

**STATUS, PROBLEMS AND PROSPECTS OF PUBLIC LIBRARIES
IN LUCKNOW: A STUDY**

Abstract

**Submitted for the Award of the Degree
of**

MASTER OF PHILOSOPHY

in

Library and Information Science

Supervisor

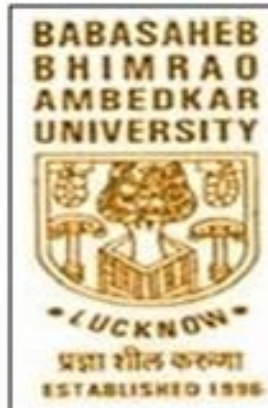
Dr. SHILPI VERMA

Assistant Professor

Submitted by

SMITA SRIVASTAVA

Research Scholar



**Department of Library and Information Science
(School for Information Science and Technology)**

Babasaheb Bhimrao Ambedkar University

(A Central University)

Vidya Vihar, Raebareli Road, Lucknow-226025, Uttar Pradesh

Enrolment No: - 1502/15

Year 2017

STATUS, PROBLEMS AND PROSPECTS OF PUBLIC LIBRARIES

IN LUCKNOW: A STUDY

ABSTRACT

Introduction: This study examines are concerned with the communication of ideas and information of any type, to the users for their indispensable utilization in the promotion of literacy, development of education and in raising the democratic value of life of the people. So keeping in view the importance and role of public library, the present study has a critical evaluation of 14 public libraries of Lucknow by their status, problems and prospects. The 14 public libraries are chosen for the research work of Lucknow. The research methodology chosen is most suitable for this type of research. This dissertation is addressed to those who intend to conduct research in the field of library and information science and the topic related to public libraries in Lucknow.

This study “Status, Problems and Prospects of Public Libraries in Lucknow: A Study” aimed to find out the collection and services provided by the public libraries; to explore the status of public libraries’ automation and use of ICT application; to examine the financial status of public libraries; to find out the physical status of public libraries. The researcher tried to find out the feedback from users regarding their opinion towards their library. Researcher questionnaires distributed total no. of 280 (100%) users in 14 public libraries of Lucknow.

The objectives of the study:

The following of the objectives of study given below:

- To study the collection and services provided by the public libraries.
- To explore the status of public libraries' automation and use of ICT application.
- To examine the financial status of public libraries.
- To find out the physical status of public libraries.
- To study of status of library personnel or staff.
- To study the problems faced by public libraries.
- To explore the future prospects of public library.

Significance of study:

The significant of study is clear from the ultimate aim of the study. The aim of the research is to improve the library's every part. After reviewing various literatures, it is found that although there were various studies conducted on the topic of status, problems and prospects of public libraries in Lucknow.

Hypotheses of study:

The following hypotheses of study are given below:

- The first assumption of the researcher is that the physical status of the public libraries of Lucknow is not good.

-
- The collection and services of public libraries are not satisfactory according to the needs of users.
 - Not any public libraries in Lucknow are automated.
 - Budget of public libraries are not adequate.
 - Staff of public libraries is not up to the mark as per services of the library.

Research Methodology:

In this study, the survey method is used. The tool of data collection is questionnaire, observation & interview methods. It is easy to use for the data collection. Questionnaire method is used for data collection. Two types of questionnaire are prepared: One for Librarian and one for user. Both open ended and close ended questions are there.

Questionnaire Method:

This method of data collection is quite popular. The tools of data collection are questionnaire, observation & interview methods. Questionnaire is considered as the heart of a survey operation.

There are two types of questionnaire:

I) Questionnaire for librarian:

There are lots of questions in the Questionnaire, which are grouped under the following sections.

General Information (Public library details), Personal details of librarian, Library staff details, Library user details, ICT infrastructure, Library collection and services, Library infrastructure, Library budget and Suggestion and future (Prospects) plan of library.

II) Questionnaire for users:

There are twenty questions in the users Questionnaire, which are intended general information like name, library address, age, designation. Detailed about library facilities, library services and resources, digital library facilities and any suggestions etc are including in this section.

CHAPTERISATION:

Chapter 1 – Introduction

Chapter 2 – Review of Literature

Chapter 3 – Profile of Public Libraries

Chapter 4– Public Library: An Overview

Chapter 5– Data Analysis and Interpretation

Chapter 6–Findings, Conclusion and Suggestions

FINDINGS:

Status of permanent staff of public libraries in Lucknow.

The study illustrated that 10 (71.42%) public libraries have permanent library staff and 4 (28.57%) post are vacant.

Status of users available in public libraries of Lucknow.

The result illustrated that the all registered users have been between 950 to 60 theses libraries.

Status of library services provided by public libraries of Lucknow.

Circulation services: The result shows that 9 (64%) public libraries were providing circulation services to the user;

Inter library loan services: On the basis of collected data the result shows that 2 (14%) public libraries of Lucknow were providing this facility.

Status of library collection of public libraries in Lucknow.

The result shows that 14 public libraries response receive this question. The highest collection of public libraries has been between 1, 60,000 to 29,000 approx.

