups or individuals. It performs their roles with a view to providing and enhancing access to information in the society without discrimination. As a gateway to information, knowledge and culture, its aim is to provide timely accurate, current and reliable information to the society.

The role of public libraries as a place for people to gain information technology (IT) skills is a appreciable idea in the capacity building. The public library promotes information literacy by providing training programmes for lifelong learning. The training of the citizen in information technology application and utilization leads to e-library, e-commerce, and e-governance and e-health.

The purpose of a library in modern society is to educate the community in the widest sense. Society consists of various groups of community belonging to one or other social group, such as shopkeepers, businessmen, technicians, bureaucrats, clerks, students, educationists, teachers, engineers, doctor, intellectuals, mechanics, agriculturists, farmers, labours, etc. The

interest of knowledge of these different groups of people within the society is very much varied according to their human needs. The primary role of public library, such as State Library, District Library, Block Library, Tehsil Library, Taluka Library, Village Library and others is to provide the best information facilities to all those library users in the community. Library and society are interlinked and interdependent. Society without libraries has no significance and libraries without society has no origin that's why public library is regarded as 'social institution', a product of society for its cultural advancement (Khanna, 1987).

According to Lal (2018) public libraries provide following roles:

3.2.1 Cultural Center for the Society:

A public library functions as a cultural center of the society. It provides and focuses for cultural and artistic development in the community and helping to shape and support the cultural identity of the community. The public library collects all documents related to different cultural fields and promotes awareness of cultural heritage, appreciation of arts and scientific innovations through its services. It does not only preserve documents of cultural heritage, but also organizes cultural programmes through its audio-visual services and inter-cultural activities as well. It also provides access to cultural expressions of all visual and performing arts.

The cultural development can be achieved by collaborating with other organizations or participating in the local, national or international level by organizing cultural programmes and by ensuring the interest of the local community. Public libraries are the barometer of its general culture.

It should be a key agency in the local community for the collection, preservation and promotion of local culture in all its diversity. Public libraries in a developing society preserve

cultural heritage, provide access to all form of cultural expression, makes efforts to foster inter- cultural dialogue, favour cultural diversity, and supports oral tradition (Venkatappaiah, 2007).

3.2.2 Community Information Center:

In an information age, the key function of the public library is to provide up-to-date facts and information to all the sections of the community. Information needs of various citizens may vary from person to person, but public library should serve its best to provide and fulfills the information desire of the users.

Public library, besides its reference and information services, may also organize community information service considering the local situation. In organizing community information service, social, cultural, economic, educational level, racial, employment opportunities, religious differences, etc. may be considered since it may differ from one community to the other within the locality. Public library is for the community and is the community agency to provide local information needs in various forms. It should provide those information by documents or oral, printed or electronic devices.

3.2.3 Recreation Center:

Public library serves as recreation center for the children and local young adults by providing recreational reading books for their personality development and spiritual growth in their leisure time resulting in creativity development in the community. Children and young adults basically need special care in their personality development to meet the challenges of the society. The library should know their information needs and should develop good collection for leisure readings like biographies, sports and games, travel books, religious books, audio-visual materials, magazines, popular novels, etc. including electronic information resources.

Collection of reading materials that suffice local youth information needs may help them to feel that the library is mean for them and help them to overcome a feeling of alienation from the library or even from the society as well. For developing public library as recreation centre special training may be essential for the library staff to cover customer care service. Young adults feel shy in searching information and need care and help in different areas of activities. This is the best period to guide them in the right direction to become good citizen and social in the society.

Children's Club or Youth Club may also be formed to organize cultural programmes, such as, art competition, concerts, film shows, story hour, etc. The public library must aware of the cultural and social changes in the community and develop flexible services to meet the challenges in these situations.

3.2.4 Knowledge Center for Disadvantaged People of the Society:

The public library services have no limitation. It cover seven the remotest area of the country. All people in the society should have equal opportunity to access information from the library to develop their knowledge in one way or the other. Prisoners, patients in the hospital bed, blind persons, in mates of the rehabilitation centers, etc. should also have an opportunity to access information at their respective places with free of charge. This accessibility can be achieved by extension services. Book mobile/mobile library, audio-visual programme, concerts or extension lending services may be adopted to provide such facilities to those disadvantaged persons.

Special training programmes on information and communication technology may also be organized to the physically handicapped persons for their rehabilitation.

3.2.5 Creativity Center for Children:

The Children should not be ignored for giving guidance and training for their future in the society. Children born with different creative mind need to be explored and developed. The children's section of the public library is organized and operated in such a manner that it takes special care for creating and reading habits in children from an early age. This section may be equipped with picture, children book, toys, etc. that can develop and stimulate creative attitudes and personal growth in children. For achieving this, programmes like film shows, fancy dress, story hours, dramas, recitation, etc. may be organized to bring awareness among children. i.e. if children are provided with their creativity developmental sets, they will bear in mind and will follow when they grow old and can behave as good citizen of the community. We can, therefore, organize public library as a play center as well as creativity development center of the child.

3.3 PUBLIC LIBRARY SERVICES:

People from different age group and several walks of life gain benefits of reading and reference services offered by public libraries. The lending service is afforded only for those who are attached to various educational institutions not only from Goa but also from different parts of India can make use of the library collection for preparing their project and assignment. They also provide facilities for researchers those who are doing research on different topics. To make library awareness and to promote reading habits, programs like competitions, quiz, talks, discussions, are held on the occasion of World Book Day, Librarians Day and National Book Week etc. Inter library loan services are also offered to the prisons, Government and Non-government organizations. (Hsieh, 1996)

According to Prasad (2016) today, most of the library operations are automated and mostly preferred for database management system software like e-granthalaya, LIBSYS, etc. By

using this software the database of the library collection can be accessed through OPAC(Online Public Access Catalogue) with the help of connecting to the state network. The library users can have access to internet, moreover there is special access is provided to children under the RRRLF(Raja Rammohan Roy Library Foundation) scheme. The library collections like manuscripts, rare books and journals are microfilmed; as well as the selected manuscript and early imprints are digitized, thus their access is delivered through electronic media. Reprographic services are also offered to the library users, either in the form of photocopy or digital copy based on the nature and physical condition of the original source.

The climax of the public library services in the state is the state central library which brings out various activities to encourage library movement in the state as well as necessary guideline and training is provided to various public libraries in the state. Taluka library services are restricted to reading, lending and reference. To some extent these libraries serves educational, informational and cultural needs of the community. Internet access is also provided to the library users. The services of village libraries are restricted to reading and lending and they mostly satisfy the educational and informational needs at certain extent. Thus Municipal libraries offers reading, lending and reference services.

Keeping in mind public libraries should have to adopt resource sharing plan for sharing of database and contents, access and dissemination of information and activities of common interest. These libraries continue serving their resources for peoples of all age group as well as stages of life, children, young people and adults. On other hand they also offer services for individuals and groups of people with special needs.

In order to fulfil these needs of community, libraries offers additional library collections like books, periodicals and newspapers, community information, local history resources, genealogical resources, large print materials, braille materials, audio books, posters, maps etc.

In addition to above services libraries also provide access to users for On-line database, CD-ROM (Compact Disk Read-Only Memory) databases, Software programs, Microforms, Tabs and CDs and DVDs, Computer games and other material for public library to act as a knowledge centre.

3.4 TYPES OF PUBLIC LIBRARY SERVICES:

According to Anand (2017) public libraries provided following types services:

3.4.1 Lending Service:

Lending service is an important service provided by the circulation section. circulation section of public library deals with the lending of books and other materials of the library collection. Circulation section of the library act as nucleus of the library and it is always found near the main entrance. Other functions include return of loan items, renewal, reservation, and payment of fines.

3.4.2 Reference Service:

Reference service is one of the important services provided for users by answering to their queries. The main function of libraries can be grouped under three heads, firstly, the library has to acquire information, then this information needs to be organized so that, it can be easily retrieved and circulated. Reference service plays an important role in retrieving and dissemination of the library resources. Reference service may differ from library to library, but most libraries have an information or reference desk where assistance from a librarian is available.

Almost all libraries also provide reference services via the telephone and in many libraries you can email your reference question or ask a librarian, to a reference librarian who will e-mail you back with the answer.

Digital reference services provide many benefits for libraries. They are active 24 hours a day, 7 days a week when spread over a number of time zones they provide services without regard to location or person.

3.4.3 Referral Service:

Referral service is defined as "the process of linking a person with a need or problem with a service which will meet the need to solve the problem". The referral queries are of multidimensional type like community and social information, health and hygiene, job training and employment opportunities reformation and entertaining, tourist information, business and trade information, and soon. For the reference professional's adequate knowledge of casual source as individuals, institutions, etc.

