

**Purulia District Library: An Evaluative Study****Mousumi Mahato****Librarian, B.M. Birla College of Nursing, Kolkata****Abstract:**

*Library survey is a systematic collection of data concerning libraries, their activities, operations, staff use and users, at a given time or over a given period. The purpose of this paper "Purulia District Library: An Evaluative Study" conducted to study the existing library conditions, library facilities, library personnel, nature of users and non-users, library services, library resources; to compare the present conditions and desired standards; to make suggestions for their improvement; and to develop library standards. The methodology adopted for the present study is survey using a structured questionnaire, observation and informal interview with library staff and users. And the findings these survey that library collection, budget, manpower, skilled staff, services all are precise but library automation work is very slow and Information Communication and Technology application is very low level.*

**Keyword:** District Library, Library Record, Library survey, User Survey.

### 1. Introduction:

Libraries are the store house of the universal knowledge in the form of books and non books materials to cater all sorts of information to the users. Public libraries are now as much an important part of the society. A library (from French "librairie"; Latin "liber" = book) is an organized collection of information resources made accessible to a defined community for reference or borrowing. It provides physical or digital access to material, and may be a physical building or room, or a virtual space, or both. District library purulia was formerly known as "State Library Purulia (Manbhum) under the control of Bihar Government and established in 1950. District Library, Purulia came under the Government of West Bengal on 1<sup>st</sup> November .1956. From the beginning it renders the library services to the people in this district efficiently. Public Library is expected to treat every seeker of information and knowledge with a sense of equality in all its services.

### 2. Review of Literature:

Abraham, A. (1987) conducting a study on reference service, the need for reference service and the services to be offered in the reference section and tries to evaluate the services and satisfaction of the users of Calicut Public Library. Singh, Mohinder (1979) conducting a study to investigate how statistics are used in libraries. However Winkworth, F. (1994) conducting a survey was carried out by the Yorkshire Branch of the Library Association's Youth Libraries Group. Its purpose was to determine the facilities for handicapped children provided by public libraries in Yorkshire. Rearden, Phyllis (1986) conducted a survey at Eastern Illinois National library to determine the extent to which services to the continuing education and extension programme could be improved . Analyses the results of the survey and describes the ways in which it will be used for the improvement of services. Drewniewska-Idziak, B. (1988) examined that a survey of the preservation status of books originating in the 19th and 20th centuries held at the National Library in Warsaw .Mishra (1977) discussed fifteen year perspective plan for the development of public libraries and in India. Janak Raj and Rama Verma(1992) conducted a survey on 34 public libraries in India by using a mailed questionnaire method. Abbas Khan (1993) made a study on the growth of collection and users of library of Muffakham Jah Public Library, for the year 1981-90, and compared with the growth of its budget. Singh (1994) conducted a study on collection development and readers' services at Haryana public Library, by collecting data from a sample of 222 users of the library comprising faculty members and students using a questionnaire method. Singh (1994) evaluated the collection and services provided by public libraries in India from user's point of view. Rashid and Amin (1998) in their study found that there is no uniformity in the use of classification and cataloguing schemes in regional public libraries in India. Sharma (2001) in his study attempts to examine the status of public libraries in Haryana, by surveying a sample of twenty public libraries. Ali and Hasan (2003) examined the utilization and the satisfaction level of users about Internet, CD-ROM databases and other services provided by public Library, Delhi. Mandal and Panda (2005) examined the different dimensions of collection development with specific reference to public libraries. Fossey, D., & Sumsion, J. (1993) conducting a survey of the public library materials fund and budget in 1991-93. Kaur and Rama Verma (2008) conducted a survey on users and with regard awareness about electronic journals and their usage of public libraries of Panjab, using questionnaire method. Majority of the users were not aware of the library e-resources (69.15%) Doraswamy (2009) conducted a study on the utilization of digital resources in Velagapudi Ramakrishna Public Library, Vijayawada, by collecting data from 95 users through questionnaire. Partin, G. (1986) describes that a recent survey of telephone reference services provided by 21 rural libraries in Pennsylvania. discusses approaches to the evaluation of reference services, and considers related research. 5 test questions, which struck a fair balance

between simplicity and difficulty, were asked of each library and results analysed. Diehl, S. J., & Weech, T. L. (1991) A survey of user preferences of library use instruction in the public library. Palmer, E. S. (1981) surveys of library users have indicated the limits of local constituencies. Parallel observations have been made in a host of other fields and some of the models derived from these fields of study have been applied to the library situation.

