Qualitative and Quantitative Survey

Of

Public Libraries in India

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1. Background

National Mission on Libraries (NML) India has been set up by the Ministry of Culture, Government of India to enable development of Public Libraries and the Information Science Sector. With the changing times, it is imperative to study the present scenario of libraries and develop key performance indicators that would help in developing and sustaining the library system for the future.

In this regard, NML has decided to implement four projects, one of which is a **Quantitative & Qualitative Survey of Libraries.** This representative survey would help to understand the current status of public libraries and capture the perceptions of the people towards the services of the same. The insights gained from this survey would then enable the NML in its goal to set up additional model libraries.

RRRLF, the nodal agency for implementation of NML, has appointed Kantar to conduct the research survey among 5000 libraries, 4000 users and 3000 non-users.

This report covers the results from the survey conducted across various states and union territories among 5140 libraries, 4082 users of public libraries, 1003 users of other libraries (academic, cultural/embassy/mission type and private lending libraries) and 2035 non-users.

2. Scope of Work

The National Knowledge Commission recommends sustained attention towards the development of public libraries. This has been the reason that the National Mission on Libraries had decided to implement the below projects:

- Creation of National Virtual Library of India (NVLI)
- Modernization of several existing public libraries
- Quantitative and Qualitative Survey of Libraries
- Capacity Building

With this as the context, Kantar was commissioned to survey the public libraries system in India and gain insights from users to modernize the existing system and ensure effective utilization by future generations as well.

The objective of the study was to:
- Present the current scenario of public libraries in India through a direct survey of libraries to create a public library database
- Understand perceptions of library users and non-users so as to reveal the strengths and weaknesses of the public library system in India

The detailed objectives[1] included:

Survey of libraries	Survey of Users and Non-users
- Understand the scenario of public libraries with respect to infrastructure, services, usage, staff etc. - Understand the needs of public libraries and provide suggestions for improvement	- Identify the user profile and services they avail - Ascertain the satisfaction levels of users - Understand the perception of users and non-users on the public library system - Identify reasons for not utilizing public libraries among the non-users - Provide suggestions to increase utilization of public libraries

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[1] The call for survey document issued by RRRLF is provided in the Annexure

3. Research Methodology

The public library system in India is spread across geographies, from villages to cosmopolitan cities. The characteristics of this system varies according to the category of the library, the location of the library, political scenario and a host of other external factors. To represent this heterogenous system by gathering information, Kantar approached multiple stakeholders such as the librarians of the public libraries, users of public and other libraries (academic, cultural/mission/embassy & private lending libraries) and non-users of libraries.

The details of the research methodology followed, target respondents met, libraries covered and the data collection period are outlined below.

Research methodology

- Primary research.
    - Target Respondents/Segments
        - Information was collected through direct personal visits from the following sources to answer the research objectives:
            - Librarians/Heads of Public libraries
            - Users of public libraries
            - Users of other libraries (academic, cultural/mission/embassy & private lending libraries)
            - Non-users of public libraries
    - Mode of interview administration: Face to face
    - Duration of interviews:
        - Library survey   – 25-30 mins;
        - Users survey   – 10-15 mins;
        - Non-user survey – 8-10 mins
    - Research instruments – Structured questionnaire prepared in advance with feedback from RRRLF and the committee.

Libraries in the purview of study

The hierarchy in the public library system in the country is given below. Libraries from each of these categories have been converted as part of the survey.

- State central library
- District Library
- Town/City Library
- Divisional/Regional Library
- Sub-divisional/Taluka Library
- Village/Rural/ Panchayat Library
- Tribal Area Library
- NGO libraries
- Other category libraries such as block, circle, branch, etc.

Data collection period

- The data collection happened from March 2015 to July 2016
- Overall total of 12,260 interviews have been completed as against the suggested 12,000 given in the Call for Proposals (ToR) from RRRLF
- A number of challenges have been faced through the course of data collection, which have been outlined below (see section 3.1.4)

3.1 Selection of libraries, users & non-users
3.1.1. Selection of libraries

Upon commissioning of the study, questionnaires (instruments for data collection) were prepared for all segments. Subsequently, they were discussed and finalized with the RRRLF core team and the committee. Questionnaires were then translated to all languages.

Meetings with state conveners were initiated to request introduction letters, to obtain database of libraries across the state and facilitate contacts. At this stage, the list shared by RRRLF was verified at the state level. Data collection was then gradually initiated across all states and union territories.

The approach adopted to select libraries in each State and Union Territory has been outlined below.

RRRLF provided letters addressed to state level convenors of the public library system, highlighting the purpose of the study.

Kantar requested a meeting with state convenors; this was held and RRRLF & NML letters presented to them

State conveners shared lists of all libraries/district libraries along with authorization letter to be presented by Kantar interviewers to library authorities

Sample allotment was done based on the state-wise proportion of libraries. Further details are given in the table below.

Libraries list was consolidated (from the list received). Sub-districts/ taluks/ villages/tribal areas libraries were also included as applicable

Type of libraries included and selected in states.

Type of library	Selection
State central library	All
District library	All
Divisional/ sub-divisional/city/ town libraries	To ensure randomness of the sample, anywhere between 5 to 50 divisional/sub-divisional/city/town libraries was selected per state depending on universe size of public libraries of the state • In larger states, such as Uttar Pradesh, Tamil Nadu and a few others – 50 libraries • In smaller states such as the North Eastern States, Uttarakhand and so on - 8 libraries • It was ensured that sub-districts/towns/villages were selected from multiple districts per state
Village libraries	Anywhere between 2 to 150 village libraries per state based on size of the state
Tribal libraries	Anywhere between 1 to 15 tribal libraries per state based on size of the state
NGO libraries	Anywhere between 2 to 150 NGO libraries per state based on size of the state

3.1.2. Selection of users of public and other libraries (academic, cultural /mission /embassy & private lending libraries)

A public library user is defined as one who uses/has visited/utilized the services of a public library in the last 1 year. These respondents were met in the premises of public library itself to ensure that they were indeed users of public libraries. Both members and non-members were included. The same method was applied to approach other library users.

Once the districts, sub-districts, villages, towns were finalized, the specific libraries where users could be met were then selected. The sample of libraries was selected across all categories – state central, district, divisional, sub-divisional, village/rural, tribal as well as NGO libraries.

Further representation of users by membership status, students, employment status (employed/unemployed), retired persons and housewives was ensured.

3.1.3. Selection of non-users of libraries

One of the objectives of the study is to assess the attitude of a non-user towards public libraries, their perception and from this feedback, it will be possible to suggest ways to get them to utilize the services of public libraries.

A non-user was defined as one who is currently not a member of public library or any other libraries (academic, cultural/mission/embassy & private lending libraries) and have not visited any library in the last one year. Non-users were selected from the catchment area of each public library.
Among the non-users, representation by student population, those employed, unemployed, retired, housewives and physically challenged was ensured.

3.1.4 Challenges in data collection

In several states and union territories, work commenced smoothly upon meetings with state conveners and receipt of library lists. Data acquisitions progressed well in Tamil Nadu, West Bengal, Andhra Pradesh, Gujarat, Maharashtra, Goa, Kerala, the North-Eastern states. In all other states, delays were faced owing to non-co-operation from authorities and non-receipt of library lists. However, with repeated requests from Kantar and RRRLF, the issues were resolved and data gathering work went without much hindrance in Karnataka, Orissa, Rajasthan, Himachal Pradesh, Delhi and Haryana, though it resulted in a few months delay.

Data collection has been constrained in few states, due to non-receipt/non-availability of lists despite persistent attempts from both Kantar and RRRLF. The states include:
- Bihar & MP: Based on the lists received, we have completed 126 and 106 libraries in Bihar & MP respectively.
- Chhattisgarh: The state library list or the authorization letter has not been received. Given this, data collection in Chhattisgarh was not done and hence there is no representation.
- Punjab & Jharkhand: The library list provided was very limited, and a detailed list was not available. Due this this, the representation from these states has been limited.

Suggestions given by Joint Commissioner in a meeting held on 18-Jan, 2016

A meeting was held with the Joint Commissioner on 18-Jan 2016 during which Kantar was advised to pursue with states such as Chhattisgarh, MP, Punjab, Uttarakhand, Bihar for a few more months. If there are no further developments in these states, it was suggested that sample reallocation be made and complete the sample in other states. There was no significant development despite request from RRRLF/Joint Secretary's office. In other states, such as Haryana, Jharkhand and North East, as well, significant progress could not be made given the limited number of libraries in the list.

Therefore, as suggested, sample reallocation was done to ensure completion. We have removed/reduced samples from these states and shifted the sample to others. Proceeding in this manner, full sample size was achieved.

3.2 Sample Design

The sample to be covered in the *Qualitative and Quantitative Survey of Public Libraries* was specified by RRRLF in the "Call for Proposals" (ToR)[2]. A total of 5000 public libraries and 7000 users/non-users were to be included from different States and Union Territories. The sample size as per ToR by each respondent segment and library category has been given below. The sample achieved and considered for the report has also been mentioned.

Sample size considered for report

Segment	Sample as per ToR	Sample Considered for Report
Survey of libraries	5000	5140
Users of public libraries	4000	4082
Users of any other libraries (academic/ mission & private lending libraries)	1000	1003
Non-users	2000	2035
TOTAL	12000	12260

PART A – Library Survey

Sample size of libraries – by library category

Library category	State Central	District	Town/ City	Div./ Regional	Sub-div./ Taluka	Village/ Rural	Tribal Lib.	NGO	Delhi Public[3]	Others
Sample	*29*	*529*	*793*	*239*	*627*	*1936*	*76*	*418*	*10*	*483*
Total	**5140**									

PART B – Survey of Public Library Users

Sample size of Users – by library category

Library category	State Central	District	Municipal/ Corporation	Sub-div./ Taluka	Panchayat / Village	NGO	Others
Sample	*790*	*1087*	*346*	*743*	*298*	*559*	*259*
Total	**4082**						

PART C – Survey of other Library Users (academic, cultural/mission/embassy & private lending libraries)

Sample size of Other Library Users – by library category

Library category	University Library	Cultural/embassy/ Mission/Private Lending/Others	College/School Library
Sample	*127*	*376*	*500*
Total	**1003**		

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[2] The call for proposals issued by RRRLF is provided in the Annexure.

[3] Only a few Delhi Public libraries have participated in the study, and these are smaller libraries with fewer staff and resources.

Sample size considered for final report – by state

Sl. No.	States & Union Territories	Number of libraries covered	Number of personal interviews covered	
			Library users	Non-users
1	Andhra Pradesh	311	153	52
2	Arunachal Pradesh	23	46	18
3	Assam	82	90	57
4	Bihar	126	204	88
5	Goa	98	138	68
6	Gujarat	423	290	91
7	Haryana	35	268	121
8	Himachal Pradesh	115	150	68
9	Jammu & Kashmir	56	58	40
10	Jharkhand	17	92	27
11	Karnataka	637	186	86
12	Kerala	208	233	81
13	Madhya Pradesh	106	224	72
14	Maharashtra	511	487	223
15	Manipur	29	55	27
16	Meghalaya	22	54	28
17	Mizoram	18	49	20
18	Nagaland	20	55	25
19	Orissa	250	236	84
20	Punjab	34	125	74
21	Rajasthan	188	193	69
22	Sikkim	11	23	18
23	Tamil Nadu	522	252	99
24	Telangana	298	381	83
25	Tripura	14	0	0
26	Uttar Pradesh	311	364	170
27	Uttarakhand	30	58	18
28	West Bengal	389	256	96
29	Chandigarh	6	30	26
30	Dadra and Nagar Haveli	3	56	17
31	Delhi and NCR	245	251	80
32	Puducherry	1	28	9
33	Lakshadweep	1	-	-
	TOTAL	**5140**	**5085**	**2035**

3.3 How to read tables in the report

Some of the findings in the report are represented in tables for a clear view on the findings. A sample tabular representation is given below:

Libraries	State Central	District	Town/ City	Div./ Regional	Sub-div./ Taluka	Village/ Rural	Tribal area	NGO	Delhi Public
The above heads signify the classifications of the different libraries approached for the study.									
Base	29	529	793	239	627	1936	76	418	10
"Base" represents the sample size of the different libraries approached for the study.									
The study values are captured here. Snice multiple choice questions were administered, in certain tables, values would not add up to 100%. Average/median values signify that values captured from entire libraries are presented here as in the example below									
Total Staff	19-20	4-5	3-4	3-4	2-3	1-2	1-2	2-3	2-3
Full Time Staff	18-19	3-4	2-3	2-3	1-2	1-2	1-2	2-3	1-2

- "Base" signifies the sample size captured across categories. It is on the base that the findings are reported as percentages or values.
- The values are provided for an overall comparative purpose, the sample size and the type of library or state and other parameters must be considered for correct interpretation. Most of the tables capture multiple choice responses; hence the values would not add up to 100%.
- A few tables utilize mean or median values to avoid skew. These would not add to the total as average values across the libraries have been captured.

4.   Executive Summary & Recommendations

The public library system, over the years, has exerted a lasting impact on the social set-up in India. Over the last decade or so, information access through the Internet has proliferated significantly with very easy-to-use mechanisms that facilitate information access and user-friendly search engines etc. While this has minimized the dependence on books to a great degree, the results of the *Qualitative and Quantitative Survey of Libraries* commissioned by the RRRLF and conducted by Kantar in 2015-16, reveal that utilization of public libraries has only been on the rise over the years. This has been confirmed by membership information obtained from libraries, which reveal that, excluding a few state central and town/city libraries, most other libraries have recorded a substantial growth of 10-12% in membership since 2014.[4]

The survey also validates the significance of public libraries in the Indian context. Overall, 60% of the users certify that the lack of a (public) library in the city or locality would constitute a major loss for them – a finding that endorses the indispensable contribution of the libraries. Despite their low visibility, there is a set of users who depend heavily on the system.

In this chapter, the findings are summarized under the major heads namely:

4.1 The current status of libraries
4.2 Evolving needs – Transformation of libraries
4.3 Reasons for non-usage of public libraries
4.4 Increasing user-footfalls to public libraries
4.5 Investment Prioritization

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[4] See 5.8.1

4.1 The current status of libraries

The present status of the library system and the action advisory has been outlined under the below categories:

Information services	**Infrastructure, utilization & budgets**	**Status-By states**
•Library resources and collections •Classification and Cataloging •Services provided by libraries •Reprographics, printing services •Digitization	•Infrastructure •Staffing •User patronage •Library budgets and expenditure	•Performance of libraries in various states

4.1.1 Information services

4.1.1 A. Library resources and collections
The resources available and those desired by the users have been clearly revealed through this study.

- The larger State Central libraries possess a considerable collection. Down the hierarchy of the categories of libraries, a progressive drop in the number of resources is observed.
- Village and tribal libraries contain fewer resources when compared with the other categories of libraries (about 1000-3000 books in total, compared to approximately 77,000 books stocked in the State Central libraries and 24,000 in the district libraries.)

Libraries	State Central	District	Town/ City	Div./ Regional	Sub-div./ Taluka	Village/ Rural	Tribal area	NGO	Others
Base	*29*	*529*	*793*	*239*	*627*	*1936*	*76*	*418*	*483*
No. of books in Library resources	77515	24145	10697	11000	10000	3548	1790	5000	3851
No. of Reference books	7986	1500	550	786	565	150	100	105	266
No. of periodicals books	36	27	30	23	21	7	4	12	9
No. of Daily newspapers received	20	10	10	10	9	3	3	6	4
Approx. number of children's books	4927	2000	1000	1500	800	300	400	500	500

*Median values

- **National average (books)** - The national average of books across all categories of libraries is 5,500 books per library.
- **Books available to books issued** - The ratio of books available to books issued was examined as an indicator to understand the effective utilization of libraries. In the village/rural libraries, it was noted that 37 out of 100 books were issued. This is a positive indicator that, additional resources, if provided will be effectively utilized in these libraries.

Books available to no. of books issued	State Central	District	Town/City	Div./Regional	Sub-div./Taluka	Village/Rural	Tribal area	NGO	Delhi Public	Others
	31 out of 100	29 out of 100	25 out of 100	37 out of 100	27out of 100	37 out of 100	20 out of 100	39 out of 100	18 out of 100	14 out of 100

- **Enriching resources** - Approximately 51% of public library users revealed a desire for more materials related to the preparation for competitive exams, 39% users showed a demand for more numbers of text books or reference books, while children's resources were more eagerly sought for by the unemployed population, mostly housewives and retired personnel.
  Most public library authorities unanimously declare the need for increasing the availability of books, children's books and those relating to competitive examinations. This reveals an underlying need for fund infusion by the states towards procurement of these resources.
- **Availability of digital books –** While 48% State Central libraries affirm the availability of e-resources, only 17% of the users of the State Central Libraries affirm that digital books are available.
- **Availability of digital resources -** Overall 32% of the libraries provide digital sources like CDs/DVDs, but only 2% of users mention availability. This highlights the need to enlighten users on the resources available. More details on the digital sources and computerization are presented in the subsequent section.

4.1.1 B. Classification and cataloguing

a) Classification system
- The study indicates that only 61% of libraries, followed a systematic classification scheme. Majority of these libraries constitute of State Central, Town/City libraries, District libraries, Divisional and Sub-divisional libraries. Consistent with other parameters, it is found that less than half of rural and tribal area libraries follow any classification system.
- Among the libraries that follow a classification system, DDC/Dewey system is followed by approximately 54% of the libraries.

b) Cataloguing
Libraries were checked on the cataloguing schemes followed. Register forms (51%) are the most followed across all libraries. However, 55% State Central libraries, 66% Divisional, 52% Sub-divisional and 50% Town/City libraries use the card cataloguing method.

Action points on the resources

- **Libraries requiring attention**: A generic need is to increase the book stocks in taluka, village/rural and tribal area libraries.
- **Classification:** The state authorities must decide implementation modality and ensure that the classification and cataloguing system is made available, for ease of access and to maintain an ordered pattern.
- **Digital books:** Since digital e-books are desired by public users their availability must be progressively increased across all library categories. A national access system allowing users to avail virtual books on loan needs to be needs to be set up. This would allow resources to be available to the entire public library community. Suitable access and registration mechanism, needs to be designed. In this regard, it is imperative to examine the scope of making use of existing resources under DELNET.

- **State focus:** The resources must be improved in both quantity and quality, especially in the public libraries of Assam, Delhi and NCR, Goa, Himachal Pradesh, Jammu Kashmir, Orissa, Rajasthan, Uttar Pradesh, West Bengal and Telangana.

4.1.1 C. Special services provided by the libraries

A library, in conventional terms, is an information provider, possessing a collection of books. Besides the common services of lending books and providing reference materials, a few libraries also organize special services including story-telling, book exhibitions, literacy programs, lectures/discussions and other such engagement avenues.

- Around 27% of libraries offer services that involve access to collections of rare books.
- 16% libraries make meeting rooms/auditoriums available for the community to conduct functions, hold talks etc., while 2% of libraries supply audio and Braille books.
- Almost 37% Sub-divisional/Taluka libraries and 41% divisional/regional libraries arrange for story-telling sessions.
- This study suggests that excluding the State Central and divisional/regional libraries, other library categories at the district, taluka, village/rural, tribal levels have been unable to adequately provide these services.

- **Library services availed**

  Apart from the public information services availed, library users also availed services such as remote book renewals/reservations and participated in events/meetings.
  - The data implies that nearly 80% of public library users availed the library services for public information.
  - Among the public information services availed, 50% of the users availed employment information, 33% availed work-related info while 28% utilized the library for government services, such as filling forms.

Action points on special information services

Most essential
- Public information services, those related to employment and career prospects are most sought after by students and the unemployed. Therefore, the users will greatly benefit if the job search avenues can be expanded to provide additional information (job fairs, notice board with a list of vacancies etc.). All categories of libraries will need to implement such services in all the states.
- Provision of book renewals and reservations via telephonic/online means would prove to be a great asset. The digitized libraries could roll this out in a phased manner.

Optional, if feasible
- A majority of the population continue to use conventional methods to pay their utility bills. Setting up payment kiosks near libraries (based on their localities) will minimize the inconvenience and attract the users and non-users to utilize the other library resources as well.

4.1.1 D. Reprographics and printing services

Only few major libraries possess reprographic equipment such as printers, photocopiers or scanners. Fewer numbers are available in the smaller libraries in the rural and tribal area libraries. A user could be offered the option of photocopying the pages pertinent to him, and the provision of such equipment would be beneficial to him/her.

- **Availability of reprographic equipment**
  - Overall, 25% of the libraries have indicated the availability of at least one, if not all, of the equipment (photocopier / scanner / printer).
  - On analyzing the different libraries, most State Central libraries are well equipped, possessing photocopiers /scanners / printers. On the contrary, the availability of these equipment is relatively lower in other libraries, as shown below.

Libraries	State Central	District Library	Town/ City	Div./ Regional	Sub-div./ Taluka	Village/ Rural	Tribal Library	NGO	Delhi Public	Others
Base	*29*	*529*	*793*	*239*	*627*	*1936*	*76*	*418*	*10*	*483*
Presence of equipment	100%	65%	32%	31%	20%	12%	8%	27%	60%	24%

  - As a service, photocopying facility was desired by approximately 30% of public library users as well as non-users.

Action points on reprographics

- **Libraries requiring service equipment** - Attention should be on the District, Town/City, Taluka, Rural and Tribal Area libraries, as very few libraries in these regions are equipped with such facilities.
- **Arrangements with service providers**- Service arrangements with providers of photocopiers or printing facilities could be explored.
- **States that need to scale up**- Rural libraries in Karnataka, Tamil Nadu, Telangana, Rajasthan, Orissa, Assam, Andhra Pradesh, Himachal Pradesh, Goa, Gujarat and Bihar must improve the presence of these equipment.

4.1.1 E. Digital resources

In a study conducted more than a decade ago by the RRRLF, users reportedly desired the provision of more audio-visual equipment, magazines, papers, educational cassettes and CDs. However, with changing times, user needs revealed a shift to include Internet access. The demand for e-books was also found to be a growing requirement, particularly among the younger generation, a need which is yet to be satisfactorily addressed across library categories.

In the global scenario, as evident from other studies, library users state that they use the computer and Internet access in libraries primarily for educational or professional purposes.

According to the IAMAI-IMRB report of 2016, the Internet penetration in India would reach 462 million and further estimated to grow at 31% year on year. With the rapid rise in smart phone usage, the mobile Internet penetration is estimated to have around 371 million users, roughly 29% of who are rural users. The number of urban and rural Internet users is further estimated to grow with the entry of numerous service provider schemes. Considering this, it is necessary to strive to modernize the public libraries.

The findings of this study reveal the immense importance of providing users with digitization facilities.

- **Computer and Internet penetration**
  - From the overall data, only 30% of the libraries were identified as having computer facilities. This penetration is particularly poor in village and tribal libraries. It is not 100% in larger libraries like District libraries as well.
  - Urban libraries in the states of Kerala, West Bengal, Uttar Pradesh, Rajasthan, Delhi and NCR have a higher computer penetration as compared to other states. Among the rural libraries, West Bengal and Kerala have sizable number of libraries with computers.
  - Overall, among the 30% libraries that have computers, Internet penetration is poor as well, with only 50% of those libraries having Internet.

Action points on digitization

- **Prioritizing- By the type of libraries and states**

  - **Phased digital plan:** Computers and Internet access must be provided in a phased manner to libraries that do not have these, specifically those in smaller towns, district, divisional, taluka, rural and tribal area libraries. Though a sizable number of the State Central and District libraries possess computers, they are still unable to provide more Internet connections.
    - Urban libraries in the states of Orissa, Meghalaya, Bihar, Manipur, Punjab, Jharkhand, Madhya Pradesh, Andhra Pradesh, Jammu and Kashmir and Mizoram must aim to provide adequate computers in their libraries.
    - Among the rural libraries, states like Assam, Karnataka, Tamil Nadu, Rajasthan, Telangana, Andhra Pradesh, Himachal Pradesh, Jammu and Kashmir, Orissa and the north-eastern states need to take this up on priority.
  - **Users' willingness to pay:** An exciting finding is that some users have expressed willingness to pay a nominal amount (Rs. 100-150/- per year) to avail Internet access. This aspect may be considered as a bundled option clubbed with the library membership fee, wherever such schemes are in place.

4.1.2. Infrastructure, utilization and budgets

4.1.2 A. Infrastructure needs
Library systems, globally are well developed and provide a range of services that include online access, space to attend classes, use of high-tech devices or to attend group meetings. However, the fundamental reason to read and access physical books remains the major reason that people frequent libraries. The users believe that a library's contribution to the community is immense. The users agree that libraries play a vital role and that the benefits accruing from its usage will enhance an individuals' professional/personal life.

The same scenario holds true with our Indian society as well. However, some of our libraries still lack the infrastructure to provide a peaceful/calm space to utilize it appropriately. Very clearly, need-gaps are evident in terms of furniture, electricity and other basic necessities that a user would reasonably expect in a public information facility. On an average, a library sees at least 20-30 users in a day. The presence of adequate infrastructure is the first step to facilitate repeat-footfalls from users. Findings from the study prove that infrastructure and amenities in public libraries have certainly improved over the years. However, there is still tremendous scope for improvement.

a) Electricity connection

- A study carried out by RRRLF, a decade ago highlighted the need for electricity connections, particularly in rural libraries. The study revealed very poor penetration of electricity in these libraries.
- In comparison, at present, 96% of all public libraries have electricity connections. This stands at 91% in rural libraries and 84% in tribal libraries. In other categories of libraries, more than 98% are electrified libraries.
- Sizable rural libraries in Karnataka and Bihar still require functional electricity connections.

b) Drinking water facility

With regards to drinking water facilities, about three-fourths of the libraries provide drinking water to users, however the goal for the system should be for this to reach 100% soon.

- Libraries having drinking water facilities are lower in village and tribal libraries, where it stands at 62% and 51% respectively.
- Provision for drinking water in rural libraries in the states of Karnataka, Assam, Tamil Nadu, Telangana and West Bengal also need improvement.

c) Toilet facilities

In the present day, in India, common toilets are slowly losing their relevance in the urban and semi-urban areas, with separate toilets for men and women being more preferred. However, rural and tribal areas still lack basic sanitation facilities; hence providing common toilets and ensuring regular maintenance of these is essential.

- Toilet amenity is an area of concern in which the current public library system fares quite poorly. Overall, across all libraries, 39% of the libraries offer common toilet facilities, while 35% of them provide separate toilets for ladies and 39% provide separate toilets for men.
  - In the divisional, sub-divisional, village and tribal libraries, the percentage of libraries providing separate toilets for women is particularly low, at less than 30%.
- Of the users who have utilized toilet facilities, only 5% users rate it to be 'very good' or 'excellent'.
- On an average, less than 60% of rural libraries in Karnataka, Assam, Andhra Pradesh, Telangana, Tamil Nadu, Orissa, Bihar and Kerala have toilet facilities.

As a policy, toilet facilities for women must also be implemented to facilitate readership and learning among women and girl students in the remote regions.

d) Furniture

Adequate number of chairs, tables, shelves and racks are necessities that must be provided in public libraries. In libraries that see major footfalls, quantity and quality of seating is of paramount importance. Quality seating must be maintained across all categories of libraries, with care being taken to replace worn-out chairs/tables/racks as and when required.

Librarians, across most categories of libraries, have also expressed the need for improved quality of furniture and infrastructure such as racks and shelves. Overall, only 53% users have rated seating comfort as very good or excellent.

Infrastructure parameter	Library category	States	Action points
Electricity	Around 85-90% of village/rural and tribal area libraries have electricity connections. Excluding Village/rural, tribal area and 'Others' library categories, the rest of the libraries, have 100% electrified connections.	Electricity access in rural libraries of Bihar, Karnataka, Madhya Pradesh and Meghalaya must be improved.	▪ Though majority of libraries are electrified, grid-electricity is still unavailable in the smaller category of libraries. ▪ Alternative back-up power. i.e., using solar devices can be considered in regions with inferior quality grid supply. ▪ There are libraries that report power-disruption due to the delay in electricity bill payments. Hence, the state library authorities must facilitate clearance of these bills to ensure undisrupted power in these libraries. In the absence of electricity, any digitization initiative will be a non-starter, thereby excluding large sections of community from the Public Library sytem.
Drinking water facility	Priority access for rural/village and tribal area libraries. (Drinking water facilities, in urban libraries are sufficiently equipped now.)	This facility must be developed in the rural libraries of Karnataka, Assam, Telangana, Tamil Nadu, West Bengal, Orissa, Kerala and Bihar.	Targeted investments to provide drinking water facility to users are required. Each state may take initiative in this regard.
Toilet facilities	Toilet facilities must be provided in divisional, taluka, village and tribal area libraries as very few libraries in these categories offer these conveniences.	Rural libraries in Karnataka, Assam, Andhra Pradesh, Telangana, Tamil Nadu, Orissa, Bihar and Kerala must improve their toilet facilities. Almost all the states that participated in the study must strive to provide separate toilets for men and women in all the major and interconnecting libraries in villages.	For libraries to attract greater number of users, this should be an area that is taken up on priority and addressed at the earliest. The authorities / public library system of each state may take this up on priority. It is important that libraries have better toilet amenities for women so that there is inclusivity for all. Some of these initiatives may be linked with the Swachh Bharat Abhiyan program.

4.1.2 B. Staffing in public libraries

The staff in public libraries are those with the first customer touch point with a library user. A library user would seek out assistance or help from the staff on the category or placement of books. It is essential that the staff is hands-on to help and provide any suggestions to the user. This would build user satisfaction and serve well to induce repeat visits. Hence the contribution of the staff in the development of the public library system is critical. The summary covers the scenario of staff in libraries as well as areas of improvement that are needed.

a) **Staffing scenario**
   - The findings from the study reveal that while the State Central libraries are staffed with 18-20 personnel, down the hierarchy of libraries, this number drops to 3-5 staff in the district libraries, 1-3 in the Town/City and Divisional libraries and only 1-2 staff in the Rural and Tribal area libraries.
   - The staff to user ratio, (a parameter to assess the assistance or help made available to the user) is particularly low in the Town/City libraries, Divisional, Taluka, Village and Tribal libraries. This means that in the event of an influx of users, these libraries lack sufficient manpower to provide assistance to these users. This then translates into poor user satisfaction.

	State Central	District	Town/ City	Div./ Regional	Sub-div./ Taluka	Village/ Rural	Tribal Lib.	NGO	Delhi Public	Others
Visitor to staff ratio	13:1	15:1	25:1	35:1	35:1	25:1	20:1	13:1	15:1	30:1

   - Rural libraries in Andhra Pradesh, Gujarat, Himachal Pradesh, Karnataka, Kerala, Rajasthan, Tamil Nadu and urban libraries in Andhra and Kerala have only 1-2 staff, which on a case to case basis must be considered for additional staffing.

b) **Qualifications of staff**
   - **Technical Library Qualifications** - It is observed from the study that nearly 46% of libraries do not have professionally qualified staff.
   - **IT Skills**: Findings confirm that State Central libraries, as expected, have more professionally qualified staff than other libraries. It is also seen that a greater number of staff in State Central libraries with basic computer/IT skills, while the other libraries have very few employees with computer knowledge.

Presence of professionally qualified staff

No, 46%   Yes, 54%

c) **Staff salary**

Salary in Govt. Pay Scale?

No, 32%   Yes, 68%
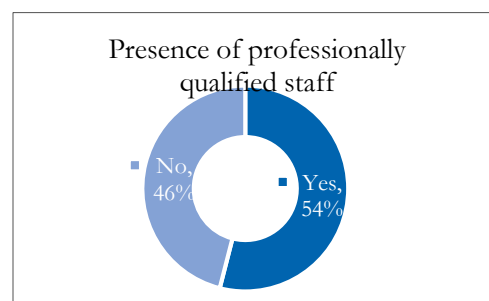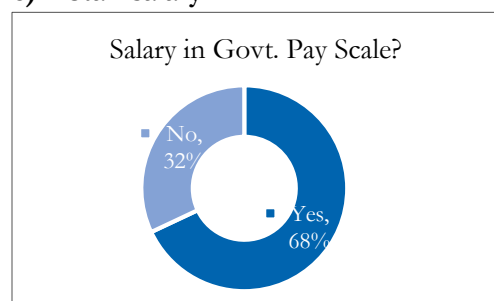
   - The findings reveal that only one-half of the librarians/heads received salaries according to Govt. pay scales. In a little more than one-quarter (32%) of the libraries, no staff member was paid on the government pay scale.
   - A substantial proportion of the staff in the Village/Rural (30%), Tribal Area (28%), Town/City (25%) and NGO (65%) libraries reported being paid salaries not on par with the prescribed Govt. pay scale.

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d) Staff training

- The study data suggested that in about 65% of the libraries, none of the staff have attended any training program in the last 5 years.

Libraries - Staff attending professional training program in the last 5 years?

Attended, 34%
Not attended 65%

- Results showed that a sizable proportion of staff from the State Central libraries received professional training compared with those in other libraries. These numbers as expected, were very low in the Rural/Village, Tribal area libraries and NGO libraries.

- It was also evident that apart from the Librarian/head, very few other staff had received any formal training. Though most the staff in public libraries were trained in Library Management, training them in computer operations or digitization should be done to equip them to be in sync with the current digital age.

- Overall, libraries in states like Goa, Karnataka, Tamil Nadu and West Bengal had provided staff training to higher number of employees than the national average of 34% libraries.

- From a study of the users, only 27% expressed satisfaction with the knowledgeability of the staff, while only 18% users acknowledged that the staff was helpful. This endorses the dire need for staff training on a priority basis.

Action points on staffing

- **Review the need to augment staff**
    - o The number of staff in Taluka, Town/City and Village or Rural libraries is a matter for immediate focus in many states. This is on the basis that these libraries see sizable user patronage. At present these libraries have only 1-2 personnel who may or may not be professionally qualified. Hence, employing an additional professionally qualified staff might bring a change to the library experience for the users.
    - o The states of Andhra Pradesh, Gujarat, Himachal Pradesh, Karnataka, Kerala and Rajasthan would benefit by focusing on the staff issue.

- **Training for all staff**
    - o Apart from Library management, basic IT/computer skills must be provided to qualified staff as this would be a necessity if the library system is to be modernized to go digital. Asst. librarians, Deputy Librarians, Library or Tech assistant must also be provided training. While it is a given that State Central staff receive adequate training, attention must be given to Town/City, Rural and Tribal libraries' staff as well. The training needs to be cascaded down the system for the libraries to stay relevant.
    - o On an average, states that must provide more frequent training to their staff are Bihar, Delhi and NCR, Gujarat, Kerala, Jammu and Kashmir, Maharashtra, Madhya Pradesh, Rajasthan, Orissa, Uttar Pradesh and eastern states like Mizoram, Manipur, Nagaland and Meghalaya. Majority of the librarians in these states have responded that very few staff have attended professional training in the last 5 years.

- o Soft skills training is an essential part of the training package for librarians across all the category of libraries, as most public library users have rated the helpfulness of the library staff as either fair or good (i.e., 3 out of a scale of 5).

4.1.2 C. User patronage

The number of valid registered members has increased from the previous years in most categories of libraries, barring State Central libraries.

Even with the dawn of the digital era, users consider libraries to be an indispensable part of the community. While regular users state that their visits and utilization of library resources are likely to increase, it is very critical to attract the younger generation to utilize these resources, and ensure that public libraries do not become obsolete.

a) **Library footfalls**
Overall, most libraries see around 20-30 visitors per day as per library records. The data on the number of visitors per day across various public libraries is summarized in the chart.

Avg no. of visitors per day as per library records

Library	Avg no. of visitors per day
State Central Library	250
Sub-divisional/ Taluka Library	70
Divisional/ Regional Library	70
District Library	60
Town/ City Library	50
Others	30
Delhi Public Library	30
Library of a charitable institution/ NGO	25
Village/ Rural /Panchayat Library	25
Tribal area Library	20
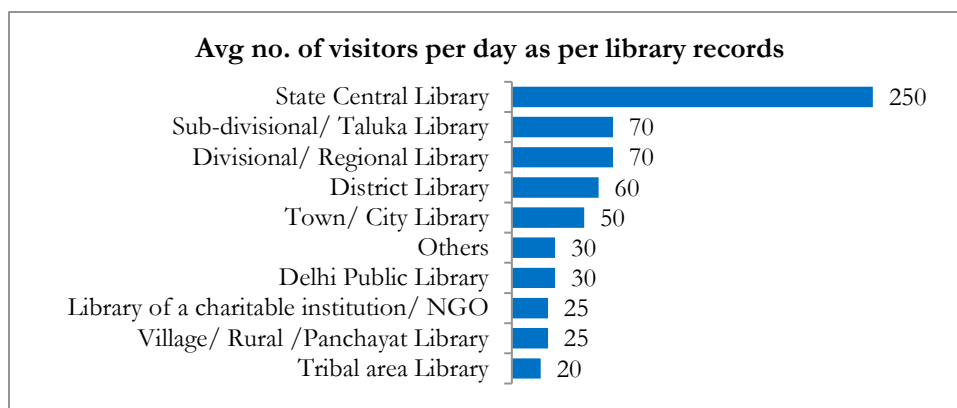
b) **Gender and age distribution**
Overall, about 32% of the valid registered members are women, 19% of the members are children while 1% of members are physically handicapped. It is found that Sub-divisional/taluka libraries have the highest number of women members (32%) compared to other libraries; State Central and Divisional libraries are an immediate second (31%).

Members younger than 18 years of age are higher in number in the smaller libraries located in the Sub-divisional and rural areas. Physically challenged members are almost negligible across all the categories of libraries, demonstrating a need for the library buildings to be made more accessible to this section of the population.

c) **Utilization and needs fulfilment**
- A highly encouraging observation is that over 65% of the members (holding a membership in libraries) state that their visits to libraries, and the information availed, have increased over the last two years.
- Over one-half of the users also revealed that their library visits were likely to increase over the next 2-3 years.
  - o This is again a re-affirmation that proves the relevance of the public library system in the country.
- However, the library system needs to be revamped and maintained in tune with the changing times for it to retain its current membership, as well as attract new members.

d) **Extent of fulfilment of needs**
The results suggest that though users utilize library for key reasons such as education, employment and self-development, about 60% of users express that their needs are only somewhat fulfilled (i.e. 2 out of a scale of 4).

e) Importance attached to presence of libraries

Overall, 60% of the users mentioned that, if their library was absent in their city, they would consider it a major loss. This reiterates that libraries play an indispensable role in the social set-up.

4.1.2 D. Budgets

Library budgets and expenditure

Most of the improvement measures necessary to revamp the public library system in India are capital intensive. It is hence necessary to allocate budgets based on the specific needs of the library categories. The needy Taluka, Rural and Tribal area libraries must be allocated budgets to provide the basic necessities and improve the infrastructure. The well-developed State Central libraries can be provided budgets to improve Internet and computer penetration.

Overall, only 36% of all libraries responded by giving information on budgets, implying that the rest of them were either unaware or unwilling to share their data.

a) Budget allocation

- Fund sources
    - Among those who responded, majority of libraries (54%) responded that their sources of funds are state government grants and Library membership fees (45%).
    - Budget allocations and source of funding vary by library categories. The State Government grants are the major funding sources across most categories of public libraries.
    - Overall, only 11% libraries cite that they receive RRRLF grants as sources of funds. Among the categories of libraries, State Central (31%), Sub – divisional (16%) and District and Town libraries (13%), receive RRRLF grants as well.
    - State Central, District, Divisional and Sub-divisional libraries receive maximum funds for computer purchase via State Government grants.
    - Private donations are contributors to budgets in sizeable libraries belonging to divisional, village/rural libraries and tribal area libraries.
- Annual budgets
    - Libraries across all categories however have seen an increase in budget allocation between 2012 to 2015.
    - Analyzing median values, State central libraries get allotted a budget of Rs. 56 Lakhs per annum. It is lowest in village libraries where it ranges around Rs. 32,000 per annum.