The reference professional through referral service do not offer a solution to the problem unlike the reference service, but only refer the enquirer to an exact source which could provide a solution to the problem. They must therefore, maintain resource profiles and directories type sources. This type of service is a logical extension of reference services.

3.4.4 Current Awareness Service (CAS):

Current awareness service is the process of keeping up-to-date by alerting users citations about current documents of the interest, thus advising them about the on-going research in their subject fields. CAS can be augmented in the form of indexing or abstracting bulletins covering current periodical, reports, monographs, seminars or conference papers and other literature for the profile or organizations, research groups, industrial firms, scientist, scholars etc. CAS not only generates but also sustains research interest among the target user group therefore facilitating research activities.

3.4.5 Selective Dissemination Service (SDI):

Selective dissemination service is defined as the system in which selectively and automatically information about new document is disseminated to researchers, scientists and other who needs these documents/information.

3.4.6 Online Public Access Catalogue (OPAC):

In this automated world every public library ought to have library OPAC to enable its users to have access to the library collection not only from the library premises but from their home, workplace or schools, so users may prefer for new materials. Due to this advanced technology users not only have an access to its own library collections but also strategies accessing information available all over the world.

3.4.7 Internet Access:

In the digital era, every public library provides access to internet for all citizens to manage their lives and to acquire essential information. Even a village library should at least one public library internet access and printer to its users, at the same time librarians have to act as an information navigation ensuring that the user gets accurate and reliable information.

3.4.8 Inter -Library Loan/Resource Sharing:

Not a single library is having all its collection to serve the requirements of its community therefore library should have inter-library loan services to take collection from other libraries to fulfil the needs of their users. An efficient and effective interlibrary loan system should be developed and policy decisions be taken as regards its implication. Access to the resources of the library and those of other libraries and information services should be provided through the creation, maintenance and involvement in current electronic networks at all levels, from local to international level. The state library should have to take a lead in this direction.

3.4.9 Photocopy/Document Delivery:

The required information for users, when they demanded should be quickly available in the library either in the form of Xerox copies or digital copies, based on the condition of the original source. Libraries should have to be made an effort to promote electronic document delivery service to its users.

3.4.10 Readers Advisory Service:

Readers advisory service which involves suggesting fiction and non-fiction titles to its readers through directly or indirectly. Currently, almost all public libraries offer some form of readers advisory services to its patrons. These advisors offer personal assistance to their users by helping in the selection of reading materials based on users' needs. It also gives assistance to the users in the use of computer catalogue and other information sources. They also help to the library users to locate materials in the collection as well as request for a material from other libraries on behalf of users through inter-library loan service.

3.4.11 Training User in Information Literacy:

The public Library support activities that will enable people to make the best use of latest technology. Therefore it is important to promote interest in reading, literature and media culture which will help people to find the needed information in proper formats, cooperative with teachers, parents and help the less literate person to acquire the essential educational skill that will help them to manage their lives in the new situation.

3.4.12 Newspaper Service:

Newspaper is the primary source of information. It also provides current information from various fields, topics, entertainment and advertisement, etc.

3.4.13 Document Copying Service:

The service to provide this includes xerox, photocopy, print, scanned copies of documents.

3.5 PUBLIC LIBRARY MOVEMENT IN GOA:

According to Rodrigues (2014) Goa was well known from ancient times. It has been mentioned in Mahabharat and Puranas Goa is termed as Gomant, Gomantaka, Govarashtra, Goparashtra and Gomanchal. Goa were ruled by many dynasties like Bhojas, Satvahanas, Shilharas, Kadambas, Vijayanagars, Adilshaha and lastly Portuguese. Portuguese entered Goa as traders and their activities were restricted only to trading than they choose to rule and vanquished Goa. As per the history on 15th November 1510 East India Company took over Goa and the main person was Alfonsode Albuquerque. Most of the Konkani literature was burned and the temple was demolished containing records of a particular locality, Hindu literature.

During Portuguese, Goan history has records of books arrival from Lisbon, Africa, Brazil and other from colonies of Portuguese. The first printing press as well as first college in Goa was St. Paul college, where 'Handbook of Christian doctrine' by St.Francis Xavier was published. Likewise, the college of Rachol and other educational institutions had appreciable libraries which were maintained by the religious order. After the repression of a religious order, college name was changed to seminary of Rachol and the college library was merged with the seminary library. Collection of this library was published as catalogue in 1900-1991.

The establishment of public livraria (public library)in 1832, by the government, marked the beginning of Public Library movement in Goa. The libraries continued to function, after liberation, renamed as Central Library, it played the role of state Central Library since Goa attend edits statehood in 1987.

No further efforts were done by the Portuguese Government to open more libraries. Other libraries did come to existence though at the initiative of municipalities, private bodies and association in Goa.

The earliest municipal library in Mapusa was the Biblioteva Municipal Athaide, inaugurated on November 1883. The name given after tribute to the Mapusa Municipality to Fr. Luis Gonzaga Athaide for his contribution to the sphere of education. He had started the construction of the educational institution at Montede Guirim, on the outskirts of Mapusa.

3.6 GOA PUBLIC LIBRARIES ACT 1993:

The Goa public libraries Act, 1993 which was passed by the Goa legislative assembly on 26 November 1993 and received the assent of Governor of Goa on 29th July 1995, it extends to the whole of the state of Goa.

3.6.1 SALIENT FEATURES OF THE ACT:

- This Act facilitates establishment, development, and maintenance of public libraries in the state of Goa.
- An Act promotes reading habit and the use of books for the benefit of the local people.
- Under this Act, there is a provision for the constitution of state library authority to advise the state government on all matters arising under the Act.
- There is a provision for the constitution of the state library directorate for the controlling and directing the public library system in the state of Goa.
- As per this Act state central library which is an apex library in the state.
- Under section 21 of this Act, the council shall recognize only one state library association as a cooperating institution.

- There is a provision for library cess. The Government shall levy a library cess on the excise duty under Goa excise duty Act, 1964.

3.7 IMPORTANCE OF PUBLIC LIBRARY SERVICE:

Libraries have always remained at the heart of the communities they serve. They are available and safe spaces, providing access to vast resources of information and knowledge. It is a resource for every individual and group of a community. The main aim of the public library is to serve every member of the society, henceforth they have to take steps to attract peoples towards the library. Therefore, library environment should be welcoming, easily accessible to its users and its opening hours should be suitable to its users. It is a versatile service which meets different needs in different ways.

The library policies and procedures should be based on the needs and convenience of the users, through which the purpose of exploration of the library and information needs of the community carried out and the services should be develop. Library staff should be polite, friendly, respectful and helpful to its user and should act as information navigators to help user of all ages to make use of information and communication technology more effectively.

The public library bridges information gaps by providing precise and current information for everyday living and problem solving and by providing a constantly updated collection of reference work in printed and electronic form. It promotes progress in the local community by providing information for business and for community progress, connecting where applicable, with national and international information providers.

The library support adult learner and their education as well as it support for adult literacy, adult independent learning, supports the people those who are taking distance education by providing information through different way, providing course materials and study space. It

also makes progress among users to develop their skill they need to develop in fast changing world, enhancing reading skills, ITC (Information Technology and Communication) literacy and general self –directed learning.

The public libraries encourages interest among users in literature, books and reading, it offers the materials for innovative recreation by providing a continually updated collection of fiction and famous non-fiction books for leading as well as audio-visual and multimedia materials. They play a significant role in the development and maintenance of society by providing individual access to a wide and diverse range of knowledge, ideas and option. The services and collections provided by the library should be based on local needs and that should be regularly accessed, at the same time public library is a key agency in the local community for the collection, preservation and promotion of local culture in all its diversity. This can be achieve through by maintenance of local history collections, exhibitions, storytelling, publishing of items of local interest and developing interactive programs on local themes.

Many public libraries provide after-hours homework help, through online services that they subscribe in order to support students learning. Only a little part of the world's information is available for free on the internet but it is available through libraries. Library professionals are the original, and still the best, search engines. A library provides services and products that level the scholarly playing field. They allow people of any income level or any family background to access excellent information, to use computers, or to borrow what the user want. A library ensures to access knowledge and technology to everyone, not only for those who can afford their own; this helps raise the education levels of society as a whole.(Saur, 2001)

PUBLIC LIBRARIES AT NATIONAL AND INTERNATIONAL LEVEL

CHAPTER 4

PUBLIC LIBRARIES AT NATIONAL AND INTERNATIONAL LEVEL

4.1 HISTORY:

Today, when people think about their expectations of libraries, they generally think about the traditional services that most libraries carry out so well. Topping the list of priorities is the basic services that the public have come to expect from the libraries which remain free of charge. Public libraries arose worldwide along with the growth in education, literacy, and publications. Monarchs, wealthy people, and philanthropists all contribute to society. The reading culture is increasing in line with the improvement in literacy levels. There has been high demand for public library services since time immemorial.