### **3. Details information about the library:**

**3.1. Area of the library building:** The District library, Purulia situated at B.T.Sarkar Road, Purulia .The area of the library around three acres.

**3.2. Sections in the library:** For the functional conveniences, the library is divided following sections

- Acquisition section
- Processing section
- Circulation section
- Journal section
- Reference section
- Stack section
- Carrier guide section
- Children section

**3.3. Staff pattern of the library**

Librarian -> Library Assistant -> Library Attendant -> Peon -> Guard -> Night guard

**3.4. Total no. of library staff:** At present total staff of this library seven. Professional staff is three, one librarian, two library assistant. Non –professional staff is four, which are library attendant, peon, door-keeper and night guard.

**3.5. Category of users:** The Purulia District Library as a public library so any one can be use to the library of this society. The different types of users use the district library which are followed

- Student
- Researchers
- Daily news-paper reader
- Competition exam purpose reader
- General (Male, Female)
- Children
- Handicapped
- Urdu reader

**3.6. Total no. of members:** General member- 2552, Children-556

**3.7. Library collection:** The total collection of the library has been segregated into various sections for the convenience of reader's services, general collection, reference collection, serial collection, local cultural book collections.

**3.8. Total number of books:** Total number of books available in the library 47,046 (as on 31<sup>st</sup> March 2015)

**3.9. Total number of periodicals:** At present library has been purchased 31 periodicals.

**3.10. Number of daily newspapers:** The library has been procured five daily newspapers, four in Bengali and one in English.

**3.11. Library records:** The library will be maintain various kinds of library records-Accession register, RRRLF Accession register, Issue register, Acquittance register, Journal register, Donated Book register,

Donated periodical register, Demand register, Daily attendance or user register, Children register, Meeting regulator register, Stock register, Membership register, Visitors register, Authority file.

**3.12.** Library extension service & development programme: Purulia District Library's main extension services are as follows-

- Meeting, Public Lectures and Talks
- Celebration of Festival and Events and Arrange Cultural Programmes
- Mobile Library Service

**3.13.** Library services: Following services offered by the Library:

- Lending books for home reading
- Reading room service
- Career Guidance service
- Reference service
- Journal & News Paper service
- Service to child readers
- Reprography service etc.

**3.14.** Future Plan of the library: The library have some future plan, as follows-

- Fully separate carrier guide centre room
- Fully separate children section room
- Restart mobile library
- Fully separate seminar hall/conference hall

#### **4. Findings:**

**4.1.** Finding result by observation:

District library, Purulia is a Government Sponsored Public library and the following findings available to in this survey.

- It provides free and direct access (open access system) to tools of information and education as well an instrument of informal self – education.
- It plays an important role as cultural centre in the district. Occasions like birthdays of national leaders, national festivals, quiz programmes, music contest, dance competition, seminars etc. have been organized regularly provides opportunities to the general public to spend their leisure fruitfully. It is to be noted here that, it has become very much difficult to organize the cultural programmes due to scarcity of a "Seminar Hall".
- Provides the materials of local/regional cultural heritage for the benefit of posterity. The library serves as a link between the past and future.
- Provides other routine services like guidance and advisory for students , display of newspaper clippings(including job oriented news clippings), reprographic services , pictures and photographs of current events and activities and persons of importance etc.
- The library has a good reference collection consisting of various reference tools but the library can't openly shows to the users because of library space problem. At present it will be joint to the Carrier Guide Section.
- At present the library publication wall magazine is published very irregular basis.
- The library has three computers, but it will not provide to the users to use.
- Internet facility available in the library very low level.

- The library adopts LIBSYS library management software but at present library automation work is not completed.
- Analysis of the user survey questionnaire, it shows that the 90% users are not satisfied to the existing collection of the library.