4.1.2 E. Performance of States

The performance of the states was ranked over various parameters. The presence of amenities, digital equipment, resources and user satisfaction were the major drivers for classifying the libraries as progressive or moderately developed.

The progressive states are Kerala, West Bengal, Tamil Nadu, Maharashtra, Andhra Pradesh, Gujarat, Karnataka, Rajasthan, Uttar Pradesh and Madhya Pradesh.

The other states need to improve the various amenities, resources and match with future needs of users:
- Among the states with sizable number of libraries, Delhi and NCR regions, Telangana, Orissa, Bihar, Goa, Himachal Pradesh, need to improve the status of libraries.

- Among smaller states, by libraries, Assam, Haryana, Punjab, Jammu and Kashmir, Arunachal Pradesh, Sikkim, Tripura, Mizoram, Manipur, Meghalaya, Nagaland, Uttarakhand and Jharkhand need to improve their libraries. Union territories like Lakshadweep, Dadra & Nagar Haveli, Puducherry, Chandigarh would also need to stay updated with the times.

4.1.2 F. The problems enumerated by librarians

The librarians were asked to provide the immediate requirements that their library would need. The most resounding requirements are provided below:

Infrastructure:

- **Premises -** Majority of the librarians felt that the premises of the library building needs to be maintained, some of the libraries were in very poor conditions or in old buildings.
- **Facilities** – Electricity connections, toilets, drinking water, chairs, tables, racks were some of the facilities that were stated as immediate requirements by the librarians.

Resources:

- **Competitive Books -** Books for competitive exams and novels were stated to be immediate requirements.
- **Digital necessities -** Computers, Internet access and equipment such as photocopying machines and printers were also sought after.

Training
- Librarians wanted training in the fields of computer training, library management and staff training.

4.2 Evolving needs – Transformation of libraries

4.2.1 Users of the Public Library System

A public library user is defined as one:

- Who uses/has visited/utilized the services of a public library in the last 1 year.
- These respondents were met in the premises of public library itself to ensure that they were indeed users of public libraries.
- Both members and non-members were included.

Age of Public Library Users

- Upto 18 years
- 19-25
- 26-35
- 36-45
- 46-60
- Over 60 years

38%, 28%, 11%, 9%, 7%, 7%
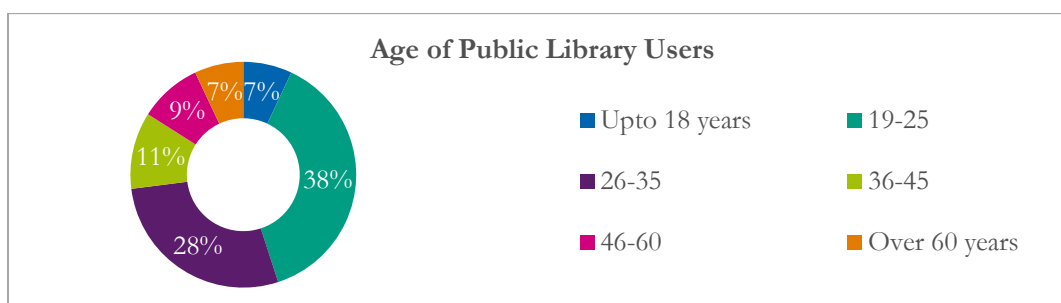
The categories of the public library users is categorized as below:

44% Student | 30% Employed | 21% Unemployed | 5% Others

It is observed that the developed categories of libraries attract higher students than the lower library categories. As you go lower down the tier of library; library usage moves towards employed professionals from usage by students in developed profile of libraries

	State Central Library	District Library	Municipal/ Corporation Library	Sub-district / Taluk Library	Panchayat / Village Library	Voluntary org/ NGO Library	Others
Student	51%	50%	31%	33%	35%	50%	44%
Employed	25%	24%	36%	39%	40%	24%	33%
Unemployed	18%	20%	31%	22%	21%	19%	19%
Others	6%	4%	2%	5%	4%	5%	3%
N	790	1087	346	743	298	559	259

Library is not only used for study related needs but for the broad level development of individual wherein; it's essentially used for:
- Skill development
- Education
- Improving GK
- Preparing for competitive exam

Primary reason for using the library

Reason	Percentage
Self / Personality / skill development	26%
Educational / learning	22%
Build general knowledge	17%
Prepare for competitive examination	14%
For reading – in general	9%
Get information on employment	3%
For leisure / Socializing / Good quality time pass	2%
Improve English language skills	1%
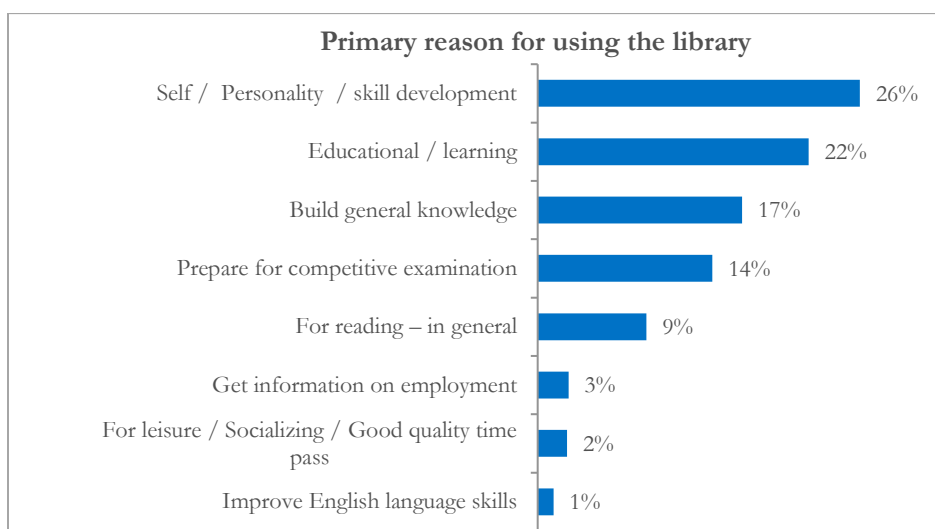
4.2.2 User needs vs Librarian perceptions

The librarians were asked to enumerate their top most priorities for future needs of the library. Majority of the librarians responded that books (43%), followed by newspapers (15%), computerization (14%), user amenities (13%) were future needs of the libraries. It is important to note that only 5% librarians ranked internet as their top most priority.

However, the user needs are more in tune with the times, with nearly 60% of public library users desiring Internet access followed by online databases and digital books/e-books. Majority of these users were youngsters and middle-aged adults. Books and newspapers were desired by only 6% of users.

Librarian vs User needs

	CDs/DVDs	E-Resources	Internet access	Periodicals	Newspapers	Books
Priority for librarians	1%	4%	5%	6%	15%	43%
Resources desired by users	30%	34%	60%	6%	6%	9%
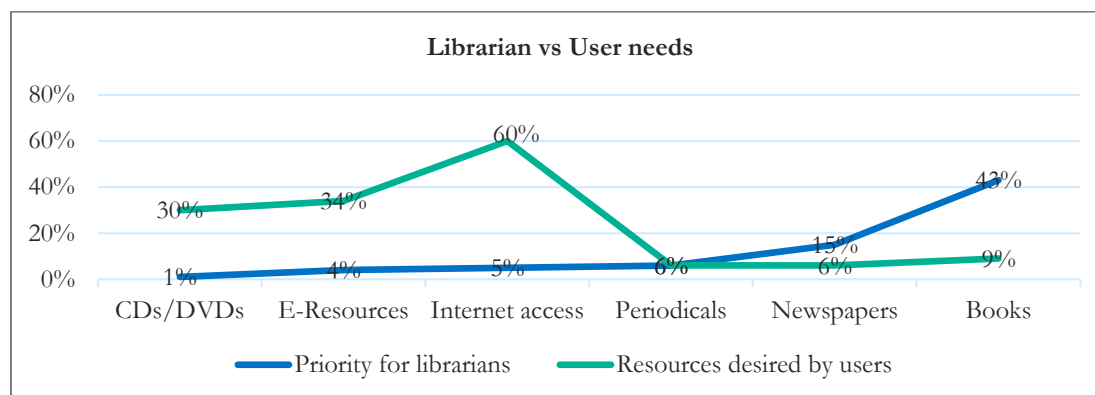
Analyzing the user rating of libraries, it is also found that only 5% users rate the toilet facilities in libraries as excellent, this also reveals the gaps between user needs and librarian perceptions.

Resources/services availed vs desired:

Internet access and digital resources are highly desired, however the availability is lower. Traditional resources such as Periodicals, Newspapers, Books are not desired as much as Internet, Digital books, online databases or CDs/DVDs access by a user.

Resources/Services desired
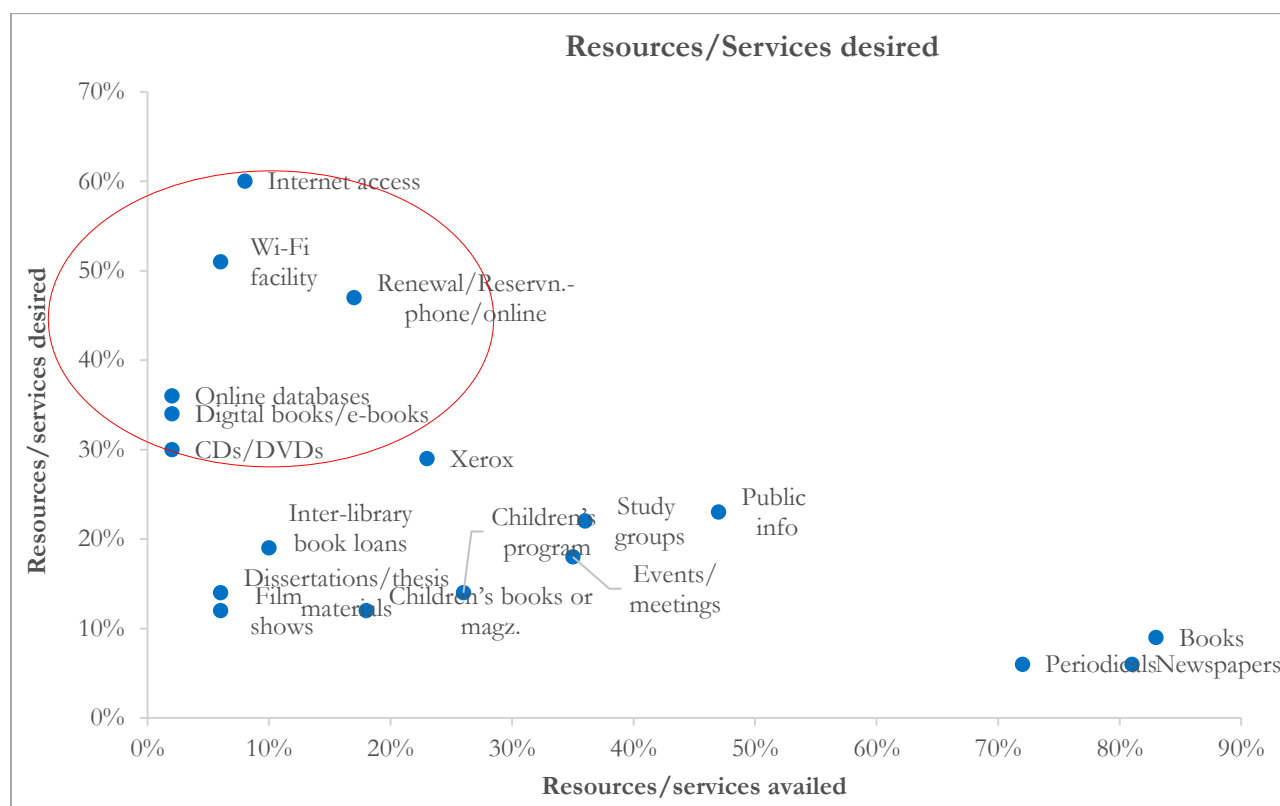
4.2.3 Satisfaction of the public library users with the current library system

User ratings:

- The satisfaction scores for Online access and Facilities are lower even among the developed library categories, indicating the need for improvement of these resources. Only 35% users believed that the library helps in fulfilling their needs completely.

- All parameters garnered average responses on satisfaction of amenities/offerings of the library.

Libraries	All India	State Central	District	Municipal/ Corporation	Sub-dist./ Taluk	Panchayat / Village	NGO	Others
Base	*4082*	*790*	*1087*	*346*	*743*	*298*	*559*	*259*
Highly satisfied users (Rating 5)	15%	13%	13%	6%	16%	17%	21%	28%
Rating scale – fulfillment of needs (completely fulfilled)	35%	32%	37%	25%	34%	25%	48%	36%

*Top 2 box score

Libraries	All India	State Central	District	Municipal/ Corporation	Sub-dist./ Taluk	Panchayat / Village	NGO	Others
Base	*4082*	*790*	*1087*	*346*	*743*	*298*	*559*	*259*
Rating - resources	56%	56%	54%	54%	54%	56%	65%	58%
Rating - services	48%	49%	47%	43%	50%	44%	51%	44%
Rating - staff	47%	49%	46%	44%	44%	46%	55%	44%
Rating – online access	45%	42%	45%	40%	43%	43%	55%	41%
Rating - facilities	42%	43%	39%	38%	39%	43%	52%	40%

*Top 2 box scores

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Visit frequency vs High satisfaction:

Though the frequency of visits among users was higher in the developed library categories, their satisfaction with the services provided by these libraries needs improvement. Developed category libraries like the state, district, municipal / corporation library – though have a high frequency of visits by users; but the level of satisfaction expressed by them is quite lower.

Visit frequency vs High satisfaction
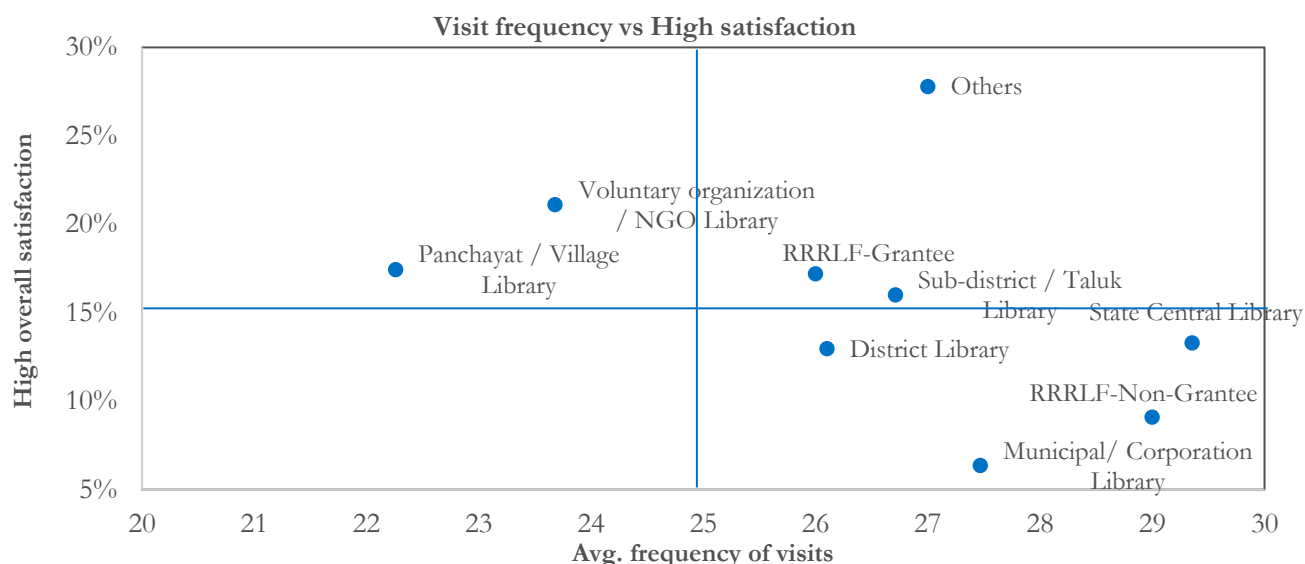
User satisfaction among States:

States where user visits are high but overall satisfaction is lower, must aim to improve user satisfaction.

It is observed that majority of the priority states had a performance lower than national average. Jharkhand, Punjab and Bihar have low satisfaction scores across all the satisfaction parameters. Specifically on online access, while West Bengal and Andhra Pradesh were similar to national average, most of the states need improvement

States that must prioritize resources		
State	Base	Overall Resources
Punjab	86	33%
Bihar	190	34%
Madhya Pradesh	153	37%
Andhra Pradesh	152	37%
Punjab	86	33%
Bihar	190	34%

States that must prioritize staff		
State	Base	Library staff
Jharkhand	69	19%
Punjab	86	20%
Himachal Pradesh	46	20%
Bihar	190	28%

States that must prioritize Library services		
State	Base	Library services
Punjab	86	16%
Jharkhand	69	17%
Bihar	190	25%
Himachal Pradesh	46	28%

States that must prioritize facilities		
State	Base	Overall facilities
Jharkhand	69	10%
Punjab	86	13%
Andhra Pradesh	152	14%
Bihar	190	15%
Himachal Pradesh	46	17%
Madhya Pradesh	153	25%

States that must prioritize Online access		
State	Base	Online access
Jharkhand	69	13%
Punjab	86	15%
Bihar	190	19%
H.P	46	22%

Initiatives to improve user satisfaction are:

1. Libraries must go beyond the offering of traditional books and periodicals to provide digitized needs such as internet, e-books, CDs/DVDs, etc.
2. Developed category libraries such as the State, District, Municipal /Corporation libraries much be acted upon immediately with such facilities to enhance overall user satisfaction
3. These types of libraries in the below states much be prioritized – since the visit frequency among here is the highest; immediate action should be taken to fulfill the user needs of digitization
   - Andhra Pradesh, West Bengal, Telangana, Madhya Pradesh, Jharkhand, Punjab, Himachal Pradesh, Bihar, Orissa, Chandigarh.
   - The libraries in the priority states must attract youth with internet access, remote book renewals/reservations and other digital resources.

4.2.4 Focus of libraries to evolve into a community knowledge center

The libraries must cater to the evolving needs of the users to be considered as a community knowledge center by the users. The various measures that this can be achieved are:

A - Building a modern resource-mix

- Digital resources
  - What the findings say
    - The results reveal that approximately 34% public library users desired digitized or e-books, 36% required online databases and nearly 60% users expressed the need for Internet access. As noted earlier as well, 52% of public library users 51% of private library users and 35% non-users, indicated willingness to pay an additional fee (Rs. 150 - 200/- per annum) to avail these resources.
    - Users desired access to Internet facilities in public libraries. However, restricted access to online library servers, library-related online services, online information databases, info sites and digital books would strengthen the public library system, as well as facilitate accessibility to books and other materials. The public must be made aware of the availability of such resources to ensure proper and full utilization of these services.
    - The chart below shows the mapping between the resources desired by users and their willingness to pay an additional fee for the same. Internet access is a resource that predominantly sees users' willingness to pay for utilization. It is also observed that E-books, CDs/DVDs and Online databases were desired, but only few users expressed willingness to pay for these.

Resources desired v/s willingness to pay additional fee

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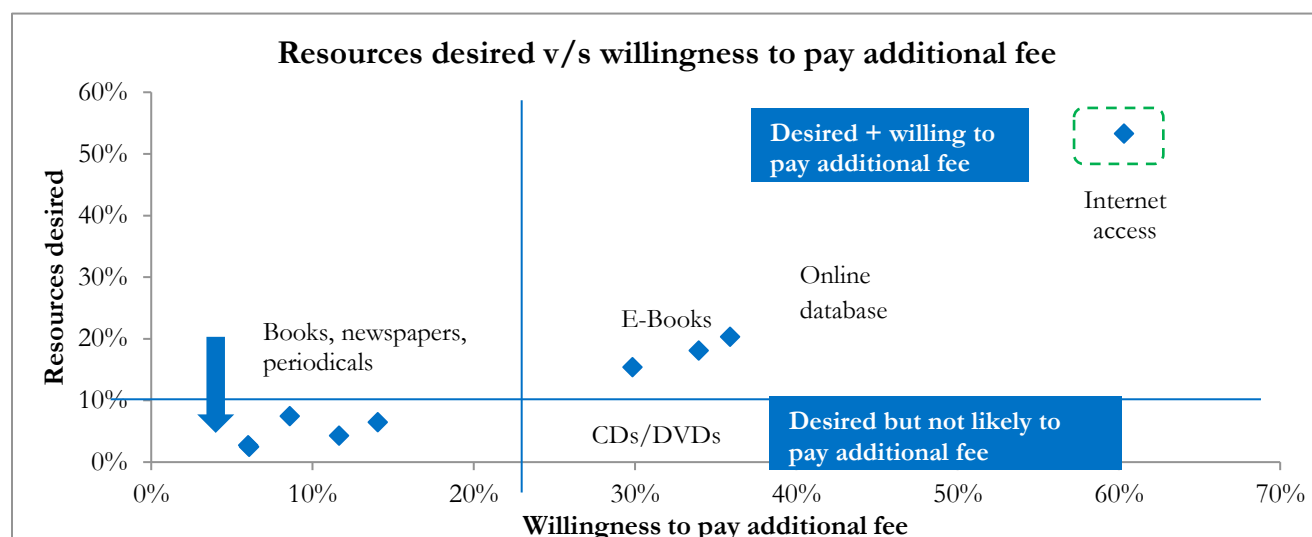
- o **Moving towards modernization of resources**
  - ▪ **Resource Infusion in Individual Libraries -** In line with the smart phone and Internet penetration, providing access to digitized versions of books must be implemented across libraries. This will ensure that if the hard copies of certain important books are unavailable, the users can still obtain the digital version. The study shows that Digital books are in great demand across all user categories, but principally among the students and employed personnel.
  - ▪ **Integration to Online Resource Network** - Not all users may be aware of or have access to services such as National Digital Library of India. Hence, the awareness levels of the public must be raised in the computerized libraries regarding such services which offer digital sources. Access to DELNET, which already provides journals and other open source materials in their system, will benefit a large sector of library users. Measures taken to scale-up or introduce this resource access mechanism will add much value to the public library system in the country.
  - o **Providing User Access Through Portal and App -** Moving further, an ambitious project would be the development of a country-wide online portal or a smart phone app, where the digital versions of reference books can be loaned out to users of libraries. This would enable books to be accessible to all users, so that libraries can truly transcend boundaries.

- Book Resources
  - o By subject areas, materials for competitive exams are the most sought across all user categories. The others in descending order of popularity included magazines, textbooks or study resources, novels and resources on health.
  - o Across all library categories, it is seen that resources for children are lower. It is found that 17% housewives and 14% retired personnel desired children's resources; most likely because they were the ones who accompanied the children. Hence, increasing children's resources will potentially raise the number of young users as well.
  - o About 25%- 50% non-users, though not part of the system, suggested that the public library system needed to provide books for education, self-development, political/current affairs, as well as fiction novels.

B - Developing library services required by users

The findings suggest that users desire to use libraries not only for traditional, information-seeking purposes but also avail supplementary services, such as payment of utility bills (electricity, phone, tax), filling up government forms, or providing information for employment.

- Highly-desired library services included remote book renewals/reservations via the Internet/telephone (37% users), photocopying facilities by (21% users) and Wi-Fi connections (42% users).
- Employed users have expressed the need for the availability of information on loans (30%), banking details and form filling for government services (32%).
- Across all the library and user categories, employment information has been ranked as the most useful public information required from a public library.

C - Implementing new initiatives

Librarians believe that discussions on new books and "Meet the author programs" would attract more users to libraries.

Users were also invited to share their thoughts on five new initiatives that would be introduced - such as 'Meet the Author' programs, literary clubs and topics on health, career, discussions on new books and service access points. In addition, the probability of the users voluntarily paying a nominal amount was also verified (towards the cost of online services, improving the infrastructure and other resources).

- About 75% of the library users opined that the additional services, like talks on topics such as health/ career etc. would be a welcome initiative. At present, only 35% libraries include lectures/discussions.
- The feedback on providing service access points to public libraries in shopping malls and railway or metro stations resulted in contrasting views on their utilization. While the public users (60%) welcomed it as a useful venture, the other library users and non-users were uncertain regarding the effectiveness of the initiative.

D - Tapping voluntary contributions

- About 45% users, on enquiry, have expressed that they are likely to contribute towards a development fund for public library in their area. 50% users have stated they are willing to make an annual contribution to avail membership, if offered, for Internet access.
- On an average, users as well as non-users are willing to contribute between Rs.150-Rs.200 towards such development funds.

Willingness for voluntarily contribution - for development fund for public library in your area?

Not likely 15%

Very Likely 45%

Somewhat Likely 40%
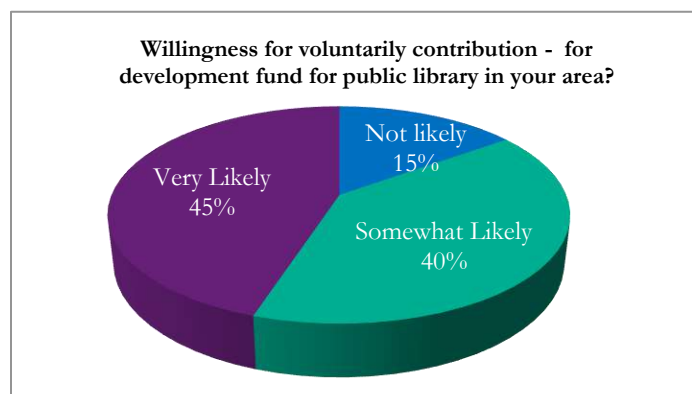
E - Invite public for co-working opportunities

- As public libraries have a shortage of staff, opportunity should be opened for college students for a short-term basis as interns or part-time volunteers to libraries. An ecosystem to facilitate this needs to be created.
- Library committee- The friends of libraries along with the library staff must have periodic meetings to discuss events, feedback on libraries or on certain maintenance/resources needed in the libraries.

4.3 How to attract Non-Users of libraries into the Public Library system?

4.3.1 Who are the Non-Users?

A non-user is defined as one who is:

- Currently not a member of public library or any other libraries (academic, cultural/mission/embassy & private lending libraries) and
- Has not visited any library in the last one year.
- Non-users were selected from the catchment area of each public library.

Age of Non-users

- Upto 18 years — 10%
- 19-25 — 34%
- 26-35 — 32%
- 36-45 — 14%
- 46-60 — 8%
- Over 60 years — 3%
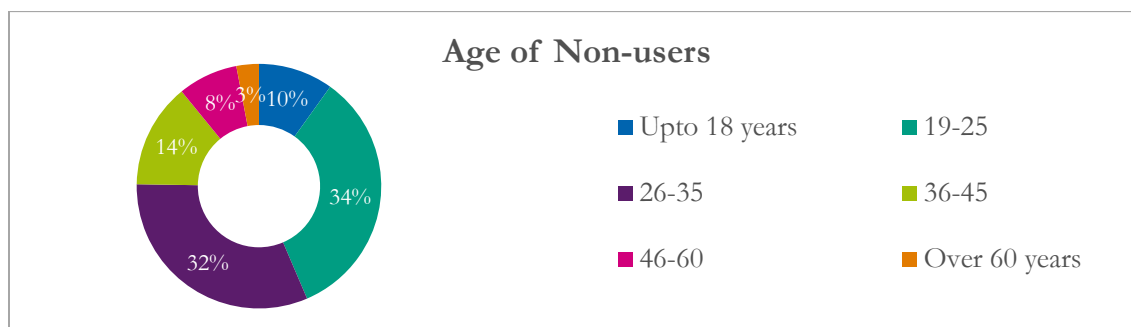
The Non-user categories are as follows:

| Student | Employed | Unemployed |
| 34% | 47% | 19% |

4.3.2 Reasons for non-usage of public libraries

One of the predominant reasons identified for the non-usage of libraries among non-users (according to the input from 52% non-users) was the lack of time. Nearly 44% non-users cite distance, lack of awareness etc. as reasons for non-usage. However, the non-users still sought information from other sources, indicating a needs-gap in public libraries.

Instead, the non-users have been found to refer to the Internet to gain information. When the other library users (academic, cultural/mission/embassy & private lending libraries) were questioned about their reasons for not visiting public libraries, their response indicated their lack of exposure to public libraries.

The key reasons for not utilizing public library sources are that most of the other library users have never been to a public library (19%); it is concerning to note that, most of these are students. A perception exists that the books are old (17%) or that the resources desired are unavailable (16%). It is also observed that 15% of other library users cite a lack of online access as a deterrent to visit public libraries.

This highlights the need for promoting the presence of libraries, especially in schools and colleges. They also indicated that the books or periodicals that they would require would likely be unavailable. This necessitates a change in the mindset among the general public regarding public libraries and their vast resource base.

All non-users of public libraries

- Non-users of any libraries (2035)
  - Likely to utilize public library services **35%**
- Non user of public library, but user of Private Library (1003)
  - Likely to utilize public library services **51%**

Q: What are the reasons for NOT using any library currently for pursuing any of your information needs?

Reason	Percentage
Busy / No time for library	50%
I refer internet for information	14%
I don't read / don't enjoy reading	10%
It is far away from where I live	10%
Books I need are not available	9%
Library timings are inconvenient	9%
I have books at home	8%
Others	6%
Use resources in my office/college/school	6%
Don't know where it is	5%
Don't know how to use library	3%

Intention to use/visit public libraries: While it remains a fact that many would never visit a public library, it is encouraging to note that about 35% of the non-users and 51% of library users of other libraries express that they are likely to utilize the public library services. They are even comfortable to pay a nominal amount towards membership, if computerization and online services were provided in a public library in their area.

4.3.3   Prioritizing focus areas to make the public library system attractive to Non-users

The Non-Users are segmented basis a process of assigning primacy to basic barriers in a pre-defined sequence. An illustration is provided here: If a respondent said that he did enjoy reading and further that he had no time for library, his\her primary was defined as 'Lack of Reading Habit'. Similarly, if a respondent was said that he did not know how to use a library and further that he did not know where it was located, the relevance barrier was given primacy.

UNDERLYING BARRIER	STATED REASONS
1 Lack of reading habit	• I don't read / don't enjoy reading
2 Relevance of library	• Busy / No time for library • Books I need are not available • Don't know how to use library
3 Location	• Don't know where it is • It is far away from where I live
4 Convenience	• Library timings are inconvenient
5 Use alternative sources	• I refer internet for information • I have books at home • Use resources in my office/college/school

It was observed that relevance of the Public Library System is the key barrier for 60% of the non-users.

The attributes that define relevance are:

- Busy / No time for library (Dominant)

- Books I need are not available

- Don't know how to use library

Use alternative sources, 13%

Lack of reading habit, 11%

Convenience, 5%

Location, 11%

Relevance Issues, 60%

The most non-users who stated that they will visit a library in the next 1 year were those with relevance issues. This indicates that the segments with Relevance issues need to be acted upon on priority.

Interested to visit

Those who would visit in the next 1 year

300

200

100

0

Location

Use alternative sources

Convenience

Lack of reading habit

Relevance Issues

100   300   500   700   900   1100

Overall segments

4.3.3.1 Driving relevance of Public Libraries for Non-Users

Higher education students have stated that they would visit a library despite the barrier. Non-users who had relevance issues as a barrier are over-indexed in the below profiles:

- Business/ petty traders

- Officer/executives

- Amongst females, housewives are over-indexed

Segments	All Non Users	Relevance issues as barrier	Those who would visit despite the barrier
Student – at school	9%	0	2
Student – at Higher education	25%	-5	-7
Officer/executive	16%	3	4
Self employed- Professionals	6%	0	-2
Other business/ Petty trader	21%	6	4
Unemployed/retired/stay at home	19%	-3	-2
Others	4%	0	1
Male	80%	-1	-4
Female	20%	1	4
	N-2035	N-1165	N-221

*Skews vs 'All Non-users' %ge (bars in green reflect +ve skews, bars in red reflect –ve skews)

Non-users who had relevance issues as a barrier would use libraries if the below were provided:

- Resources: Books, Periodicals/magazines, Internet access

- Services: Employment info, Payment facility, Info on banking/loans

	All Non Users	Relevance issues	Those who would visit despite the barrier
Internet access	49%	2	3
Books	32%	2	7
Wi-fi	31%	-2	-3
Newspapers	25%	2	4
Periodicals / magazines / journals	20%	1	4
Children's books / magazines	18%	0	-1
Online databases	17%	1	1
Digital books / e-books	15%	0	1
	N-2035	N-1165	N-221

Employment info, payment facilities are services that would attract non-users

	All Non Users	Relevance issues as barrier	Those who would visit despite the barrier
Employment information	51%	4	7
Work related	36%	1	4
Book renewal facility – telephonic	35%	-1	2
Filling forms – Govt services	33%	1	4
Photocopying facilities	31%	2	2
Book renewal facility – internet	28%	0	3
Information on banking / loans	23%	3	5
Payment facility (Electricity, Phone, Water, Tax)	22%	4	11
Book reservations facility – Online/ Telephonic	20%	1	5
	N-2035	N-1165	N-221

Non-users who had relevance issues as a barrier wanted the below subject areas:

- Self-development
- Engineering & Technology
- IT/Computer science
- Management/Business, Recreation

	All Non Users	Relevance issues	Those who would visit despite the barrier
Education	51%	0	2
Self-Development	29%	3	7
Politics / current affairs	27%	1	-3
Sports/games	23%	0	2
Recreation	23%	1	4
Fiction / novels	21%	-2	-1
Information Technology / Comp. Science	18%	1	5
History / Geography	18%	-1	-3
Religion	16%	1	3
Management / business	15%	2	4
Engineering & Technology	15%	1	6
	N-2035	N-1165	N-221

Talks on various topics spanning health, career and literary clubs are key to attract non-users to utilize libraries

	All Non Users	Relevance issues as barrier	Those who would visit despite the barrier
Talks on topics like health, career, etc.	61%	-2	4
Discussion on new books	46%	1	0
Meet the author	42%	1	-3
Literary clubs	30%	3	1
	N-2035	N-1165	N-221

Summarizing the Non-Users with Relevance as barriers:

- College/University students are more likely to visit public libraries
- Books, periodicals and internet access are resources sought by the non-users in this segment.
- Employment info, info on loans, payment facilities, Remote book renewals and reservations are key services to attract these non-users.
- The major subject areas Non-users seek are:
  - Self-development, Engineering & Technology, IT/Computer science and Management/Business, Recreation
- Non-users seek talks on various topics like health, career etc. Literary clubs would also attract non-users
- As a community driven initiative retired personnel from various fields must be invited to discuss about their industries. Such initiatives must be publicized in local & online media

The initiative to attract Non-users are:

1. Libraries must evolve into one-stop shops providing employment info, digital access , payment facilities etc. This signifies that libraries must evolve into a information and services provider.
2. Non-users must be attracted into the public library system by hosting talks on career, health, events etc. Awareness drives must be held for the same.
3. Students and youth must be target segments, highlighting that libraries must improve their resources and services to cater to this digital savvy segment.

4.4 Increasing user footfalls to public libraries

4.4.1 Strategy from a User / Non-User Perspective

The results indicate that across most categories of libraries, there is an increase in the number of registered members over the previous year, although the numbers are moderate. While that is a positive sign, the scope to attract many more to the system remains.

Any strategy for augmenting the footfalls must be viewed from two angles:

- One, on what could be done to increase the frequency of access of current users
- Two, to attract new users into the public library system.

A. Increasing frequency of usage of current users:

Since the current user is already aware of the public library system, the need of the hour is to improve the frequency of usage so that the user does not lapse into a non-user over the coming years.

- **Resources and services desired:** A plan of action to improve the frequency of usage of current users is to provide the resources and services desired by these users.

Resources desired by users	
Internet access	60%
Online databases	36%
Digital books/e-books	34%
CDs/DVDs	30%
Dissertations/thesis materials	14%
Children's books/magazines	12%
Books	9%
Newspapers	6%
Periodicals/ Journals	6%

Services desired by users	
Wi-Fi facility	51%
Phone/internet-Book Ren./Res.	47%
Photocopying	29%
Public info	23%
Study groups	22%
Inter-library book loans	19%
Events/meetings	18%
Children's program	14%
Film shows	12%
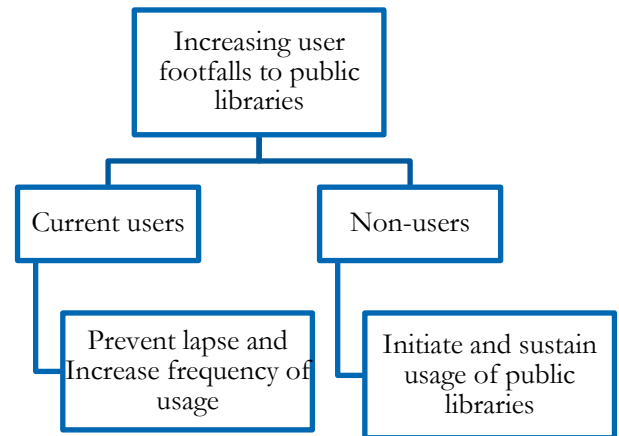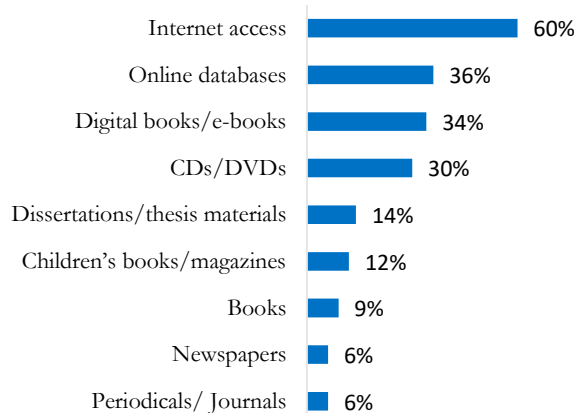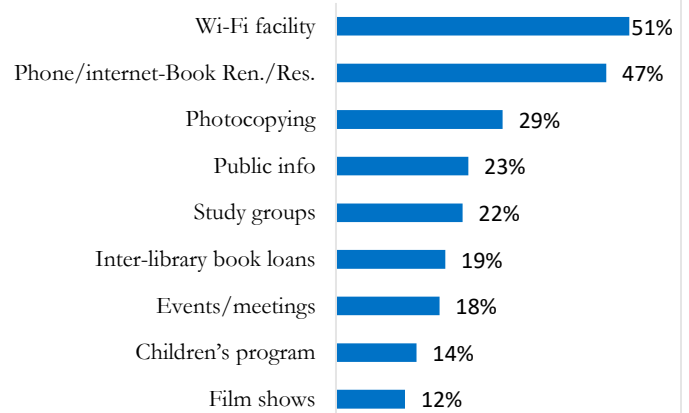
- **Digitization:** Nearly 60% of the users indicated that they desired internet access in public libraries, this is even though most of these users own a smart phone (70%) and some have internet at home (19%). The need for digitization is further supported by the user ratings, which revealed minimum satisfaction with the online access provided in libraries. Majority of students expressed the need for the Internet. Wi-Fi access was expressed as a need predominantly by both employed professionals and unemployed people. Approximately 20% of users were willing to pay an additional fee to access online databases. Hence the immediate need for the public library system to incubate digital repository or link up with the initiatives like National Digital

Library initiative. For the evolved users, the Public library system can consider virtual sharing of webinars, online events etc., through a firm digital plan in the coming years.

- **New initiatives:** Organizing interesting events like specific talks on subjects of interest will bring in the community – ladies, youth, children. The users and non-users were open to be participants to these events. Therefore, at each library level, it will be good to keep an agenda of events every quarter or 6 months. If it can be aligned to the stocks in the library, a connect can be established over a period.