In ancient India, libraries were mainly established by the patronage extended by emperors, major capitalists, and scholars. Indian emperors and kings supported scholars and scholarship. There are many views on how a public library can contribute towards economic development. Some believe its role is to serve as a lifelong learning institution.

In history, the Fatimid Caliph al-Hakim bi-Amr financed and established libraries open to the public. Anyone, even the simple laymen could choose whatever books they wanted and have them copied for them by public scribes, free of charge.

Public libraries are worldwide along with the growth in education, literacy, and publications. Every country of public library has its own history with influential leaders. Monarchs, wealthy people and philanthropists have all made a contribution to society in the form of public library development. (Khait, 2016)

The history of libraries began with the first efforts to organize collection of documents. Topics of interest include accessibility of the collection, acquisition of materials, arrangement and

finding tools, the book trade, the influence of the physical properties of the different writing materials, language distribution, role in education, rates of literacy, budgets, staffing, libraries for specially targeted audiences, architectural merit, patterns of usage, and role of libraries in a nation's cultural heritage.

The collection of written knowledge in some sort of repository is a practice as old as civilization itself. The name of the repository eventually became the library. Whether private or public, the library has been founded, built, destroyed and rebuilt. The library often championed, has been saviour throughout its long history and serves as a testament to the thirst for knowledge.

Early collections have surfaced from the Near East, but the ancient Greeks propelled the idea through their heightened interest in literacy and intellectual life. Public and private libraries flourished through a well-established process: authors wrote on a variety of subjects, scriptoria or copy shops produced the books, and book dealers sold them. Copying books was an exacting business and one in huge demand, because a book's trustworthiness translated into quality. Though the public library first appeared by the fourth century BC, the private library was more prevalent. Aristotle, for instance, amassed a large private collection. (Mackenzie, 2000)

4.2 PUBLIC LIBRARY MOVEMENT IN THE WORLD:

The ruins of Rome, Greece, Egypt and Mesopotamia furnish evidence that all these older civilizations had well-equipped libraries. The library has been functioning as a lighthouse for those who wanted to read and extend the boundaries of various disciplines since ancient times. (Reddy, 1928).

The history of rural library services is important in terms of understanding the transformation

and role of these establishments over the past many decades. It is also important in terms of providing a context for modern-day rural library services. While times have certainly changed since the days of the suitcase library, there are some key needs in rural areas that remain the same, and should continue to be the foundation for service provision in these regions. How are rural libraries in different countries today meeting the needs of users? There are many other libraries around the globe changing the lives of community members and contributing to the development of a reading culture. The goal of the libraries is to provide access to reading materials, meaningful programmes that support literacy and the growth of a reading culture, and to form/enhance lasting connections with community members through library partnerships. (Jagnayak, 1997)

It was in the early seventeenth century that the first effort to establish libraries were more widely made in this country and it is fitting that these efforts should again have been made as the results of philanthropy; for there has been no characteristics more marked in the library movements than generosity of wealthy citizens interested in its aims and progress.

They believed that the establishment of these libraries in every parish will not only remedy the fore mentioned inconvenience and difficulties of students, but it will be several ways advantageous to the country. It will keep all money in the kingdom which spends on buying the papers, it will encourage young men to follow their studies in their own country, this will provide gentlemen to bestow their spare hours in reading.

Edward, an assistant in the department of printed books at the British museum at the times of the 1849 report, was guided by states that without some assured provision of the means of continuing increase as well as of simple preservation- that no men ever secured the positivity to true advantage of the public libraries. Therefore who took thought of such matters, the two principles to start with seemed plain. (Murison, 1971).

The first true public library Act came in August 14th 1850 as a direct result of the 1849 report to which Edward had contributed so much. In the same year he became the first librarian of the Manchester Public Library as his contribution can scarcely be overestimated.

In the mid-nineteenth century the thirst for knowledge was increasing as frontiers of science and geographical discovery were thus farther afield. Outlooks were widening as a result of religious, economics and political science consequences of the industrial revolution. Several periodicals had weekly circulation exceeding of fifty thousands and books were being brought regularly by many peoples.

The tragedy of this position lay in the limited facilities. since so many of the lower classes are received only the slightest acquaintance with education, they could scarcely be expected to appreciate its, social condition were disgraceful, little incentive was offered to study.

4.2.1 PUBLIC LIBRARIES IN BRITAIN

Britain public library commenced in the mid-19th century, after public library act 1850. The free Library Movement performed a very critical function in Mid-Victorian period. MPs William Edward and Joseph Brotherton and the Chartist Edward had been the previous brick layer soft his movement. In 1852 first free public library was opened in Campfield, Manchester and was further spread to Scotland and Ireland in 1853. Public library Act 1919 progressed the old system, which have the strength to began any libraries without a ballot of Britain library's.

The increase in public library use in Britain manner to extra than decade of gradual development during the Second World War gave way to more than a decade of slow progress in the development of service provision after 1945. In the late 1950s the long awaited expansion in public library services finally got under way and was sustained by generous

public expenditure until the economic crisis of the mid-1970s ushered in an era of retrenchment in the funding of public services, including public libraries. This era of expansion might be viewed as the "golden age" of the public library, more significant even than the rapid development that occurred in the quarter century before the First World War.

During the 1960s and 1970s librarians and library planners became strongly optimistic about the public library's "modern" future. In keeping with principles of egalitarianism and universalism underpinning the welfare state, it was anticipated that the public library would make an irreversible break with its conservative past by becoming a truly popular institution. However, despite jettisoning a great deal of its Victorian image and embracing much of the modernity of the age, not least in terms of architectural form and new technologies, the public library was unable to live up to the vision of classlessness that library promoters had long cherished and that the welfarism of the post-war years had promised to bring closer.

In, Britain, sir Thomas Bodley rebuilt Humphrey's library at Oxford in the late 1500s. It was renamed the Bodleian Library and today ranks as the second largest in the country. The largest, of course, is the British library, founded in 1759 as part of the British Museum. (Berwick, 2013)

4.2.2 PUBLIC LIBRARIES IN AMERICA

According to Glynn (2006) in America, public library movement began to spread in cities and towns of England after the civil War. American public libraries association is the peak body of public libraries in Australia. Boston Public library was a first public library in 1848 to Massachusetts residents and it got opened in 1854. On October 6, 1876 the American Library Association was founded, it is the oldest and the largest library association in the

world.

The American society seeks to explore the various meaning that publicly accessible collections books held for different groups at the different items. Culture is constellation of mutual rein forceable values that are used to define a society or group within the society. libraries during this period both reflected and served as a means of actively promoting such values. The history of American libraries thus sheds light on changing conceptions of the public sphere.

The turn of the 20th century Witnessed a tremendous expansion in the provision of public libraries in the English-speaking world. Pictured, the Peter White Public Library built in 1905. The advocacy of Edwart and Brotherton then succeeded in having a select committee set up to consider public library provision. The Report argued that the provision of public libraries would steer people towards temperate and moderate habits. With a view to maximising the potential of current facilities, the Committee made two significant recommendations. They suggested that the government should issue grants to aid the foundation of libraries and that the Museums Act 1845 should be amended and extended to allow for a tax to be levied for the establishment of public libraries. The Bill passed through Parliament as most MPs felt that public libraries would provide facilities for self-improvement through books and reading for all classes, and that the greater levels of education attained by providing public libraries would result in lower crime rates.

Salford Museum and Art Gallery first opened in November1850 as The Royal Museum and Public library. as the first unconditionally free public library in England.

4.2.3 PUBLIC LIBRARIES IN SOUTH AFRICA

In South Africa 1818 the public library was found in cape Town with the main motive by

keeping under consideration, education and youth. The South library of Victoria was first free public library and it was opened in 1853. Library Movement tells the epic stories of libraries and their establishment, functions and maintenance in a geographical area.

One of the religious leader was appointed honorary librarian of the collection, which was placed in the house that adjoined the church known as Dessi Indian Library. This collection was formed in the nucleus of the first public library in South Africa and next fifty years, some books were added in the library. On the founding of South African public library in 1818, it was handed in the cure of that institution where it can be seen. In 1929, the south African gallery of art was accepted there, the few remaining paintings were sent, some of them paintings were lost because no list was made.