#### 4.2. Finding result by library record:

##### 4.2.1. Last ten years member addition to the library (2004-05 to 2014-15)

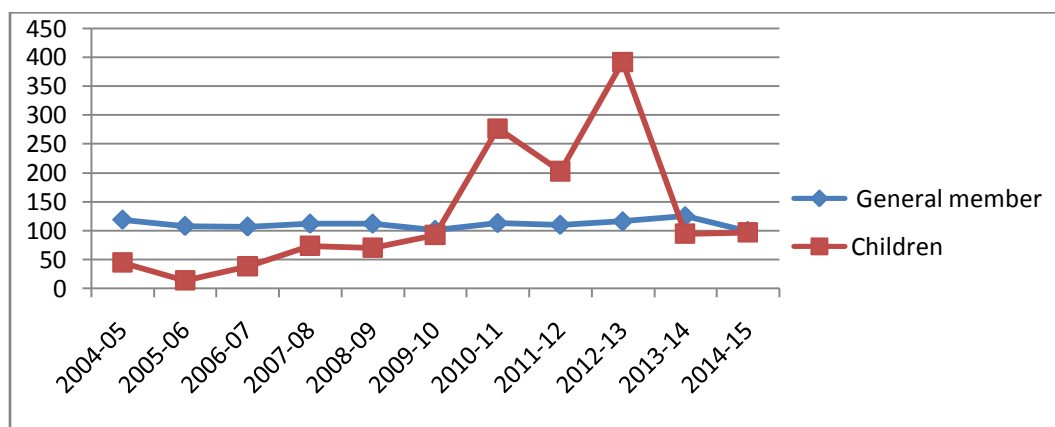


Figure 1: Library Records

Figure-1 shows that the comparatively children members increased than the general member. The children members are highest no. of addition to the year 2010-11 and the lowest no of addition to the year 2003-04. In case of general member last ten years mostly same no. of users addition to the library. In the year 2012-13 highest no. of general members (125) addition to the library and 2014-15 lowest no. of general members (99) addition to the library.

##### 4.2.2. Library budget

Table 1: Year wise budget allocation between 2004-05 to 2014-15:

Year	Budget
2004-05	8,96,933
2005-06	9,68,721.12
2006-07	10,12,493.12

2007-08	9,03,866
2008-09	7,94,820.97
2009-10	12,10,907.97
2010-11	4,91,888.97
2011-12	22,72,367
2012-13	22,28,012.97
2013-14	25,48,459
2014-15	23,81,139

The chart shows the library budget from last ten years (from 2004-05 to 2014-15), year 2013 -14 highest budget (25,48,459) allocating and the year 2008-09 lowest budget(7,94,820) allocating.

#### 4.2.3. Income and Expenditure account for the year ended 31<sup>st</sup> March 2015:

Table 2: Income amount of different item for the year 2014-15

Income	Amount Rs
<u>By library collection</u>	
Readers Ticket	1,065.00
Renewal fees	2,640.00
Fines	170.00
By bank interest	2,253.00
<u>By Government grant received through D.L.O., Purulia</u>	
Salary(Gross)	516.849.00
Bonus	4,000.00
Books & Periodicals	50,000.00
Book binding	5,000.00
Furniture	12,500.00
Contingency	60,000.00
Carrier guidance	80,000.00
Spl. Books & furniture	30,000.00
Contingency	150,000.00
By RRRLF grant	50,000.00
By recovery of festival advance	4,000.00

The table shows that the library income by readers ticket 1,065.00, by renewal fees 2,640.00 , by books & periodicals 50,000.00, by book binding 5,000.00, by furniture 12,500.00, by special furniture 30,000.00, by RRRLF grant 50,000.