B. Initiating and sustaining foot-falls from non-users:

There would be a section of the population that would be less inclined to use public libraries, mostly due to the lack of time or the disinterest in reading books. 50% of the non-users state that they do not have time to visit a library. Approximately 20% of other library users state that they have never visited public libraries and a notion exists that public libraries do not have the resources that they seek. However, the other section of non-users are open for public library usage if certain conditions are fulfilled.

- **Internet Access:** 20% of the non-users had stated that they would be willing to use a public library, with nearly 55% of these expressing a need for internet access, even though 77% of these non-users owned a smart phone and 21% had internet at home.
- **Services and Resources:** Employment information (55% of non-users, willing to visit libraries) is another service that would improve user footfalls. The subject areas desired apart from education related books were self-development books and politics/current affairs books.

4.4.2 Strategy from the Library Perspective Action points to increase user footfalls:

A common action plan to increase footfalls from users and non-users alike is to focus on the internal aspects of the library system as well as external aspects. The findings point to several aspects of the system that need an immediate attention. These are detailed below:

A. Internal aspects:

In general, there are a few basic aspects that must be improved within the public library system in order to grow the user base.

- **Amenities:** Wide ranging issues right from infrastructure imbalance, basic amenity absence in certain libraries, service issues, content mix in libraries etc., where the users expect improvement have come up in the study. This lacuna need to be addressed, to retain the readers and make the place inviting enough for the new readers.

Action points to increase user footfalls to public libraries	
Internal aspects	External aspects
Amenities Staff training Specific resources	Awareness drive

- **Staff Training**: The staff needs to be periodically trained to address the specific needs and evolving requirements of the public library users. Across libraries, only 34% staff have attended any training programs in the last 5 years. The study informs that the training does not trickle down to the mid and lower staff cadres and this is an area of concern. For a quality experience to the users, both technical and soft skill training becomes essential.
- **Specific resources and digitization:** The book stock selection needs to be more judicious to cater to the needs of the younger audience and the community of users. As it stands, there are a sizable number of libraries where this gets ignored. While the mix may be good in larger libraries, it should be examined in the

smaller/interior libraries. Village and Tribal area libraries for instance have only 1800-3500 book stocks on an average and perfecting a good mix becomes difficult.

Around 51% of the public library users desired materials for competitive exams followed by magazines, textbooks and novels. For students from the poorer economic sections of the society, providing competitive materials which would otherwise be unavailable to them, would help to bridge the gap in the education and examinations.

- **Improving readership:** Our survey being a close-ended survey, however did not delve deep into the various types of fiction works people might be interested in. In today's changing times, career and employment figures the most on youth's minds, reading seems to have relegated as a pass-time.
  - o The desired subject areas of both users and non-users are mostly in tandem. An overwhelming majority hopes their public library to be a support base in their academic-career pursuits.
  - o It is observed that 21% of users (14% of non-users) wanted fiction or novels. The need hierarchy of what the users / non-users need in today's conditions are as follows:

Subject areas

Subject area	Users	Non-Users
Education	38%	51%
Politics / current affairs	19%	27%
Fiction / novels	14%	21%
History / Geography	11%	18%
Self-Development	10%	29%
Recreation	7%	23%
Science / Mathematics	7%	13%
Sports/games	6%	23%
Literature – English	6%	14%
Religion	6%	16%
Engineering & Technology	5%	15%
Others	3%	5%
Information Tecy / Computer Science	4%	18%
Economics	4%	9%
Literature – other language	4%	11%
Sociology	4%	9%
Agriculture / farming / fisheries	4%	13%
Management / business	3%	15%
Psychology	3%	6%
Commerce / Accountancy	3%	10%
Law	3%	11%
Philosophy	2%	8%
Medicine	2%	14%
Architecture / Design	2%	7%

B. **External aspects:**

The external aspects relate to the plan of action that must be done apart from improving the library system. Since it's evident that some of the non-users of public libraries, have never visited a public library before and have preconceived notions on the resources or services provided by the libraries, an awareness drive would help to attract the first-time users of public libraries:

- **Awareness drive:** A significant portion of non-users of public libraries were unaware of public libraries in their locality or the services provided. Hence it is essential to run an awareness drive among the general public to enable them to recognize the presence of public libraries. If every library can do this in some form, the utilization levels will go up. The State/District town libraries can demonstrate a lead in this area. Considering this, promotion campaigns should be considered, highlighting some of the modern libraries and how they could be benefited, how some of the young role models have benefitted. It could be done through mediums like FM radio to start with at the local levels, schools or colleges, or if resource permitting at a state/national level, through a bigger media campaign.

  Even if new initiatives like talks and events are held, it is important to advertise the same so that users are aware and would participate in these initiatives. Awareness/ advertisements also need to communicate the availability of the new initiatives like public services, including information such as employment information, filling forms for Govt. services, work-related information and information on bank loans and payment facilities.

4.5   Model libraries for India's youth

India's youth are driven by career aspirations and services such as digital resources, certification programs, TED Talks will lay the foundation for model libraries.

In-line with model libraries across the world, it is imperative to implement model libraries for today's fast-paced information seeking youth. The below are key indications that will help the Public Library System in this agenda.

- TED Talks: Hosting talks on health, career, information on various industry trends, life experiences from imminent personalities etc. (TED Talks) need to be implemented and publicized.

- Technology adoption: Internet access, digital resources such as e-books, remote book reservations/renewals, Online portals of libraries are needed to be on par with model libraries across the world.

- Extensive consumer services: Payment facility, employment information and allied services are desired by users. This indicates that libraries must transition to be a one-stop shop for users.

- Career corner: Today's youth need to constantly equip themselves on various courses and programs apart from their educational degree. Public libraries must tie-up with skill providers such as Skill India to host various certification/ learning programs for users.

  - Interactive digital resources to improve skills and employability among youth such as Coursera, LinkedIn Learning, Edex etc. must be offered.

Model Libraries – Boston Public Library

Towards this objective, learnings we can take from Model Libraries (Boston Public Library) will help to build Public Libraries as community hubs.

Boston Public Library – Brief introduction:

Established in 1848, the Boston Public Library (BPL) was the first large free municipal library in the United States.

The Boston Public Library (BPL) has 25 branches that serve the residents of the City of Boston. The library continues to have ongoing capital project investments designed to improve the BPL system.

The Library's 25 branches are spread across the city, and each location is a civic hub offering WiFi, citizenship information, computer access, and collections.

Equipped with computer access, Wifi and good infrastructure – BPL offers advanced services to their users which makes their entire experience enriching

The gamut of online resources provided by BPL enhances the user experience. Apart from books, Boston Public Library provides:

- eBooks
- Audiobooks
- Movie, Music DVDs
- World language collections of books, DVDs, CDs, magazines and newspapers for adults, children and teens
- Online resources that span subject areas, user category and formats
- Various research guides that Research scholars can benefit from
- Facility to borrow from other libraries

Advanced services provided by Boston Public Library:

- Scheduling an appointment with a reference librarian: This facility is provided for users who require help in research assignments, online resources, finding resources etc. This indicates that the staff are well-trained to provide exemplary services to the users.
- Career certification programs: This service paves the way for people who have not completed their formal education to obtain a secondary education, career certificate to develop employability. Apart from these, computer and technology classes are provided as well.
- Events: The library provides events such as summer reading for kids, talks by authors, concerts, exhibitions, community groups for senior citizens and many more, signifying that the library satisfies community needs.
- Inclusive facilities: The state of the art library provides wheel-chair assistance, sensory walls, braille printers etc.

4.6 Investment Prioritization

While the study reveals multiple measures that could be undertaken to improve the public library system, the successful implementation of the schemes could be only through allotting budgets to the neediest libraries. This should be on basic necessities (electricity, toilets, furniture etc.) and providing information resources (books, computers etc.), services that are on par with developed libraries and new digital initiatives at a central level.

A high budget allocation is made to the State Central and district libraries, with a trickle-down effect observed in the other libraries lower in the hierarchy. The need-gap on infrastructure, amenities, resources and other services increases as one goes down the hierarchy, a fact attributed to the insufficient budgets given to these libraries.

4.6.1 Essential areas for budget prioritization:
Budget prioritization could be done on the following aspects:

- **Infrastructure:** Public libraries should be well equipped with functional electricity, toilets, drinking water and furniture like chairs and tables to attract more users. Funds need to be earmarked for such purposes.

- **Buildings**: Public library buildings need to be well maintained and old buildings must be promptly renovated, to avoid any negative perception associated with the lack of amenities. Users have emphasized the same. Smaller library rooms without scope for introduction of a toilet should receive a special focus and the situation must be handled suitably.

- **Digitization and Internet access:** A significant proportion of budgets must be allocated for computers, Internet connections, and other equipment like photocopiers, scanners, printers and services such as book reservations/renewals on telephone / Internet.
    - Computers with Internet access must be provided to ensure public libraries remain relevant with users, mainly students and employed professionals.
    - **Type of resources provided**: Libraries have indicated a need for **digital versions of books** and a higher number of books in particular subject areas namely resources for competitive exams and children's resources.

4.6.2 Directions for value added services for consideration for prioritization of investment for development of public library services
- To facilitate transition of the Public library system into a more user-centric system, provision of value-added services is essential. The following are suggested based on the findings from this study.

    - **Establishing a PL2C System (Public library to User Connect).**
        - At present, the link between the public library system and the user is restricted to physical interactions alone. However, there is a need to create a collaborative model with the users and the other sections of the public. The scope for contacting the users and conveying messages on a real-time basis (on events, updates etc.) is absent in the current way of functioning.
        - Hence, a system to enable opportunity to real-time messaging, collaborative communication and networking between the PL system, users and other stakeholders is essential.
        - To achieve the aforesaid requisite, the Public Library management should:

- Create a system to reach the members for notifications to the members through SMS/e-mails regrading events or other information.
- Establish an online social networking model for each library or a cluster of libraries within a region, wherever the infrastructure permit.
- The Public Libraries may co-opt a few volunteers available in their area to help run this, including the support of a few local firms who can make contributions for the upkeep of such systems.

o **Technology Infusion**

- **Wi-Fi access -** As evident from this study, one of the primary need for the youth and students to access information is to have Wi-Fi connect. Providing this in select libraries with decent IT infrastructure is a key investment requisite. Model libraries in each state/district therefore must be equipped to provide Wi-Fi services in the next 1 year.

- **'Public Libraries app' -** For the Public Library system to keep up with the times, and to provide greater convenience to the users, a mobile app will be impactful. It must be a one-stop solution to include all services such as book search, book reservations, renewals, fee-related services etc. It could eventually work to integrate e-resources and other data repositories across libraries. An investment for development of this app should be made, to roll out the app for State Central Libraries, Model Libraries and the District Libraries to begin with

- **Book renewals and reservations through telephone/online -** Nearly 50% of library users wanted book renewals and reservations through online/telephone means, obviously for greater convenience. While the developed categories of libraries must transition to provide online services, the lower categories of libraries must begin with implementing telephonic services for the same.

- **Community and User Initiatives**
  - **Organizing talks on topics such as health, career, education choices, story-telling for children etc.**
    - In prominent libraries, or a cluster of libraries, eminent personalities from the community or subject matter experts must be approached to give lectures/talks on topics that the youth, students and public would be interested in. To achieve greater participation, it is essential that these libraries have a system to inform the members about the initiatives (through SMS / social networking sites etc.).

  - **Meet the author programs/Discussions on new books**
    - To re-kindle interest in books, authors who would like to promote their books must be invited for a reading/discussion in public libraries. This would improve interest among new readers as well.

  - **Community literary clubs**
    - Among the lower categories of libraries, libraries as an integral part of the community remain strong. Hence involving the community through "Friends of libraries" initiatives to run local literary clubs would be a value-added service.

  - **Establish Career Corners**
    - Materials for competitive exams, information on academic courses and employment services are key requisites among the youth. In this regard, the public libraries should aim to have dedicated resources covering:
      - All Govt. and private publications on employment
      - Employment Kiosks with desktops to search/apply jobs online
      - Study groups across libraries (to be facilitated through own social networking schemes of Public Library)

4.6.3   Funds to introduce new public services required include-
- Public information for employment/career needs
- Filling forms for Govt. services
- Payment kiosks for utility bills
- Info centers on loans and banking services

4.6.4   Funds for Awareness drive: A significant portion of non-users were unaware of public libraries in their locality or the services provided.

Funds may be allocated:

o   To run an awareness drive among the general public to enable them to recognize the presence of public libraries. This can be done in schools or colleges etc.
o   To hold events and talks in the library premises would be a welcome initiative among users.
o   To communicate the availability of the new initiatives like public services, including information such as employment information, filling forms for Govt. services, work-related information and information on bank loans and payment facilities.

4.6.5   Co-utilization of Govt. schemes, CSR initiatives, generation of additional revenue

Co-utilization of Govt. schemes like Swachh Bharat Abhiyan would help free up some financial resources currently deployed for the construction of amenities. Nearly 35% of libraries do not have any of the toilet facilities. It would thus be possible for financial grants from agencies such as RRRLF being used on enriching other aspects of the library system.

Apart from the influx of funds, predominantly from State Govt. grants, it is found that CSR donations are provided for a few libraries. Contributions are availed only by 5% libraries, this could go up by a significant proportion in the coming years. More corporates can be approached to adopt a public library as part of their CSR initiative to enrich the community or locality. A few users have also expressed their willingness to avail the new services on a pay-and-use basis, thereby adding to the in-flow of funds. As an additional revenue generation, digital advertisement boards within library premises of State central libraries, libraries of historical importance, will help to generate revenue that can be utilized for the needy libraries.

Detailed Findings

Flow of findings

The structure of the report and each of its components (PART A, B, C, D) has been outlined below.

PART A Survey of libraries	PART B Survey among public library users	PART C Survey among private library users	PART D Survey among non-users
• 5.1 Staffing Information • 5.2 Infrastructure and amenities • 5.3 Computerization of services • 5.4 Budgets and expenditure • 5.5 Staff training • 5.6 Library resources and collections • 5.7 Classification and cataloguing of books • 5.8 Information on library membership and usage • 5.9 Services provided by libraries • 5.10 Future needs of libraries	• 6.1 Usage profile & patterns • 6.2 Resources offered, availed & desired • 6.3 Services offered, availed & desired • 6.4 User rating of libraries and their services • 6.5 Extent of fulfilment of needs • 6.6 Likeliness to recommend • 6.7 Importance attached to presence of libraries • 6.8 Willingness to contribute to new initiatives • 6.9 Opinion on new initiatives	• 7.1 Usage profile & patterns • 7.2 Resources offered, availed & desired • 7.3 Services offered, availed & desired • 7.4 User rating of libraries and their services • 7.5 Extent of fulfilment of needs • 7.6 Likeliness to recommend • 7.7 Public libraries in the eyes of private library users • 7.8 Willingness to contribute to new initiatives • 7.9 Opinion on new initiatives •7.10 Comparison of public and private library users	• 8.1 Reasons for non-usage • 8.2 Needs and expectations from a public library • 8.3 Interest in visiting a public library in the near future • 8.4 Willingness to contribute towards new initiatives

In each topic and sub-topic, the flow adopted is as follows:

- Scenario at the overall/all country level
- Scenario by library category (if applicable)
- State-wise scenario (wherever relevant)
- Age-group wise findings (applicable to Part B: survey of users)

Note:
1. The findings presented in this report can be used to get an assessment of the library system at the overall level as well as at the library category/state level. Further analysis, if required, can be carried out with the help of raw data that has been furnished in the form of CDs by Kantar.
2. In chapters such as staffing, library budget, equipment ownerships, resource count and so on, the numbers given represent average figures.

5.   PART A – Findings from Survey of Public Libraries

In this chapter, the scenario of the public library system has been presented. Aspects covered include staffing and staff training, infrastructure and amenities, resources and collections, services provided information on library membership and future needs of libraries.

Chapter Summary

The public library scenario in India has seen a slight decline with the emergence of other information resources like media and the Internet. However, a library's contribution to a community is unquestionable. While the regular users continue to frequent the libraries for resources or even just to socialize, the students and employed personnel are inclined to rely on other sources for information. This is primarily because the present 'tech-savvy' generation has diverse needs that the libraries fail to meet. This chapter details the present scenario of the public library system in India. Details regarding staffing, amenities provided, equipment available and the future needs of libraries are presented.

Library membership & usage

Most library categories report an increase in the number of valid registered members, particularly in the tribal and divisional libraries. Members below 18 years of age are found more in the smaller libraries, such as those in the sub-divisional and rural regions. Physically challenged members are almost negligible across all the categories of libraries.

The State Central libraries, report around 250 visitors per day, of which the 19 - 25-year-olds constitute the highest group in over one-third of the libraries and one-half of the State Central libraries; next in ranking are those in the 26 - 35 age group. Libraries in the village/rural and tribal regions record the least number of visitors (20 - 25) compared to the other libraries. Maximum users in village and tribal area libraries are those from the age group of 19-25 years, which constitutes 34% and 38% respectively.

Staffing details

The number of staff, their qualifications, details on trainings undergone, across the various library categories was captured. The staff strength in State Central Libraries is on an average, about 18-20 per library, which is the highest among other library categories. Across all categories of libraries there are fewer staff engaged on a voluntary basis.

In terms of the professional qualifications of the staff, the State Central libraries fare better than other libraries. Apart from the State Central Libraries, the other libraries have very few employees with computer knowledge.

Staff training

Only one-thirds of the libraries have had any of their staff attend professional training in the last 5 years. In Tribal, area libraries, rural and NGO libraries, only one-fourths of them or less, have had their staff undergo professional training.

The highest training was observed to be 70% in Delhi public library where staff has undergone professional training in the last 5 years. However, these Delhi public libraries are smaller in number and size, with maximum 1-3 staff. This proportion is around 62% in state central libraries. Among the staff who had taken professional training, in nearly three-fourths of the libraries, it is only the librarians/heads that come under this category. For an eventual digitization move, all the staff that interact with the users must be given adequate training on basic IT/computer skills, as well as conventional training like Library Management. This needs to be planned right from the state level.

Infrastructure and amenities

Infrastructure and amenities provided is paramount to a public library so that the users can actively seek out the vast sources of information they offer. However, the study suggests that improvements in this regard are very essential to satisfy present users as well as attract more users to utilize the library.

96% libraries overall have electricity connections with 15% also being provided with generator back-up. In the sample studied, all the State Central libraries were observed to have electricity connections and some degree of toilet facilities, but the tribal libraries fared poorly in the aspect of basic amenities. Except for tribal libraries, over 90% of all other libraries have electricity connection. Libraries in Karnataka are not adequately electrified.

Only 39% libraries were found to include common toilet facilities. As one goes lower down the hierarchy of libraries, it becomes clear that the infrastructure provided for separate toilets for men and ladies is minimal across all library categories.

Electricity connections, chairs/tables and racks, drinking water and toilets are absolute requisites in a public library. While not everyone relies on public libraries, a traditional user-segment remains, with strong preferences for hard copies of books and the quiet library ambience for better concentration. Their word-of-mouth promotion regarding the improvements in libraries will go a long way in boosting the user base of the libraries.

Reprographics and printing services

This study shows that service equipment like printers, photocopiers and scanners are rather poorly distributed among the library categories.

Only 31% of libraries have positively responded to the availability of any of the equipment viz., photocopiers, scanners or computers, but down the hierarchy of libraries the availability of such equipment is less.

Most State Central libraries are well equipped with photocopiers, scanners and printers. On the other hand, only 3% libraries in the tribal regions possess these equipment. The provision of these equipment is also less in the taluka and village libraries. Only about 15% libraries provide the photocopying facility to their users.

Presence of computers and Internet

Among the libraries covered for the study, of the libraries that have electricity connections, only 30% of the libraries were equipped with computers. Among those libraries having computers, only 50% had Internet connection. Though most State Central and district libraries have computers, nearly 70% of the other library categories, do not. On the other hand, 30% (approx. 118) District libraries and 27% (approx. 41) sub-divisional libraries reveal the highest proportion of non-functional computers while the State Central libraries have the highest number of non-working Internet connections.

Furthermore, the availability of computer terminals with Internet connection, access to online databases like DELNET, National Digital Library Initiative and OJAS, plus the provision of digital versions of books, photocopying or printing facility is critical to attract the students and employed professionals to utilize the libraries. This is an essential component that will make the public libraries relevant to the younger audience.

Computerization of services and future plans

Apart from State Central Libraries, about half of the libraries have not yet computerized their services of operations, such as user registration, online services, book reservation, membership management etc. Overall 23% (362) of libraries have indicated that their computers are non-functional.

About 50%-70% of the State Central Libraries possess computerized operations such as accounts, administration and staff management. But the degree of computerization of operations is particularly low at the taluka and village level libraries, a paltry 8%.

Among the libraries that are yet to computerize their operations, more than 60% intend to complete computerization by the year 2018, but the likelihood of this happening in taluka libraries is below 55%.

Budgets and expenditure

Overall, 50% of all libraries have responded by giving information on their budgets. Budget allocation to libraries has seen an approximate increase by 3% over the last two years across all categories of libraries. In 2014-15, State Government grants were given to fund 54% libraries.

A relatively significant 16% libraries receive computers/ printers/ scanners as donations in kind. Books are most often received as donations in kind, while rack and shelves rank second, as the highest items to be donated.

Library resources and collections

Around 77,000 books are available in the State Central libraries, although down the hierarchy fewer resources of books are noted in the taluka and lower libraries, ranging in number from 1000 to 10,000 books. Overall, across libraries, an average of 100 books is available, of which around 25 to 30 are issued. But, the village/rural libraries reveal that 37 out of 100 books are issued, which is a positive indication that if more resources are provided, more effective utilization will be observed in these libraries. Children's books, however, are relatively fewer in number across all public libraries. Most categories of public libraries have the highest collection of Indian books in the local language, followed by books in Hindi. Nearly 30% libraries include a collection of rare books, an aspect regarding which the public may not be aware.

Classification and cataloguing of books

Overall 36% libraries have classified their books. The most popular classification system followed is the Dewey Decimal Classification System. All the State Central libraries have classified their books. Overall, books in nearly two-thirds of the libraries are classified and more than one-half of the libraries implement the DDC/Dewey system of classification. A majority of State Central Libraries and Divisional/Regional Libraries predominantly follow the card cataloging scheme. Most other library categories prefer the use of register forms. In the libraries at the rural and tribal levels, one-half of them or even more do not employ any fixed classification system.

Services provided by library

Nearly 30% libraries offer services to specially-abled groups, children and women. Only 16% libraries that have Internet access, make services like online catalog available, while Internet linkage with other library systems is provided by 14% libraries with Internet.

Extension services including book exhibitions, book releases and films/documentary screening are mostly provided by the State Central and Divisional/Regional libraries. Literacy programs and Community information services on agriculture, farming and weather, for instance, are provided by the rural and tribal area libraries.

Over 70% of the tribal area libraries expressed that 'Meet the Author' programs would attract more users to libraries. A large majority of the State Central, District and divisional libraries responded that discussions on new books were more likely to draw users.

Future needs of libraries

The librarians' views on the future needs of libraries were gathered. When the librarians were requested to list the immediate requirements of their libraries, the most repeated requirements were specifically for infrastructure - building maintenance, as some of the libraries were in poor condition or very old and conveniences such as toilets and drinking water amenities, besides chairs, tables and racks were urgent needs that were to be met.

Though a majority of 64% libraries stated the current availability of some user amenities like water or toilets or chairs, these still ranked among the top three immediate requirements. Nearly 71%, (approx. 1174) of the libraries were not equipped with computers and had ranked them in the top 3 ranks of requirements. Even those State Central and district libraries that possess computers have placed the need for acquiring computers among the top three priorities of resources.

Nearly one-half of the libraries mentioned that procurement of books was their highest priority. Newspaper collections and computerization were the next significant aspect of priority, across most library categories. For tribal libraries, the second highest area of priority, after books was equipment, such as printer, photocopier and scanner. It was primarily the State Central libraries that had included e-resources as a priority, a need, not included in the other library categories. Librarians expressed the necessity for training in computers, library management and staff training.

Detailed Results

5.1 Staffing information of libraries
5.1.1 Overall staffing scenario

In public libraries in India, different types of staffing patterns are seen – ranging from full time to part time to voluntary staff.

The table summarizes the median numbers of staff in each of the library categories.
- As expected, State Central Libraries have the highest staff strength i.e., about 18-20 staff per library
- We can observe that voluntary staff are fewer across all categories of libraries.

Q: Number of staff in the library

Libraries	State Central	District	Town/ City	Div./ Regional	Sub-div./ Taluka	Village/ Rural	Tribal area	NGO	Delhi Public	Others
Base	*29*	*529*	*793*	*239*	*627*	*1936*	*76*	*418*	*10*	*483*
Total Staff	18-20	3-5	1-3	1-3	1-3	1-2	1-2	1-3	1-3	1-2
Full Time Staff	17-19	2-4	1-3	1-3	1-2	1-2	1-2	1-3	1-2	1-2
Part Time Staff	1-3	1-3	1-2	1-2	1-2	1-2	1-2	1-2	1-2	1-2
Voluntary Staff	1-3	1-2	1-2	1-2	1-2	1-2	1-2	1-3	1-3	1-2

*Median values

5.1.2 Gender differences in staffing scenario

*Median values   *Q: Number of staff in the library*

Libraries	State Central	District	Town/ City	Div./ Regional	Sub-div./ Taluka	Village/ Rural	Tribal area	NGO	Delhi Public	Others
Base	*29*	*529*	*793*	*239*	*627*	*1936*	*76*	*418*	*10*	*483*
Total Staff	20-22	3-5	1-3	1-3	1-3	1-2	1-2	1-3	1-3	1-3
Men	11-13	2-4	1-3	1-3	1-2	1-2	1-2	1-3	1-3	1-2
Women	8-10	1-3	1-2	1-2	1-2	1-2	1-2	1-2	1-3	1-2

A majority of libraries had not responded with the number of women staff. This could be construed to mean that either that the staff was not aware or that there were no women staff. Among the libraries that had answered, most of them had at least 1 woman staff but their professional qualifications are unknown. In State Central libraries alone, the number of men staff is higher.

5.1.3 Qualifications of library staff
- Only 54% of libraries had responded with the information on professionally qualified staff. The proportion of staff with professional library qualifications and IT/computer skills was checked.
- Data suggests that State Central libraries have more professionally qualified staff than other libraries (academic, cultural/mission/embassy & private lending libraries).

- Apart from State Central Libraries which have a greater number of staff with basic computer/IT skills, the other libraries have very few employees with computer knowledge.

Q: Number of professionally qualified staff in the library (those with M. Lib/B. Lib/Dip. Lib/Cert. Lib) & Number of staff with basic IT/Computer skills

Libraries	State Central	District	Town / City	Div./ Regional	Sub-div./ Taluka	Village/ Rural	Tribal area	NGO	Delhi Public	Others
Base	*26*	*399*	*494*	*171*	*453*	*816*	*20*	*208*	*3*	*201*
Professionally Qualified Staff	8	1	1	1	1	1	1	1	7	1
Total Staff with basic Computer/ IT Skills	11	2	1	2	1	1	1	1	2	1

* Median values

Base - 2791

5.1.4 Salary of staff as per government pay scale

Librarians/heads were asked if staff in their library get paid as per government pay scale, and if yes, the category of staff that get paid as per the pay scale. Findings of the same have been presented below.

- Overall, 68% of the libraries had responded that staff in their libraries are paid as per government pay scale. Of these, about one-half of the librarians/heads get paid in government pay scale.
- A little over one-fourths of the libraries, no staff gets paid as per government pay scale.

Q: Which of the staff in this library gets salary as per government pay scale for the state?

Salary in Govt. Pay Scale
No, 32%
Yes, 68%

Salary as per government pay scale - Overall

Librarian / Head	51%
Asst. Librarian	12%
Semi-Skilled Staff	11%
Library Assistant / Tech assistant	10%
Deputy Librarian	6%
Others	14%
None gets paid in govt. scale	32%
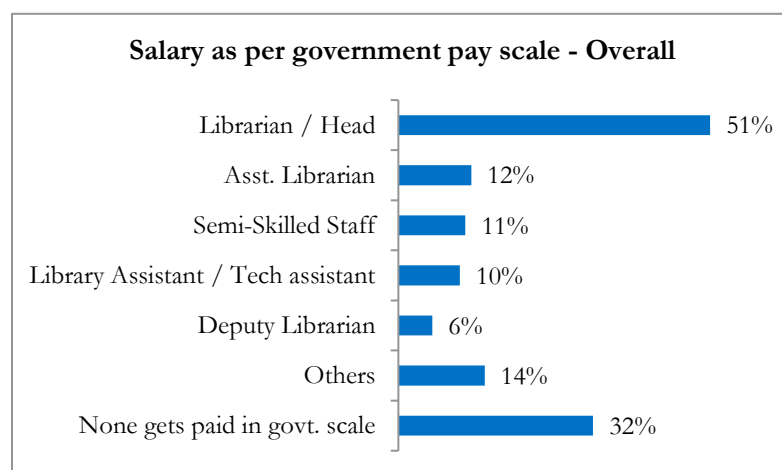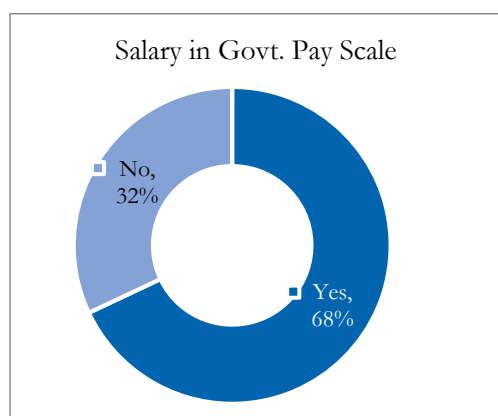
Base - 5140

5.1.5 Salary as per government pay scale – by library category

Staff not getting paid as per government pay scale is highest in rural and tribal libraries, followed by city/town libraries

Q: Which of the staff in this library gets salary as per government pay scale for the state?

Libraries	State Central	District	Town/ City	Div./ Regional	Sub-div./ Taluka	Village/ Rural	Tribal Lib.	NGO	Delhi Public	Others
Base	*29*	*529*	*793*	*239*	*627*	*1936*	*76*	*418*	*10*	*483*
Librarian /Head	93%	69%	54%	65%	70%	48%	34%	18%	90% (9)	11
Deputy Librarian	59%	15%	8%	10%	5%	2%	3%	3%	30% (3)	4%
Asst. Librarian	72%	25%	17%	25%	14%	6%	21%	4%	30% (3)	8%
Library Asst./ Tech Asst.	72%	22%	11%	17%	9%	7%	8%	4%	20% (2)	9%
Semi-Skilled Staff	66%	27%	12%	24%	11%	6%	5%	3%	20% (2)	9%
None gets paid in Govt. scale	0%	12%	25%	10%	9%	30%	28%	65%	10% (1)	27%
Others	31%	29%	17%	11%	14%	11%	11%	4%	0%	16%

5.1.6 Staff to visitor ratio

Staff to visitor ratio is a parameter used to obtain an idea on the user-management and the appropriate assistance provided to the library user by the staff.

The presence of staff is particularly lower in Town/city, Divisional, Taluka and village libraries, this means that when there's an influx of users in these libraries, the library does not have sufficient manpower to provide assistance to these users. This then translates to poor user satisfaction.

	State Central	District	Town/ City	Div./ Regional	Sub-div./ Taluka	Village/ Rural	Tribal Lib.	NGO	Delhi Public	Others
Visitor to staff ratio	13:1	15:1	25:1	35:1	35:1	25:1	20:1	13:1	15:1	30:1

5.2 Infrastructure and amenities

In this chapter, we present the findings on status of infrastructure, amenities and equipment ownership in India's public library system.

5.2.1 Ownership status of the building

It is observed that while most State Central libraries (86%) function in own buildings, over one-fourths of NGO libraries function from rented premises.

Q: Status of ownership of building – is it own, rented or rent free
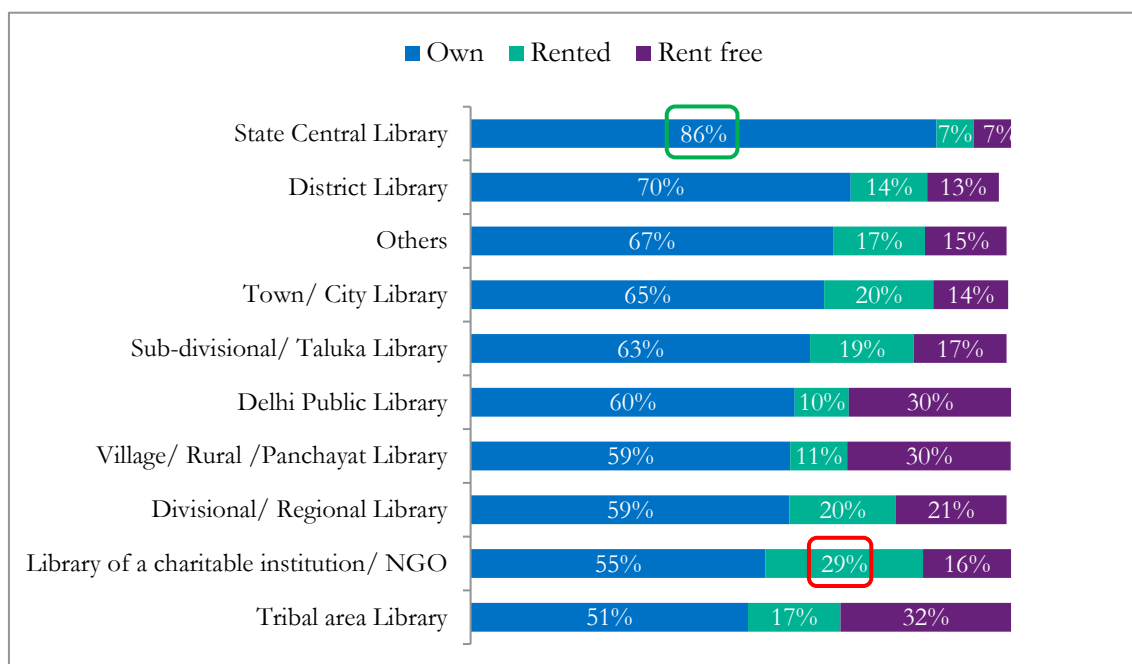
Base - 5140

5.2.2 Amenities in libraries

The status of a wide range of amenities in the public library such as electricity connection, drinking water, parking facility, toilet facility and generator back-up facility were examined.

- Overall, about three-fourths of the libraries have drinking water supply.
- Nearly 61% of libraries do not have a common toilet.
- 96% of overall libraries have electricity connections and 15% have generator back-up.

Q: Does the Library have these amenities / facilities?
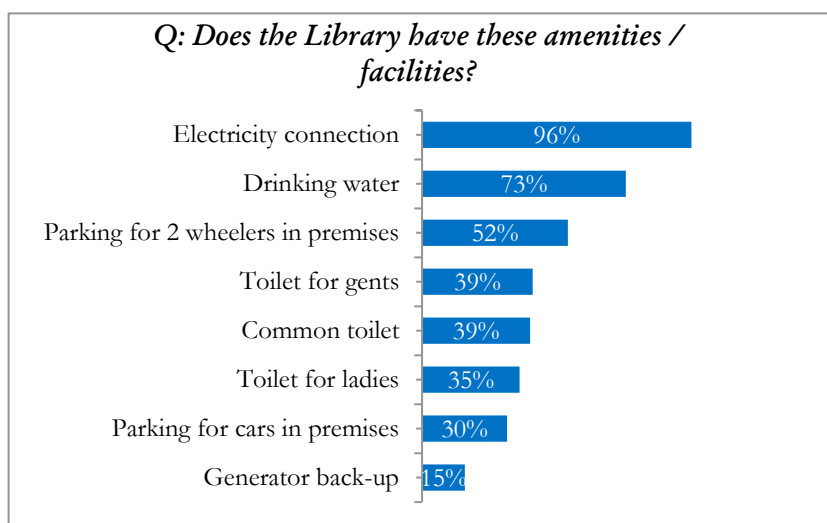
Base - 5140

60

Amenities in libraries – by type of library

It is observed that while State Libraries fare well in most of the amenities, tribal libraries fare low in these amenities.

- The data suggests that while more State Central and District libraries provide separate toilets for men and women, these numbers are lower among Taluka, rural and tribal area libraries, with only under one-thirds of them having separate toilets for ladies and gents.
- The divisional, sub-divisional/taluka, village/rural and tribal libraries are poorly equipped with common toilets as well.

Q: Does the Library have these amenities / facilities?

Libraries	State Central	District	Town/ City	Div./ Regional	Sub-div./Taluka	Village/ Rural	Tribal area	NGO	Delhi Public	Others
Base	*29*	*529*	*793*	*239*	*627*	*1936*	*76*	*418*	*10*	*483*
Electricity connection	100%	100%	100%	100%	99%	91%	84%	100%	100% (10)	98%
Drinking water	97%	84%	83%	77%	74%	62%	51%	84%	100% (10)	79%
Toilet for gents	86%	67%	50%	30%	25%	28%	24%	49%	90% (9)	52%
Toilet for ladies	83%	59%	45%	26%	20%	23%	24%	45%	90% (9)	52%
Common toilet	59%	45%	47%	47%	42%	30%	21%	46%	60%	47%

5.2.3 Amenities in libraries – by State

- Libraries in Karnataka are not sufficiently electrified.[5]
- Provision for drinking water is particularly low in libraries in Jammu & Kashmir and Karnataka
- A number of states fair poorly in the aspect of toilets for ladies and gents such as Assam, Jammu & Kashmir, Karnataka, Kerala, Tamil Nadu and Telangana.

Overall Performance - By State

The findings from all libraries in the various states are provided here. However, these do not consider the wide difference in sample and the developmental differences among library categories.

- **Electricity connections**
  - State with less than 80% libraries having electricity facility:
    - Karnataka

- **Drinking water**
  - States with over 80% libraries having drinking water facility:

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[5] This reference is drawn from the categories of libraries in the sample, majorly smaller categories of libraries.

- o Andhra Pradesh, Delhi & NCR, Gujarat, Haryana, Himachal Pradesh, Maharashtra, Meghalaya, Nagaland, Rajasthan, Sikkim, Tripura and Uttar Pradesh.
  - States with 50% or lesser libraries having drinking water facility:
    - o Karnataka and Jammu Kashmir

- **Gents toilet facility**
  - States with over 80% libraries having gents' toilet facility:
    - o Chandigarh, Himachal Pradesh and Rajasthan

  - States with 50% or lesser libraries having gents' toilet facility:
    - o Andhra Pradesh, Arunachal Pradesh, Assam, Bihar, J&K, Karnataka, Kerala, Lakshadweep, Manipur, Meghalaya, Orissa, Tamil Nadu, Uttarakhand, West Bengal, Telangana and Mizoram

- **Ladies toilet facility**
  - States with over 80% libraries having toilet facility for ladies:

It is concerning that barring Chandigarh and Himachal Pradesh none of the other states have sufficient libraries with ladies' toilets.

This is only a reflection of the infrastructure in the entire sample. The developmental gaps across library categories are not captured.

Q: Does the Library have these amenities / facilities?