It contains some books on knowledge of the time . There are volumes also on philosophy, Law, medicine, science and exploration. The fact is that many are in English, German, French, Spanish.(Raju, 2010)

4.2.4 PUBLIC LIBRARIES IN ROME

By the middle of the second century BC, Rome also boasted rich library resources. Initially it comprised to some scattered private collections, holdings eventually expanded through the spoils of the war. The library was divided into two sections- one for the Greek and one for the Latin, serving as a model for subsequent Roman libraries. Great status adorned the walls, books, typically acquired through donations by authors and others, as well as through copying, were placed along with walls and readers consulted them in the middle of the rooms. This marked that a distinct departure from the Greek Model, where the readers could only consult their books in an atrium away from the rest of the collections.

To serve as director of a library was a great honoured. The role became a stepping stone for

the ambitious government servant. Staffs consisted of slaves and freedmen, who were assigned to either the Greek or the Latin section. Pages fetched rolls from the systematically arranged and tagged bookcases and returned them. Libraries were typically open during standard business hours- sunrise to midday. They usually transported the rolls in leather or wood buckets. Rome had only three public libraries at the time of Augustus' death in 14AD - Pollio's, one in the Porticus of Octavia, and Augustus' on the Palatine Hill. The collection there grew to include some 20,000 volumes. Still the libraries remained the domain of the learned for the Teachers, Scientists and Scholars. Libraries were added to the Imperial baths until the third century. A catalogue of Rome's buildings from about 350 and enumerated 29 libraries in the city.(Hampton, 2013).

4.2.5 PUBLIC LIBRARIES IN EGYPT

The Library of Alexandria, in Egypt, was the largest and most significant great library of the ancient world. It flourished under the patronage of the Ptolemaic dynasty and functioned as a major centre of scholarship from its construction in the 3rd century BC until the Roman conquest of the Egypt in 30 BC. The library was conceived and opened either during the reign of Ptolemy I Soter (323-283 BC) or during the reign of his son Ptolemy II (283-246 BC). An early organization system was in effect at Alexandria.

Private or personal libraries made up of written books appeared in classical Greece in the 5th century BC. The celebrated book collectors of Hellenistic Antiquity were listed in the late 2nd century in *Deipnosophistae*. All these libraries were Greek; the cultivated Hellenized diners in *Deipnosophistae* passed over the libraries of Rome in silence. By the time of Augustus there were public libraries near the forums of Rome: there were libraries in the Porticus Octavite near the Theatre of Marcellus, in the temple of Apollo Palatinus, and in the Ulpian Library in the Forum of Trajan. The state archives were kept in a structure on the

slope between the Roman Forum and the Capitoline Hill.

That library, of course, was the Great Library of Alexandria, a public library open to those with the proper scholarly and literary qualifications, founded about 300bc. Egypt's King Ptolemy I (305-282bc) and Aristotle's Demetrius suggested setting up a universal library to hold copies of all the books in the world. Ptolemy and his successors wanted to understand the people under the rule and house Latin. The library's lofty goal was to collect a half-million scrolls and the Ptolemies took serious steps accomplished it. The Ptolemies engaged in some unorthodox acquisition methods.

Much of what is now considered to be literary scholarship began in the Alexandria Library. Funds from the royal treasury paid the chief librarian and his scholarly staff. Physically, books were not what we think of today, but rather scrolls, mostly made of papyrus, but sometimes of leather. They were kept in pigeonholes with titles written on wooden tags hung from their outer ends.(Smith, 2009).

4.2.6 PUBLIC LIBRARIES IN EUROPE

4.2.6.1 RENAISSANCE OF LEARNING

As Europe emerged from the depths of darkness into the light of learning, its people began to look the Greek and Roman artistic and literary classics for inspiration. Many aristocrats of the period were dedicated to developing their private libraries. Cosimo de Medici of the famous Florentine family established his own collection, which formed the basis of the Laurentian Library. Also in Italy, the Vatican Library opened in the 1400s. Accompanying the growth of universities was the development of university libraries, which, in some cases, were founded on the basis of a personal donation. For example, Humphrey, Duke of Gloucester, donated his large collection to Oxford University in the early 1400s. Gutenberg's movable type

innovation in the 1400s revolutionized bookmaking. Printed books replaced handwritten manuscripts and were placed on open shelves. (Ayrís, 2012).

4.2.6.2 EUROPEAN MIDDLE AGES

In early middle ages, the monastery libraries has developed as the important one at the Abbey of Montecassino in Italy. Books were usually chained to the shelves, reflecting the fact of that manuscripts, which were created via the labours-intensive process of hand copying, are valuable possessions. Despite this protectiveness many libraries have loaned the books if provided with security deposits. Lending was a means by which books could be copied and spread. In 1212 the council of Paris condemned those monasteries that still forbade the loaning books, reminding them that lending is "one of the chief works of mercy". The early libraries were located in the monastic cloisters and associated with the scriptoria was a collection of lecterns with books chained to them. The chain was attached at the fore-edge of a book rather than to its spine.

In European libraries, bookcases were arranged in parallel to and against the walls. This ' wall system" was first introduced on a large scale in Spain's EI Escorial. Also, the Eastern Christianity monastery libraries kept the important manuscripts. The most important of them were the ones in the monasteries of Mount Athos for Orthodox Christians, and the library of the Saint Catherine's Monastery in the Sinai Peninsula Egypt for the optic church. (Wikipedia, 2017)

4.2.7 PUBLIC LIBRARIES IN FRANCE

In France, the first national library was the Bibliothèque Mazarine, which evolved from its origin as a royal library founded in 1368. At the death of Charles VI, this first collection was unilaterally bought by the English regent of France, the Duke of Bedford, who transferred it

to England in 1424. It was apparently dispersed at his death in 1435. The invention of printing resulted in the starting of another collection in the Louvre inherited by Louis XI in 1461. Francis I transferred the collection in 1534 to Fontainebleau and merged it with his private library.

In France, the Franklin society had been established with the support of representatives and officials of the Government and other influential educational figures. Its main aim was to provide a public library service for the working classes and it flourished from 1862 until the beginning of the 20th century.

The appointment of Jacques August de Thou as librarian in the 17th century, initiated a period of development that made it the largest and richest collection of books in the world. The library opened to the public in 1692, under the administration of Abbé Louvois, Minister Louvois's son. Abbé Louvois was succeeded by the Abbé Bignon, or Bignon II as he was termed, who instituted a complete reform of the library's system. Catalogues were made which appeared from 1739-53 in 11 volumes. The collections increased steadily by purchase and gift to the outbreak of the French Revolution, at which time it was in grave danger of partial or total destruction, but owing to the activities of Antoine-Augustin Renouard and Joseph Van Praet it suffered no injury.

The library's collections swelled to over 300,000 volumes during the radical phase of the French Revolution when the private libraries of aristocrats and clergy were seized. After the establishment of the French First Republic in September 1792, "the Assembly declared the Bibliotheque du Roi to be national property and the institution was renamed the Bibliotheque Nationale. After four centuries of control by the Crown, this great library now became the property of the French people. (McIntosh,1955).

4.3 PUBLIC LIBRARY MOVEMENT IN INDIA:

4.3.1. Public Libraries in the Pre-Independence Period

Library, as an institution of scholarship and wisdom, is not of recent origin, but has existed since times immemorial. The history of libraries shows that the institution has been a spontaneous development of a literate culture in India also. Many works chronicle the origin and growth of the library movement in Baroda .

India has a long and rich tradition of libraries, and a vast literature exists on the history and development of libraries from the ancient to the modern period. These research works concentrate on aspects of library history and development from the perspective of librarianship and library science.

The public library is largely regarded as the people's university. It has shown tremendous development in India from the early period to till date at various stages. Most of the Indian states now have free public library services to develop the people of India at different levels, which can be stated as below briefly. (Rao, 1961)

Library were established in ancient and medieval India mainly by the patronage extended by the emperors, big capitalist and scholars. Indian emperors and kings were very enthusiastic in patronising scholars. Evidence shows that the well- developed libraries functioned even in sixth century. The famous Nalanda University in Bihar had its own magnificent library with a massive collection of manuscripts covering the whole universe of knowledge. The admission to the library was restricted to scholars only. The other ancient universities like Taxila and Vikramshila also had valuable libraries. The Mughal period was further stimulus to the growth of libraries. The British administration in India gave the importance for imparting education to the masses.

The first decades of the 20th century will be remembered as the golden periods in the history

of public library movement in India. After Independence the same public imperial library was changed to national library by an act of parliament known as an imperial library (change of name) Act of 1948. In 1954 delivery of books act was passed requiring publishers to send one copy each of their publications to the National Library of Bombay. (Nair, 1993).

Next were two milestones during post- independence period in the annals in the development of public libraries in India, which heralded a phase of consolidation. In 1948, the Madras is the first library Act. This was the first legislation of its kind in India which a few other states also played with the idea of the library legislation. Only Hyderabad dared follow suit after a lapse of eight long years. The second is the inclusion of the scheme of 'Improvement of Library Service' in the first five-year plan of education development 1951- 56.