Table 3: Expenditure amount of different item for the year 2014- 2015

Expenditure	Amount Rs.
To salary to staff(Gross)	516,833.00
To bonus	4,000.00
To electric bill	21,219.00
To telephone bill	3,643.00
To wages for night watchman , sweeper etc.	8,358.00
To printing & Xerox	613.00
To postage & courier	217.00
To contingencies & stationaries	3,440.00
To newspaper, periodicals& journals	16,905.00
To backlog book processing	7,885.00
To maintenance	7,600.00
To gardening	1,270.00
To M.O. commission	76.00
To advertisement	562.00
To seminar expenses	750.00
To T.A.	2,000.00
To electric connection load extant	5,970.00

The table shows that library expend very minimum amount to the newspaper journals. This area library can increase the amount.

**4.2.4.** Stock verification: No such thing has recently done in this library.

**4.2.5.** Library automation system of this library: The library adopts LIBSYS library management software The Purulia District Library automation work are not completed, its processing by LIBSYS software.

### 4.3. Findings by questionnaire method

For the library user survey the questionnaires were distributed to users in the library during 5<sup>th</sup> February to 20<sup>th</sup>. March, 2015 .The survey were conducted by 200 users.

#### 4.3.1. Category of library users

Percentage the category of library users : This survey were reflect that most of users are young adult , children category 14%, teenager category 12%, Young adult category 56%, adult category 10%, middle aged category 4%, and senior citizen.

**4.3.2** Sex ratio of the library users: Most of the users of this library are male candidate. Figure 3 shows that the 12% are female users and 88% are male candidate.

**4.3.3.** Percentage the Occupation of the library users: Most of the users of this library are student. The 90% of users are student, only 2% users are house wife, 2% users are service man, 2% users are businessman and 4% users are others category ( i.e. retired persons or senior citizens )

**4.3.4.** Frequency of visit library users in the library: Most of the users using the library twice or thrice in a week. There are 48% users using the library twice or thrice in a week, 30% users using daily,

4% users use once in a week, 10% users using twice or thrice in a month, only 2% users using once in a month and 6% users using the library rarely.

**4.3.5.** Method of the users adopts to get information: Most of the users of this library adopt to get information from the library. Figure 10 showed that 80% users adopt to get information from the library. Only 16% users adapt to internet, and 4% users are adopt to get information from other places, most of the users using the library 1-3 hours.

**4.3.6.** Visiting time of the users: Most of the users are visit to the library at evening. The 60% users are visit to the library evening time and 40% users visit the library at afternoon.

**4.3.7.** Purpose of using the library: The 68% users using in this library educational purpose. Only 4% users using recreational purpose and 14% users using the library Government service information purpose.

**4.3.8.** Total number of users borrow book from the library: The 44% users borrow book from the library weekly, 26% users borrow book monthly, 8% users borrow book from the library yearly and 22% users never borrow book from the library.

**4.3.9.** Newspaper reader: From under this user survey 28% users reading newspaper. The most of the users of the library are reading Bengali newspaper. There are 85% users reading Bengali newspaper and only 15% users reading English newspaper.

**4.3.10.** Satisfaction level of the users with the existing library collection: Most of the users of the library are not satisfied with the existing collection of the library. There are 72% users are not too satisfied with the existing collection of the library. They want to Government service exam purpose current versions books and magazine.

**4.3.11.** Satisfaction level of the users with the existing library services: Most of the users of the library are satisfied with the existing collection of the library. There are 90% users are satisfied with the existing services of the library.

**4.3.12.** Satisfaction level of the users with the library opening hours: Most of the users of the library are satisfied with the library opening hours. There are 76% users are satisfied with the library opening hours and 24% users are not to satisfied with the library opening hours.

**4.3.13.** Opinion about the type of access: All of the users of this library are want to be open access.

**4.3.14.** Satisfaction level of the users with library staff: All of the users of the library are satisfied with the library staff. They comment that library staff are friendly polite and will bend over backwards to answer any question or offer any help they may need with anything.

## 5. Suggestions:

**5.1.** There is a need to computerized internet facility, in future for providing better and efficient service to readers.

**5.2.** There is the need for training and retraining of library staff in the use of information technology.

**5.3.** Computer training should be provided and made mandatory for all the library staff. This mode of training programme will help the staff to practice and assimilate more.

**5.4.** User education should be provided to make the user aware of the library collection as well as the services.

**5.5.** Systematic utilization and categorization of this budget according to the needs of the library is also very important.



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