Sl. No.	States & Union Territories	*Base*	Electricity	Drinking water	Toilet		
					Gents	**Ladies**	**Common**
1	Andhra Pradesh	*311*	98%	86%	21%	17%	25%
2	Arunachal Pradesh	*23*	100%	78%	48%	30%	57%
3	Assam	*82*	99%	55%	11%	12%	22%
4	Bihar	*126*	91%	79%	40%	34%	42%
5	Goa	*98*	100%	73%	51%	47%	59%
6	Gujarat	*423*	99%	90%	51%	44%	55%
7	Haryana	*35*	100%	91%	74%	60%	63%
8	Himachal Pradesh	*115*	100%	92%	88%	87%	66%
9	Jammu & Kashmir	*56*	100%	39%	13%	7%	27%
10	Jharkhand	*17*	100%	71%	76%	59%	12%
11	Karnataka	*637*	74%	41%	11%	9%	22%
12	Kerala	*208*	100%	63%	20%	19%	53%
13	Madhya Pradesh	*106*	99%	75%	70%	51%	28%
14	Maharashtra	*511*	100%	88%	52%	46%	39%
15	Manipur	*29*	100%	100%	41%	34%	66%
16	Meghalaya	*22*	95%	82%	45%	45%	55%
17	Mizoram	*18*	100%	78%	22%	22%	61%
18	Nagaland	*20*	100%	85%	60%	60%	50%
19	Odisha	*250*	100%	64%	23%	24%	39%
20	Punjab	*34*	100%	74%	68%	68%	12%
21	Rajasthan	*188*	99%	93%	89%	67%	16%
22	Sikkim	*11*	100%	82%	55%	64%	55%
23	Tamil Nadu	*522*	99%	69%	15%	15%	48%
24	Telangana	*298*	98%	64%	11%	9%	21%
25	Tripura	*14*	100%	86%	57%	50%	50%
26	Uttar Pradesh	*311*	99%	91%	70%	64%	40%
27	Uttarakhand	*30*	100%	80%	33%	33%	67%
28	West Bengal	*389*	100%	67%	50%	40%	58%
29	Chandigarh	*6*	100% (6)	100% (6)	83% (5)	83% (5)	17% (1)
30	Dadra and Nagar Haveli	*3*	100% (3)	100% (3)	67% (2)	67% (2)	33% (1)
31	Delhi and NCR	*245*	100%	85%	76%	72%	44%
32	Puducherry	*1*	100% (1)	100% (1)	100% (1)	100% (1)	100% (1)
33	Lakshadweep	*1*	100% (1)	100% (1)	0%	0%	100%

* A few states have very low base.

5.2.4 Performance Index - By library category

- A performance index is provided on a scale of 5. The scaling followed, is given here:

100%	More than 80%	More than 70%	More than 50%	50% and below
5	4	3	2	1

- The findings suggest that only 100% State central libraries have electricity connection and some toilet facility.
- It is a matter of concern that barring State central libraries, not all libraries have functional electricity. This is particularly lower in village/rural and tribal area libraries.
- Similarly, as the hierarchy of libraries goes lower, it is observed that infrastructure provisions for toilets for gents and ladies is minimal across all library categories.

Performance index	State Central	District	Town/ City	Div./ Regional	Sub-div./ Taluka	Village /Rural	Tribal area	NGO	Delhi Public	Others
Base	*29*	*529*	*793*	*239*	*627*	*1936*	*76*	*418*	*10*	*483*
Electricity connection	5	5	5	5	4	4	4	5	5	4
Drinking water	4	4	4	3	3	2	2	4	5	3
Toilet for gents	4	2	1	1	1	1	1	1	4	2
Toilet for ladies	4	2	1	1	1	1	1	1	4	2
Common toilet	2	1	1	1	1	1	1	1	2	1

5.2.5 Equipment ownership

Status of ownership of equipment such as printers, photocopiers and scanners in various public libraries is presented in this section.

- The findings suggest that only 25% of libraries have answered that they have any of the equipment.

Base - 5140

Q: Does the library have these equipment?

25%

75%
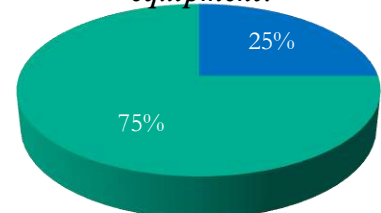
■ Answered with any of the equipment
■ None of the equipment

Presence of equipment - By library category

Data suggests that down the hierarchy of libraries, very few libraries have any of the equipment; either photocopiers or scanners or printers.

Libraries	State Central	District Library	Town/ City	Div./ Regional	Sub-div./ Taluka	Village/ Rural	Tribal Library	NGO	Delhi Public	Others
Base	*29*	*529*	*793*	*239*	*627*	*1936*	*76*	*418*	*10*	*483*
Presence of equipment	97%	65%	32%	31%	20%	12%	8%	27%	60%	24%

Presence of computers and Internet - Overall

- 70% of the libraries covered for the study, did not possess any computers.
- Of the libraries that have computers, only 50% libraries had Internet connections.

Q: Does the library have these equipment?
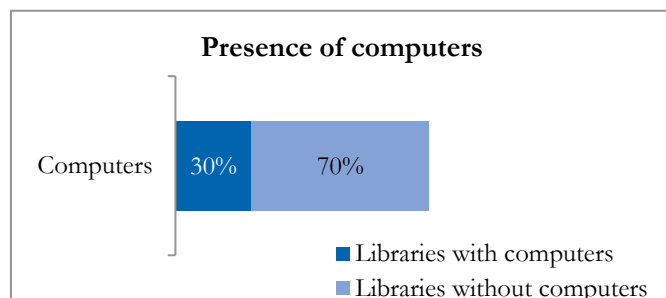
Base - 5140
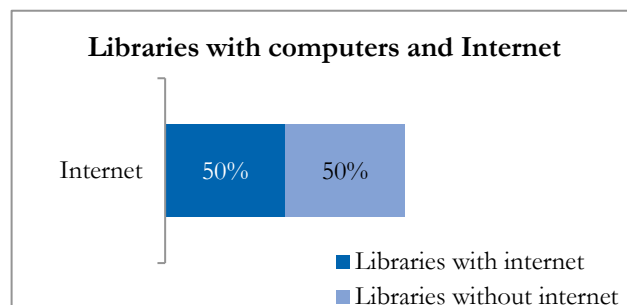
Base - 1501

Presence of computers and Internet - by library category

- Though a majority of state and district libraries had computers, down the hierarchy of libraries these numbers were lower.
- Internet penetration was also significantly lower in village/rural and tribal libraries.

Libraries	State Central	District Library	Town/ City	Div./ Regional	Sub-div./ Taluka	Village/ Rural	Tribal Library	NGO	Delhi Public	Others
Base	*29*	*529*	*793*	*239*	*627*	*1936*	*76*	*418*	*10*	*483*
Computers	100%	73%	39%	36%	23%	13%	8% (6)	33%	80% (8)	28%
Base of computers	*29*	*385*	*309*	*86*	*146*	*259*	*6*	*139*	*8*	*135*
Internet	79%	59%	58%	55%	45%	27%	33% (2)	41%	75% (6)	53%

Ownership of computers and Internet – by library category

- While the computers for office use alone are lower across all categories of libraries, these are particularly lower in rural and tribal libraries.
- Internet facility for users is an aspect that is particularly poor across most categories of libraries

65

Q: Does the library have these equipment?

Libraries	State Central	District Library	Town/ City	Div./ Regional	Sub-div./ Taluka	Village/ Rural	Tribal Library	NGO	Delhi Public	Others
Base	*29*	*529*	*793*	*239*	*627*	*1936*	*76*	*418*	*10*	*483*
Computers for office use	90%	66%	34%	29%	19%	12%	8%	28%	80%	25%
Computers for users only	69%	52%	26%	22%	11%	5%	4%	15%	60%	14%
Internet for office use only	76%	43%	22%	18%	10%	4%	3%	14%	60%	14%
Internet for users only	24%	13%	8%	6%	3%	1%	0%	4%	10%	4%

Ownership of computers and Internet – by State

- Computer penetration is low in states such as Andhra Pradesh, Karnataka, Telangana, Orissa, Jammu and Kashmir, Rajasthan and others.
- A fairly adequate penetration of computers is seen in states like Arunachal Pradesh, Haryana, Kerala, Mizoram, Nagaland, Uttar Pradesh, Uttarakhand, West Bengal and Delhi NCR

Q: Does the library have these equipment?

S. No.	States & Union Territories	Base	Computers	Base for Internet connections	Internet
1	Andhra Pradesh	311	19%	60	20%
2	Arunachal Pradesh	23	52%	12	0%
3	Assam	82	16%	13	15%
4	Bihar	126	27%	34	38%
5	Goa	98	23%	23	39%
6	Gujarat	423	25%	104	28%
7	Haryana	35	74%	26	50%
8	Himachal Pradesh	115	21%	24	88%
9	Jammu & Kashmir	56	14%	8	0%
10	Jharkhand	17	41%	7	29%
11	Karnataka	637	6%	38	82%
12	Kerala	208	54%	112	46%
13	Madhya Pradesh	106	45%	48	35%
14	Maharashtra	511	38%	195	38%
15	Manipur	29	24%	7	57%
16	Meghalaya	22	23%	5	60%
17	Mizoram	18	56%	10	10%
18	Nagaland	20	75%	15	47%
19	Odisha	250	12%	29	69%
20	Punjab	34	41%	14	79%
21	Rajasthan	188	19%	35	69%
22	Sikkim	11	36%	4	25%
23	Tamil Nadu	522	24%	123	71%
24	Telangana	298	8%	24	67%
25	Tripura	14	29%	4	25%
26	Uttar Pradesh	311	55%	172	55%
27	Uttarakhand	30	50%	15	40%
28	West Bengal	389	51%	199	45%
29	Chandigarh	6	100%	6	83%
30	Dadra and Nagar Haveli	3	33%	1	100%
31	Delhi and NCR	245	54%	132	75%
32	Puducherry	1	100% (1)	1	0
33	Lakshadweep	1	100% (1)	1	0

*This is only a reflection of the infrastructure in the entire sample. The developmental gaps across library categories are not captured. A few states have low base.

5.2.6 Presence of service equipment (photocopiers, scanners and printers)

- Libraries are not too evolved in the area of ownership of equipment such as photocopiers, printers or scanners.
- Libraries are poorly equipped with photocopiers, with only about 15% libraries providing these.

Q: Does the library have these equipment?

Equipment Ownership - Overall

Equipment	Percentage
Printer	21%
Photocopiers	15%
Scanners	12%

Base - 5140
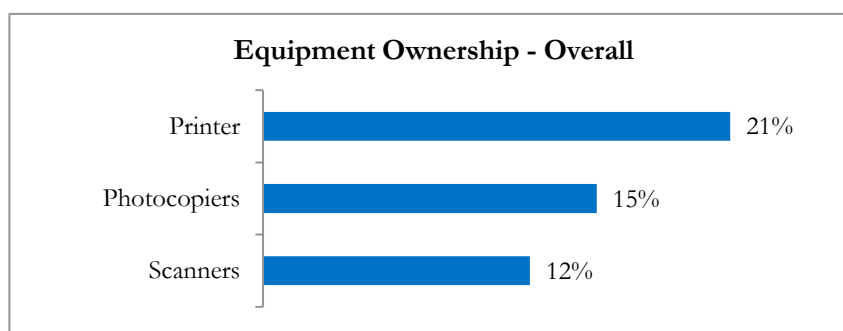
Ownership of printers, Scanners and Photocopiers – by library category

- Most State Central libraries are well equipped with photocopiers, scanners and printers.
- On the other hand, only 4% tribal area libraries have these equipment
- Ownership of these equipment is relatively lower in other categories of libraries as well, such as taluk and village libraries

Libraries	State Central	District	Town/ City	Div./ Regional	Sub-div./ Taluka	Village/ Rural	Tribal area	NGO	Delhi Public	Others
Base	*29*	*529*	*793*	*239*	*627*	*1936*	*76*	*418*	*10*	*483*
Photocopiers	86%	51%	19%	22%	12%	4%	3% (2)	16%	20% (2)	11%
Scanners	72%	44%	13%	15%	7%	4%	4% (3)	15%	20% (2)	12%
Printers	93%	58%	27%	24%	15%	10%	5% (7)	21%	60% (6)	20%

68

5.2.7 Number of equipment owned – by library category

- All categories of libraries have 1-2 scanners and photocopiers
- Computers for use of office and users are higher in state central, Delhi public and district libraries.

Q: How many of the equipment does the library have?

Libraries	State Central/ District/ Delhi Public	Town/City/ Division	All other categories
Photocopiers	1-2	1-2	1-2
Scanners	1-2	1-2	1-2
Printers	1-2	1-2	1-2
Computers-Users	2-3	1-3	1-2
Computers-Office	1-4	1-2	1-2

Base - Owners of equipment   **Median values*

5.3 Computerization of services

This section deals with the findings on extent of computerization across various categories of public libraries and their future plans for computerization.

5.3.1 Extent of computerization

Status of computerization of one or more services or operations in the library was checked. The findings are tabulated here.

More than one-fourths of the libraries have not computerized their services of operations.

Q: Are any one or more services or operations in the Library computerized?
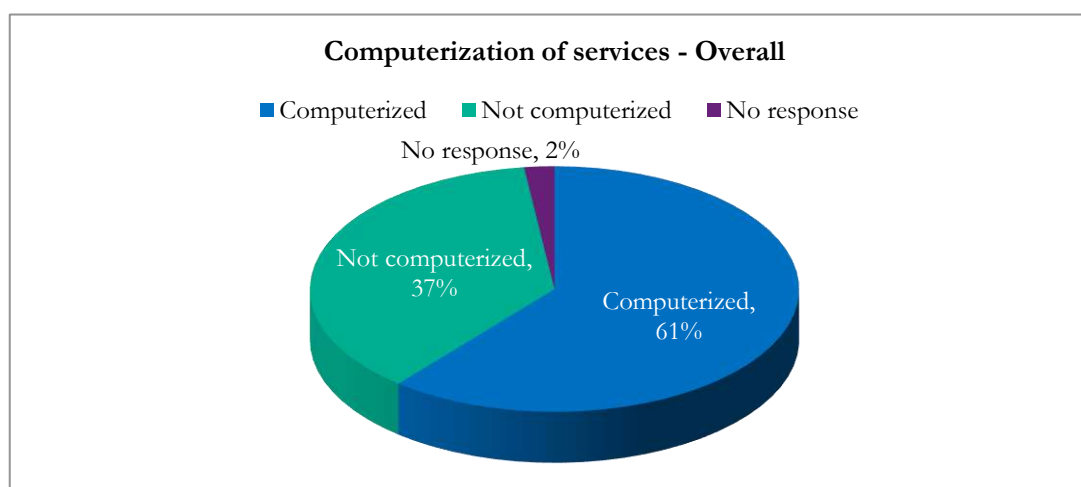
Base - 1548

Extent of computerization – by library category

Apart from State Central Libraries, computerization of library services has not been implemented well across other library categories.

Q: Are any one or more services or operations in the Library computerized?

Libraries	State Central	District	Town/ City	Div./ Regional	Sub- div./Taluka	Village/ Rural	Tribal area	NGO	Delhi Public	Others
Base	29	396	323	86	152	264	6	143	8	141
Yes	76%	63%	71%	60%	53%	51%	83%	64%	88%	52%
No	24%	37%	27%	37%	45%	48%	17%	31%	13%	39%
Don't Know	0%	0%	3%	2%	2%	0%	0%	5%	0%	9%

Base - 1548

5.3.2 User services that are computerized

The libraries that have one or more computerized services or operations were asked to enumerate on the various services that were computerized.

- Among the libraries that have computerized their operations, only about 25% of them offer online services

Q: Which of the services or operations are computerized?
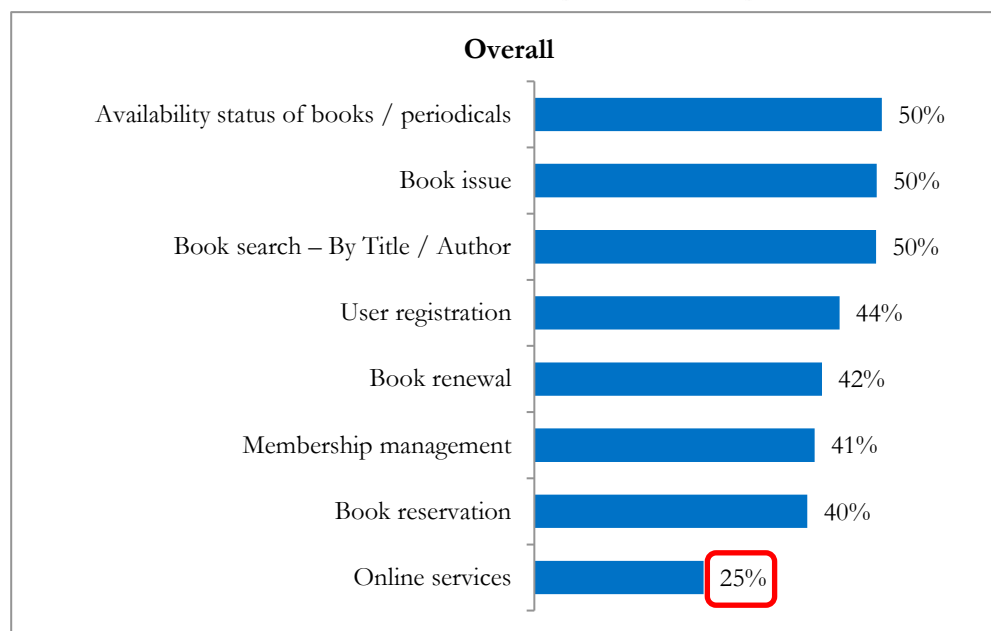
Base - 945 (Libraries with computerized services/operations)

User services that are computerized – by library category

The libraries that have computerized user specific services are provided here. It is observed that even among State central libraries, computerized user services are low.

Q: Which of the services or operations are computerized?

Libraries	State Central	District	Town/ City	Div./ Regional	Sub-div./ Taluka	Village/ Rural	Tribal area	NGO	Delhi Public	Others
Base	*22*	*250*	*228*	*52*	*81*	*135*	*5*	*91*	*7*	*74*
Book search – By Title / Author	68%	51%	48%	54%	40%	52%	60% (3)	42%	57% (4)	54%
Avl.status-books/ periodical	68%	52%	53%	48%	38%	38%	80% (4)	52%	86% (6)	64%
Book Reservation	41%	43%	41%	42%	33%	21%	40% (2)	44%	71% (5)	54%
Book issue	59%	58%	54%	52%	31%	27%	60% (3)	52%	86% (6)	59%
Book renewal	55%	51%	44%	37%	26%	23%	40% (2)	42%	86% (6)	51%
User registration	64%	55%	41%	38%	30%	30%	40% (2)	45%	86% (6)	54%
Membership management	64%	51%	31%	40%	31%	33%	40% (2)	45%	71% (5)	46%
Online services	50%	30%	24%	29%	28%	10%	20% (1)	22%	71% (5)	18%

5.3.3 Library operations that are computerized

This section consists of the library operations such as administration, accounts/finance, payments and so on that are computerized in libraries.

- Among the libraries that have computerized their operations, about 42%-43% of them have computerized processes such as cataloguing, account and administration.

Q: Which of the services or operations are computerized?

Cataloguing	43%
Administration	42%
Accounts / finance	42%
Staff management	31%
Payments / invoicing	22%
Acquisition	21%

Base - 945 (Libraries with computerized operations)

71

Library operations that are computerized - by library category

- About 60%-70% of the State Central Libraries have computerized operations such as accounts, administration and staff management.
- Extent of computerization of operations such as acquisition, staff management and invoicing is particularly low in taluk and village level libraries.

Q: Which of the services or operations are computerized?

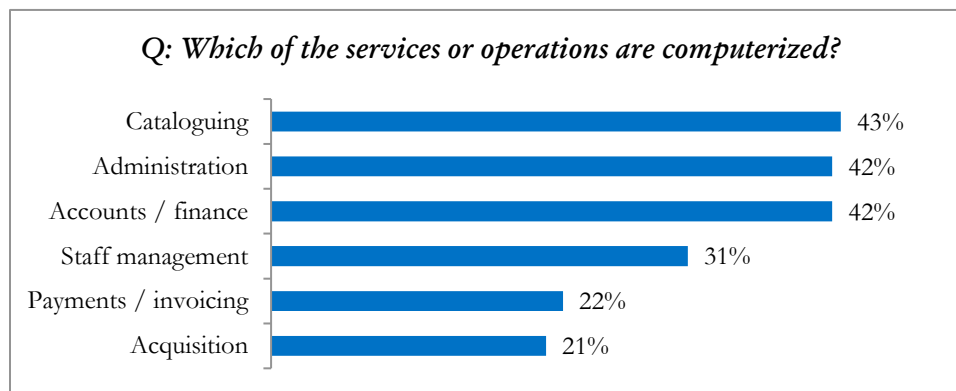| Libraries	State Central	District	Town/ City	Div./ Regional	Sub-div./ Taluka	Village/ Rural	Tribal area	NGO	Delhi Public	Others
Base	*22*	*250*	*228*	*52*	*81*	*135*	*5*	*91*	*7*	*74*
Accounts / finance	59%	55%	34%	42%	35%	22%	20% (1)	55%	43% (3)	45%
Cataloguing	59%	43%	35%	42%	38%	53%	40% (2)	40%	43% (3)	50%
Administration	73%	54%	35%	48%	23%	27%	40% (2)	52%	14% (1)	46%
Acquisition	41%	28%	15%	19%	11%	9%	40% (2)	22%	14% (1)	34%
Staff mgmt.	64%	46%	22%	38%	11%	19%	20% (1)	36%	14% (1)	35%
Payment / invoicing	41%	34%	16%	29%	15%	6%	20% (1)	25%	14% (1)	22%

5.3.4 Future plans to computerize

Libraries that did not have computerized services or operations were asked regarding their plans to computerize in the next few years. The findings are presented in this section.

- Among the libraries that have not computerized their operations, more than half of them say that they have plans to computerize in the next few years.

Q: Any plans for computerization in the next few years?

37%

62%

■ Yes ■ No

Base - 569

Future plans to computerize – by library category

While all the state central libraries plan to computerize in the near future, the likeliness is much lesser in village and tribal libraries.

5.3.5 Likely year of computerization

Among libraries that have indicated likeliness to computerize, most of them across all categories indicate that they plan to computerize by the year 2018.

Base - 569

Future plans to computerize

Tribal area Library (1)	100%
State Central Library (7)	100%
Village/ Rural /Panchayat Library	76%
Town/ City Library	63%
Library of a charitable…	60%
District Library	57%
Div./Regional Library	56%
Others	55%
Sub-div./Taluka Library	54%
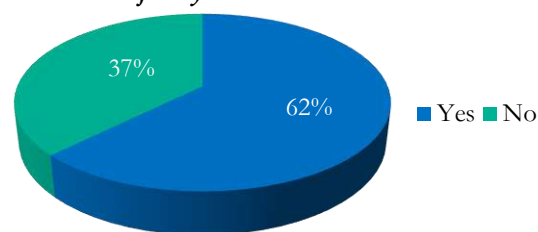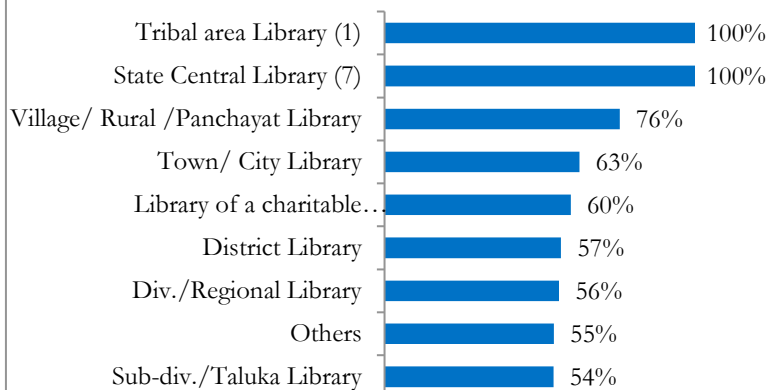
5.3.6 Computerization - by State

- Consistent with previous data, most public libraries in Himachal Pradesh, Uttarakhand, Manipur and Delhi NCR ranks particularly low in the area of computerized services/operations.
- States such as and Delhi NCR also do not have a decisive future computerization plan.

Q: Any plans for computerization in the next few years?

*This is only a reflection of the libraries in the entire sample. The developmental differences across library categories are not captured. A few states have low base.

S. No.	States & Union Territories	*Base*	Future computerization plans
1	Andhra Pradesh	*40*	48%
2	Arunachal Pradesh	*12*	58%
3	Assam	*10*	90%
4	Bihar	*9*	100%
5	Goa	*2*	50%
6	Gujarat	*33*	52%
7	Haryana	*19*	79%
8	Himachal Pradesh	*21*	29%
9	Jammu & Kashmir	*4*	100%
10	Jharkhand	*0*	0%
11	Karnataka	*20*	45%
12	Kerala	*70*	81%
13	Madhya Pradesh	*25*	48%
14	Maharashtra	*45*	58%
15	Manipur	*3*	33%
16	Meghalaya	*2*	100%
17	Mizoram	*4*	100%
18	Nagaland	*15*	93%
19	Odisha	*17*	47%
20	Punjab	*5*	60%
21	Rajasthan	*9*	44%
22	Sikkim	*2*	50%
23	Tamil Nadu	*33*	45%
24	Telangana	*12*	50%
25	Tripura	*3*	33%
26	Uttar Pradesh	*70*	63%
27	Uttarakhand	*7*	29%
28	West Bengal	*58*	90%
29	Chandigarh	*3*	67%
30	Dadra and Nagar Haveli	*0*	0%
31	Delhi and NCR	*15*	20%
32	Puducherry	*0*	0%
33	Lakshadweep	*1*	100%

5.3.7 Source of funds for computer purchase

Of the libraries that have computers, the source of funds for purchase, was captured. The findings from this have been provided below.

- Majority of State Central Libraries, district, divisional and sub-divisional libraries receive funds for computer purchase via state government grants.
- Whereas RRRLF grants are major source of funds to State Central and village libraries.

Q: What was the source / sources of funds for computer purchase?

Libraries	State Central	District Library	Town/ City	Div./ Regional	Sub-div./ Taluka	Village/ Rural	Tribal Library	NGO	Delhi Public	Others
Base	*29*	*396*	*323*	*86*	*152*	*264*	*6*	*143*	*8*	*141*
State Govt. grant	83%	65%	33%	48%	46%	33%	17% (1)	18%	38%	38%
Central Govt. grant	21%	3%	5%	6%	1%	1%	0%	4%	25%	6%
RRRLF grant	41%	33%	30%	19%	24%	36%	17% (1)	12%	0%	10%
Own funds	3%	16%	31%	30%	11%	19%	67% (4)	31%	38%	23%
Donations by Indian firm / individual	0%	4%	7%	13%	4%	5%	0%	14%	0%	9%
Donations by overseas firm / individual	0%	2%	1%	2%	1%	1%	0%	3%	0%	0%
Municipal corp./ panchayat grant	0%	3%	3%	3%	7%	4%	0%	1%	0%	1%
Others	0%	4%	7%	6%	10%	15%	17% (1)	12%	13%	13%

5.3.8 Non-functional computers and Internet connections

This section gives an overview of the proportion of computers and Internet connections that are functional/non-functional in public libraries today.

- District and sub-divisional libraries have the highest proportion of non-functional computers
- State central libraries have the higher numbers of non-working Internet connections.

Base - 1548; 566

Q: Are all computers, Internet connections functional now?

Library	Non-functional Computers	Non-functional Internet connections
District Library	30%	32%
Sub-divisional/ Taluka Library	27%	30%
Divisional/ Regional Library	23%	17%
Others	22%	28%
Town/ City Library	20%	26%
Village/ Rural /Panchayat Library	20%	13%
Library of a charitable institution/ NGO	20%	26%
State Central Library	17%	53%
Tribal area Library	17%	
Delhi Public Library	13%	0%

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5.4 Budgets and expenditure

Overall, only 50% of all libraries have responded with information on budgets, it can be construed that the remaining were unaware or were not willing to share data.

This section tabulates the budget allocation of those public libraries that have responded alone. The budget allocation for 2014-2015, the extent of increase/decrease since 2012-13, sources of funds and other donations received in kind are also presented here.

5.4.1 Budget allocation – by library category

- Budget allocation to libraries has seen an increase over the last two years across all categories of libraries.
    - Allocation to divisional, sub-divisional and city/town libraries particularly has seen a higher increase.

Q: What was the approximate budget for the library in the year of 2014-2015?

Library	Overall	State Central	District	Town/ City	Div./ Regional	Sub-div./ Taluka	Village/ Rural	Tribal area	NGO	Others
Base	*1857*	*13*	*230*	*273*	*88*	*242*	*688*	*18*	*163*	*142*
Budget 2014-15 (Rs.)	50,000	56.4 lakhs	5.76 lakhs	1.20 lakhs	60,000	60,000	32,000	44,000	87,000	20,000
% change since 2012-13	8%	3%	1%	18%	18%	-38%	30%	33%	30%	8%

* Median values

5.4.2 Sources of funds in 2014-2015

A major proportion (54%) of the libraries are funded by State Government grants.

Q: What were the sources of funds in 2014-2015?

Source of funds - Overall

Source	Percentage
State Government Grants	54%
Library Membership Fees	45%
Private Donations	21%
RRRLF	11%
Donations from firms (CSR schemes etc.)	5%
Central Government Grants	2%
Others	12%
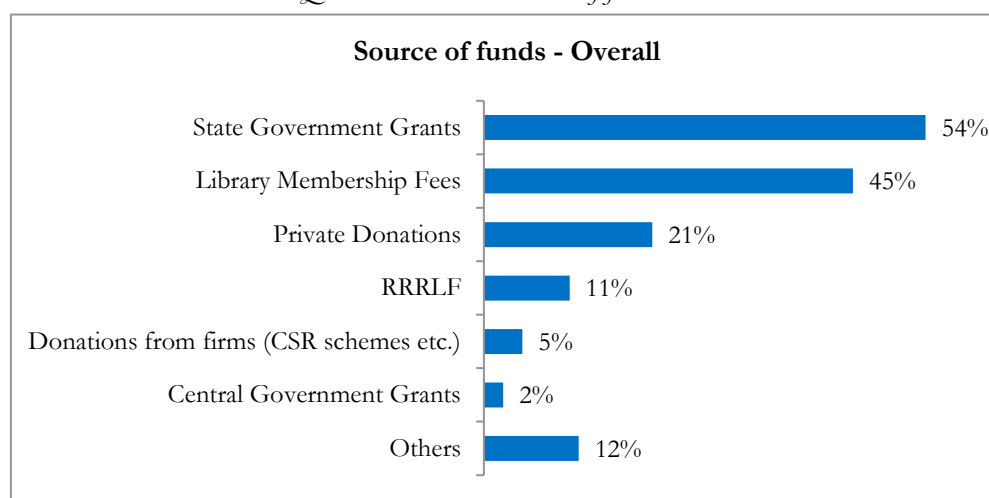
Base - 5140

Sources of funds – by library category

- The below data captures the proportion of the sources of funds. To elaborate, 76% of the State central libraries illuminate their source of funds as coming from state government grants. 66% of the tribal libraries receive funds from membership fees.
- It is interesting to note that substantial proportion of town/city, divisional, rural and tribal libraries receive their funds through membership fees

Libraries	State Central	District Library	Town/ City	Div./ Regional	Sub-div./ Taluka	Village/ Rural	Tribal Library	NGO Lib.	Delhi Public	Others
Base	*29*	*529*	*793*	*239*	*627*	*1936*	*76*	*418*	*10*	*483*
State Govt. grant	76%	68%	53%	56%	58%	53%	28%	51%	30% (3)	47%
Central Govt. grant	14%	2%	2%	3%	7%	1%	0%	3%	50% (5)	1%
RRRLF grant	31%	13%	13%	12%	16%	6%	9%	11%	0%	11%
Private Donations	0%	12%	26%	18%	13%	22%	21%	39%	0%	15%
Members Fees	21%	36%	49%	51%	44%	49%	66%	47%	0%	30%
CSR Donations	0%	3%	5%	6%	4%	4%	4%	13%	0%	3%
Others	3%	9%	12%	6%	10%	12%	11%	14%	0%	16%

*Since these are multiple choice answers, they would not add to 100%. Values captured here signify the number of libraries that have stated their source of funds.

5.4.3 Budget and Sources of funds in 2014-2015- by State

- As expected, state government is the prominent fund provider across most states
- Library membership fees are also a prominent source of funding in Bihar, Kerala, Maharashtra, Sikkim and West Bengal.
- More libraries in Sikkim, Tripura and Puducherry receive funds from RRRLF.

Q: What were the sources of funds in the year of 2014-2015?

States & Union Territories	Source of funds							
	State Govt.	Central Govt.	RRRLF	Private donations	Library Member fees	CSR donations	Other	Don't know
Andhra Pradesh	54%	0%	5%	1%	42%	0%	1%	11%
Arunachal Pradesh	30%	0%	4%	0%	0%	0%	0%	70%
Assam	23%	0%	2%	72%	43%	4%	30%	4%
Bihar	33%	1%	1%	59%	72%	6%	20%	3%
Goa	85%	7%	0%	5%	8%	2%	1%	1%
Gujarat	87%	0%	32%	19%	42%	3%	13%	4%
Haryana	49%	0%	3%	46%	40%	14%	0%	6%
Himachal Pradesh	79%	2%	1%	1%	1%	0%	5%	17%
Jammu & Kashmir	96%	0%	2%	0%	0%	0%	2%	2%
Jharkhand	76%	0%	12%	24%	29%	0%	0%	0%
Karnataka	3%	0%	1%	0%	63%	0%	1%	36%
Kerala	95%	1%	5%	87%	95%	13%	15%	1%
Madhya Pradesh	53%	3%	3%	11%	18%	6%	27%	5%
Maharashtra	81%	4%	21%	43%	77%	9%	6%	1%
Manipur	3%	0%	3%	34%	41%	0%	69%	7%
Meghalaya	14%	0%	5%	55%	55%	14%	5%	18%
Mizoram	17%	0%	6%	22%	33%	0%	72%	0%
Nagaland	15%	5%	10%	25%	0%	0%	70%	0%
Odisha	22%	0%	2%	6%	14%	1%	8%	57%
Punjab	44%	3%	0%	6%	6%	3%	29%	24%
Rajasthan	98%	1%	11%	0%	4%	0%	1%	2%
Sikkim	0%	0%	82%	0%	82%	0%	18%	0%
Tamil Nadu	39%	0%	14%	24%	62%	11%	19%	19%
Telangana	74%	16%	27%	7%	30%	2%	1%	10%
Tripura	64%	0%	64%	0%	0%	0%	14%	21%
Uttar Pradesh	46%	4%	6%	15%	8%	7%	12%	23%
Uttarakhand	73%	0%	0%	10%	3%	0%	7%	7%
West Bengal	82%	0%	8%	16%	75%	7%	40%	5%
Chandigarh	50%	0%	0%	17%	0%	33%	50%	0%
Dadra and Nagar Haveli	0%	33%	0%	0%	0%	0%	0%	67%
Delhi and NCR	18%	7%	1%	38%	14%	6%	1%	38%
Puducherry	100%	0%	100%	0%	100%	0%	0%	0%
Lakshadweep	0%	0%	0%	0%	0%	0%	0%	100%

Contribution of sources of funds - Overall

Of the total libraries, only 13% libraries have got their entire funding from State govt. grants and 12% Libraries received less than 100% of their funds through member's fees. However, most of the libraries were unaware of the details on the contributions or did not provide the same.

Source of funds	Overall 5140 Libraries		
	<100%	100%	No response
State Govt. grant	10%	13%	77%
Central Govt. grant	1%		99%
RRRLF grant	3%		97%
Private Donations	8%	2%	89%
Members Fees	12%	1%	87%
CSR Donations	2%		98%
Others	3%	2%	96%

Contribution of sources of funds towards budget – by library category

Of the total libraries, nearly 64% had not responded with approximate budget or the contributions received from the sources of funds. The data provided below is obtained from the 36% responses alone.

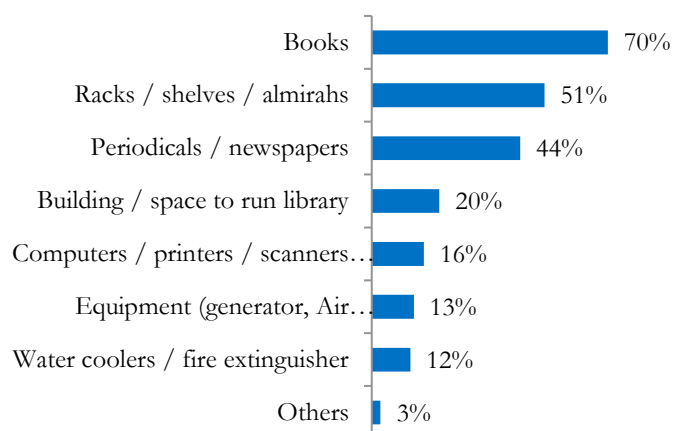| Libraries	State Central	District Library	Town/ City	Div./ Regional	Sub-div./ Taluka	Village/ Rural	Tribal Library	NGO Lib.	Delhi Public	Others
State Govt. grant	95%	77%	62%	90%	78%	71%	57%	87%	-	84%
Central Govt. grant	5%	0%	35%	1%	1%	0%	0%	0%	-	3%
RRRLF grant	0%	8%	0%	4%	2%	2%	0%	2%	-	3%
Private Donations	0%	7%	1%	2%	9%	16%	20%	4%	-	5%
Members Fees	0%	5%	1%	3%	8%	7%	8%	2%	-	3%
CSR Donations	0%	2%	1%	0%	1%	1%	1%	4%	-	0%
Others	0%	0%	0%	0%	0%	2%	14%	1%	-	2%

*Among the users that have answered, over the entire budget.

5.4.4 Donations in kind

This section helps to understand the aspect of public libraries receiving resources like books, racks, equipment and other resources as donations (in kind) from various benefactors.

- Books are most received as donations in kind, rack and shelves are the next highest donated items.
- Interestingly, a relatively significant 16% proportion of libraries receive computers/ printers/ scanners as donations in kind.

Q: Which of these has this library received in kind (i.e., without monetary consideration)?

| Item	%
Books	70%
Racks / shelves / almirahs	51%
Periodicals / newspapers	44%
Building / space to run library	20%
Computers / printers / scanners…	16%
Equipment (generator, Air…	13%
Water coolers / fire extinguisher	12%
Others	3%

5.5 Staff training

Information pertaining to staff training such as, whether any of their staff have undergone training in the last 5 years, grade of staff that underwent training and the subjects/areas in which they were trained were collected.

5.5.1 Professional training for staff

Only one-thirds of the libraries have had any of their staff attend professional training in the last five years

Base - 5140

Q: Has any staff in the library attended any professional training program in the last 5 years?

- 34% Attended professional training
- 65% Not attended professional training
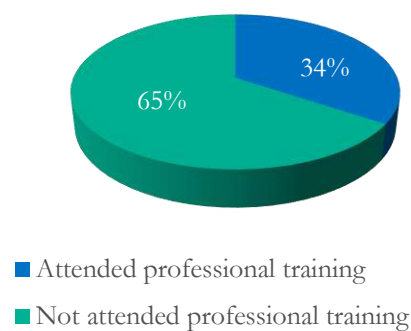
Professional training for staff – by library category

- 70% of Delhi public libraries mention that their staff have undergone professional training in the last 5 years. However, these Delhi Public libraries are smaller in number and size, with only few staff and resources.
  - This proportion is around 62% in state central libraries.
- In tribal, rural and NGO libraries, only one-fourths of them or under have their staff undergo professional training.