In ancient India learning and scholarship was restricted to the Brahmins. Since millennia, Hinduism has relied upon an oral rather than a written tradition for the preservation of its texts. "It was only with the advent of Buddhism and Jainism in the sixth century B.C which actively recorded its scriptures that the oldest manuscripts in India are found. (Kesavan, 1961)

A change reflecting the impact of literary activities on the growth and development of libraries is evident in the Gupta period (A.D.320-615) when in the wake of the Hindu-Renaissance, the provision of library facilities was officially encouraged. The library, in the Gupta period, was well planned and it seems to have housed both the Buddhist and the non-Buddhist literature (Mukherjee,1969).

The rise of Muslim power in India opened up new centres of learning and scholarships. There is no recorded evidence of the existence of libraries during this period (1207-1227), but book collecting was common. By the end of the 13th century when Delhi was the intellectual capital, libraries were established as a result of the literary and educational activities of the

period.

The Mughal period (1526-17) was also famous for its educational, literary and library activities. Palace libraries were common while in the reign of Akbar (1556-1605), a separate department for libraries was created to look after state and public libraries in the capital. With the advent of the Mughals in India, libraries along with other institutions of social and cultural value received considerable impetus (Sahay, 1968).

The decline of the Mughal power in India from the eighteenth century onwards, paved the way for the spread of the British influence, and the building up of India as the citadel of the British Empire came to be reflected in the waning influence of the indigenous rulers, both Muslims and Hindus. Libraries established by the kings and capitalists functioned like private institutions and admission was limited. Unfortunately, the arrival of the British and the resulting political disorder also brought chaos to the Indian way of life. This was a severe blow to the cultural heritage of India, which had arisen from the Indus Valley civilization. When libraries began developing in India during the early nineteenth century, they were a western product. "The Calcutta library, established in 1784 by the Royal Asiatic Society of Bengal was thrown open to the public in 1820. The Calcutta Public Library was established in 1836 to serve people without any distinction. The reading room of this library was opened for the public on 30th Jan, 1903. It is now known as the National Library of India (Sathikumar, 1993).

The first significant phase in the development of public libraries in India is 1808 when the Bombay Government initiated a proposal to register libraries, which were to be given copies of books published from the Funds for the Encouragement of Literature. By the middle of the 19th century, the three presidency towns of Bombay, Calcutta, and Madras had their public libraries founded mostly with the active support and initiative of the Europeans from these

towns.

The history of the modern library begins with the advent of British rule in India and is closely related to the educational developments under British colonialism. The concept of public libraries as an instrument of mass education in India is credited to the British. Libraries were established by the state and local governments as well as by missionaries. Some of the libraries established through state and private support were the East India Company Library. (Bhattacharjee, 2002).

Bombay(1715); Madras Literary Society Library (1812); United Services Library, Poona (1818); Ratnagiri Nagar Vachanalya, Ratnagiri (1828); Calcutta Public Library (1836); Trivandrum Public Library (1839); SarvajanikVachanalya, Nasik City (1840); People's Free Reading Room and Library, Bombay (1845); Poona City General Library (1848); Gujarat VidyasabhaPustakalya, Ahmadabad (1849); Karvir Nagar Wachan Mandir, Kolhapur (1850); Shri Ram Wachan Mandir, Ratnagiri (1852); Indore General Library (1854); and Nilgiri Library, Ootacamund (1859). Unlike college libraries, public libraries were mostly concentrated in western India in and around Bombay (Ahmadabad, Kolhapur, Poona, and Ratnagiri)

Apart from these, other libraries, like the Gujarat Vernacular Society along with a library in Ahmadabad in 1848 and the Barton Library, Bhavnagar in 1882 were also established. The modern concept of free library service came to India from western countries. The establishment of these libraries enlightened the community and may be regarded as the foundation of public libraries in India. "Some of the important libraries set up in 19th Century in India are Andrews Library, Long Library, Rajkot in 1856, Government Library, Janagarh in 1867, and Dahi Laxmi Library, Nadiad in 1892" (Sharma, 1987).

The important Milestone in the history of public libraries was enactment of "Press and

Registration of Books Act (1867)" it desired the printer of a book to deliver one or more copies to the provincial Government, if it so desired, for the purpose of preparing a quarterly catalogue of such books" (Kaula,1958)." Under the provision of the Act of 1867, the library was entitled on publication, to requisition a copy of every printed or lithographed work published in British India(including Burma) (the present name of Burma is Myanmar) (Sutton,1986).

Considering the vital importance of library legislation for the proper development of libraries in general, and public libraries in particular, several efforts were made in this area. For example, a Model Library Act, drafted by Dr. S.R.Ranganathan, was presented to the All-Asia Educational Conference at Banaras in 1930.

The second phase in the story of the library movement in our country lasted from the beginning of the 20th century to 1937. The first stage of the library movement was remarkable for the official backing and patronage of scattered libraries here and there; the second phase was characterised by the Indian intelligentsia taking up the cause of libraries.

The third phase of the library movement began in 1937 when the Congress came to power in many provinces. This phase was really a synthesis of the previous two phases. The main trend of this phase was the setting up of village libraries through governmental effort. Assam, Bihar, Bombay, Orissa, Punjab, Cochin, and some other provinces and states set up village libraries, even travelling libraries. It is estimated that in 1942 there were 13000 village libraries in India (Bhattacharjee, 2002).

The first three decades of the twentieth century is considered the golden period in the history of the public library in India. In 1903 the Calcutta Public Library was opened by the British for the common man. This library develop later as Imperial Library and still later as the National Library (Savan, 1996)

The development of public libraries in Baroda was unique. Baroda developed a network of public libraries to serve the entire Princely State. Maharaja Sayaji Rao Gaekwad II of Baroda who travelled all over the world was deeply impressed by the role played by public libraries in the promotion of education in the United States and thought of extending such benefits to his subjects. In 1910 he invited an American expert, William Borden to organize the public library system to his state. The public library movement that flourished in Baroda was a glorious one. But that was not a general trend of that period in no other part of India, a parallel development occurred. A central library was established in the state capital besides a network of rural and mobile libraries. By 1930, 85% of Baroda's urban and rural population obtained access to libraries. (Mukharjee, 1966).

With the establishment of democratic governments in several provinces since 1937, another phase of the library movement started in India. Between 1937 and 1942, several village libraries and travelling libraries sprang up in Assam, Bihar, Punjab, Travancore, and Cochin under government patronage. For example, the Education Department of Travancore had established about 80 rural libraries during this period. As in 1942, it was estimated that, there were about 13,000 village libraries in India (Ravindran, 1990).

4.3.2. Public Libraries in the Post-Independence Period (1947 onwards)

According to Sontakke (2014), public libraries in India saw tremendous growth after the Independence of India in 1947. Central and state Government took a number of steps forward for developing the nation educationally, and considered the library as an essential part of this.

The public libraries system in India is the product of the western impacts. It came through 185 years of British rule in India from 1762 to 1947. The stages of development of public library, however both Britain and India were identical though India took longer to move from one stage to another. The first public library concept developed in Britain in 1753 against.

India has a long and rich tradition of libraries, and a vast literature exists on the history and development of libraries from the ancient to the modern period (Bhatt, 2001).

The establishment of the Delhi Public Library (1951), the involvement of the Union Government in the public library movement, and the enactment of public library laws are the main factors which contributed towards the improvement of public libraries after independence.

The concept of public library in India has its origins in the British period. Libraries have existed in India since ancient times, serving as repositories of knowledge in the King's courts, temples, and universities. The development of public libraries in the country started in the post-independence period, with the introduction of the Madras Public Library Act in 1948 for providing public library service (Muralidhar & Rao, 2013).

The fourth phase of the Indian Library Movement may be described as one of consolidation - consolidation with a view to husbanding our sources so as to yield a library service to the maximum number of people. Three epoch making events took place since Independence in the arena of library services of our country in between 1948-1951. The most sensational and monumental event of these three was the enactment of the Madras Public Libraries Act, 1948 which was the first concerted effort in India to institutional, structure, and otherwise, coordinate and organize public library services. The second event, which was not less conspicuous than the first one, was the setting up of the National Library in 1948 by an Act from the old Imperial Library, and the third one was the setting up of the Delhi Public Library at the initiative of UNESCO in the year 1951.