Availability of ICT equipment in Public Libraries of Lucknow.

Photocopier machine facility: Most of the libraries (57.8%) have facility of photocopier machine. And rest did not providing this facility;

Scanner facility: some libraries (28.5%) have facility of scanner machine. And rest did not providing this facility;

Printer facility: 50% libraries have facility of printer machine for official works but according to situation on the demand of users they provide this.

Status of Internet Accessibility.

In order to know the status of internet accessibility in public libraries result shows that the internet facilities of public library; 65% libraries their own internet connection while 30% libraries were providing internet facilities to the users.

Status of Website.

On the basis of data collection result shows that the out of 14 public libraries, Only 3 (21%) public libraries have its own library website.

Status of Overall satisfaction level of Library Budget:

The overall satisfaction level about the library budgets received by the Librarian/ Librarian in-charge was shown that 64.28% respondents of public libraries were not satisfied with library budgets.

Problems faced by users during library access:

- Lack of information resources;
- Lack of accurate availability of needed information;
- There is not any reference desk to solve the query of users;
- Inadequate staffs;
- Lack of willingness among staff to resolve the users query;
- Library environment is not too good, problems of proper ventilation, lighting, infrastructure etc; and
- To find information in public library is very time taking yet there is not relevant information.

Conclusion:

In this study researcher has collected data from the respondents and described their result after data analysis. In order to know the study concluded that 85.71% public libraries were providing

classification and cataloguing scheme services. 50% public libraries were using AAC-1 and 21.42% public libraries were using AACR-2. While only 7.14% public libraries were using ALA scheme. With regard to the Circulation services the result depict 78.57% libraries were providing Circulation facility. No any public libraries of Lucknow were using any of the following ICT application/technology these application are Biometrics, Smart cards, RFID and CCTV technology. No any public libraries of Lucknow were using any of the following ICT application/technology these application are Biometrics, Smart cards, RFID and CCTV technology.

Public libraries of Lucknow are an important mode of communication of ideas and dissertation of knowledge stored in various forms. The libraries that do exist are not so much modernized but there are plans and designs to automate them. It needs proper resources such as human, financial and materials to incorporate developments in the library. The libraries so far studied are conventional and traditional by nature, this is not proper competence and efficiency in this sector so that the people or users of the community may be mostly benefited and supplied the right information in an elegant manner. Moreover computerization in libraries can reassemble to the concept of data bank or documentation centers if they are too implemented in the library. Around 80% of libraries in Lucknow lack this feature. So there is a need and plan to explore the way for automation through computer so that information explosion can be tackled in positive manner and the users may be supplied relevant information.

The study has concluded that the status of public libraries of Lucknow is not satisfactory according to analysis and interpretation of data received by the respondents (Librarian/ Librarian in-charge/users).

Suggestions:

- The libraries covered in the research study do not meet the requirement of an ideal library in terms of collection development, status, problems, and prospect of public libraries. So following suggestion has presented.
- Although the all libraries of Lucknow have books in English, Hindi, Urdu, Sanskrit, Bengali languages but provision is, to have books on some foreign languages such as German, Persian, Greek, and French etc.
- The all public libraries have lack of primary sources of information like patent, journals, periodicals, research report etc. That should be there.
- The few libraries do not allow the users without membership, but few libraries are allowed to visit the library and read the books.
- For the purpose of classification and cataloguing modern device should be used such as Dewy Decimal Classification 21st edition from classification AACR-II for cataloguing.
- Facility of Inter-library loan should be made explicit.
- Facility of information resources (Internet, Wi-Fi connection) for users.
- Strong organization setup and skilled personnel are the backbone of public library. The public library should have various departments like binding, reprographics, circulations, indexing, and so on.
- In context of information transfer letter, fax, telephone, e-mail, and verbal system might be incorporated to help the users to their maximum need.
- CAS and SDI are modern concept. They should be made aware to general and this system will have to be introduced.
- The training program should be organized for the library staff.

-
- And the last but not least libraries should get computerized and networked so that a user's can come and seek his specific knowledge if not available in the distant parts of world through internet.

Further Areas of Research:

It seems that due to limitation of an individual research study, the present research was limited to “Status, Problems and Prospects of Public Libraries in Lucknow: A Study” which covered all aspects of public libraries like that General Information about Library, Details of Library Staff, Use of ICT Application/Technology, Library Infrastructure, Status of Library Budget etc. the result of the study indicate that the present status of public libraries of Lucknow are not satisfactory due to so many causes. So that future researchers should continue the quest for those variables. The future research areas may be the following:

- “Job Satisfaction among the Library Professionals working in Public Libraries of Lucknow: An Evaluation Study”.
- “Collection and Development policy of Public Libraries of Lucknow: A Practical Approach”.
- “Status of Lucknow Public Libraries Infrastructure: An Evaluation Study”.
- “Use of Information Communication Technology in Public libraries in Lucknow: A Critical Study”.
- “A Study of Physiological Stress of Librarian working in Public Libraries of Lucknow”.