% Libraries where staff attended professional training in last 5 years

Library Type	%
Delhi Public Library	70%
State Central Library	62%
Sub-divisional/ Taluka Library	49%
District Library	43%
Divisional/ Regional Library	39%
Town/ City Library	36%
Village/ Rural /Panchayat Library	32%
Tribal area Library	24%
Others	21%
Library of a charitable institution/…	18%
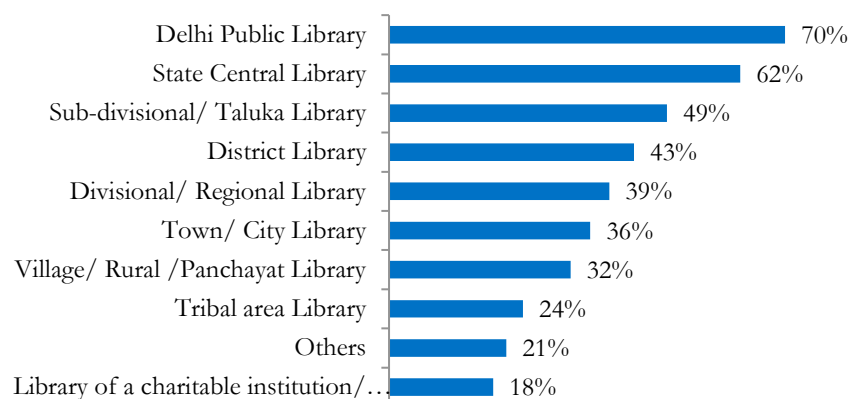
Base - 5140

5.5.2 Category of staff that underwent professional training

The findings on the grade of staff such as Librarian/Head, Deputy Librarian, Assistant Librarian etc. who had undergone professional training are given here.

- As expected, in nearly three-fourths of the libraries, it is the librarians / heads that have undergone professional training.

Staff that underwent professional training - Overall

Staff	%
Librarian / Head	76%
Asst. Librarian	17%
Library Assistant / Tech assistant	9%
Deputy Librarian	9%
Others	7%
Semi-skilled staff	6%

Base - 1753

5.5.3 Subjects trained in

- Staff in majority of the public libraries have undergone training in Library Management.
- However, more focus could be given on training in digitization to be in sync with the current digital age.

Q: If anyone had undergone training, please specify the subjects that were covered?

Subjects trained in - Overall

Subject	%
Library management	77%
Computer operations	33%
Library software usage	29%
Human resources management	24%
Library automation / digitization	18%
Others	5%

Base - 1753

80
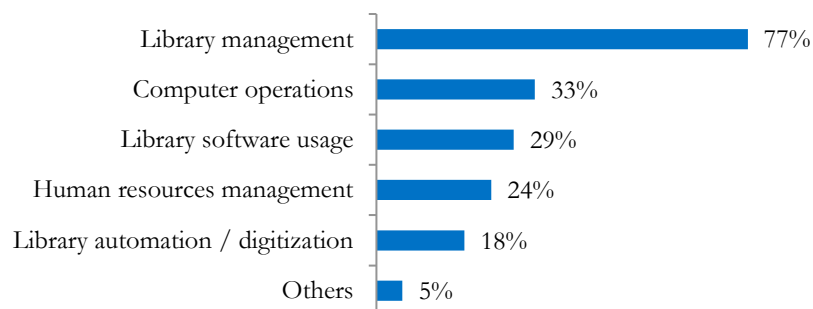
5.5.4 Professional training for staff – by State

Data suggests that least proportion of staff attend professional training from the states of Jammu & Kashmir, Jharkhand, Manipur, Orissa, Uttarakhand and Puducherry.

Q: Has any staff in the library attended any professional training program in the last 5 years?

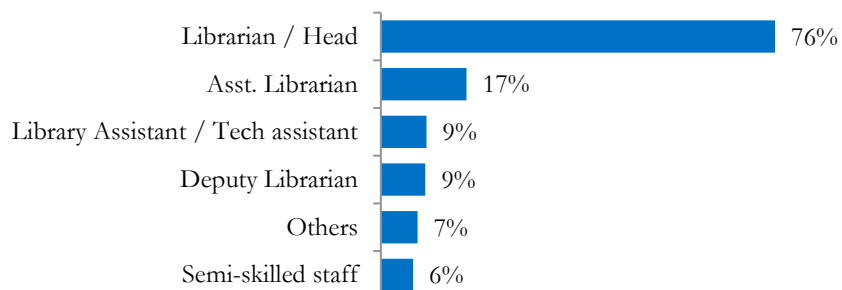| S. No.	States & Union Territories	Base	Attended professional training
1	Andhra Pradesh	311	35%
2	Arunachal Pradesh	23	48%
3	Assam	82	40%
4	Bihar	126	13%
5	Goa	98	72%
6	Gujarat	423	23%
7	Haryana	35	31%
8	Himachal Pradesh	115	23%
9	Jammu & Kashmir	56	4%
10	Jharkhand	17	0%
11	Karnataka	637	53%
12	Kerala	208	15%
13	Madhya Pradesh	106	12%
14	Maharashtra	511	22%
15	Manipur	29	7%
16	Meghalaya	22	23%
17	Mizoram	18	100%
18	Nagaland	20	10%
19	Odisha	250	2%
20	Punjab	34	26%
21	Rajasthan	188	13%
22	Sikkim	11	91%
23	Tamil Nadu	522	80%
24	Telangana	298	35%
25	Tripura	14	71%
26	Uttar Pradesh	311	20%
27	Uttarakhand	30	3%
28	West Bengal	389	43%
29	Chandigarh	6	50%
30	Dadra and Nagar Haveli	3	33%
31	Delhi and NCR	245	16%
32	Puducherry	1	0% (1)
33	Lakshadweep	1	0% (1)

5.6 Library resources and collections

This chapter provides information on library resources and collections such as number of books, periodicals, newspapers and so on present across various categories of public libraries as well as across languages. Findings on number of books issued, new books added and presence of weeding out policy for books are also tabulated.

5.6.1 Total resources in the libraries

This sub-section provides an insight into the types of resources present in various public libraries.
- Village and Tribal Area Libraries have fewer resources as compared with other libraries.
- Children's books are relatively fewer across all public libraries.

Q: Library resources/collection (indicate numbers)

Libraries	Overall	State Central	District	Town / City	Div./ Regional	Sub-div./ Taluka	Village/ Rural	Tribal area	NGO	Delhi Public	Others
Base	*5140*	*29*	*529*	*793*	*239*	*627*	*1936*	*76*	*418*	*10*	*483*
No of books in Library resources	5645	77515	24145	10697	11000	10000	3548	1790	5000	600	3851
No of Reference books	300	7986	1500	550	786	565	150	100	105	350	265
No of periodicals	15	36	27	30	23	21	7	4	11	70	9
No of Daily newspapers	6	20	10	10	10	8	3	3	6	17	4
Approx. number of children's books	502	4927	2000	1000	1500	800	300	400	500	300	500

* Median values

5.6.2 Total no. of books in the library – by language

The total number of books across various languages across public libraries is shown below.
- Most categories of public libraries have the highest collection of Indian local language books, then followed by English language books

Q: Library resources/collection (indicate numbers)

Libraries	State Central	District	Town/ City	Div./ Regional	Sub-div./ Taluka	Village/ Rural	Tribal area	NGO	Delhi Public	Others
Total no. English books	53000	12500	4500	4500	2000	700	1300	3300	8000	3000
Total no. of Hindi books	28000	11000	5000	5000	1700	1000	1200	3500	8200	5000
Total no. of local language books	49000	32500	16000	15000	12000	5100	4200	8000	800	6500
Total no. of foreign language books	2500	4600	9500	1000	1000	300	500	900	-	2200

* Mean values

5.6.3 Total number of books issued

This sub-section summarizes the total number of books issued in various public libraries.

- The table below summarizes the total number of books issued between March 2014 to April 2015
- Tribal Area libraries are seen issuing the least number of books
- Village/Rural Libraries and Tribal Area Libraries see the least number of children's books being issued.

Q: Total no. of books issued between March 2014-15

Libraries	State Central	District	Town/ City	Div./ Regional	Sub-div./ Taluka	Village/ Rural	Tribal area	NGO	Delhi Public	Others
Base	*20*	*377*	*562*	*158*	*436*	*1518*	*60*	*294*	*8*	*275*
Total no. of books issued	39018	15205	5695	8684	4497	2142	1319	4245	2943	2043
Total no. of Children's books issued	2792	2315	1324	1385	1013	621	397	970	1562	673

* Mean values

Ratio of books available to books issued

- The ratio of books available in libraries to books issued was checked to study the effective utilization of the libraries.
- It is observed that in village/rural libraries 37 out of 100 books are issued. This is a positive sign that more resources provided, will be effectively utilized in these libraries.

Libraries	State Central	District	Town/ City	Div./ Regional	Sub-div./ Taluka	Village/ Rural	Tribal area	NGO	Delhi Public	Others
Base	*20*	*377*	*562*	*158*	*436*	*1518*	*60*	*294*	*8*	*275*
Books available to no. of books issued	31 out of 100 books	29 out of 100 books	25 out of 100 books	37 out of 100 books	27out of 100 books	37 out of 100 books	20 out of 100 books	39 out of 100 books	18 out of 100 books	14 out of 100 books

Ratio of total number of books available to children's books available

- The ratio of books available in libraries to children's' books available was checked.
- The study data suggests that across all categories of libraries, the presence of children's books is very low. To attract more users to public libraries, mainly unemployed personnel like housewives, retired personnel who would accompany children, additional children's books must be provided across all library categories.

| Libraries	State Central	District	Town/ City	Div./ Regional	Sub-div./ Taluka	Village/ Rural	Tribal area	NGO	Delhi Public	Others
Base	*19*	*391*	*622*	*151*	*498*	*1512*	*57*	*315*	*8*	*354*
Books available to Children's books	8 out of 100 books	9 out of 100 books	8 out of 100 books	11 out of 100 books	11 out of 100 books	13 out of 100 books	11 out of 100 books	12 out of 100 books	9 out of 100 books	11 out of 100 books

5.6.4 Availability of E-resource, CDs/DVDs and Internet Services

Overall, only 32% of libraries report the availability of e-resources, with 34% reporting the presence of CDs/DVDs. The availability of these resources is not significant among State Central and District libraries as well.

Libraries	Overall	State Central	District	Town/ City	Div./ Regional	Sub-div./ Taluka	Village/ Rural	Tribal area	NGO	Delhi Public	Others
Base	*5140*	*29*	*529*	*793*	*239*	*627*	*1936*	*76*	*418*	*10*	*483*
Availability of E-Resources	32%	48%	37%	39%	29%	31%	26%	18%	38%	90%	42%
Availability of CDs/DVDs	34%	59%	40%	39%	30%	33%	29%	21%	39%	70%	43%

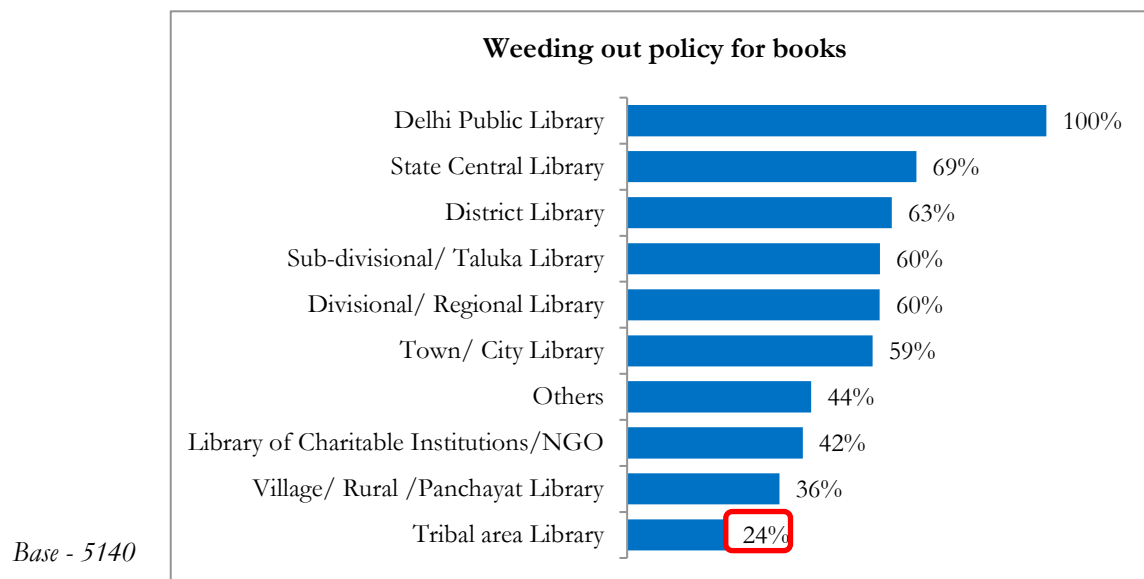**5.6.5 Weeding out policy for books**

Overall, about one-half of the libraries do not have a weeding out policy for books.

Base - 5140

84
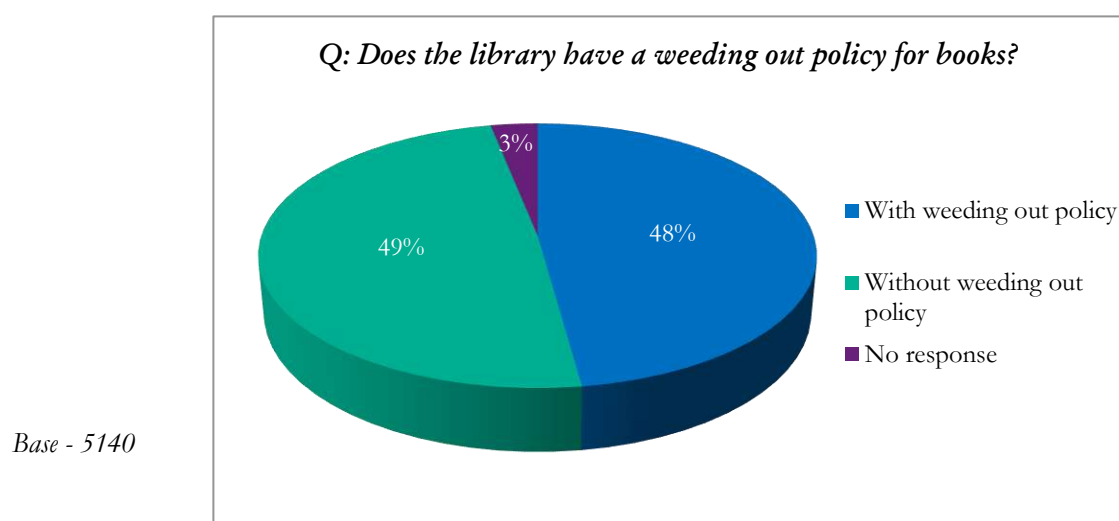
Weeding out policy for books – by library category

All Delhi public libraries (10) have a weeding out policy for books while tribal libraries rank the lowest.

Q: Does the library have a weeding out policy for books

Weeding out policy for books

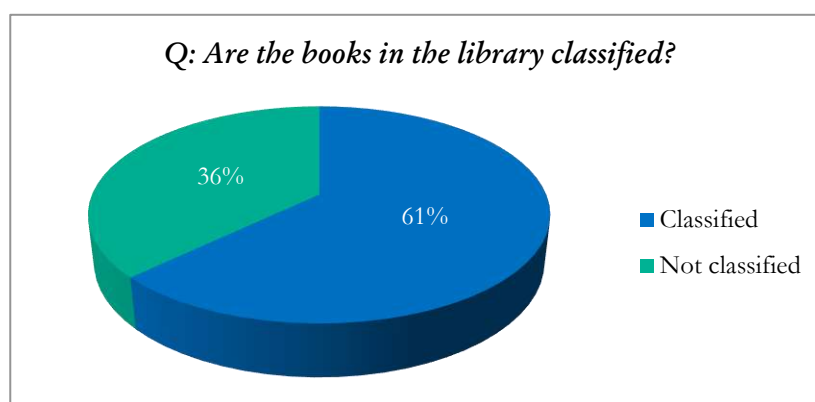| Library category	%
Delhi Public Library	100%
State Central Library	69%
District Library	63%
Sub-divisional/ Taluka Library	60%
Divisional/ Regional Library	60%
Town/ City Library	59%
Others	44%
Library of Charitable Institutions/NGO	42%
Village/ Rural /Panchayat Library	36%
Tribal area Library	24%

Base - 5140

5.7 Classification and cataloguing of books

This section summarizes the classification systems for books followed in public libraries. Cataloguing schemes used in public libraries are also presented.

5.7.1 Classification of books

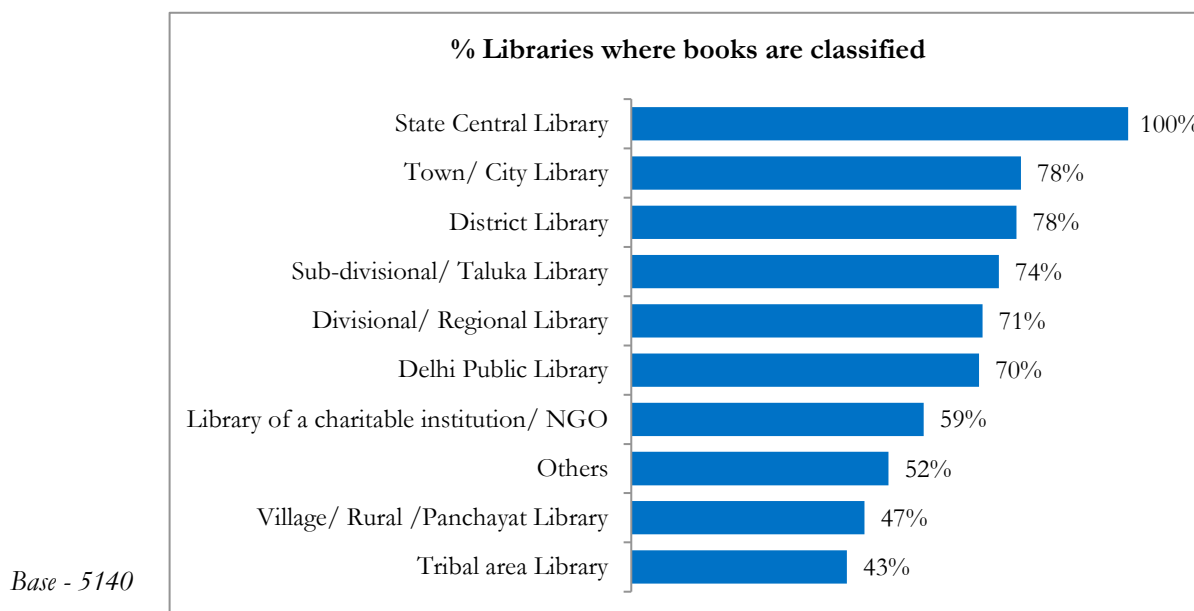Overall, books are classified in nearly two-thirds of the libraries.

Q: Are the books in the library classified?

- Classified — 61%
- Not classified — 36%

Base - 5140

Classification of books – by library category

- All state central libraries have their books classified.
- As the hierarchy lowers, there are lesser and lesser libraries following a classification system.
  - In rural and tribal area libraries, one-half of the libraries or even higher do not follow a classification system.

Q: Are the books in the library classified?

% Libraries where books are classified

Library Category	%
State Central Library	100%
Town/ City Library	78%
District Library	78%
Sub-divisional/ Taluka Library	74%
Divisional/ Regional Library	71%
Delhi Public Library	70%
Library of a charitable institution/ NGO	59%
Others	52%
Village/ Rural /Panchayat Library	47%
Tribal area Library	43%

Base - 5140

5.7.2 System of classification

Among the libraries where a classification mechanism is followed, the system of classification used, like Dewey, Colon or others was checked. The findings are as follows:

- More than one-half of the libraries follow the DDC/Dewey system of classification.

Q: If classified, what is the system used?

- Others, 8%
- Colon, 27%
- Dewey, 54%
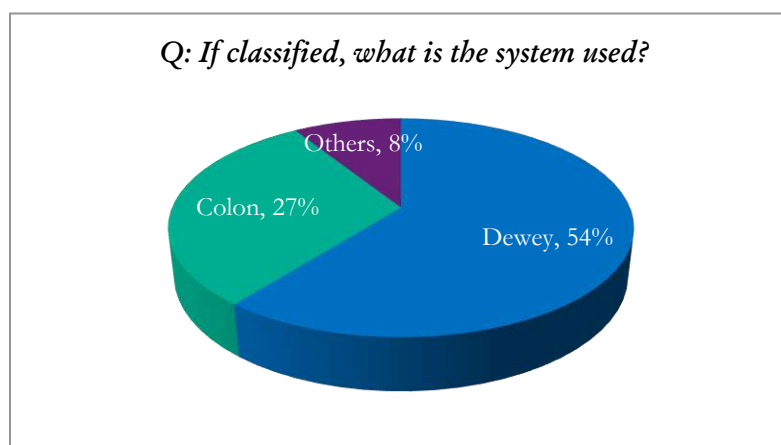
Base - 3139 (libraries that follow classification mechanism)

5.7.3 Cataloguing schemes followed

The cataloguing schemes such as card catalogues, register forms and other cataloguing schemes, if followed, are presented below.

- A majority of State Central Libraries and Divisional/Regional Libraries predominantly follow card cataloguing scheme.
- Most other categories of libraries predominantly use register forms.

Q: Which cataloguing schemes does the Library use?

	Overall	State central	District	City/ Town	Div./ Regional	Sub. Div./ Taluka	Village/ Rural	Tribal	NGO	Delhi Public	Others
Base	*3139*	*29*	*410*	*622*	*169*	*464*	*909*	*33*	*246*	*7*	*250*
Card catalogue	43%	55%	45%	50%	66%	52%	32%	39%	35%	71%	40%
Register forms	51%	24%	49%	46%	34%	45%	61%	52%	54%	71%	57%
Others	5%	28%	8%	5%	4%	3%	4%	12%	7%	0%	7%

Answering Base – 3139

5.8 Library membership & usage

This section summarizes the findings on membership details, age group of users, average number of visitors per day and usage patterns of members. This is based on data furnished by librarians.

5.8.1 Number of registered members

This section covers the details of registered members across various public libraries.

- Barring a few state central libraries most categories of libraries see an increase in valid registered members, the highest extent of increase being in divisional libraries and tribal libraries.
- It is likely that with better provision of resources and services, more people would become registered members.

Q: Membership details- Average members/library

Libraries	State Central	District	Town/ City	Div./ Regional	Sub-div./ Taluka	Village/ Rural	Tribal area	NGO	Delhi Public	Others
Valid Registered Members 2015	3051	800	527	600	523	183	130	170	450	253
% Increase since 2014	-25% (decrease)	3%	5%	26%	7%	12%	20%	17%	16%	9%

*Median values
*Some libraries have a very low base

Membership status of women, those below 18 years and physically challenged

The gender composition of members and the representation of children and physically challenged persons were captured during the study.

Libraries	Overall
Women members	32%
Members below the age of 18	19%
Physically challenged members	1%

- Women members are highest in Sub-divisional/Taluka libraries followed by State Central and Divisional/Regional libraries.
- Members below the age of 18 are higher in libraries such as Village, State central and sub-divisional libraries.
- Physically challenged members are almost negligible across all categories of libraries, indicating a need for them to be made more accessible to this section of the population.

Q: Membership details

Libraries	State Central	District	Town/ City	Div./ Regional	Sub-div./ Taluka	Village/ Rural	Tribal area	NGO	Delhi Public	Others
Women members	31%	28%	29%	31%	32%	27%	23%	26%	3%	28%
Members below the age of 18	14%	9%	13%	11%	16%	18%	13%	13%	3%	15%
Physically challenged members	0%	1%	0%	0%	0%	0%	1%	1%	0%	0%

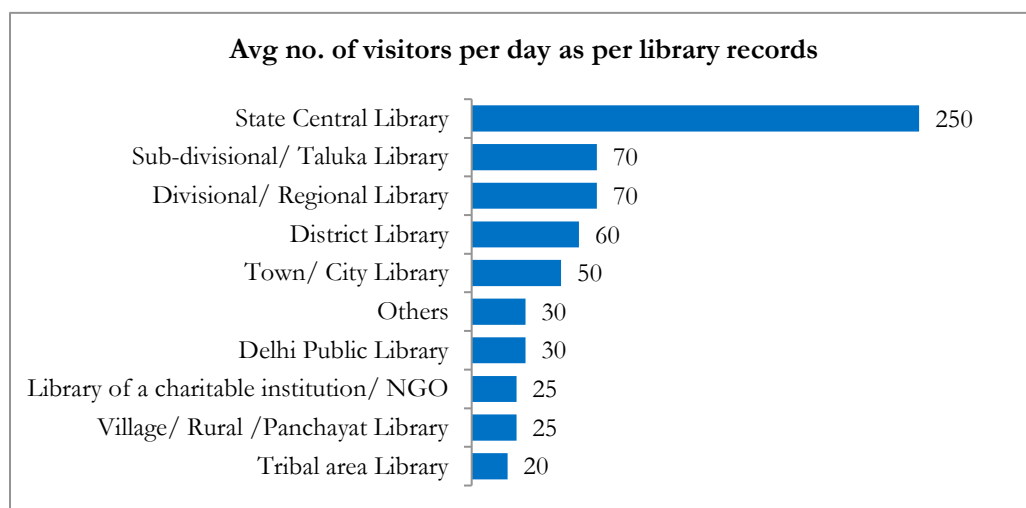*The base of some libraries is low

5.8.2 Library usage information

This section presents the average number of visitors per day and the age group composition of its users in various public libraries.

Data of visitors

Overall, most libraries see around 20-30 visitors per day as per library records. The data on the number of visitors per day across various public libraries is summarized below.

- State central libraries, have around 250 visitors per day
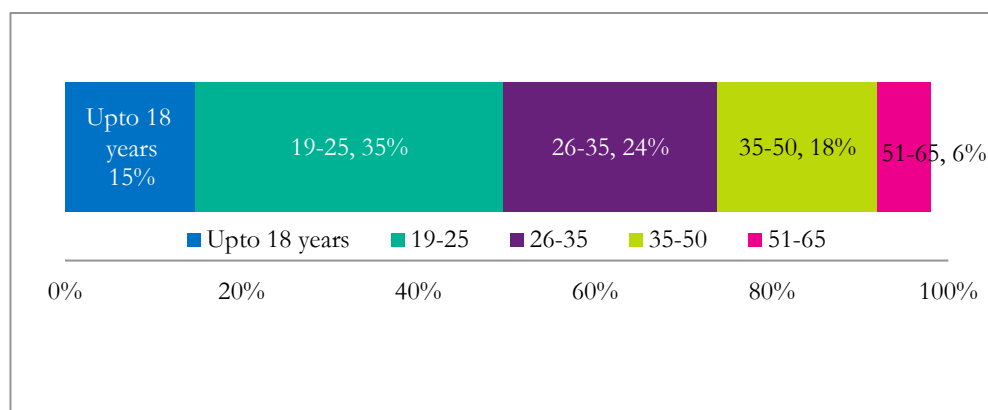- Rural and tribal area libraries record the least number of visitors as compared to the other libraries

Avg no. of visitors per day as per library records

Library	Visitors
State Central Library	250
Sub-divisional/ Taluka Library	70
Divisional/ Regional Library	70
District Library	60
Town/ City Library	50
Others	30
Delhi Public Library	30
Library of a charitable institution/ NGO	25
Village/ Rural /Panchayat Library	25
Tribal area Library	20

Base - 5140

*Median values

5.8.3 Library usage by age group

Overall, 19-25 year olds form the highest user group in over one-thirds of the libraries, then followed by those in the age group of 26-35.

Q: Who are the highest number of users by age-groups?

Upto 18 years 15%	19-25, 35%	26-35, 24%	35-50, 18%	51-65, 6%

Legend: ■ Upto 18 years ■ 19-25 ■ 26-35 ■ 35-50 ■ 51-65

Base - 5140

Highest number of users of libraries by age group

- 19-25 year old users form the highest user group in one-half of the state central libraries
- Maximum users in village and tribal area libraries are those from the age group of 19-25 years.

Q: Who are the highest number of users by age-groups?

Libraries	State Central	District	Town/ City	Div./ Regional	Sub-div./Taluka	Village/ Rural	Tribal area	NGO	Delhi Library	Others
Base	*29*	*529*	*793*	*239*	*627*	*1936*	*76*	*418*	*10*	*483*
Upto 18 years	3%	6%	8%	6%	9%	20%	17%	10%	20%	31%
19-25	55%	46%	33%	31%	35%	34%	38%	34%	50%	29%
26-35	34%	24%	25%	30%	29%	23%	30%	23%	20%	17%
35-50	3%	17%	23%	23%	18%	16%	14%	23%	0%	14%
51-65	3%	5%	10%	8%	7%	4%	0%	8%	0%	6%

5.8.4 Working hours of libraries

The working hours across libraries was captured during the study. On an average, all libraries began at 9:00 AM in the morning and end at 7:00 PM in the evenings. Most libraries are open for 9-10 hours.

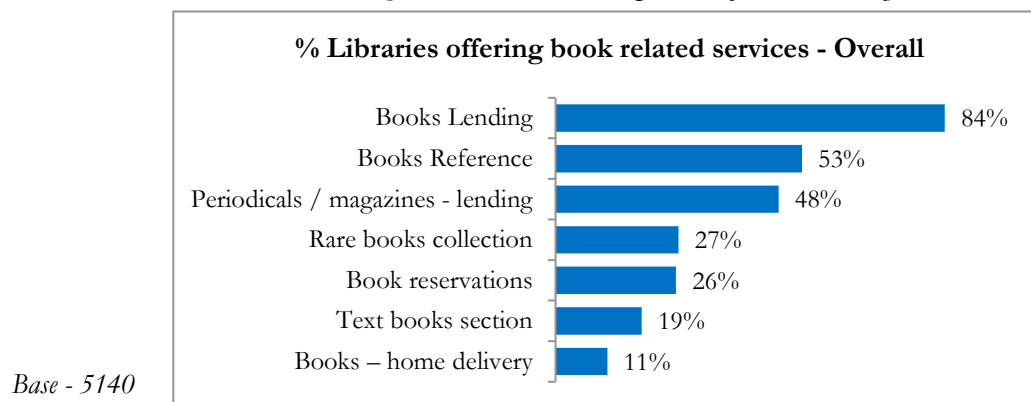| Libraries	Overall	State Central	District	Town/ City	Div./ Regional	Sub-div./Taluka	Village/ Rural	Tribal area	NGO	Others
Base	*5140*	*29*	*529*	*793*	*239*	*627*	*1936*	*76*	*418*	*10*
AM	9.00	9.00	9.00	8.30	8.00	8.00	9.00	9.00	9.00	9.00
PM	7.00	7.30	7.00	8.00	8.00	8.00	7.00	6.00	8.00	6.00

*Median values

5.9 Services provided by library

In addition to stocking resources, public libraries offer several services to the general public. This section provides findings about the various services offered in libraries - book lending, book reservations, story-telling, literacy programs, to name a few.

5.9.1 Book services provided

- Book lending is the most provided services, followed by books reference.
- Nearly 30% of the libraries have a rare books collection, an aspect which public may be unaware of

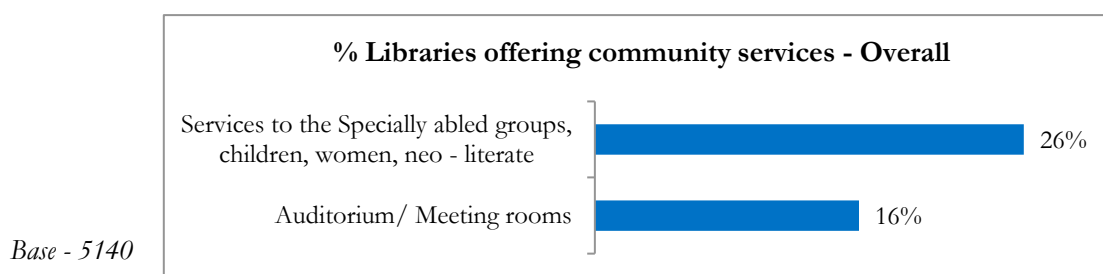*Q: What all services are provided from the library?*

% Libraries offering book related services - Overall

Service	%
Books Lending	84%
Books Reference	53%
Periodicals / magazines - lending	48%
Rare books collection	27%
Book reservations	26%
Text books section	19%
Books – home delivery	11%

Base - 5140

5.9.2 Community services

Libraries also provide community services such as services for specially-abled, women, children, literacy programs and so on. Information on this has been presented below.

- Nearly 30% of the libraries offer services to specially abled groups, children and women
  - Despite this, the proportion of users from the specially abled group visiting public libraries is significantly less - an aspect that could perhaps be attributed to the low awareness of such services among the specially abled groups

Q: What all services are provided from the library?

% Libraries offering community services - Overall

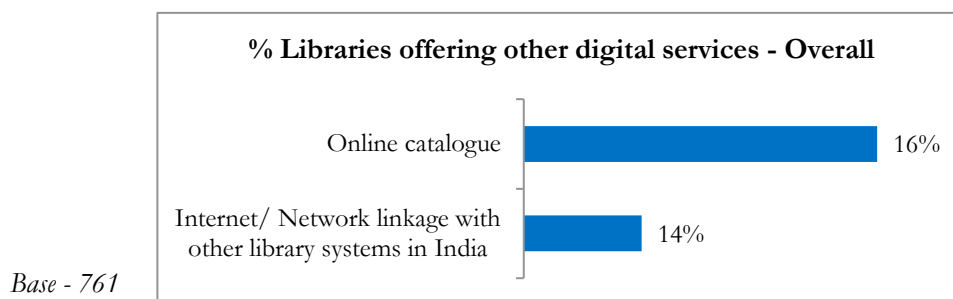| Service	%
Services to the Specially abled groups, children, women, neo - literate	26%
Auditorium/ Meeting rooms	16%

Base - 5140

5.9.3 Other digital services

Among the computers that provide Internet (761), a very miniscule proportion of libraries offer services such as online catalogue, Internet linkage with other library systems, audio books and so on.

This highlights the need for the library system to revamp and keep itself abreast with changing times.

Q: What all services are provided from the library?

Service	%
CDs/DVDs	6%
Audio books and Braille	2%
Microfilms	1%

Base - 5140

91

% Libraries offering other digital services - Overall

Online catalogue ████████████████ 16%

Internet/ Network linkage with
other library systems in India ███████ 14%

Base - 761
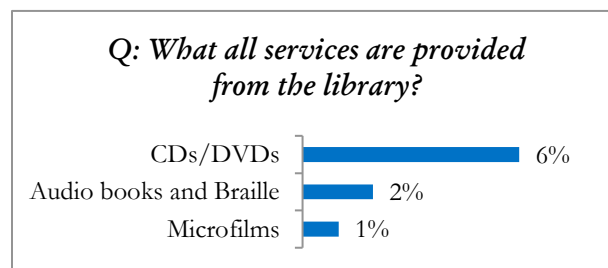
5.9.4 Extension services in the last 2 years

Data on extension services provided in libraries such as book exhibitions, literacy programs, literary book releases, lecture etc. is summarized in the following sub-section. This signifies the outreach attempts public libraries are making to attract the public.

- Extension services such as book exhibitions, book releases and films/documentary screening is predominantly limited to state central libraries.
- Community information services such as on agriculture, farming and weather are seen provided by rural and tribal area libraries.
  - Literacy programs is another service that is seen provided by over one-thirds of the rural libraries, which is a welcome aspect.

Q: What all extension services are provided from the Library?

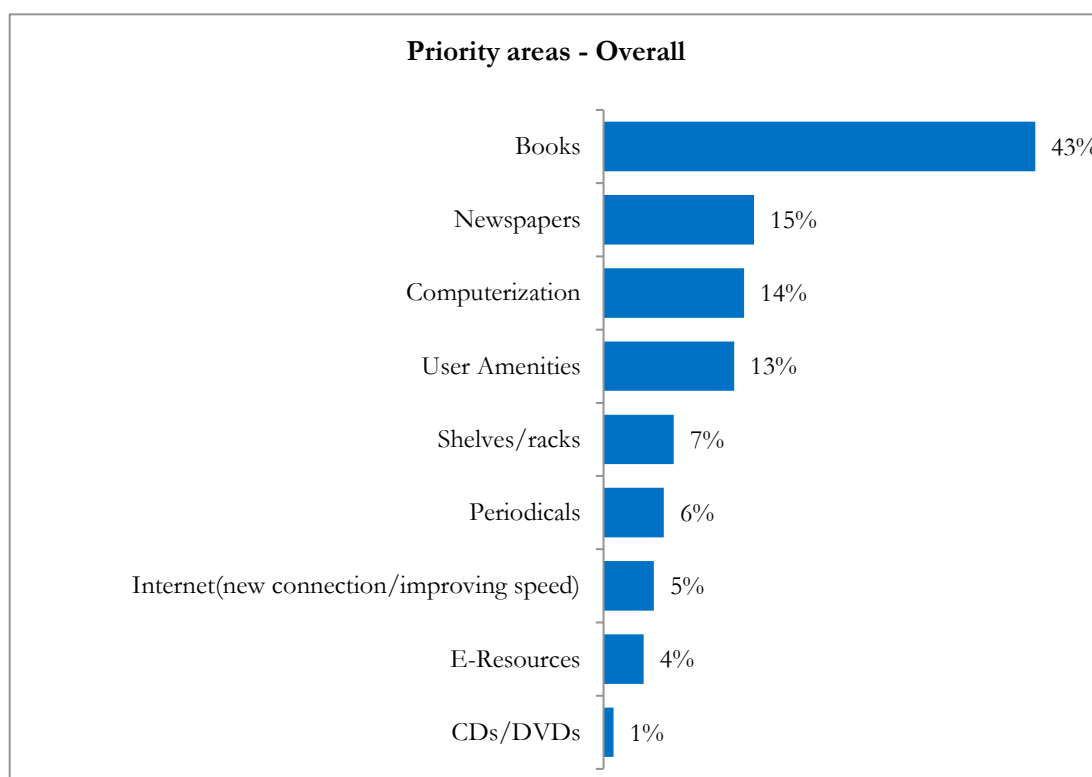|	State Central	District	Town/ City	Div./ Regional	Sub-div./ Taluka	Village/ Rural	Tribal area	NGO	Delhi Library	Others
Base	*29*	*529*	*793*	*239*	*627*	*1936*	*76*	*418*	*10*	*483*
Story telling	34%	24%	31%	41%	37%	28%	21%	27%	60%	31%
Books exhibition	69%	44%	40%	54%	52%	29%	22%	27%	10%	24%
Literary program/ book releases	45%	25%	21%	32%	26%	13%	16%	18%	50%	20%
Lectures/ discussions	45%	42%	33%	46%	43%	31%	21%	33%	20%	29%
Films/ Documentary screening	24%	8%	7%	11%	3%	4%	7%	6%	10%	5%
Community information services (eg., farming, agri, weather info)	17%	12%	12%	12%	11%	14%	18%	10%	0%	12%
Literacy programs	24%	30%	26%	33%	37%	32%	18%	27%	0%	28%
Study groups /study circles for exams	38%	33%	24%	30%	25%	15%	18%	23%	0%	18%

5.10 Future needs of libraries

This section covers the future needs of public libraries. Librarians' views on priority areas for acquiring resources and means through which libraries can attract higher number of users were ascertained.

5.10.1 Priorities for acquiring resources

Librarians' order of priorities for acquiring additional resources was checked. The findings are presented below.

- Nearly one-half of the libraries mention that books are their highest priority for acquiring additional resources.
- A miniscule 5% of them express the need for Internet (better speed/new connection), although is one of the important expectations from users (see PART B).
  - This highlights the need for a mindset change among librarians to keep themselves in tune to the needs of users.

Q: Your priority for acquiring additional resources. Rank according to preference.

Priority areas - Overall

Priority area	Percentage
Books	43%
Newspapers	15%
Computerization	14%
User Amenities	13%
Shelves/racks	7%
Periodicals	6%
Internet(new connection/improving speed)	5%
E-Resources	4%
CDs/DVDs	1%

Base - 5140

Priorities for acquiring resources – by library category

- Books are the top priority area across all categories of libraries.
- Newspapers and computerization are the next most priority area across most library categories
- For tribal and village/rural libraries, the highest priority area after books is user amenities
- It is primarily the state central libraries that prioritize e-resources

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Q: Your priority for acquiring additional resources. Rank according to preference.