The fifth and the most remarkable phase of the library movement in our country is in the year 1972 when the Raja Ram Mohan Roy Library Foundation was established by the Government of India, in memory of the great social reformer, Raja Ram Mohan Roy, who

stressed the need for modern education for the progress of the nation. "The Foundation was established to spread library services all over the country in active co-operation with State Governments and Union Territory Administrations and Voluntary Organizations (NGOs) working in the field; it was created to give an ever- lasting push to the library movement in the country. (Bhattacharjee, 2002)

The Delhi public library deserves special mention. It was founded in 1951 as the first UNESCO Public Library Pilot Project under the joint auspices of UNESCO and the Government of India. The purpose of the library was to adapt "modern techniques to Indian conditions" and to serve as a model public library for Asia (Verma & Agarawal,1994).

During the last 65 years, some of the government libraries have developed well-organized collections which can cater to an informed clientele. Government information is being handled by the National Informatics Centre (NIC), hence, the use of information technology became a priority in the government sector. The Department of Culture, which is the nodal agency for library development in India, has taken viable steps towards resource sharing and networking of the libraries under its supervision. This includes the National Library in Calcutta, The Central Secretariat Library, the Library of National Archives of India, libraries under the Archaeological Survey of India and the Anthropological Survey of India, etc. Efforts are being made under the initiative of professional associations and learned societies. "In India, the post-independence era was favourable to the establishment of public libraries based on legal basis" (Vishwanathan, 2005).

The Commission argued that libraries are the gateway to knowledge and continued that a "Library is not a building stacked with books - it is a repository and source of information and ideas, a place for learning and enquiry, and for the generation of thought and the creation of new knowledge. Public libraries in particular have the potential to bridge the gap between

the information poor' and the "information rich' by ensuring that people from all sectors and settings of society and the community across India have easy access to knowledge seek .

The document issued by the NKC Working Group on libraries, entitled ' libraries as a gateways to knowledge', that emphasis as the public libraries in particular have potential to bridge the gap between the information poor and information rich by ensuring the people from all sectors and settings of society.

Thus, it is seen that the central government, state government, professional library associations and voluntary organizations were responsible for proliferation of public library during the post- independence period. Today, bit is estimated that there are over 68,947 public libraries functioning in India.(NKC, 2007).

4.4. LIBRARY LEGISLATION IN INDIA:

Dr. S. R. Ranganathan is regarded as the pioneer of library legislation in India. The concept of legislation for libraries is a contribution of S. R. Ranganathan to Indian public libraries (Sharma, 1996).

The IFLA/UNESCO Public Library Manifesto (1994) also reads that, "The public library is the local centre of information, making all kinds of knowledge and information readily available to its users". Since the beginning, public libraries served as local information centres making sources of knowledge readily available to the public. The public library has a particular responsibility to collect local information. The rapid growth in the volume of available information and the continuing technological changes, which have radically affected the way information is accessed, have already made a significant effect on public libraries and their services.

Public library legislation may be in various forms depending upon the government structure.

It can be simple, allowing the establishment of public libraries but leaving standards of service to the level of government directly responsible for the library, or more complex, with specific detail on what services should be provided and to what standard (IFLA/UNESCO, 2001).

DATA ANALYSIS AND INTERPRETATION

CHAPTER 5

DATA ANALYSIS AND INTERPRETATION

The following analysis have been done based on the data provided by the librarians of public libraries of South Goa. The data was collected from 10 libraries and the data analysis is based on the responses of these ten librarians.

5.1 Facilities that library offers

Table No: 5.1

Facilities	No. of Libraries	Percentage
IT Facilities	3	30%
Library Computer	8	80%
Printing/ Photocopy	8	80%
Wireless access	1	10%
All above	0	0

The above table no. 5.1 displays the facilities offered by the public libraries to their users. The study reveals that of the total 10 libraries, majority of the public libraries i.e 8 (80%) offers computers and printing/ photocopy facilities to their users to fulfil their needs. 3(30%) libraries offer IT facilities and only 1 (10%) library provides wireless access.

5.2 Library contribution to community empowerment

Table No: 5.2

Sr. No.	Community Empowerment	No. of libraries	Percentage
1	By providing free access to computer	0	0
2	By helping people to locate information thus creating better informed communities	8	80%
3	By running programs that promote lifelong learning and literacy in community	1	10%
4	By building connection between individual	8	80%

The above table no. 5.2 shows that none of the public libraries provide free access to use computers, 8(80%) libraries help people to locate information thus helping them to become better informed citizens and by building connection between individual. Of the 10 libraries only 1 library helps the users by running programs that promote lifelong learning and literacy in community.

5.3 Types of information resource available in library

Table No: 5.3

Sr. No.	Information resources	No. of libraries	Percentage
1	Books	10	100%
2	Journals	10	100%
3	Films & audio records	2	20%
4	directories	5	50%
5	Magazines	10	100%
6	CD- Rom database	4	40%
7	Internet	2	20%
8	All above	0	0

The table no. 5.3 reveals the types of information resources available in the public libraries. Among the many information sources in the library, 100% express that they have books, journals and magazines for use while 50% agreed that there are sufficient directories for use. Film & audio records and internet are mostly available in limited quantity. only 2 libraries contain each of these resources and 4 (40%) libraries offer CD- Rom database for the users.

5.4 Any activities for recreation

Figure No: 5.1



In the above figure 5.1, it can be seen that out of 10 libraries, 9 libraries organize recreational activities to attract more users towards library. Only 1 library do not organize any programs or activities for recreation. When the librarian was questioned about it, she said that they conducted the programs formerly however they had to stop them as the number of users visiting the library decreased with affect of the pandemic.

5.5 Leisure activities provided by the library

Table No: 5.4

Sr. No.	Leisure Activities	No. of libraries	Percentage
1	Book discussion	5	50%
2	Film showing	0	0
3	Chess club	0	0
4	Free access to books	9	90%
5	Internet access	2	20%
6	Talks /event	3	30%
7	Children section	9	90%
8	Newspaper /magazines	10	100%
9	Any other	1	10%

The above table 5.4 represent the different activities provides by the public libraries. Mostly all the libraries provide newspaper/ magazines to users of their leisure time. From the 10 libraries, 9 libraries provide free access to books and children section activity to spare users leisure time. 5 libraries organize book discussion to get some knowledge and out of 10,only 3 libraries focuses on the talk/event and only one library provide other activities such as reading competition. None of the library provide film showing and chess club activities.

5.6 Services available for the library users

Table No: 5.5

Sr. no.	Available services	No. of libraries	Percentage
1	Lending service	10	100%
2	Newspaper service	6	60%
3	Reference service	10	100%
4	Photocopy service	10	100%
5	Training for information literacy skill	2	20%
6	Inter Library Loan service	5	50%
7	All above	2	20%

The above table 5.5 shows the services available by the libraries for its users. The study reveals that majority i.e. 100% of the libraries provide lending, reference and photocopy services to its users. Newspaper services are available in 6 libraries and 2 libraries provide training for information literacy skill and 5 libraries provide inter library loan services. Of the 10 public libraries, only 2 libraries provide all the services to its patrons.

5.7 Availability of additional resources in the library

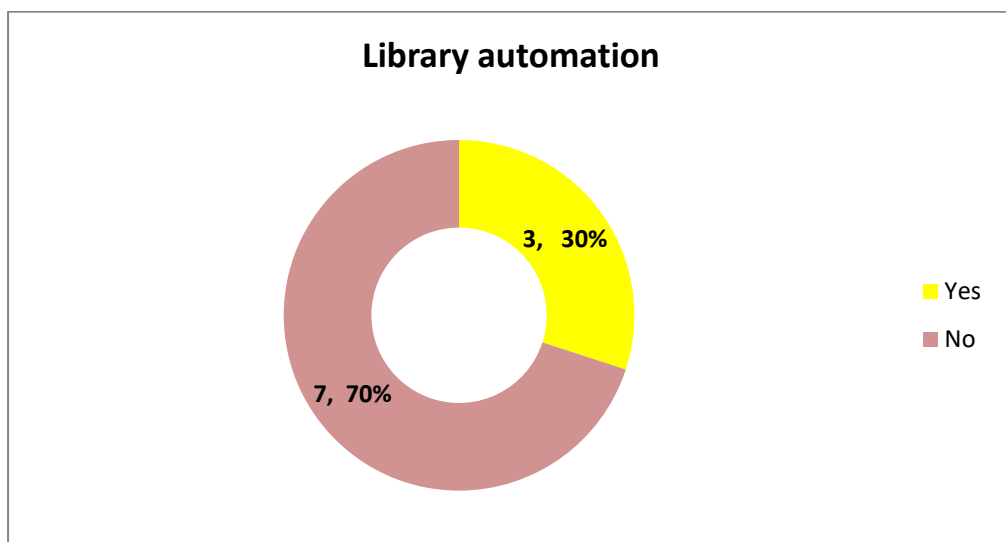
Table No: 5.6

Sr. no.	Additional Resources	No. of Libraries	percentage
1	Electronic text, books, and journals	1	10%
2	Materials in large print	1	10%
3	Books on audio topic	0	0
4	Any other	3	30%

The above table 5.6 shows additional resources provided by the libraries. Out of the 10 libraries, only 1 library has electronic text, books and journals and 1 library offers materials in large print. None of the libraries have audio books but 3 libraries have stated that they have other additional resources like CDs. Out of 10 libraries, 5 libraries do not have any additional resources in their library.