	State central	Dist.	City/ Town	Div./ Regional	Sub. Div./ Taluka	Village/ Rural	Tribal	NGO	Delhi Public	Others
Base	*29*	*529*	*793*	*239*	*627*	*1936*	*76*	*418*	*10*	*483*
Books	52%	43%	49%	38%	34%	40%	37%	53%	80%	52%
Periodicals	0%	7%	6%	6%	7%	6%	5%	6%	20%	6%
Newspapers	7%	18%	15%	15%	18%	15%	14%	13%	0%	8%
E-Resources	24%	7%	3%	3%	2%	2%	7%	6%	0%	4%
CDs/DVD	0%	1%	1%	1%	1%	1%	0%	2%	0%	0%
Internet	3%	8%	5%	5%	7%	4%	4%	5%	0%	5%
Computerization	14%	13%	11%	18%	17%	15%	9%	11%	0%	11%
Shelf/Racks	3%	8%	8%	7%	7%	8%	5%	5%	0%	7%
User Amenities	7%	11%	8%	17%	14%	17%	17%	6%	0%	8%

Priorities for acquiring resources – by State

- Books are a high priority in public libraries of Pondicherry, Sikkim, West Bengal, Arunachal Pradesh and Assam.
- Periodicals are mentioned as a priority area in Jharkhand, as well as to a certain extent in Bihar.
- Newspapers are a priority for future needs in public libraries in Jharkhand, Jammu and Kashmir, Haryana and Madhya Pradesh.
- Approximately 35% public libraries in Chandigarh, 40% public libraries in Bihar and 38% in Manipur require E-Resources.
- Internet and computerization is particularly expressed as a high priority in Bihar and Jharkhand.
- A substantial proportion of libraries in Bihar, Jharkhand and Karnataka express user amenities as their highest priority.

Q: Your priority for acquiring additional resources. Rank according to preference.

States & Union Territories	Base	Priority of acquiring resources								
		Books	Periodicals	News papers	E-Resources	CDs/ DVDs	Internet	Computerization	Shelves/ Racks	User amenities
Andhra Pradesh	311	27%	5%	21%	3%	1%	5%	15%	4%	18%
Arunachal Pradesh	23	74%	4%	4%	0%	0%	13%	4%	0%	0%
Assam	82	74%	0%	0%	0%	0%	4%	17%	0%	6%
Bihar	126	67%	37%	20%	40%	10%	62%	83%	45%	40%
Goa	98	36%	11%	22%	0%	0%	3%	16%	6%	4%
Gujarat	423	52%	3%	11%	3%	0%	7%	10%	3%	7%
Haryana	35	49%	6%	34%	3%	0%	3%	0%	11%	11%
Himachal Pradesh	115	45%	3%	7%	1%	1%	2%	7%	10%	10%
Jammu & Kashmir	56	21%	9%	27%	4%	4%	5%	25%	9%	20%
Jharkhand	17	59%	76%	47%	6%	0%	53%	76%	24%	29%
Karnataka	637	18%	2%	25%	1%	0%	2%	6%	8%	38%
Kerala	208	28%	0%	25%	2%	0%	4%	29%	5%	6%
Madhya Pradesh	106	47%	5%	32%	3%	0%	1%	3%	2%	3%
Maharashtra	511	48%	5%	18%	2%	1%	2%	12%	6%	5%
Manipur	29	21%	0%	0%	38%	0%	7%	31%	0%	0%
Meghalaya	22	73%	0%	5%	14%	5%	0%	14%	5%	5%
Mizoram	18	56%	0%	0%	6%	0%	6%	22%	6%	6%
Nagaland	20	50%	0%	0%	0%	0%	10%	40%	0%	0%
Odisha	250	27%	3%	4%	11%	0%	5%	36%	5%	10%
Punjab	34	26%	12%	0%	0%	0%	6%	9%	3%	6%
Rajasthan	188	64%	20%	2%	1%	1%	0%	3%	3%	5%
Sikkim	11	82%	0%	9%	0%	0%	9%	0%	0%	0%
Tamil Nadu	522	34%	5%	15%	1%	0%	7%	10%	18%	11%
Telangana	298	33%	8%	19%	2%	0%	4%	9%	6%	20%
Tripura	14	57%	0%	7%	0%	0%	0%	29%	0%	14%
Uttar Pradesh	311	51%	9%	8%	6%	1%	5%	12%	7%	7%
Uttarakhand	30	37%	0%	0%	10%	0%	3%	17%	7%	23%
West Bengal	389	75%	1%	3%	1%	0%	4%	9%	2%	4%
Chandigarh	6	33%	17%	0%	33%	0%	0%	0%	0%	17%
Dadra and Nagar Haveli	3	33%	33%	33%	0%	0%	0%	0%	0%	0%
Delhi NCR	245	70%	11%	13%	1%	1%	0%	1%	0%	0%
Puducherry	1	100%	0%	0%	0%	0%	0%	0%	0%	0%
Lakshadweep	1	0%	0%	0%	0%	0%	0%	100%	0%	0%

5.10.2 Opinion on services to attract more users to libraries

Library heads were presented with various concepts that will help attract more users to public libraries. The findings on usefulness of various programs such as meet the author, discussions on new books, library outreach centres and so on have been presented below.

- About 75% of the tribal area libraries express that 'Meet the authors' programs would attract more users to libraries.
- Vast majority of the State Central libraries and divisional libraries respond that discussion on new books is more likely to attract users.

Q: Opinion on services to attract more users

	Overall	State central	District	City/ Town	Div./ Regional	Sub. Div/ Taluka	Village/ Rural	Tribal	NGO	Delhi Public	Others
Base	*5140*	*29*	*529*	*793*	*239*	*627*	*1936*	*76*	*418*	*10*	*483*
Meet the authors programs	61%	69%	67%	66%	68%	66%	53%	72%	58%	70%	64%
Discussion on new books	75%	93%	85%	79%	86%	79%	67%	75%	74%	90%	75%
Literary clubs	45%	66%	54%	42%	53%	50%	40%	53%	41%	60%	46%
Library outreach center	25%	45%	33%	28%	33%	30%	17%	25%	29%	40%	27%
Information points in shopping malls	18%	34%	28%	25%	23%	19%	11%	18%	17%	20%	21%

5.10.3 Immediate requirements of the library

The librarians were asked to list the immediate requirements of the library. The most resounding requirements were only for infrastructure.

Infrastructure

- **Premises** - Majority of the librarians felt that the premises of the library building needs to be maintained, some of the libraries were in very poor conditions or in old buildings.
- **Facilities** - Toilets, drinking water, chairs, tables, racks were some of the facilities that were required by the libraries.

Resources

- **Competitive Books** - Books for competitive exams and novels were stated to be immediate requirements.
- **Digital necessities** - Computers, Internet access and equipment such as Xerox machines and printers were also sought after.

Training

- Librarians wanted training in the below fields: computer training, library management and staff training.

5.10.4 Priority of needs vs existing facilities

User amenities

Preference to acquire user amenities (toilets/ water/ chairs etc.) vs the presence of these amenities in libraries was checked. It must be noted that though most libraries have stated that they have user amenities like water or toilets or chairs, these still ranked in the top 3 immediate requirements. This could be construed that not all amenities were available or that the quality of the amenities available needs improvement.

Base - 1366

Priority in aquiring user amenities

36%
64%

■ Have certain amenities

■ Don't have certain amenities
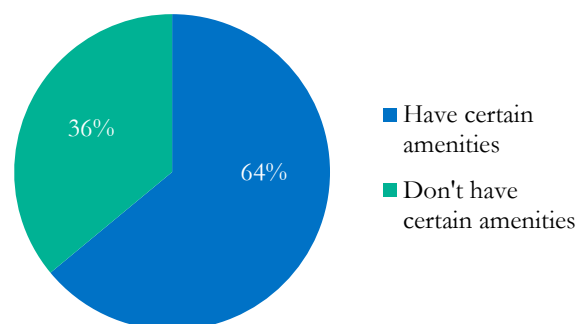
Priority of needs vs existing user amenities - By library category

Libraries	State Central	District	Town/ City	Div./ Regional	Sub-div./ Taluka	Village/ Rural	Tribal area	NGO	Delhi Public	Others
Base	*5*	*124*	*155*	*67*	*185*	*639*	*28*	*74*	*0*	*89*
Have some amenities	100%	89%	74%	70%	74%	53%	32%	81%	0%	66%
Don't have a few amenities	0%	11%	26%	30%	26%	47%	68%	19%	0%	34%

97

Computers

Library needs vs presence of resources shows that while approximately 1662 libraries ranked computers in the top 3 ranks of requirements, nearly 71% did not have them.

Ranked top 3 priorities

29%

71%

■ Have computers

■ Don't have

Base - 1662
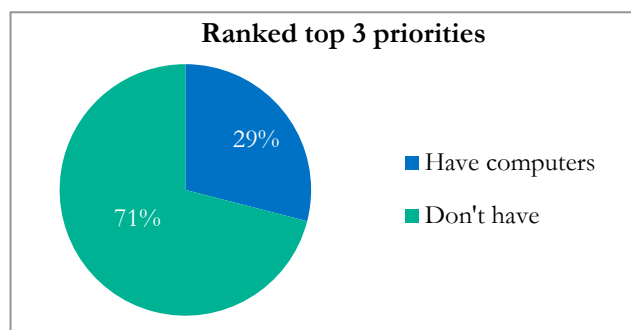
Priority of needs vs existing computers - By library category

It is observed that even those state central and district libraries that have computers have ranked acquiring computers in the top 3 priorities of resources.

Libraries	State Central	District	Town/ City	Div./ Regional	Sub-div./ Taluka	Village/ Rural	Tribal area	NGO	Delhi Public	Others
Base	*13*	*183*	*221*	*88*	*217*	*654*	*31*	*120*	*0*	*135*
Have computers	92%	67%	30%	36%	23%	18%	3%	36%	0%	33%
Don't have computers	8%	33%	70%	64%	77%	82%	97%	64%	0%	67%

98

6. PART B – Survey among Public Library Users

In this chapter, views expressed by users of public libraries have been presented. Aspects covered include usage profile and patterns, resources and services offered, availed and desired, their rating of libraries and their services, extent of fulfilment of their needs, likeliness to recommend and their views on a number of new initiatives.

Chapter Summary

The views of public library users on various aspects like resources and services offered, availed and desired, their rating of libraries and their services, likelihood to recommend, among other parameters are presented here.

User Profile and Library Usage

Interviews were conducted with 4082 users of public libraries. They were drawn from different age groups and categories and included students, employed professional, self-employed individuals and the unemployed population. Nearly one-third have been using public libraries for less than 2 years, and claimed an increase in the frequency of their visits in the last 2 years.

Frequency of library visits in future

Nearly one-half of the users have indicated a probable increase in their visits over the next 2-3 years, implying a growing need for libraries in the future. Their main motives for using a library were to build up their general knowledge and meet their educational/ learning needs. Therefore, the library system faces a huge need to keep improving and updating its profile, to continue to move with the changing times, retain its existing members, as well as attract more numbers of new members.

Library Resources offered

Overall, resources like books, periodicals and newspapers are offered by libraries across all categories. However, digital books and Internet access were made available in only 1% of the rural libraries.

Library Services offered

Public information services are offered by almost one-half of the libraries. This highlights the part played by the library system as an information service provider, a service that libraries must continue to provide.

- Among the different library categories, nearly one-half of the State Central libraries were found to provide photocopying facilities, not reflected in the other libraries.
- Wi-Fi was the facility least provided, with only 6% of users stating its availability in libraries.

Resources availed by users

Over 80% users, from all age groups, utilized books and newspapers from libraries, while almost one-quarter of the users, used periodicals from libraries. However, Internet access and online databases were utilized by less than one-tenth of the users, owing to its unavailability.

Resources desired by users

The users were requested to list the resources they would appreciate a public library to provide, as well as to indicate their willingness to pay an additional fee. Most users desired to have Internet access and expressed willingness to pay an additional fee to avail the same. By offering Internet facilities, not only would the library retain its current users, it would also draw more users.

- Students voiced that it would be more relevant to have access to online databases. Similarly, most users indicated that the availability of digital books would be advantageous.
- User preferences for libraries to provide digital resources like Internet access, e-books and online databases were higher among the younger population. However, among the older age group too there was a requirement to access the same, which highlights the fact that need for digitization of libraries is universal.

Subject areas desired by users

When asked on subject areas, the users of public libraries claimed that they would like the libraries to be equipped with resources on competitive exams. Village library users have expressed their desire for higher stock of magazines, novels and health related books.

Additional fee

When asked for their opinion on subject areas, the users of public libraries stated that they would like the libraries to be equipped with resources on competitive exams. Village library users expressed their desire for a higher stock of magazines, novels and health-care related books.

Similarly, housewives and retired personnel also expressed their willingness to pay additional fee. Apart from Internet access, housewives claimed that they were willing to pay an additional fee for CDs/DVDs, e books and children's books.

Access of regional language resources

Overall, 70% of the users accessed Hindi or other regional language resources from the public libraries. Almost 50% of the users utilized English language resources in the State Central libraries. In libraries at the taluka and village levels, over 80% users accessed Hindi/other regional language resources the most.

Public library services – availed and desired

Services availed by users

Among the services offered in public libraries, over 50% users were observed to avail the book reservation/renewal facility services via telephone or Internet, in the last one year.

Services desired by users

The responses of the users to the services that they wished to have in the future, revealed that:

- More than half the public library users, expressed the need for Wi-Fi facility.
- Almost 50% indicated need for book renewal/reservation facility via Internet/ telephone.
- Almost 30% desired photocopying facilities.

Public information services desired by users

Users were requested to name the public information service they desired. Employment information was identified as the most highly desired public information services among students, employed and unemployed personnel, also across all library categories.

A few other services like work-related information and Govt. form filling services, were also considered as the most availed public information facilities in the last one year.

User's rating of libraries and their services – all parameters

On requesting the users to rate several parameters such as resources, facilities, online access, staff and library services, it became clear that,

- On the whole, the users were completely satisfied with the library resources, but far from satisfied with facilities like toilet amenities, availability of drinking water, computer and Internet access.
- Across all library categories, satisfaction levels were higher with respect to quality of books, but low with regards to the availability of CDs/DVDs and e-books. The ease of finding books was also rated low across all library categories, an area that can be improved with the implementation of a greater degree of automation.
- The quality of services was rated marginally higher in the NGO and village libraries, compared to the other library categories.

Extent of fulfilment of needs

When the users were invited to rate the extent to which their needs were satisfied by the public libraries they visited, one-third of the users positively agreed that the libraries fully fulfilled their needs, while over 60% users claimed that libraries only 'somewhat fulfilled' their needs.

- Among the age groups, almost 50% of the older (in age) users, selected the item 'completely fulfilled' with the services of public libraries, whereas 60% of the youngsters and middle-aged users, claimed that their needs were only 'somewhat fulfilled' by the public libraries.
- Among the library categories, it became clear that nearly half the users from the NGO library agreed that their needs were 'completely fulfilled'. A higher percentage of the users from the panchayat/village and Corporation libraries stated that their needs were only 'somewhat fulfilled'

Needs gaps

On requesting the users to rate several specific parameters such as resources, facilities, online access, staff and library services, the following facts became evident.

- While over 50% users were most satisfied with the overall resources of the library, 42% users were least satisfied with the overall facilities offered by the library.
  - The users were observed to be least satisfied with aspects such as the convenience of library timings, toilets, noiseless environment and parking facility.

Willingness to recommend

Major proportion of the users expressed their readiness to recommend the facility, if someone were to ask their advice on library memberships. Overall, 60% users, from all the categories of libraries (right from the State Central to the village level) and all age groups, indicated that they would perceive it as a loss if their library was absent in their city, indicating the indispensable role it played in the social set-up.

User's willingness towards nominal contribution

The users were asked on their willingness to contribute towards development fund and for online services, in their public libraries.

Development fund

- Nearly 45% of the users stated that they would probably contribute towards a development fund for a public library in their area, highlighting the great value they had for the cause of development of the library system.
- Users across all the library categories indicated their willingness to contribute towards the development fund, excepting those from the State Central libraries which reported the least number.
- On an average, users across all categories of libraries were willing to make a one-time contribution of Rs. 200/- towards the development fund.

Memberships for online services

- Half the users were ready to contribute towards a fund to implement computerization and set up online services in a public library in their area. This reiterates the degree of significance the users attribute to digitization of the library system. This also highlights the need to step up the Internet facilities in libraries, as this would attract more members.
- Across library categories, users declared willingness to contribute towards the computerization and setting up of online services, while the enthusiasm to contribute to a general development fund was marginally lower in the State Central libraries.
- On average, users across all categories of libraries were ready to make a one-time payment of Rs. 100/- towards the computerization and setting up of online services.

Opinion on the usefulness of additional library services

Users were asked on the usefulness of additional library services/initiatives such as 'meet the author programs', literary clubs, discussions on new books and talks on health, career' and so on.

- Nearly four-fifth users indicated that it would be 'useful' to have initiatives like talks on topics like health, career, jobs etc.
- About 60% users expressed interest towards having 'literary clubs and 'meet the author programs'.

Opinion on the usefulness of access points to public libraries in public areas

Users were also asked their opinions on the usefulness of service access points to public libraries in shopping malls, railway stations and metros.

- 60% users responded positively stating that, if public libraries provided service access points in malls, railway stations and other public spaces, they would be beneficial.

Similarly, across the library categories, the highest percentage of users were identified in the panchayat/village as well as district libraries suggesting that the service access points to the libraries in public areas will be advantageous.

Detailed Results

6.1 Usage profile & patterns

Information such as years of membership, number of visits they make to libraries and information availed from libraries was obtained from users.

6.1.1 Age of users and categories

Among the respondents interviewed, majority were youngsters of ages 19-35, children and the elderly were very negligible in number. While a majority of the users met were students, some of them were employed professionals or self-employed.

Age of users

User categories
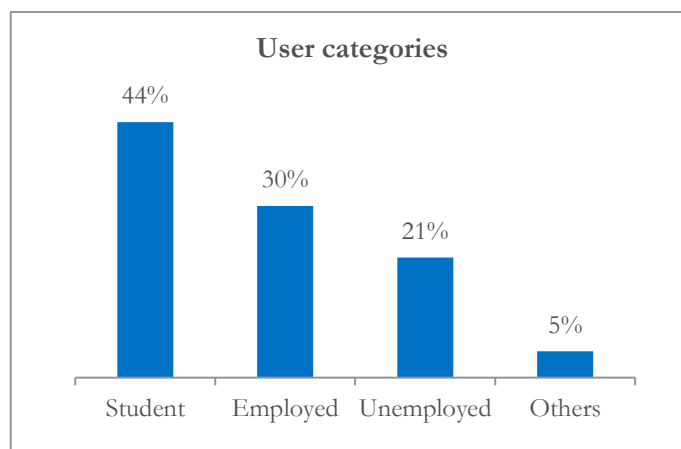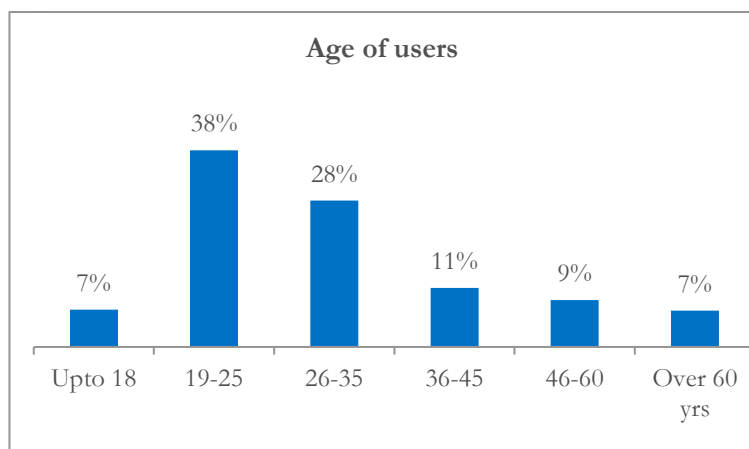
6.1.2 Years of usage

Among the respondents met, about one-thirds of them have been using public libraries for less than 2 years.

Base - 2276

Q: Since when are you a member of this library?

103
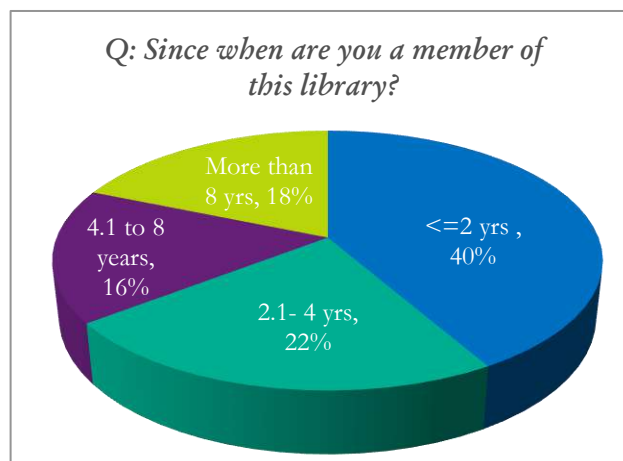
6.1.3 Change in number of visits over last 2 years

Overall, almost three-fourths of the members indicate that their visits to libraries have been increasing over the last two years. Only around 8% members have mentioned that there has been a decrease in visits. This goes to show that relevance and use of libraries is only increasing over time – a positive sign.

Base - 1487 (membership over 2 years)

Q: In the last 2 years how has your usage of the library changed in terms of number of visits?

Remained same 16%
Don't know 4%
Decreased 8%
Increased 72%
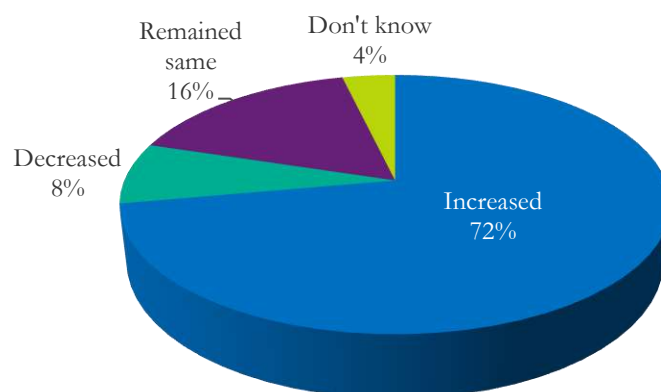
Change in number of visits over last 2 years – by library category

Members indicating an increase in visit to libraries are highest among Panchayat/Village libraries.

Q: In the last 2 years, how has your usage of the library changed in terms of number of visits?

	State Central	District	Municipal/ Corporation	Sub-district/ Taluk	Panchayat / Village	NGO	Others
Base	*243*	*325*	*136*	*294*	*122*	*277*	*90*
Increase	71%	77%	69%	70%	80%	55%	81%
Decrease	8%	6%	3%	9%	4%	8%	6%
Remained Same	18%	12%	22%	18%	16%	17%	11%
Don't know	3%	5%	6%	3%	0%	21%	2%

6.1.4 Change in information availed in the last 2 years

Trends on information availed through libraries – whether it increased, decreased or remains the same – were examined.

Overall, more than two-thirds of the members indicate that their visits to libraries have been increasing over the last two years. This is an encouraging sign indicating that the relevance and use of libraries is only increasing over time.

Base - 1487 (membership over 2 years)

Q: In the last 2 years, how has your usage of the library changed in terms of information availed?

Don't know 9%
Remained same 18%
Decreased 7%
Increased 66%
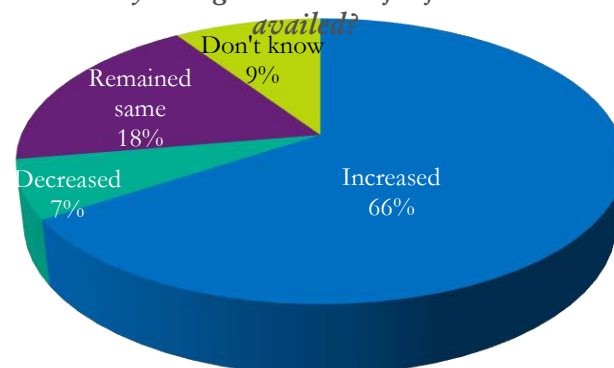
Change in information availed over last 2 years – by library category

- As in the case of visits, highest proportion of members from Panchayat libraries indicate an increase in information availed through libraries.
- These emphasize the important role played by village/panchayat libraries.

Q: In the last 2 years, how has your usage of the library changed in terms of information availed?

	State Central	District	Municipal/ Corporation	Sub-district/ Taluk	Panchayat / Village	NGO	Others
Base	*243*	*325*	*136*	*294*	*122*	*277*	*90*
Increase	67%	70%	65%	69%	80%	45%	80%
Decrease	7%	9%	4%	6%	7%	7%	2%
Remained Same	19%	13%	21%	19%	11%	26%	16%
Don't know	6%	8%	10%	6%	2%	22%	2%

6.1.5 Likely change in usage over next 2-3 years

- Overall, about one-half of the users indicate that their visits to libraries are likely to increase in the next 2-3 years.
- About one-thirds mention that it will remain the same. Library systems thus has to revamp and keep itself in tune with changing times for it to retain its current membership as well as attract new members.

Q: In the next 2 – 3 years, how likely is your usage to increase, remain same or decrease?

11%
52%
4%
33%

■ Will increase ■ Will decrease
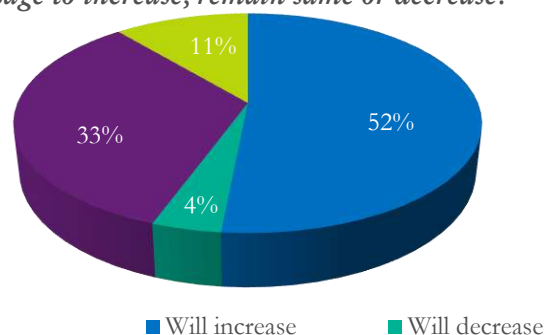
6.1.6 Reasons for using the library

Two main reasons cited by users for using the library are to build general knowledge and to meet education/learning related needs. In general, the needs are more developmental in nature rather than recreational. This holds good across all categories of libraries.

Q: Looking back, can you tell me the primary reason for using this library?

Reason	%
Self / Personality / skill development	26%
Educational / learning	22%
Build general knowledge	17%
Prepare for competitive examination	14%
For reading – in general	9%
Get information on employment	3%
For leisure / Socializing / Good…	2%
Improve English language skills	1%

Base - 4082

6.2 Resources offered, availed & desired

Information on various resources offered by public libraries, and then about the specific resources that they personally avail was examined. They were then also checked about the resources that they wished/desired a public library provided, but currently not available.

6.2.1 Resources offered by libraries

- Resources such as books, periodicals and newspapers are offered uniformly across all categories of libraries. However digital resources are not offered sufficiently in smaller libraries.
- Resources such as digital books, online databases and Internet access are offered by a negligible 1% of rural libraries.

Q: What are the resources offered by the library?

		Overall	State Central	District	Municipal/ Corporation	Sub-dist./ Taluk	Panchayat / Village	NGO	Others
	Base	*4082*	*790*	*1087*	*346*	*743*	*298*	*559*	*259*
Traditional sources	**Books**	97%	98%	97%	91%	97%	98%	95%	98%
	Periodicals/Journals	90%	93%	93%	88%	92%	86%	84%	93%
	Newspapers	94%	96%	97%	91%	96%	93%	90%	96%
	Children's books/magazines	54%	62%	53%	49%	60%	59%	38%	62%
Digital sources	**Digital books/ e-books**	8%	17%	7%	3%	4%	1%	6%	17%
	CDs/DVDs	9%	17%	8%	5%	8%	5%	10%	17%
	Online databases	9%	21%	8%	3%	3%	1%	10%	21%
	Internet access	16%	35%	19%	8%	5%	2%	18%	35%
Other sources	**Dissertations/thesis materials**	22%	30%	23%	14%	24%	17%	18%	30%
	Others	1%	1%	2%	1%	0%	2%	0%	1%

6.2.2 Resources availed by users

This sub-section covers the various resources availed by users at an overall level as well as by age groups.

Overall, books and newspapers are the most availed resources in libraries. As expected, Internet access is availed by a marginally higher proportion of youngsters.

Q: What all resources do you avail of?

	Overall	**By user profile**		
		Age up to 25	Aged 26-60	Aged 60+
Base	*4082*	*1835*	*1982*	*259*
Books	83%	84%	82%	84%
Periodicals/magazines/journals	72%	73%	71%	75%
Newspapers	81%	80%	82%	80%
Digital books/e-books	2%	2%	2%	1%
CDs/DVDs	2%	3%	2%	2%
Children's books/magazines	18%	16%	20%	16%
Online databases	2%	2%	2%	1%
Internet access	8%	11%	7%	1%
Dissertations/thesis materials	6%	5%	7%	5%

6.2.3 Resources desired by users

Users were checked about the resources they desired for the library to have and for those for which they are willing to pay an additional fee, if a public library were to provide.

- It is observed that a maximum proportion of the users not only desire Internet access but are also willing to pay an additional fee to avail it. This highlights the need for libraries, in the coming years, to provide computer and Internet access to its users.
- This is likely to not only retain its current users, but also attract general public at large to start using libraries.

Q: Which all facilities would you want the library to offer?
Q: For which all facilities would you be willing to pay an additional fee?

Resources desired v/s willingness to pay additional fee
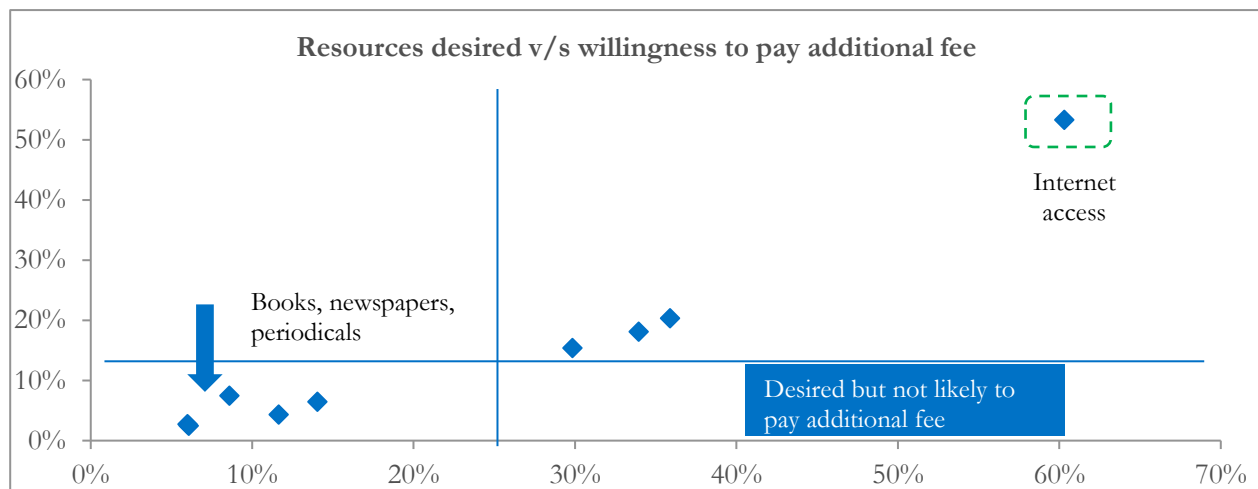
Resources desired in libraries

- It is observed that on par with urban and semi-urban users, users in taluka and village libraries also desired digital books/e-books.
- Village users also desired more children's resources as compared to the other library users.

Resources Desired	State Central	District	Municipal/ Corporation	Sub-district/ Taluk	Panchayat / Village	NGO	Others
Base	*790*	*1087*	*346*	*743*	*298*	*559*	*259*
Books	13%	9%	6%	8%	8%	7%	3%
Periodicals / magazines / journals	6%	5%	5%	7%	10%	4%	6%
Newspapers	7%	4%	5%	9%	9%	4%	6%
Digital books/e-books	35%	39%	37%	29%	37%	24%	37%
CDs/DVDs	31%	31%	23%	32%	32%	29%	22%
Children's books/magazines	10%	11%	15%	11%	18%	10%	14%
Online databases	31%	42%	42%	36%	35%	29%	34%
Internet access	47%	65%	55%	71%	73%	47%	73%
Dissertations/thesis materials	14%	15%	19%	13%	12%	12%	10%

Resources desired by user profiles

Internet access is the most desired resource among all users. Online databases see more relevance and need among students, compared to other users. Digital format of books would also enjoy more patronage by users.

Resources Desired	Overall	Students	Employed	Unemployed	Others
Base	*4082*	*1801*	*1210*	*847*	*224*
Books	9%	10%	7%	8%	8%
Periodicals / magazines / journals	6%	6%	5%	6%	8%
Newspapers	6%	5%	7%	6%	9%
Digital books/e-books	34%	37%	33%	31%	24%
CDs/DVDs	30%	29%	33%	29%	21%
Children's books/magazines	12%	10%	12%	14%	13%
Online databases	36%	39%	33%	35%	27%
Internet access	60%	64%	60%	56%	53%
Dissertations/thesis materials	14%	14%	12%	17%	10%

Resources desired by Housewives and Retired personnel

- While Internet access is the most desirable facility required by housewives and retired personnel, it is seen that there are differences in requirements in these segments.
- More housewives wanted resources such as DVDs/CDs and children's books compared to retired personnel. It is observed that housewives were willing to pay an additional fee for CDs/DVDs, e-books and children's books apart from Internet access.

Segment	Housewives		Retired personnel	
	Resources desired	Willingness to pay additional fee	Resources desired	Willingness to pay additional fee
Base	*156*		*264*	
Books	5%	7%	7%	7%
Periodicals / magazines / journals	5%	4%	5%	3%
Newspapers	3%	3%	6%	3%
Digital books/e-books	21%	17%	22%	11%
CDs/DVDs	28%	22%	20%	12%
Children's books/magazines	17%	10%	14%	3%
Online databases	26%	14%	27%	16%
Internet access	46%	38%	45%	35%
Dissertations/thesis materials	12%	11%	18%	11%

Desire expressed for Internet access - by library category

Users across all categories of libraries – both urban and rural – express the desire for public libraries to provide Internet access.

Base - 4082

> *Q: Which all facilities would you want the library to offer?*
>
> | | |
> |---|---|
> | Village/panchayat | 73% |
> | Sub-district/taluk | 71% |
> | District | 65% |
> | Municipal/corporation | 55% |
> | State central | 47% |
> | NGO | 47% |
> | Others | 73% |
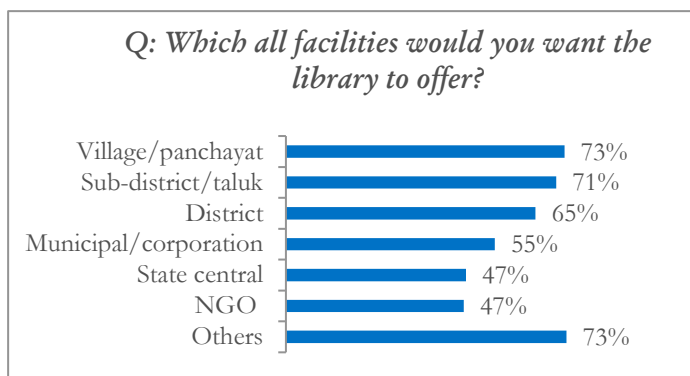
Need expressed for additional digital resources - by age group

- Need for libraries to provide digital resources such as Internet access, e-books, online databases are marginally higher among the younger age group.
- However, it should be noted that the need exists among the older age groups as well, thus highlighting the fact that the need for digitization of libraries is universal.

Q: Which all facilities would you want the library to offer?

	Age up to 25	Aged 26-60	Aged 60+
Base	*1835*	*1982*	*259*
Digital books/e-books	37%	32%	25%
Online databases	39%	34%	26%
Internet access	63%	60%	45%

6.2.4 Specific resources required

Specific resources that users would like their public libraries to be equipped with was checked. The findings are as follows:

- Resources pertaining to competitive exams are the most desired across all categories of libraries. Users from village libraries have expressed desire for higher stock of magazines, novels and also health related books.

Q: What type of resources would you like to see more in this library?

	Overall	State Central	District	Municipal/ Corporation	Sub-district/ Taluk	Panchayat / Village	NGO	Others
Base	*4082*	*790*	*1087*	*346*	*743*	*298*	*559*	*259*
Materials for competitive exams	51%	55%	60%	45%	50%	41%	46%	42%
Magazines	41%	43%	41%	39%	42%	50%	28%	49%
Text books and study resources	39%	42%	40%	36%	38%	40%	34%	32%
Novels/stories	37%	38%	33%	44%	38%	49%	29%	44%
Arts/History/Economics	28%	31%	26%	28%	31%	33%	17%	30%
Health related	29%	23%	27%	27%	35%	40%	25%	36%
Spiritual materials	22%	21%	22%	28%	21%	26%	18%	27%
Business/management	14%	17%	18%	10%	16%	11%	8%	12%

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Specific resources desired the most – By user category

Materials for competitive exams are the most sought across all user categories. These were followed by magazines, textbooks, study resources and resources on health.

Type of resources desired	Students	Employed	Unemployed	Others
Base	*1801*	*1210*	*847*	*224*
Materials for competitive exams	65%	34%	48%	48%
Magazines	45%	30%	36%	41%
Text books and study resources	30%	43%	43%	38%
Novels/stories	18%	26%	24%	29%
Arts/History/Economics	28%	26%	30%	26%
Health related	42%	39%	43%	36%
Spiritual materials	24%	33%	32%	34%
Business/management	37%	28%	28%	38%
Farming/agri/fishing	15%	12%	14%	19%

6.2.5 Subject areas utilized the most

Subject areas for which users frequented public libraries was checked. The findings are as follows:

- Resources pertaining to education, politics/ current affairs, followed by fiction/novels are the most utilized across all categories of libraries.
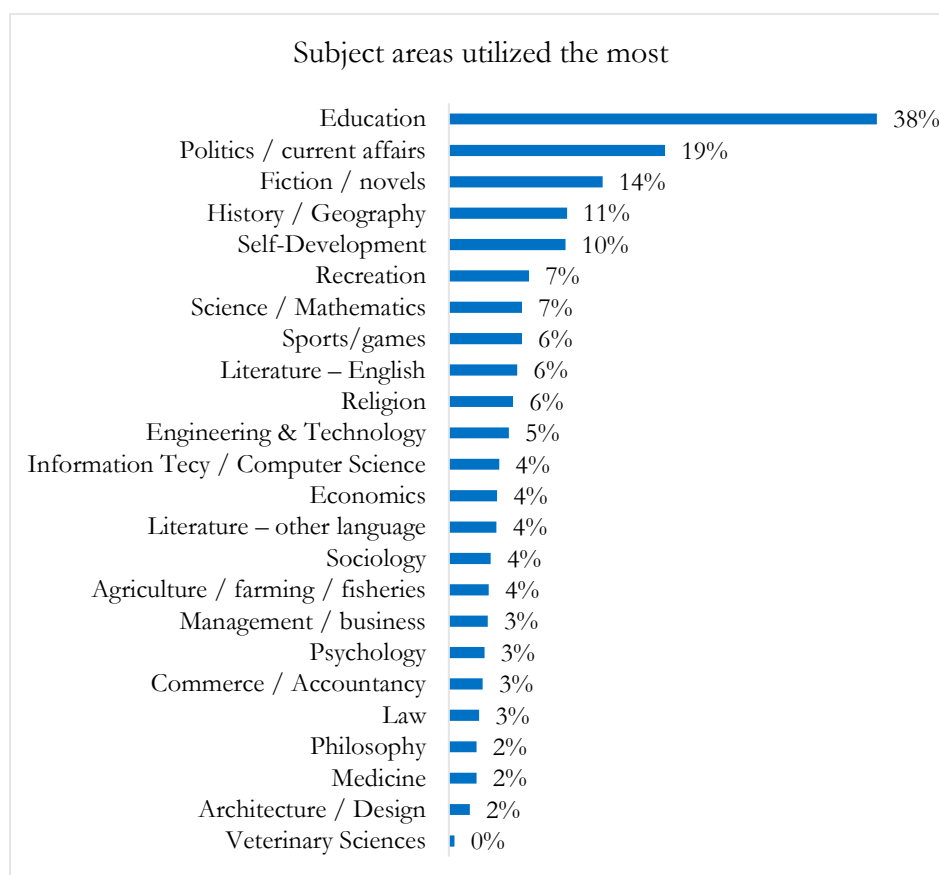
Subject areas utilized the most

Subject	%
Education	38%
Politics / current affairs	19%
Fiction / novels	14%
History / Geography	11%
Self-Development	10%
Recreation	7%
Science / Mathematics	7%
Sports/games	6%
Literature – English	6%
Religion	6%
Engineering & Technology	5%
Information Tecy / Computer Science	4%
Economics	4%
Literature – other language	4%
Sociology	4%
Agriculture / farming / fisheries	4%
Management / business	3%
Psychology	3%
Commerce / Accountancy	3%
Law	3%
Philosophy	2%
Medicine	2%
Architecture / Design	2%
Veterinary Sciences	0%

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Languages accessed the most

This sub-section presents the findings on language resources users access the most across various categories of public libraries.

Overall, 70% of the users access Hindi or other regional language resources from public libraries.

Base - 4082

Q: What type of resources would you like to see more in this library?

30%

73%

■ English ■ Hindi or other regional languages
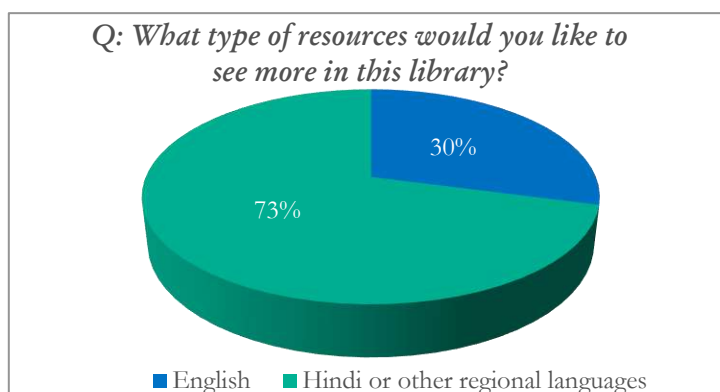
Languages accessed the most – by library category

As expected, higher proportion of users use English language resources in State Central Libraries. In libraries at the taluk and village level, over 80% users access Hindi/other regional language resources the most.

Q: Which language resource do you use the most from this library?

	State Central	District	Municipal/ Corporation	Sub-dist./ Taluk	Panchayat / Village	NGO	Others
Base	*790*	*1087*	*346*	*743*	*298*	*559*	*259*
English	47%	30%	21%	17%	19%	34%	20%
Hindi or other regional language resources	54%	74%	77%	87%	85%	68%	79%

6.3 Services offered, availed & desired

The services offered in public libraries range from book reservations through telephone to special services such as conducting events/meetings. Users were checked about the range of services offered, the services that they have availed in the last one year as well as those that they desire from a public library.

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6.3.1 Services offered

Services offered - Overall

- Public info is a service offered by almost one-half of the libraries. This highlights the role played by the library system as that of an information service provider; a service that libraries must continue to provide.
- Wi-fi facility is offered by 6% of the libraries.

Q: What are the services offered by the library?

	Overall
Base	*4082*
Public info	47%
Study groups	36%
Events/meetings	35%
Children's program	26%
Photocopying	23%
Book renewal/reservation facility-telephonic/Internet	17%
Inter-library book loans	10%
Wi-Fi facility	6%
Film shows	6%

Services offered - By library category

- While nearly half of the state central libraries provide photocopying facilities, it is important to note that this is not the case in other libraries.
- Across all library categories, it is observed that wi-fi facility is the least offered service.

Q: What are the services offered by the library?

	State Central	District	Municipal/ Corporation	Sub-dist./ Taluk	Panchayat / Village	NGO	Others
Base	*790*	*1087*	*346*	*743*	*298*	*559*	*259*
Book renewal/reservation facility-telephonic/Internet	20%	16%	10%	13%	7%	27%	14%
Events/meetings	35%	31%	41%	32%	34%	44%	38%
Photocopying	46%	21%	10%	15%	6%	17%	25%
Inter-library book loans	13%	9%	7%	8%	11%	9%	14%
Public info	49%	46%	33%	53%	37%	44%	60%
Study groups	41%	36%	37%	36%	18%	33%	52%
Wi-Fi facility	7%	4%	5%	2%	7%	13%	3%
Children's program	26%	19%	33%	28%	32%	31%	30%
Film shows	7%	5%	4%	4%	6%	13%	2%

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6.3.2 Utilization of available services

- Among the services offered in public libraries, those that users availed in the previous year were captured.
- It is seen that more than half of public library users availed book reservation/renewal facility through telephone or the Internet.
- The importance of Internet is re-iterated, that though only 6% of all libraries provided Wi-Fi, about half of the public library users availed the same as well.

Q: Which of the available services have you availed in the last one year?	Libraries with available service	Availed in the previous year
	Base	
Public info	1902	80%
Book renewal/reservation facility-telephonic/Internet	674	57%
Events/meetings	1440	52%
Study groups	1485	45%
Photocopying	922	44%
Wi-Fi facility	*238 (6% of total libraries)*	42%
Inter-library book loans	417	34%
Children's program	1075	31%
Film shows	247	21%

6.3.3 Services desired in the future

More than half of the public library users desire Wi-Fi facility, followed by book renewal/reservation facility through Internet/ telephone and photocopying facilities.

	Services desired
Base	*4082*
Wi-Fi facility	51%
Book renewal/reservation facility-telephonic/Internet	47%
Photocopying	29%
Public info	23%
Study groups	22%
Inter-library book loans	19%
Events/meetings	18%
Children's program	14%
Film shows	12%

Services offered vs Services desired

- Photocopying facilities are desired by more users than those that are offered.
- Book renewal/reservations through telephone/Internet also see more need among users.
- Wi-Fi facility is a service that is desired by most users.
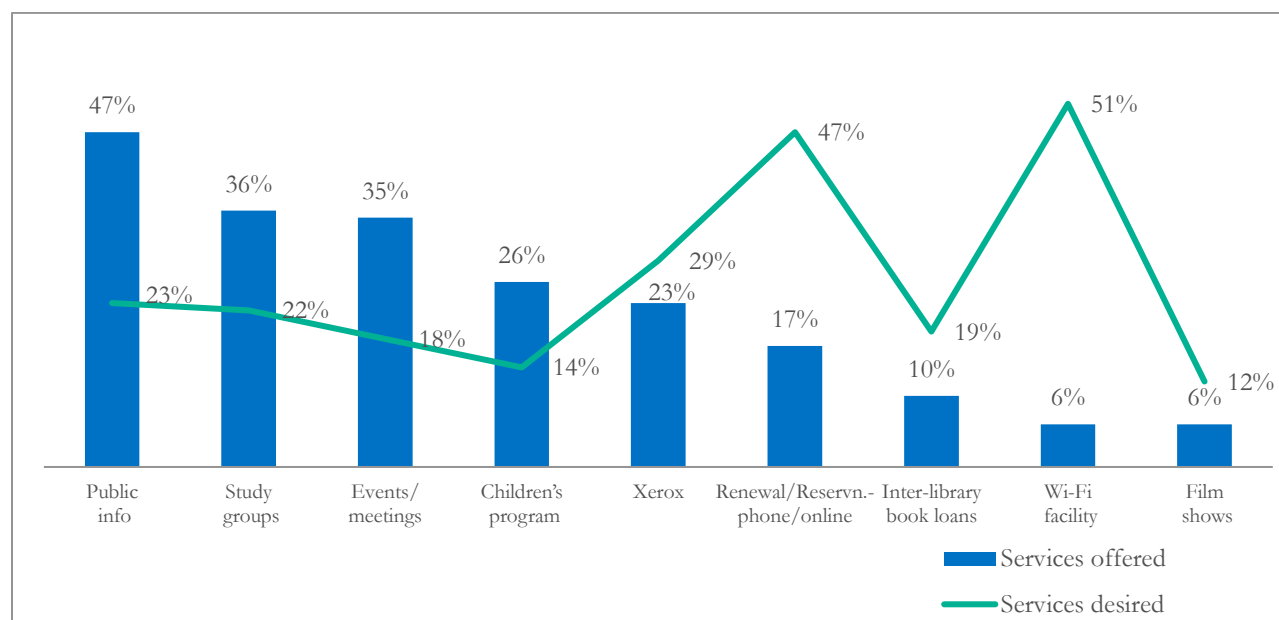
Services desired in the future – by library category

- Wi-fi facility is the most desired service across all categories of libraries
- Book renewals/reservations through telephone or Internet also sees need across all libraries. A significant proportion of users of village and municipality libraries also wanted photocopying facilities.

Q: Which services do you want the library to offer in future?

	State Central	District	Municipal/ Corporation	Sub-dist./ Taluk	Panchayat / Village	NGO	Others
Base	*790*	*1087*	*346*	*743*	*298*	*559*	*259*
Book renewal/reservation facility-telephonic/Internet	45%	49%	56%	49%	42%	38%	47%
Events/meetings	16%	21%	20%	19%	16%	14%	17%
Photocopying	28%	31%	35%	30%	34%	21%	26%
Inter-library book loans	18%	20%	27%	15%	19%	14%	20%
Public info	27%	22%	27%	28%	27%	14%	10%
Study groups	26%	24%	14%	25%	20%	20%	10%
Wi-Fi facility	56%	57%	42%	49%	44%	38%	64%
Children's program	14%	15%	19%	11%	15%	9%	19%
Film shows	15%	13%	18%	9%	9%	11%	7%

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Services desired in the future – by user category

Consistently it is found that Wi-Fi facility is the most desired across all user categories. Users also sought book renewal through telephonic/Internet means and photocopying facilities.

Services desired	Students	Employed	Unemployed	Others
Base	*1801*	*1210*	*847*	*224*
Book renewal/reservation facility- telephonic/ Internet	47%	43%	51%	53%
Events/meetings	19%	17%	17%	17%
Photocopying	32%	26%	28%	27%
Inter-library book loans	19%	19%	18%	23%
Public info	23%	25%	21%	19%
Study groups	24%	20%	20%	23%
Wi-Fi facility	60%	47%	41%	41%
Children's program	13%	15%	16%	11%
Film shows	12%	12%	14%	5%

Wi-fi facility is a service that is particularly desired by a higher proportion of youngsters

Base - 4082

Q: Which services do you want the library to offer in future?

Aged up to 25	59%
Aged 26-60	46%
Aged 60+	26%
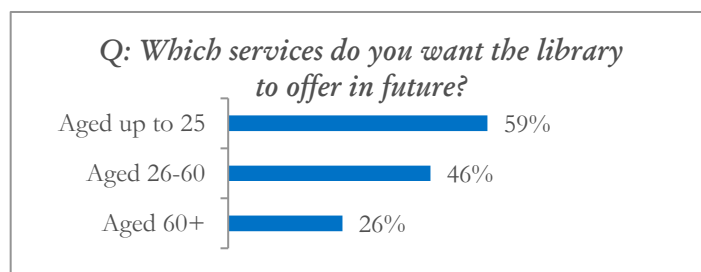
6.3.4 Public information services availed and desired

This section presents the findings on various public information services like weather conditions, agriculture, form filling-govt. services and so on that users have availed.

- Of the available services, employment info was the most availed service in the last one year.
- Employment info, work related info and Govt. form filling services were public information services that were desired.

Q: What are some of the useful public information services that you availed from the library in the recent past?

	Public info availed	Public info wanted
Base	*1964*	*4082*
Weather conditions /climate	17%	18%
Ocean /sea conditions	8%	11%
Agriculture/ farming	16%	19%
Work related	33%	29%
Filling forms –Govt. services	28%	33%
Employment info.	50%	39%
Info on banking /loans	11%	28%
Payment facility (Electricity, Phone, Water, Tax)	5%	21%

Public information services availed - By library category

- Employment info, work related information and services such as filling forms are among the most utilized public information services. Employment info sees relevance across urban and rural regions.
- Information related to weather conditions, agriculture and farming are availed to a great extent in panchayat/village libraries (as they are more farming centric). Therefore, it is important this information offered is customized by region.

Q: What are some of the useful public information services that you availed from the library in the recent past?

	Urban			Rural			
	State Central	**District**	**Municipal/ Corporation**	**Sub-dist./ Taluk**	**Panchayat / Village**	**NGO**	**Others**
Base	*394*	*501*	*124*	*414*	*131*	*250*	*150*
Weather conditions /climate	13%	14%	21%	19%	28%	7%	29%
Ocean /sea conditions	8%	6%	11%	10%	5%	6%	5%
Agriculture/ farming	11%	11%	21%	21%	30%	12%	28%
Work related	36%	35%	40%	32%	32%	24%	25%
Filling forms –Govt services	28%	33%	24%	25%	27%	21%	33%
Employment info.	44%	55%	56%	50%	53%	54%	36%
Info on banking /loans	7%	12%	15%	15%	11%	10%	7%
Payment facility (Electricity, Phone, Water, Tax)	5%	6%	9%	6%	5%	4%	1%

Public information services desired – by user category

- Employment information is the most desired public information service among students, employed and unemployed personnel.
- Other services sought by users:
    - Students, Employed and Unemployed - Form filling services
    - Employed - Work related and Info on banking/loans

Q: What are some of the useful public information services that you would expect the library to provide?

	Student	**Employed**	**Unemployed**	**Others**
Base	*708*	*183*	*96*	*16*
Weather conditions /climate	15%	15%	13%	19%
Ocean/sea conditions	11%	19%	13%	13%
Agriculture/ farming	15%	15%	16%	25%
Work related	29%	34%	29%	25%
Filling forms – Govt. services	31%	31%	38%	44%
Employment info.	32%	44%	56%	19%
Info on banking /loans	13%	33%	27%	25%
Payment facility (Electricity, Phone, Water, Tax)	9%	25%	33%	13%
Others	21%	9%	22%	0%

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Public information services desired – by library category

- Employment information is the most desired public information service, desired across most people profiles.
- Information such as on agriculture, farming and weather conditions are desired to a great extent in panchayat/village libraries

Q: What are some of the useful public information services that you would expect the library to provide?

	State Central	District	Municipal/ Corporation	Sub-dist/ Taluk	Panchayat / Village	NGO	Others
Base	*790*	*1087*	*346*	*743*	*298*	*559*	*259*
Weather conditions /climate	19%	19%	19%	21%	25%	6%	19%
Ocean/sea conditions	15%	10%	8%	13%	14%	5%	14%
Agriculture/ farming	20%	18%	12%	22%	37%	12%	19%
Work related	36%	28%	27%	25%	39%	19%	29%
Filling forms –Govt services	43%	33%	20%	33%	37%	21%	43%
Employment info.	50%	41%	27%	38%	44%	24%	48%
Info on banking /loans	33%	31%	20%	33%	33%	11%	32%
Payment facility (Electricity, Phone, Water, Tax)	23%	22%	21%	26%	26%	8%	17%

Public information services desired – by age group

Employment and filling forms info is most desired by youngsters, while those aged 60+ desire services related to agriculture, farming and payment facilities.

	Age up to 25	Aged 26-60	Aged 60+
Base	*1835*	*1982*	*259*
Weather conditions /climate	19%	17%	20%
Ocean/sea conditions	10%	12%	12%
Agriculture/ farming	18%	20%	25%
Work related	30%	28%	23%
Filling forms –Govt services	37%	31%	24%
Employment info.	43%	38%	24%
Info on banking /loans	28%	29%	24%
Payment facility (Electricity, Phone, Water, Tax)	20%	21%	26%

6.4 User rating of libraries and their services

The users were asked to rate the quality of services offered by libraries, as well on a number of specific parameters such as quality of resources, library services, staff, online access and facilities. The following section presents findings from the same.

6.4.1 Quality of services offered by the library

The users were asked to rate quality of services of libraries on a 5-point scale ranging from excellent to poor. Overall, over one-half of the users rate the services offered to be 'very good' or 'excellent'.

Rating of quality of services is marginally higher in NGO and village libraries, compared to other categories.

Base - 4082

Q: Based on your experience, how would you rate the quality of services offered by this Library?
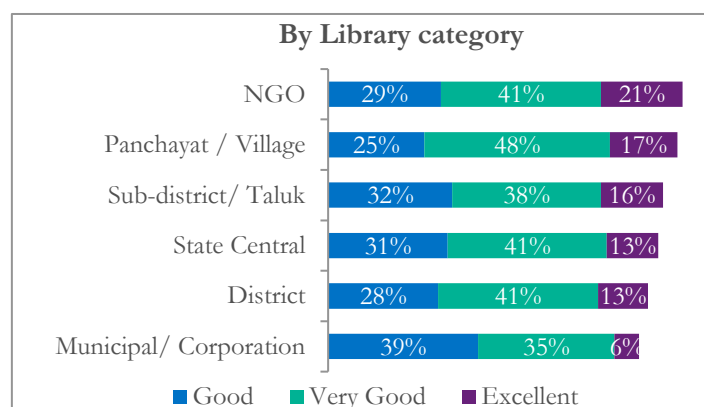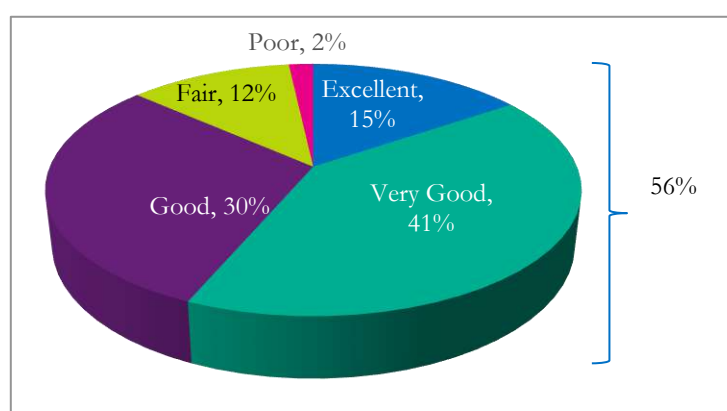
6.4.2 Parameter wise rating of services

The users were asked to give their rating on several specific parameters such as resources, facilities, online access, staff and library services. The findings are tabulated here.

- Overall, users are most satisfied with resources and least satisfied with library facilities. This is in line with findings from Part – A, where it has been established that there is tremendous scope for improvement of facilities such as toilet amenities, drinking water, computer and Internet access and so on.

Q: Considering your experiences with the library, rate the quality of services on these Parameters

119
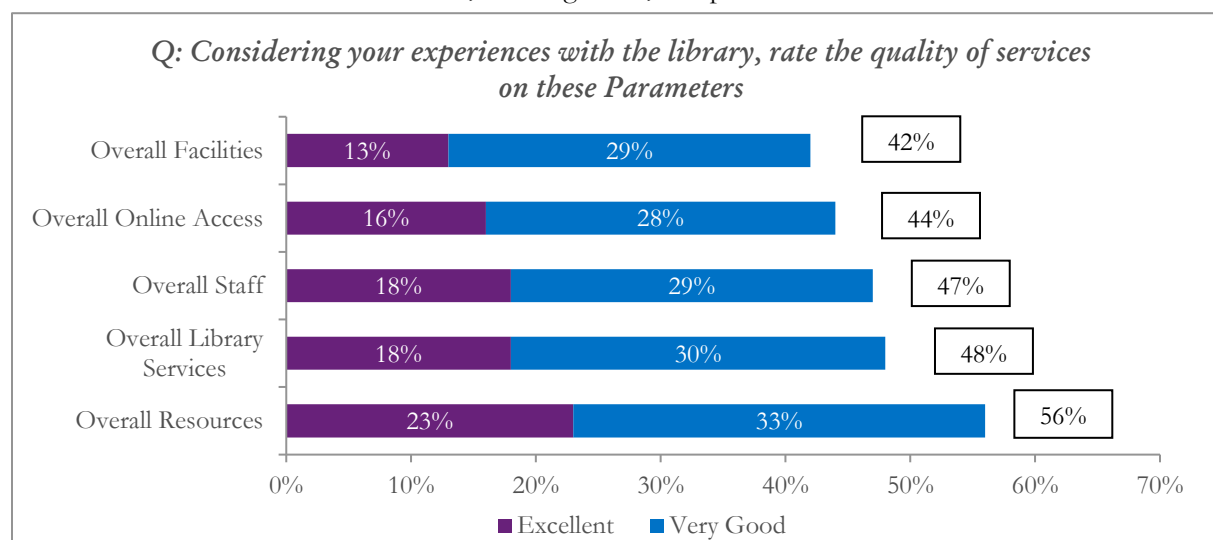
Base - 4082

- Across all categories of libraries, users are most satisfied with the quality of books.
  - In line with poor quality of CDs/DVDs and e-books, the user rating is least for the two said areas.
- Ease of finding books is rated the lowest across all categories of libraries, an aspect that can be improved with a higher degree of automation and better organization of the library.

Q: Considering your experiences with the library, rate the quality of services on these parameters
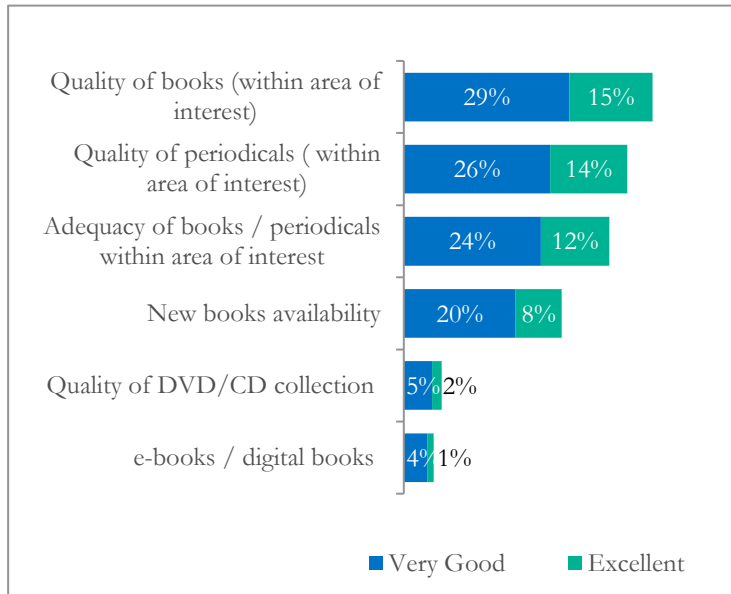
6.4.4 Service rating of library staff

- Users of public libraries respond that approximately one-fourths of library staff are knowledgeable, and only under one-fifths of them are helpful.
- This highlights the need for staff to be trained to serve users better.

Q: Considering your experiences with the library, rate the quality of services on these parameters

Base - 4082

120
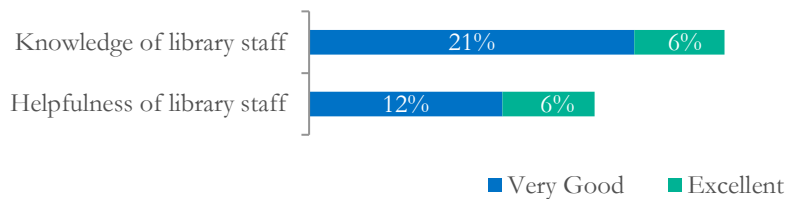
6.4.5 Quality of library facilities

- Users are least satisfied with aspects such as convenience of library timing, toilets, noiseless environment and parking facility.
- Being key aspects, the library system needs to immediately focus on these areas and strive to improve user ratings.

Q: Considering your experiences with the library, rate the quality of services on these parameters

Parameter	Very Good	Excellent
Seating comfort	32%	21%
Space in library	30%	18%
Location of library	26%	14%
Ambience inside library	20%	11%
Convenience of library timing	5%	1%
Parking facility	5%	2%
Toilets / washrooms	5%	2%
Noiseless Environment	4%	2%

Base - 4082
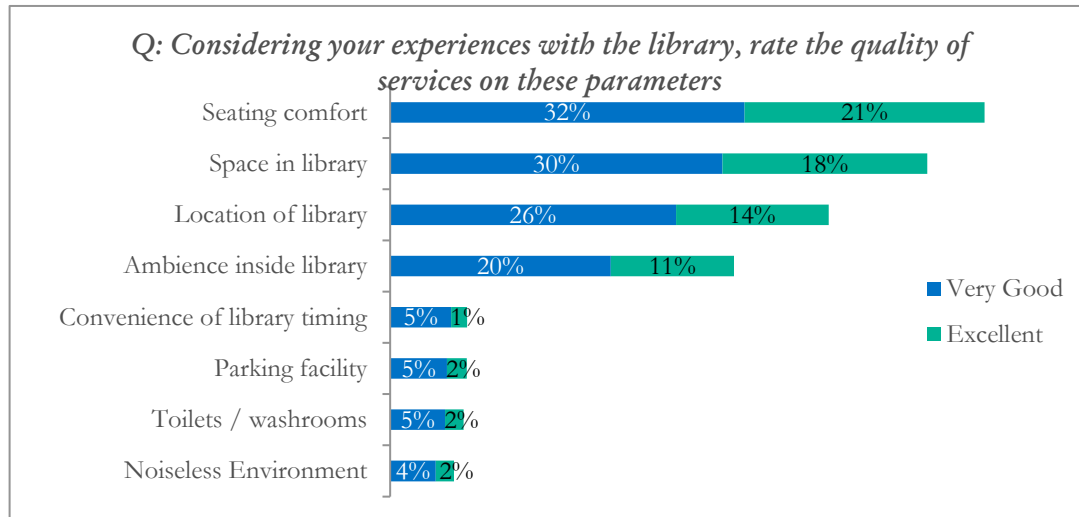
6.5 Extent of fulfilment of needs

This section captures the extent to which users' needs have been fulfilled in the public libraries they visit. They were asked to give their rating on a 3-point scale ranging from not fulfilled to completely fulfilled.

- About one-thirds users say that libraries fully fulfil their needs. However, over 60% of the users opine that libraries only somewhat fulfil their needs – thereby highlighting that there is plenty of scope for further improvement.

Q: To what extent has the relationship with Library fulfilled the needs for which you avail its services? Would you say it is not fulfilled, somewhat fulfilled or completely fulfilled?

Extent of fulfillment of needs - Overall

No opinion, 1%

Not fulfilled, 4%

Completely fulfilled, 35%

Somewhat fulfilled, 60%

Base - 4082

121
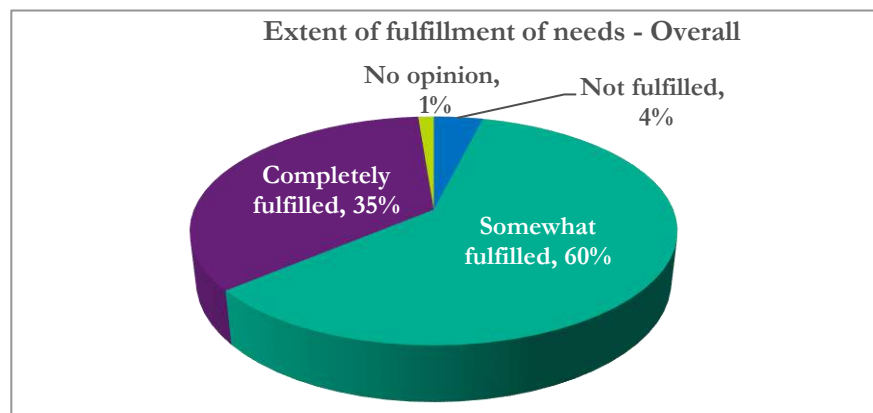
Extent of fulfilment of needs – by library category and age

- User fulfilment rating is highest in NGO libraries, and lowest in village libraries.
    - Users from village libraries, despite indicating relatively high levels of satisfaction with services provided, express a wish for further fulfilment of their needs
- Similarly, a higher proportion of those in the old-age group are more fulfilled compared to youngsters and those mid-aged.
- This highlights the need for the library system to equip itself with resources and services in a manner that it better caters to the needs of village libraries and those in the younger age groups.

Q: To what extent has the relationship with Library has fulfilled the needs for which you avail its services? Would you say it is not fulfilled, somewhat fulfilled or completely fulfilled?
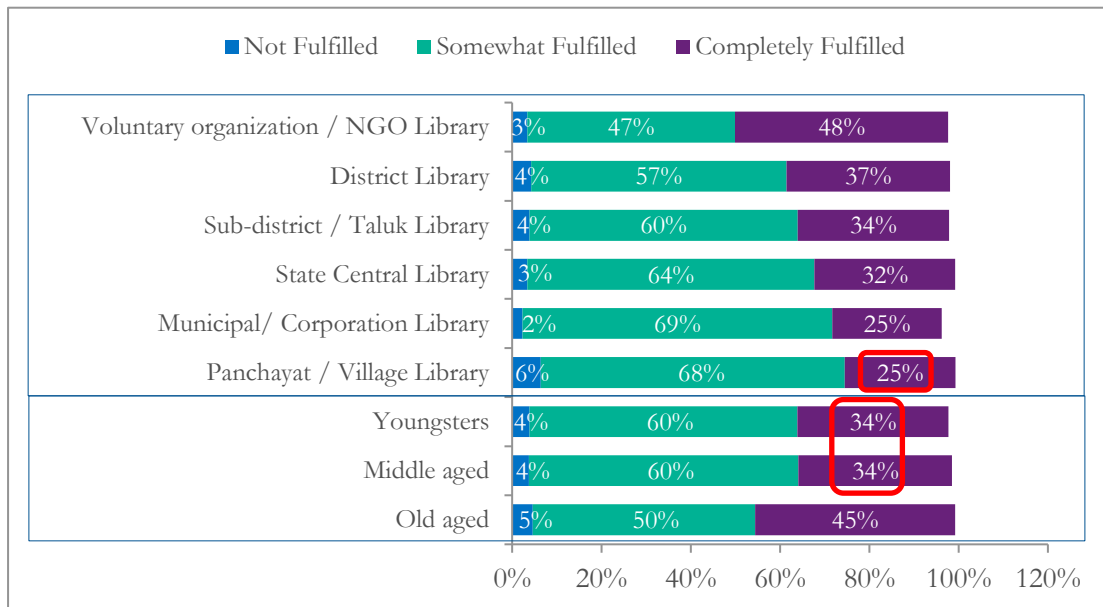
Base - 4082

6.6 Likeliness to recommend

Extent of likeliness to recommend their library if someone were to ask their advice on library memberships was checked.

Overall, nearly two-thirds of the users mention that they are 'very likely' or 'extremely likely' to recommend the library if someone were to ask their advice on library memberships.

As expected, users whose needs have been completely fulfilled are more likely to recommend the library compared to others.

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Q: How likely would you be to recommend this library if someone asked your advice on library memberships?

Don't know, 2%

Not at all likely, 2%

Extremely Likely, 18%

Somewhat Likely, 26%

Very Likely, 49%

Base - 4082

Likeliness to recommend vs. level of fulfilment of needs

Needs completely fulfilled | 49% | 31%

Needs not fulfilled | 49% | 11%

Needs completely fulfilled - 1418;
Needs not fulfilled– 2664

■ Very likely
■ Extremely likely
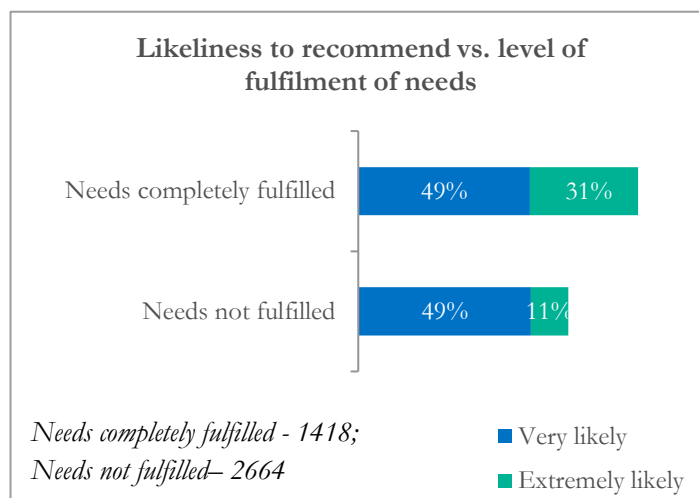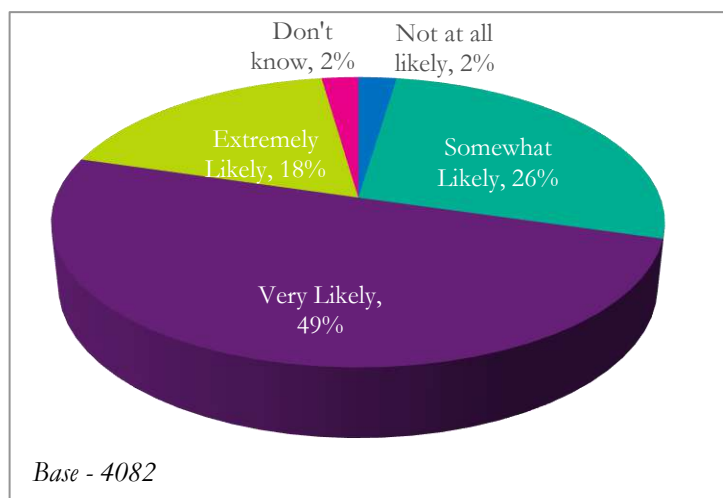
6.7 Importance attached to presence of libraries

Users were asked to rate the extent of loss they would feel if the service provided by their libraries was not available in their city.

- Overall, 60% of the users mention that their library, if not present in the city, would be a major loss for them. This goes to show that libraries play an indispensable role in our social set-up.
  Users that express that their library, if absent 'would be a major loss' are spread across most categories of libraries – right from state central to the village level as well as across all age groups.

Q: If the service provided by this library was not available in this city, will you consider it as a major loss, a little loss or not a loss at all?

Not a loss at all 6%

Don't know 4%

A little loss 33%

A major loss 57%

Categories that consider as 'a major loss'

Panchayat / Village Library | 62%
State Central Library | 61%
Municipal/ Corporation Library | 61%
Sub-district / Taluk Library | 59%
Distict Library | 58%
Voluntary organization /… | 49%
Old aged | 63%
Middle aged | 62%
Youngsters | 57%
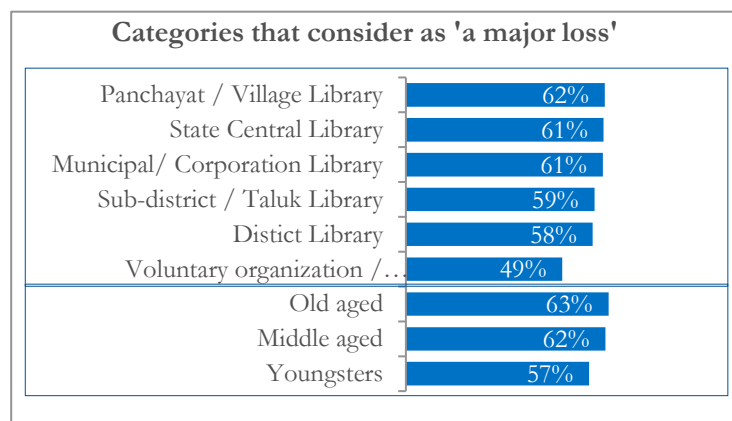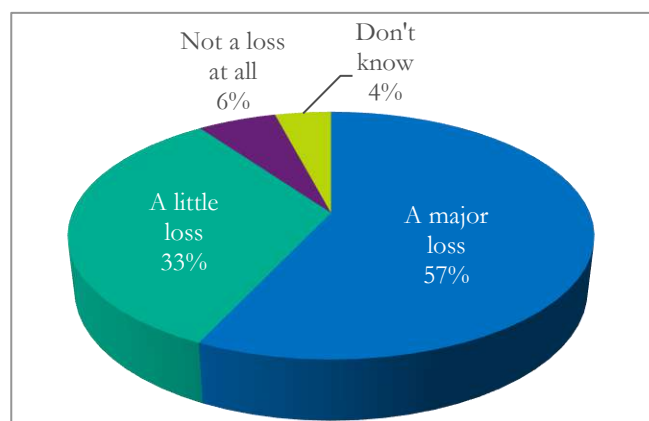
6.8 Willingness to contribute to new initiatives

This section covers the users' willingness to voluntarily contribute towards development funds for public libraries and development of online services.

Users were provided with concepts to affirm their willingness on new initiatives. The concepts are presented below:

> **Ministry of Culture, Govt. of India has set up National Mission on Libraries which intends to develop the public library system in India. One of the initiatives planned by the ministry is to collect a nominal voluntary amount from the public, which will be used to improve the infrastructure and resources for the public library in our area.**

6.8.1 Willingness to contribute to a development fund

Overall, about 45% of the users express that they are likely to contribute towards a development fund for public library in their area. This goes to show the importance they place on the cause of development of the library system.

Users across all categories of libraries indicate willingness to contribute towards the development fund. Only one half of the users were willing to contribute Interestingly, among the various categories, it is least in state central libraries.

Q: Would you be willing to voluntarily contribute an amount to a development fund for public library in your area?

Base - 4082

6.8.2 Amount users are willing to contribute

The users who were willing to contribute towards voluntary donations were asked the approximate amount they could spend.

- On an average, users across all categories of libraries are willing to make a one-time contribution of Rs.200 towards the development fund. This is a highly encouraging sign for the library system.

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6.9.1 Usefulness of additional library services

Nearly three-fourths of the users indicate that a service such as having talks on topics of health, career, jobs, etc. is useful. This is true across all categories of libraries, thereby highlighting the need for such a service.

Q: Would it be useful if libraries have these initiatives?

Talks on topics like health, career, etc.	76%
Discussion on new books	72%
Literary clubs	58%
Meet the author programs	60%

Base - 4082

6.9.2 Usefulness of service access points to public libraries in public areas

Users were also asked about the usefulness of service access points of public libraries in shopping malls, railway stations and metros.
Overall, more than 60% users say that it will be useful if public libraries provide service access points in areas such as malls, railway stations and so on for users to use their books and other services.

Highest proportion of users from panchayat/village library and district library indicate that service access points to libraries in public areas will be useful.

Q: If Public libraries plan to provide service access points in public areas such as shopping malls, railway stations, metro stations to use their books & other services, will such an initiative be useful for you?