5.8 Library automation

Figure No: 5.2



The above figure 5.2 shows that only 3 (30%) libraries are fully automated, whereas 7 (70%) libraries are not automated.

5.9 Special services provided by the libraries during pandemic

Table No: 5.7

	No. of Libraries	Percentage
Yes	5	50%
No	5	50%
TOTAL	10	100

In the above table no 5.7 it is clearly seen that, among the total selected public libraries of South Goa, half of the libraries i.e. 5 (50%) provided special services during pandemic like documents delivery services, providing online sources and providing services in offline mode as per the government guidelines & protocols. whereas, the remaining 5 (50%) libraries admitted that they did not provide any services during this pandemic.

5.10 Infrastructure equipment available in library

Table No: 5.8

Sr. no.	Infrastructure Equipment	No. of libraries	Percentage
1	Computers	9	90%
2	Laptops	0	0
3	Scanner	0	0
4	Printer	7	70%
5	Tab	0	0
6	LCD Projector	2	20%
7	Electronic board internet server	0	0

From the above table 5.8 it can be analysed that the maximum number of libraries i.e. 9 (90%) have sufficient computers in their library, however few librarians criticised that some of the computers were dysfunctional. 7 (70%) libraries have printers and 2 (20%) of them have LCD projectors. None of the libraries have laptops, scanner, tab or electronic board internet server equipment.

5.11 Services offered for distance learners

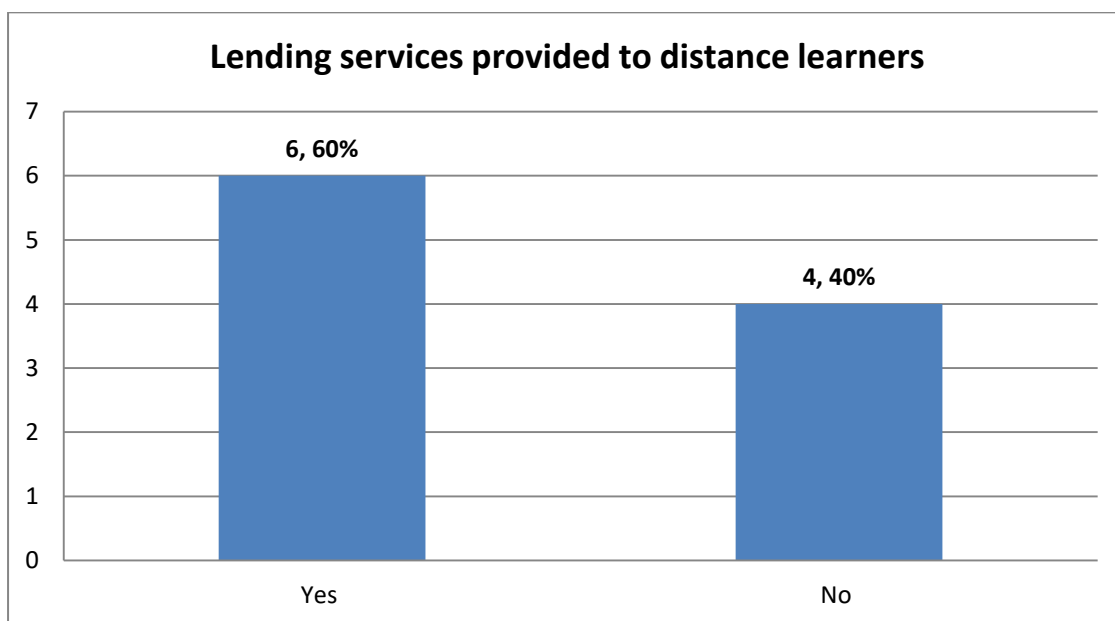
Table No: 5.9

Sr. no.	Services	No. of Libraries	Percentage
1	Document Delivery Services	3	30%
2	Special membership (more no. of books, more lending period etc)	1	10%
3	Accessibility to resources of other libraries	2	20%
4	Reference and Referral services	9	90%
5	Access to information resources	5	50%

From the above table no. 5.9 it can be stated that the study reveals that more than half of the libraries i.e. 9 (90%) provide reference and referral services to the distance learners, 5 (50%) libraries provide access to information resource services through inter library loan. These librarianspropagate that distance learners should avail the interlibrary loan facility available in these libraries as it is more economical and time saving. 2 (20%) libraries provide accessibility to resources of other libraries whereas only 1 (10%) library provide special membership services wherein they permit more no. of books, extra lending period to the distance learners.

5.12 Lending services provided to distance learners

Figure No: 5.3



The above figure no.5.3 indicates that 6 (60%) libraries provide lending services to the distance learner. They are allowed to borrow books for longer period of time, and also provide online access to library services like inter library loan services so that the distance learner get an added advantage to obtaincopies of books. whereas, 4 (40%) of the libraries do not provide lending services to the distance learners.

5.13 Familiarity with technology

Table No: 5.10

Sr. no.	New technology	No. libraries	Percentage
1	Internet	9	90%
2	Search engine	5	50%
3	E- mail	9	90%
4	WhatsApp	10	100%
5	Facebook	10	100%

The librarians were asked whether they are familiar with new technology. And their responses are recorded in the above table no. 5.10. It clearly shows that majority of the librarians know how to use internet, e- mail, WhatsApp and Facebook. But only 5 (50%) librarians are familiar in using the search engine.

5.14 Extension services provided

Table No: 5.11

Sr. no.	Extension services	No. libraries	Percentage
1	Exhibition	8	80%
2	Extended hours of services	3	30%
3	Online facilities	2	20%
4	Seminars and conferences	2	20%
5	Quiz programmes	2	20%
6	Field trips	0	0
7	Training program	3	30%
8	On job training	1	10%
9	Mobile services	3	30%
10	Any other	0	0

The above table no. 5.11 reveals the types of extension services provided by the public libraries. The aim of providing extension services is to attract the users' community to the library. It can be seen that majority of the libraries i.e.8 (80%) libraries conduct book exhibitions, furthermore 3(30%) libraries extend the library hours, provide training programs to its users and also offer mobile services. 2 (20%) libraries provide online facilities, conduct seminars and conferences on various topics and also organize quiz programs to the users to impart knowledge. However, none of the libraries conduct field trips to the users.

5.15 Importance of the library for community services

Table No: 5.12

Sr. no.	Library as a community services	No. of libraries	Percentage
1	Very important	8	80%
2	Important	2	20%
3	Somewhat important	0	0
4	Not important	0	0
	TOTAL	10	100

The library professionals were asked for their personal opinion on the importance of the library in providing community services. They had to choose their options from a scale of very important, important, somewhat important and not important. The responses given by the librarians are revealed in the above table no.5.12. It can be seen that according to 8(80%) librarians the library is very important because libraries plays an fundamental role in society. The services they offer creates opportunities for learning and help shape the new ideas. And 2 (20%) librarians opined that library is important in providing community services. No librarian feels that library is not important in providing community services.

FINDINGS, SUGGESTIONS AND CONCLUSION

CHAPTER 6

FINDINGS, SUGGESTIONS AND CONCLUSION

6.1. FINDINGS:

- Majority of the public libraries i.e. 8 (80%) offers computers facilities and 8 (80%) printing/ photocopy facilities to their users to fulfil their needs. 3(30%) libraries offer IT facilities and only 1 (10%)library provides wireless access.
- It was found that 8(80%) libraries help people to locate information thus helping them to become better informed citizens and 8 (80%) by building connection between individual. Only1(10%) library helps the users by running programs that promote lifelong learning and literacy in community. No library provides free access to computers in their library.
- It can be seen that 100% libraries have books, journals and magazines for use. 5(50%) have sufficient directories for use. Only 2 (20%) libraries have Film & audio records and internet are mostly available in limited quantity.Only 2 libraries contain each of these resources and 4 (40%) libraries offer CD- Rom database for the users.
- It can be seen that 9(90%) libraries organize recreational activities to attract more users towards library. Only 1(10%) library does not organize any programs or activities for recreation as the number of users visiting the library decreased with the effect of the pandemic.
- It was found that mostly all i.e. 100% libraries provide newspaper/ magazines to users. 9(90%) libraries provide free access to books and children section activity to spend users' leisure time. 5 (50%) libraries organize book discussion to get some knowledge and only 3(30%) libraries focuses on the talk/event and only one library

provide other activities such as reading competition. None of the library provide film shows or chess club activities.

- Majority i.e.100% of the libraries provide lending, reference and photocopy services to its users. 6 (60%) libraries provide newspaper services and 2(20%) libraries provides training for information literacy skill and 5(50%) libraries provide inter library loan services. Out of the 10 public libraries, only 2(20%) libraries provide all the services to its patrons.
- It can be seen that out of the 10 libraries, half of the libraries i.e 5(50%) do not have any additional resources in their libraries. only1(10%) library has electronic text, books and journals and 1(10%) library offers materials in large print. None of the libraries have audio books but 3(30%) libraries have stated that they have other additional resources like CDs.
- It was found that the majority of the libraries are not automated whereas only 3 (30%) libraries are fully automated.
- It was found that half of the libraries i.e 5 (50%) provided special services during pandemic like documents delivery services, providing online sources and providing services in offline mode as per the government guidelines & protocols. whereas, the remaining half5 (50%) libraries did not provide any services during this pandemic.
- It can be analysed that the maximum number of libraries i.e. 9 (90%) have sufficient computers in their library,however few librarians criticised that some of the computers were dysfunctional. 7 (70%) libraries have printers and 2 (20%) of them have LCD projectors. None of the libraries have laptops, scanner, tab or electronic board internet server equipment.
- It can be seen that more than half of the libraries i.e. 9 (90%) provide reference and referral services to the distance learners, 5 (50%) libraries provide access to

information resource services through inter library loan. These librarians propagate that distance learners should avail the inter library loan facility available in these libraries as it is more economical and time saving. 2 (20%) libraries provide accessibility to resources of other libraries whereas only 1 (10%) library provide special membership services wherein they permit more no. of books, extra lending period to the distance learners.

- It can be seen that 6 (60%) libraries provide lending services to the distance learner. whereas, 4 (40%) of the libraries do not provide lending services to the distance learners.
- Majority of the librarians know how to use internet, e- mail, WhatsApp and Facebook. But only 5 (50%) librarians are familiar in using the search engine.
- It can be seen that majority of the libraries i.e.8 (80%) libraries conduct book exhibitions, furthermore 3(30%) libraries extend the library hours, provide training programs to its users and also offer mobile services. 2 (20%) libraries provide online facilities, conduct seminars and conferences on various topics and also organize quiz programs to the users to impart knowledge. However, none of the librariesconduct field trips to the users.
- The responses given by the librarians are revealed that it can be seen that according to 8(80%) librarians the library is very important because libraries plays an fundamental role in society. The services they offer creates opportunities for learning and help shape the new ideas. And 2 (20%) librarians opined that library is important in providing community services. No librarian feels that library is not important in providing community services.

6.2. SUGGESTIONS:

- The public library should offer proper facilities and adequate numbers of computer system to ensure that it functions efficiently and also should offer wireless access so that user can explore the vast online resources using wireless enabled device. Network and related online facilities should be available in the library to attract more users.
- Public libraries should act as a repository for all kind of information not only the books, journals and magazines but also directories, internet sources, etc. Materials that are not available or rare should be made available in the digital format at public libraries level so that every member in the society can easily access. Library should procure more resources for the patrons.
- Libraries should conduct more activities to attract more users and also make the users aware about the services available in the library.
- Libraries are poor on the additional resources. As we know that there is tremendous growth in digital information and hence most of the users prefer e- resources hence public libraries must acquire e-resources and also install computers in the library to meet the needs of users.
- Library should assist in supporting authentic information to users in the kindness and services above self.
- Libraries must be automated so users find it easier to find books or makes it easier to access online from computer. Librarian must study their automation plan and need to select and implement library automation system (technology) that supports the priorities and mission of the libraries for systematic and improved services to the patrons.
- Libraries should provide special services by running virtual information services, curating the information sources for healthcare professionals, providing

comprehensive searching for evidence- based information, maintaining interlibrary loan services as well as maintain referral services as some of the notable efforts by librarian.

- Public libraries infrastructure is very poor so first they should develop infrastructure facilities. It should provide the proper equipment to fulfil the needs of the users. Librarian must be sufficiently supplied with desired logistic such as scanners, printers, laptops, tabs etc.
- Library should provide lending services to the distance learner so they can make use of this service to borrow books or any information materials for longer period of time. And also, they can get an added advantage to obtain copies of books.
- Librarian must prefer latest technology. They should familiar themselves with all the new technology in this digital era. To encourage better use of technology and to assess information technology in the library the library professional must be information technology oriented.
- Public libraries should make an attempt to reach the potential users, who are unable to make use and visit the library at regular interval. There should be provision for extension services in the libraries. Extension services always attracts readers in the library. It creates awareness among library users hence library should promote more services to its users.
- The public library should be a source of inspiration and innovation and through its knowledge resources, it can produce responsible citizens thereby contributing towards the well-being of the society.

6.3 CONCLUSION

The public library is not just a place it's a helping and encouraging house for new innovation, ideas and thinking. The future of public libraries in Goa is moving towards developing. The users way of searching and utilization of information has changed dramatically. Public library should at neoteric and courageously in order to sustain and outline in this digital era.

The main purpose of any library is to provide relevant and up to date materials with a view to satisfying the information needs of users. The public libraries of South Goa plays an important role.

Based on the findings, most of the library contribute by running programs that promote lifelong learning and literacy to its community and it build connection between individuals. The library holds different collections of reading materials including books, journals, magazines, directories, etc. The physical resources are still very important and still appreciated by the users. Public libraries should make an attempt to reach the potential users, who are unable to make use and visit the library at regular interval. The people who are living in an isolated area should be provided with facilities like the book deposit stations or mobile library. Libraries should more focus on being more adequately resourceful.

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**ROLE OF PUBLIC LIBRARIES IN A DEVELOPING SOCIETY: A STUDY FROM
SELECTED PUBLIC LIBRARIES OF SOUTH GOA**

QUESTIONNAIRE

1. Name of the library _____
2. Name of the librarian _____
3. Qualification _____
4. No. of years in services _____
5. Total library staff _____
6. Who governs the library management _____
(Government/ Private)

7. Kindly tick mark the facilities that your library offer?

- a) IT facilities
- b) Library computers
- c) Printing/ photocopy
- d) Wireless access
- e) All above

8. How your library contribute to community empowerment?

- a) By providing free access to computer
- b) By helping people to locate information thus creating better informed communities
- c) By running programs that promote lifelong learning and literacy in community
- d) By building connection between individual

9. What types of information resources available in your library ?

- a) Books
- b) Journals
- c) Films and Audio records
- d) Directories
- e) Magazines
- f) CD- Rom databases
- g) Internet
-

h) All above

10. Do you organize any activities for recreation ?

a) Yes

b) No

11. What are the leisure activities that you provide for your library users ?

a) Book discussion

b) Film showing

c) Chess club

d) Free access to books

e) Internet access

f) Talks/ event

g) Children section

h) Newspaper/ magazines

i) Any other _____

12. What are the services available for the users in your library ?

a) Lending services

b) Newspaper clipping

c) Reference services

d) Photocopy services

e) Training for information literacy skill

f) Inter- library loan services

g) All above

13. What are additional resources are available in the library ?

a) Electronic text, books and journals

b) Materials in large print

c) Books on audio topic

d) Any other _____

14. Whether the library is fully automated ?

a) Yes

b) No

15. Does your library provide special services during this pandemic ?

a) Yes

b) No

16. Infrastructure equipment available in your library (please tick)

a) Computers

b) Laptops

c) Scanner

d) Printer

e) Tab

f) LCD projector

g) Electronic board internet server

17. What services do you provide for distance learners ?

a) Document Delivery services

b) Special membership (more no. of books, more lending period etc)

c) Accessibility to resources of other libraries

d) Reference and Referral services

e) Access to information resources

18. Does your library provide lending services to distance learners ?

a) Yes

b) No

19. Do you have provision for extension services ?

a) Yes

a) No

If yes, please specify _____

20. Do you familiar with new technology (please tick)

a) Internet

- b) Search engine
- c) E-mail
- d) Whatsapp
- e) Facebook

21. Do you provide extension services (please tick)

- a) Exhibition
- b) Extented hours of services
- c) Online facility
- d) Seminars and conferences
- e) Quiz programmes
- f) Field trips
- g) Training program
- h) On job training
- i) Mobile services
- j) Any other _____

22. According to you how important is the library as a community services ?

- a) Very important
- b) Important
- c) Somewhat important
- d) Not important