Base - 4082

Useful 60%
Not useful 26%
Not sure 15%

By Library category

District Library	68%
Panchayat / Village Library	67%
Sub-district / Taluk Library	60%
State Central Library	55%
NGO Library	51%
Municipal/ Corporation…	44%

126
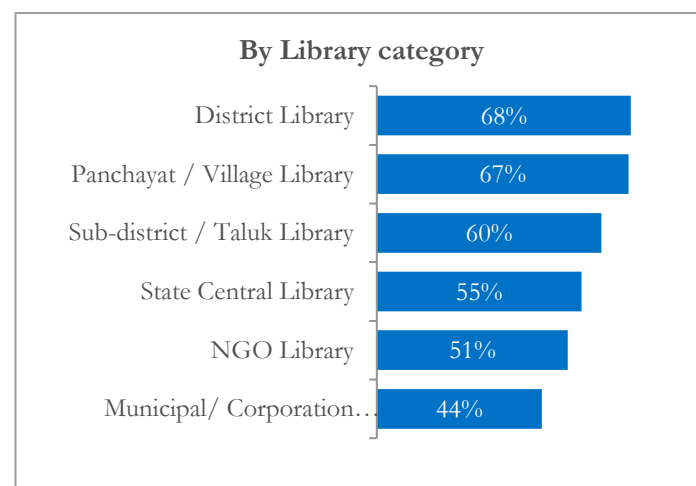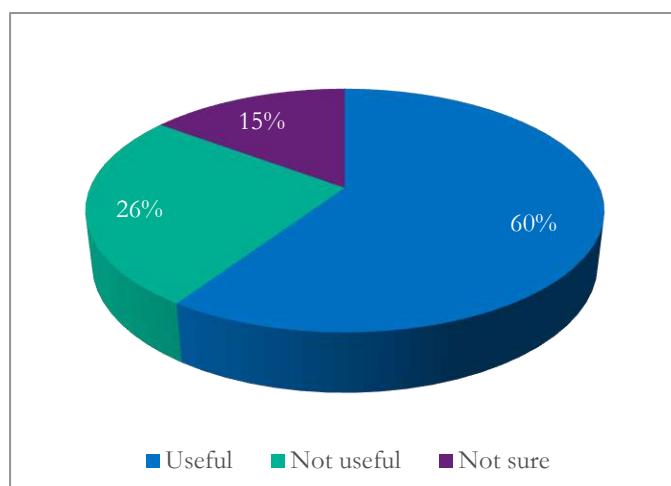
7. PART C – Survey among other library users (Academic & Private lending libraries)

In this chapter, views expressed by users of other libraries (academic, cultural/mission/embassy & private lending libraries) have been presented. Aspects covered include usage profile and patterns, resources and services offered, availed and desired, their rating of libraries and their services, extent of fulfilment of their needs, likeliness to recommend and their views on a number of new initiatives.

Chapter Summary

In the following sections, views expressed by the users of other libraries namely comprising of school, college, cultural or embassy or mission type and other private lending libraries are presented. The findings on the resources and services offered, availed and desired, the users' rating of the libraries and their services, degree of satisfaction of their needs, and likelihood to recommend, are presented.

User Profile

A total of 1003 users of other libraries were interviewed. They belonged to different age groups and categories and included students, employed professionals, self-employed and unemployed individuals. More than half the users had been members of these libraries for 2 years or less.

Change in the frequency of visits over last 2 years

Almost 75% users indicated that the number of their visits to libraries had been increasing over the last two years. This is an indicator of their relevance as well as that library usage will increase in the future. The users who acknowledged a rise in the number of visits to libraries were mostly from the university and cultural/mission type or private lending libraries.

Change in information availed in the last 2 years

Overall, more than two-thirds of the members indicated that their library visits had been increasing over the last two years. This encouraging sign indicated that the relevance and use of libraries was only increasing over time. Among the library categories, the highest percentage of members came from the University and cultural/mission type or private lending libraries, suggesting an increase in the information availed through libraries.

Probable change in usage over the next 2-3 years

Almost half the users indicated that their usage of libraries would increase in the next 2-3 years, while a little over a third of them suggested that it might decrease. Revamping the public library systems could attract the other public library users to utilize more of their services. The two main reasons cited by users for using the library are for educational and self-developmental needs.

Overall, resources like books, periodicals and newspapers were made available uniformly across all categories of the cultural/mission/embassy and private lending libraries, while digital resources including digital books, online databases and Internet access were offered only by the academic libraries (university and college/school libraries).

Services offered

'Public information' and 'study groups' were a couple of the principal services offered by half of the other libraries. Wi-Fi facility was offered by 14% of the academic, cultural/mission/embassy and private lending libraries.

- Among all the library categories, the users of the university libraries showed a better percentage of services offered to them when compared to others. Photocopying and Public information were the most prominent services provided by the university libraries.
- Wi-Fi facility was more popular among the university libraries compared to the other library categories.

Resources availed by users

The other library users were enquired on the resources they availed from their libraries. Overall, it was clear that books and newspapers were the most availed resources there, while Internet access was availed by a marginally higher percentage of youngsters.

Resources desired by users

Users were invited to list the resources they wished their library would have and for those for which they would be willing to pay an additional fee. Most users appeared to desire the availability of Internet access and expressed their willingness to pay an additional fee to avail the same.

- Online databases were identified as being more relevant among students, while digital books were the more preferred resource among the unemployed users.
- Digital books or e-books were more sought after by the middle-aged users.
- The Internet was largely preferred by the youth and middle-aged users. However, the need for digitization of libraries was identified as a universal need, as Internet access is preferred by most users across all age groups.

Additional fee

On asking the users to name the library resources that they were willing to pay an additional fee for, digital books and online databases were identified. Only a few expressed their willingness to pay an additional fee for CDs/DVDs from their library.

Languages accessed the most

The users across the different categories of libraries were queried on the language resources accessed the most often. On the whole, more than half the other library users were found to access Hindi or other regional language resources.

- A higher percentage of the university library users utilized English language resources.
- More than 85% of the cultural/embassy and private lending libraries showed a preference for regional language resources.

Utilization of the services available

From the services offered by academic, cultural/mission/embassy and private lending libraries, more than half of the user population was found to avail book reservation/ renewal facility via the telephone or Internet, followed by photocopying facilities. Although only 14% libraries provided Wi-Fi facility, about half the users of these libraries availed the same, emphasizing the importance of the Internet.

Library services – offered and desired

The users of other libraries (academic, cultural/mission/embassy & private lending libraries), were invited to identify the services offered by their libraries and the ones they desire their libraries to provide them in the future.

Services offered

Public information and study groups were the major services availed by the users. Wi-Fi facility was availed by only 14% private libraries.

Services desired in the future

- On services desired in the future, half the users wished to have the facility to make book/ reservations/renewals via phone/Internet.
- Over 40% users requested photocopying and Wi-Fi facilities in their libraries.
- Across library categories, book renewals/reservations through telephone or the Internet, Wi-Fi facility and photocopying were desired by the users.

Public information services

- Employment information was the most availed service during the last one year, among students, employed persons and the unemployed.
- The 'employment info' and 'Govt. form filling services' were identified as desired facilities to be provided in the future.

User rating of libraries and their services – all parameters

Users were requested to rate the quality of services provided by libraries, as well several specific parameters including quality of resources, library services, staff, online access and facilities. It became evident that,

- Nearly 60% of the users rated the services provided by the libraries as 'very good' or 'excellent'.
- The quality of services was found to be marginally higher in the university/college/school libraries, when compared to other libraries.
- The quality of the resources, books in particular, elicited user satisfaction. However, the user rating was low for the availability of CDs/DVDs and e-books, indicating the need for libraries to improve these facilities.
- Nearly half the other library users rated the quality of the services such as events/ meetings and workshops, as marginally higher than the other services these libraries provided.
- Regarding the library staff, the users' responses indicated that almost one-quarter of the library staff were knowledgeable, and less than one-fifths were helpful. This reveals the dire need for staff to be adequately trained to serve the users better.

- In terms of the online services provided, more than half agreed that the Internet speed and computer availability in the academic, cultural/mission/embassy and private lending libraries were good. However, access to the online databases and books required greater improvement.

Extent of fulfillment of needs

When the users were requested to rate the degree of satisfaction they experienced with the facilities of the other libraries they visit, about two-fifths of them stated that the libraries fully met their needs. However, over 50% of the users opined that libraries only 'somewhat fulfilled' their needs.

- Among the age groups, less than 40% of users in the young and middle-aged groups were observed to state that their needs were 'completely fulfilled' by their libraries.
- Among the library categories, 49% users of the cultural/embassy/mission and private lending libraries indicated that their needs were 'somewhat fulfilled'.
- Nearly 60% users of the college and university libraries admitted that their needs were 'somewhat fulfilled'.

Importance attached to the presence of libraries

Users were requested to rate the degree of loss they would suffer if the service provided by their libraries was unavailable in their city. It was reported that nearly half the users felt that they would consider it a major loss if the library was absent in their city. This highlights the vital role the libraries play in our social set-up. Mostly, the users of cultural/embassy/mission libraries responded that their library, if absent, would be a great loss, even though their needs were only fulfilled partially by these libraries. This shows that these libraries constitute an essential part of the social needs of the users.

Utilization of Public libraries by other library users

More than three-fourths of other library users were observed to have never utilized any of the public/government facilities available in the city. More university library users had visited public libraries, possibly indicating that these users' needs had not been completely satisfied by their libraries.

Reasons for the non-usage of public libraries

The primary reason for the non-usage of public libraries is because other library users may have never visited such libraries. The availability of old books; outdated resources and facilities were some concerns which have resulted in their non-usage.

- Most students have never ever visited public libraries. Among the working group, the employed and unemployed personnel expressed that the non-availability and age of the books were significant concerns. Availability of books in the local languages and by foreign authors were the oft-cited requirements of the unemployed personnel.

Public library membership

When other library users were requested to share their inclination to take public library membership in the future, nearly two-fifths of the users replied positively. The student population was identified as the most likely group to seek membership. A small percentage of employed individuals expressed willingness to become members, while most unemployed responded in the negative.

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Willingness to recommend

Overall, more than half of the academic, cultural/mission/embassy and private lending library users gave assurance of being 'very likely' to recommend the library if they were asked for advice regarding library memberships; this is indicative that users believe that with the implementation of certain improvements, the services offered by other libraries are very beneficial. As expected, users who have experienced complete satisfaction are more likely to recommend the library compared to others.

Users' willingness to contribute towards nominal contribution

The users were asked to indicate their willingness to contribute towards a development fund and for online services, in their libraries.

Development fund

More than 50% of the users expressed their likelihood to contribute towards a development fund for the public library in their area, highlighting the importance they placed on the cause of the development of the library system.

- Users across all library categories expressed willingness to contribute towards a development fund. This percentage is the highest among the users of university libraries.
- On an average, users across all categories of libraries were willing to contribute Rs.200/- towards the fund, a certainly positive and encouraging sign.

Membership for online services

- Overall, half the users expressed that they would probably contribute towards the fund for computerization, as well as the set-up of online services in the public library in their area.
- On average, users across all categories of libraries expressed willingness to make a one-time contribution of Rs.200/- towards computerization and setting up of online services.

Opinion on the usefulness of additional library services

Users were queried on the usefulness of additional library services in public libraries, like 'Meet the Author' programs, literary clubs, and discussions on new books and talks on health, career and the like.

- Almost three-fourths have responded that 'talks on topics of health, career, jobs' and 'discussions on new jobs' would be useful.

Opinion on the usefulness of access points to public libraries

Users were also requested to respond on their perception of the usefulness of service access points of public libraries in malls, railway stations and other public spaces.
While half the users stated that the service access points provided by public libraries would prove beneficial, the remaining half responded either in the negative or expressed their uncertainty of the effectiveness of such a move.

Detailed Results

7.1 Usage profile & patterns

Information such as years of membership, number of visits they make to libraries and information availed from libraries was obtained from users.

7.1.1 Age of users and User categories

Among the respondents interviewed, majority were youngsters of ages 19-25 and children.

Majority of the other public library users met were students, while only a few of them were employed.

Among the respondents met, more than half of the users have been members of other libraries (academic, cultural/mission/embassy & private lending libraries) for 2 years or lesser.

Answering Base - 740
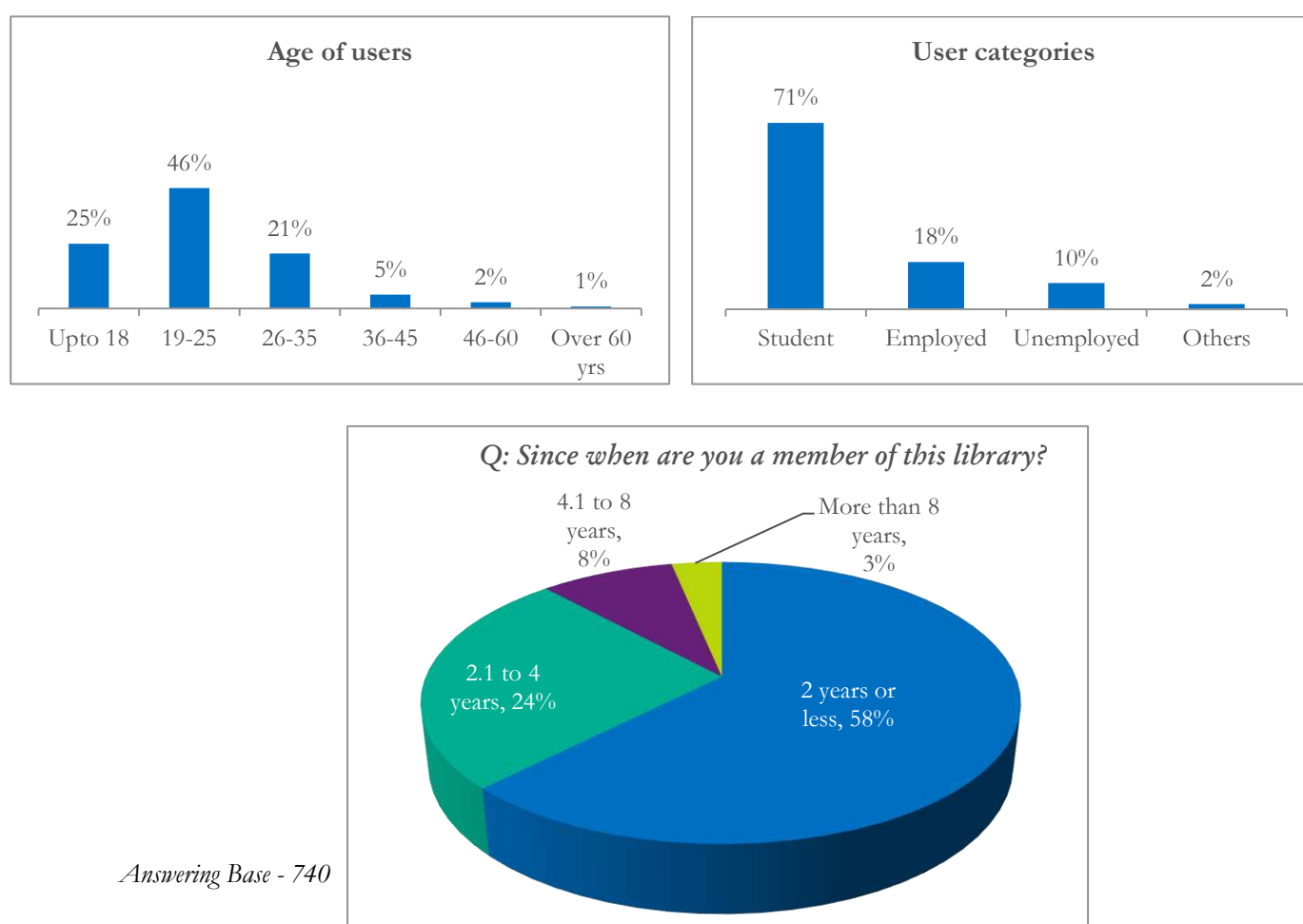
7.1.2 Change in number of visits over last 2 years

Overall, almost three-fourths of the members indicate that their visits to libraries have been increasing over the last two years. Only around 3% members have mentioned that there has been a decrease in visits. This hints that relevance and use of libraries has increased over time – a positive sign.

Members indicating an increase in visit to libraries are highest among university and cultural/embassy/mission or private lending libraries.

Q: In the last 2 years, how has your usage of the library changed in terms of number of visits?
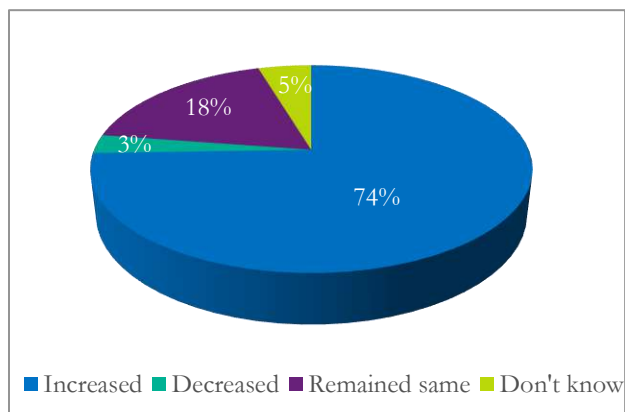
No. of visits by Library category	University Library	Cultural/embassy/ Mission/Private Lending/Others	College / School
Base	*45*	*115*	*185*
Increase	87%	83%	66%
Decrease	4%	3%	3%
Remained Same	9%	12%	24%
Don't know	0%	3%	7%

Base – 345 (Members for more than 2 years)

7.1.3 Change in information availed over last 2 years

Trends on information availed through libraries – whether it increased, decreased or remains the same – were examined.

Overall, around three-fourths of the members indicate that their visits to libraries have been increasing over the last two years. This is an encouraging sign indicating that the relevance and use of libraries is only increasing over time.

As in the case of visits, highest proportion of members from university and cultural/embassy or private lending libraries indicate an increase in information availed through libraries.

Q: In the last 2 years, how has your usage of the library changed in terms of information availed?

*Base – 345 (Members for more than 2 years)*
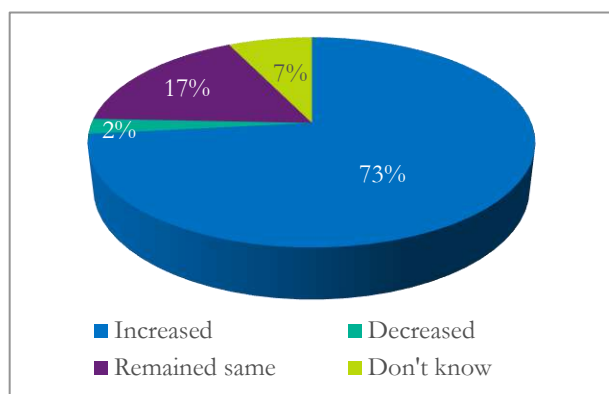
Information availed by Library category	University Library	Cultural/embassy/ Mission/Private Lending/Others	College / School
Base	*45*	*115*	*185*
Increase	84%	84%	64%
Decrease	4%	3%	2%
Remained Same	9%	10%	24%
Don't know	2%	3%	11%

7.1.4 Likely change in usage over next 2-3 years

It is imperative to note that while about 46% of the members indicate that their usage of libraries is likely to increase in the next 2-3 years, about 36% of members say their usage would decrease.

- Revamping public library systems could bring in the other public library users to utilize more of their services.

Q: In the next 2 – 3 years, how likely is your usage to increase, remain same or decrease?

16%   46%

3%

36%

■ Will increase   ■ Will decrease   ■ Will remain the same   ■ Don't know
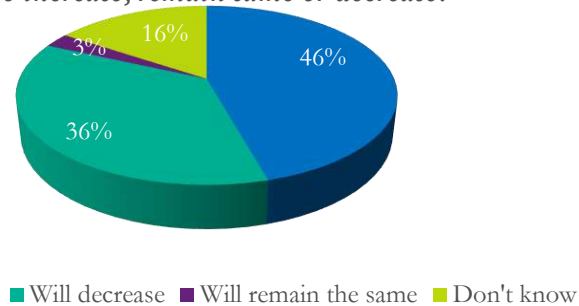
7.1.5 Reasons for using the library

Two main reasons cited by users for using the library are for educational and self-development needs.

Q: Looking back, can you tell me the primary reason for using this library?

Reason	%
Educational / learning	32%
Self / Personality / skill development	28%
Build general knowledge	15%
For reading – in general	10%
Prepare for competitive examination	8%
Get information on employment	2%
For leisure / Socializing / Good quality…	2%
Improve English language skills	1%
Others	2%

Base - 1003

7.2 Resources offered, availed & desired

Information on various resources offered by the other libraries, and then about the specific resources that they personally avail was examined. They were then also checked about the resources that they wished/desired the other libraries provided, but currently not available.

7.2.1 Resources availed by users

This sub-section covers the various resources availed by users at an overall level as well as by age groups. Resources such as books, periodicals and newspapers are offered uniformly across all categories of libraries. Overall, books and newspapers are the most availed resources in libraries. As expected, Internet access is availed by a marginally higher proportion of youngsters.

Q: What all resources do you avail of?

	Overall	By user profile		
		Age up to 25	Aged 26-60	Aged 60+
Base	*1003*	*708*	*287*	*7*
Books	88%	89%	84%	71% (5)
Periodicals/magazines/journals	62%	59%	71%	86% (6)
Newspapers	68%	68%	67%	86% (6)
Digital books/e-books	8%	6%	15%	14% (1)
CDs/DVDs	5%	3%	9%	0
Children's books/magazines	20%	21%	17%	71% (5)
Online databases	8%	8%	8%	0
Internet access	15%	16%	11%	0
Dissertations/thesis materials	7%	7%	8%	0
None/was doing my own work / own reading	3%	3%	3%	0

7.2.2 Resources desired by users

Users were checked about the resources they desired for the library to have and for those for which they are willing to pay an additional fee, if the other libraries (academic, cultural/mission/embassy & private lending libraries) were to provide.

- It is observed that a maximum proportion of the users not only desire Internet access but are also willing to pay an additional fee to avail it. Users were also willing to pay additional fees for digital books and online databases.
- Though CDs/DVDs were desired resources, not many were willing to pay an additional fee for the same.

Q: Which all facilities would you want the library to offer?
Q: For which all facilities would you be willing to pay an additional fee?

Base - 1003
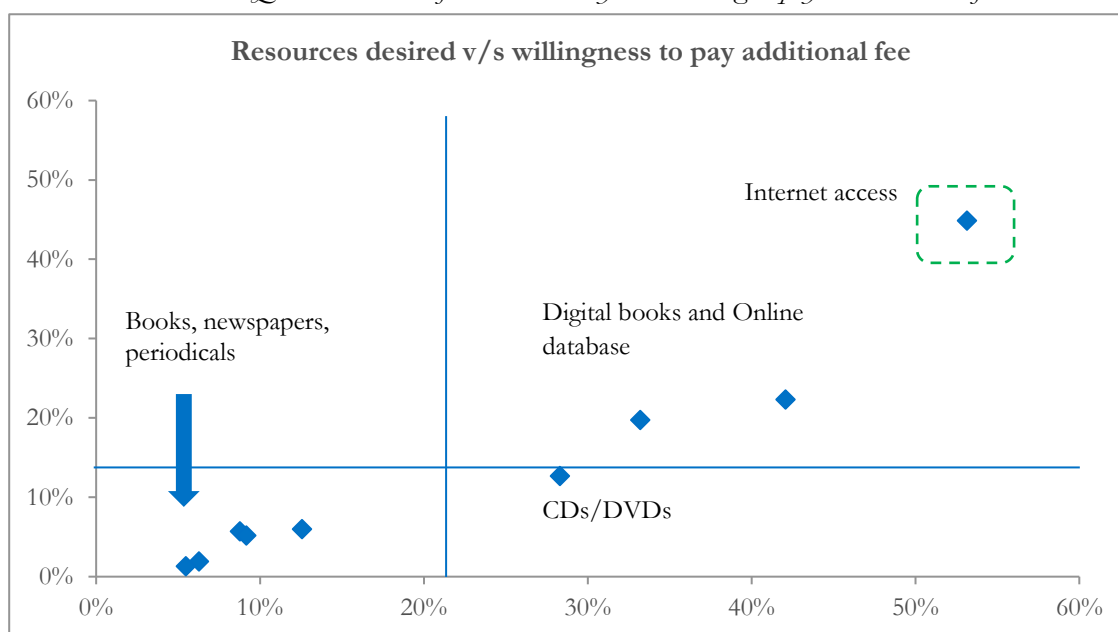
Resources desired by user profiles

A higher inclination to use digital resources as a means of information seeking, shows an attitudinal shift from the traditional resources (books/newspapers/magazines).
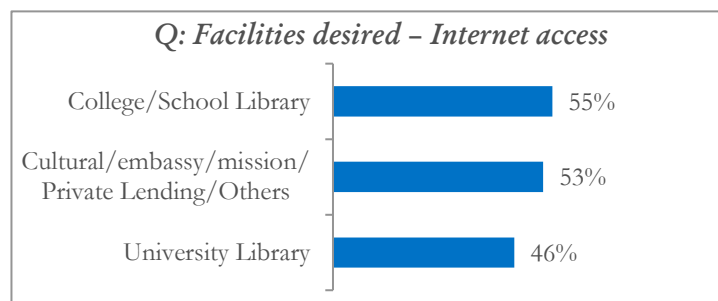
Internet access is the most desired resource among all users. Online databases see more relevance and need among students, compared to other users. Digital format of books also sees more need from the unemployed users as compared to students or those employed.

Resources Desired	Students	Employed	Unemployed	Others
Base	*708*	*183*	*96*	*16*
Books	8%	6%	18%	13% (2)
Periodicals / magazines / journals	5%	4%	20%	6% (1)
Newspapers	4%	5%	22%	0
Digital books/e-books	32%	31%	46%	31% (5)
CDs/DVDs	30%	19%	40%	13% (2)
Children's books/magazines	7%	8%	23%	19% (3)
Online databases	46%	37%	29%	13% (2)
Internet access	51%	63%	46%	56% (9)
Dissertations/thesis materials	12%	15%	9%	31% (5)

Desire expressed for Internet access - by library category

More than 50% of the college or school library users and cultural/embassy/mission type library users express the desire for Internet access.

Base - 1003

Q: Facilities desired – Internet access

College/School Library — 55%

Cultural/embassy/mission/ Private Lending/Others — 53%

University Library — 46%

Desire expressed for additional digital resources - by age group

- While middle aged users sought more of digital books or e-books, the youth desired for more online databases. Internet was desired predominantly by the youth and middle age users.
- However, it should be noted that the need exists among the older age groups as well, thus highlighting the fact that the need for digitization of libraries is universal.

Q: Facilities desired – Digital resources

|	Youth	Middle age and older
Base	*708*	*294*
Digital books/e-books	31%	38%
Online databases	45%	35%
Internet access	51%	58%

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7.2.3 Languages accessed the most

This sub-section presents the findings on language resources users access the most across various categories of other libraries (academic, cultural/mission/embassy & private lending libraries).

Overall, 56% of the other public library users access Hindi or other regional language resources.

A higher proportion of users use English language resources in university libraries. However, more than 55% of the users of cultural/embassy /private lending libraries preferred other regional language resources.

Q: Which language resource do you use the most in this library?
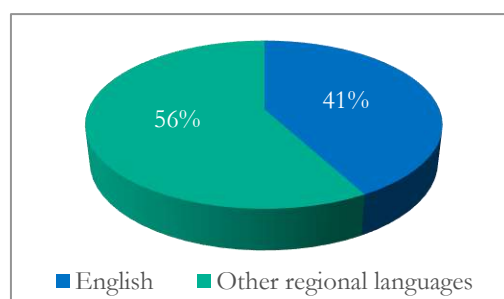
Languages accessed the most – By library categories	University Library	Cultural/embassy/ Mission/Private Lending/Others	College / School
Base	*127*	*376*	*500*
English	44%	42%	39%
Other regional language resources	41%	59%	58%

7.3 Services offered, availed & desired

Libraries provide additional services like conducting events/meetings, book renewals through phone or online, film shows, children programs and a range of other services. The academic and cultural/embassy/private lending library users were checked about the various services offered by their libraries, the services that they have availed in the last one year as well as those that they desired.

7.3.1 Services offered

Services offered - Overall

- Public info and study groups are prominent services offered by about one-half of other libraries.
- Wi-fi facility is offered by 14% of academic, cultural/mission/embassy & private lending libraries.

Q: What are the services offered by the library?
Q: Which of the available services have you availed in the last one year?

	Services offered	Services availed
Base	*1003*	*260*
Book renewal/reservation facility-telephonic/Internet	26%	83%
Events/meetings	29%	22%
Photocopying	22%	28%
Inter-library book loans	14%	16%
Public info	39%	31%
Study groups	38%	17%
Wi-Fi facility	14%	3%
Children's program	16%	3%
Film shows	7%	2%

Services offered - By library category

- Users of university library have better proportion of services offered as compared to users of other libraries.
- Photocopying and Wi-fi facility see more prominence in university libraries than college/school libraries.

Q: What are the services offered by the library?

	University Library	Cultural/embassy/ Mission/ Private Lending/ Others	College / School
Base	*127*	*376*	*500*
Book renewal/reservation facility-telephonic/Internet	24%	31%	22%
Events/meetings	31%	39%	21%
Photocopying	43%	20%	18%
Inter-library book loans	12%	16%	12%
Public info	40%	48%	31%
Study groups	36%	45%	34%
Wi-Fi facility	32%	21%	4%
Children's program	10%	20%	14%
Film shows	2%	13%	5%

7.3.2 Utilization of available services

- Among services offered in academic, cultural/mission/embassy & private lending libraries, those that users availed in the previous year were captured.
- It is seen that more than three-fourths of these library users availed book reservation/renewal facility through telephone or the Internet, this was followed by photocopying facilities.
- The importance of Internet is re-iterated that though only 14% of all libraries provided Wi-Fi, about half of other public library users availed the same as well.

7.3.3 Services desired in the future

About half of the users desired book reservations/renewals through phone/Internet. A significant proportion of users wanted photocopying and Wi-Fi facilities in other libraries.

	Services desired
Base	*1003*
Book renewal/reservation facility-telephonic/Internet	50%
Events/meetings	20%
Photocopying	42%
Inter-library book loans	20%
Public info	24%
Study groups	19%
Wi-Fi facility	42%
Children's program	19%
Film shows	16%

Services desired in the future – by user category

Consistently it is found that book reservations/renewals, photocopying and Wi-Fi facility is the most desired across all user categories.

Services desired	Students	Employed	Unemployed	Others
Base	*708*	*183*	*96*	*16*
Book renewal/reservation facility-telephonic/Internet	50%	57%	39%	56%
Events/meetings	21%	19%	18%	25%
Photocopying	41%	48%	36%	50%
Inter-library book loans	19%	24%	16%	31%
Public info	23%	31%	15%	31%
Study groups	20%	18%	9%	13%
Wi-Fi facility	42%	51%	29%	38%
Children's program	21%	22%	8%	6%
Film shows	18%	19%	0%	6%

7.3.4 Public information services – availed and desired

This section presents the findings on various public information services like weather conditions, agriculture, form filling-govt. services.

- Of the available services in other libraries (academic, cultural/mission/embassy & private lending libraries), Employment info was the most availed in the last one year.
- Employment Info and Govt. form filling services were public information services that were desired.

Q: What are some of the useful public information services that you availed from the library in the recent past?

	Public info availed	Public info wanted
Base	*1003*	*1003*
Weather conditions /climate	3%	14%
Ocean /sea conditions	0%	12%
Agriculture/ farming	3%	15%
Work related	5%	30%
Filling forms –Govt. services	6%	32%
Employment info.	12%	36%
Info on banking /loans	2%	18%
Payment facility (Electricity, Phone, Water, Tax)	2%	14%

Public information services desired – by user category

- Employment information is the most desired public information service among students, employed and unemployed personnel.
- Other services sought by users:
  - Students, Employed and Unemployed - Form filling services
  - Employed- Work related and Info on banking/loans

Q: What are some of the useful public information services that you would expect the library to provide?

	Student	Employed	Unemployed	Others
Base	*708*	*183*	*96*	*16*
Weather conditions /climate	15%	15%	13%	19%
Ocean/sea conditions	11%	19%	13%	13%
Agriculture/ farming	15%	15%	16%	25%
Work related	29%	34%	29%	25%
Filling forms –Govt services	31%	31%	38%	44%
Employment info.	32%	44%	56%	19%
Info on banking /loans	13%	33%	27%	25%
Payment facility (Electricity, Phone, Water, Tax)	9%	25%	33%	13%
Others	25%	24%	17%	13%

7.4 User rating of libraries and their services

The users were asked to rate the quality of services offered by libraries, as well on a number of specific parameters such as quality of resources, library services, staff, online access and facilities. The following section presents findings from the same.

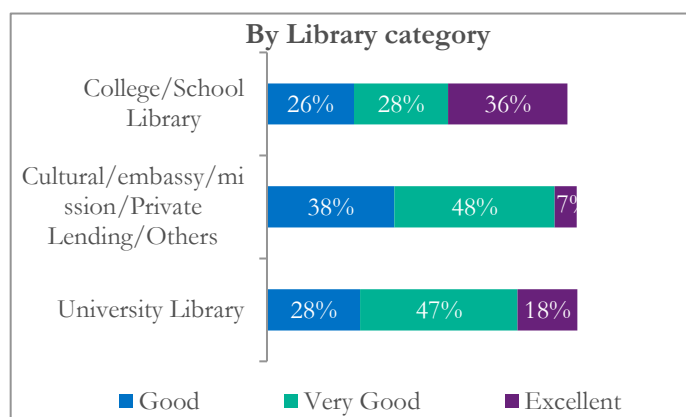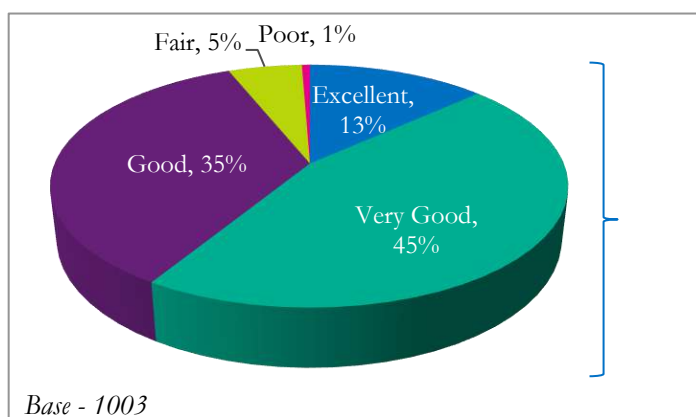### 7.4.1 Quality of services offered by the library

The users were asked to rate quality of services of libraries on a 5-point scale ranging from excellent to poor.
The top 2 ratings of "very good" and "excellent" are used to assess the rating of various parameters, this is to remove any uncertain responses.
Overall, over one-half of the users rate the services offered to be 'very good' or 'excellent'.

Rating of quality of services is marginally higher in university and college/school libraries, compared to other categories.

Q: Based on your experience, how would you rate the quality of services offered by this Library?
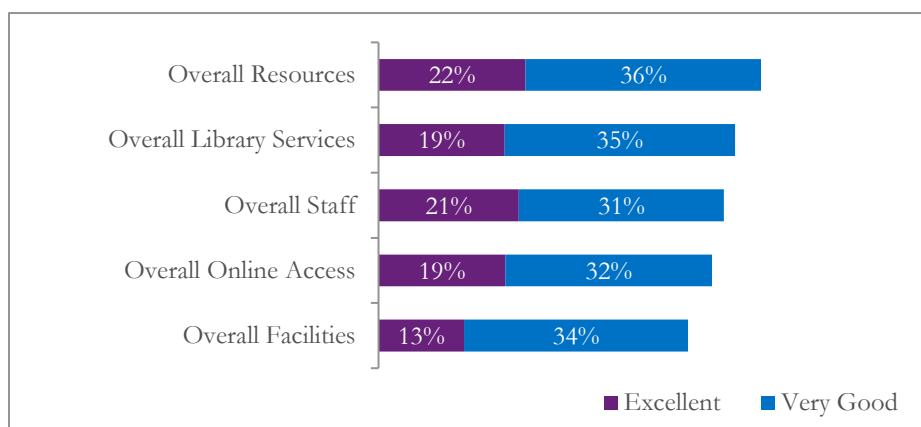

Fair, 5% Poor, 1%
Excellent, 13%
Good, 35%
Very Good, 45%

Base - 1003

By Library category

College/School Library: 26% | 28% | 36%
Cultural/embassy/mission/Private Lending/Others: 38% | 48% | 7%
University Library: 28% | 47% | 18%

■ Good   ■ Very Good   ■ Excellent

7.4.2 Parameter wise rating of services

The users were asked to give their rating on a number of specific parameters such as resources, facilities, online access, staff and library services. The findings are tabulated here.

- Overall, users are most satisfied with resources and least satisfied with library facilities.

Q: Considering your experiences with the library, rate the quality of services on these Parameters
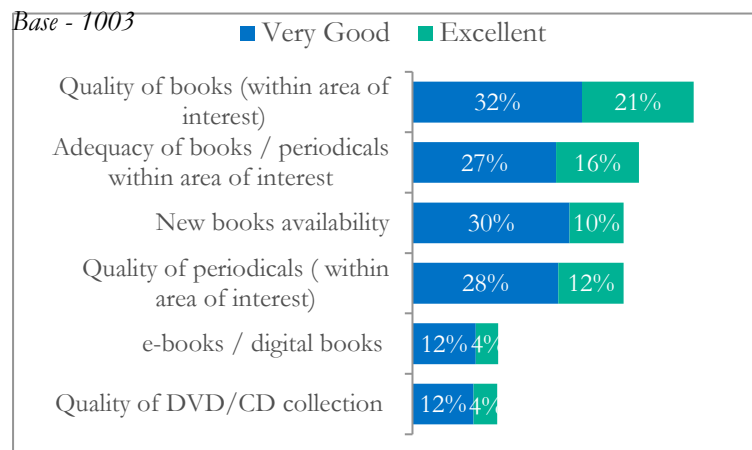

Overall Resources: 22% | 36%
Overall Library Services: 19% | 35%
Overall Staff: 21% | 31%
Overall Online Access: 19% | 32%
Overall Facilities: 13% | 34%

Base - 1003

■ Excellent   ■ Very Good

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7.4.3 Quality of resources and library services

- Across all categories of libraries, users are most satisfied with the quality of books.
- In line with poor quality of CDs/DVDs and e-books, the user rating is least for the two said areas.

Q: Considering your experiences with the library, rate the quality of services on these parameters
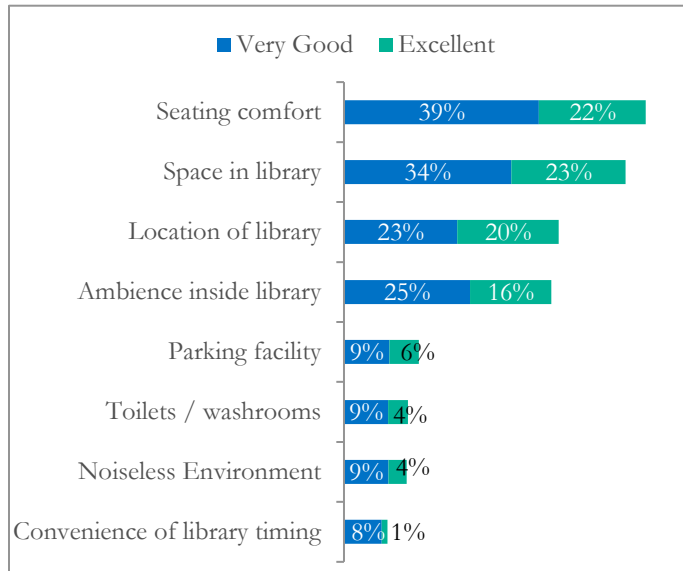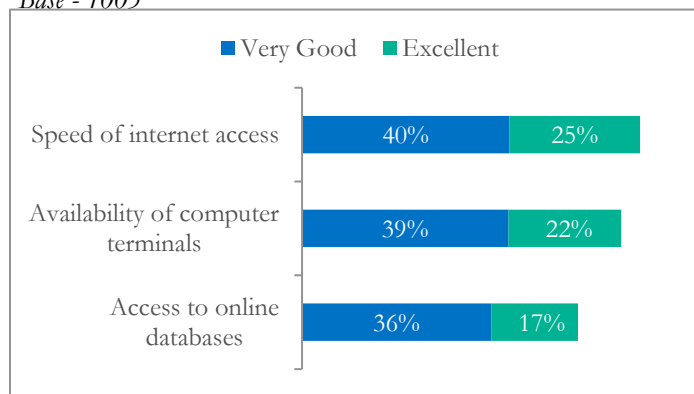
Base - 1003

	Very Good	Excellent
Quality of books (within area of interest)	32%	21%
Adequacy of books / periodicals within area of interest	27%	16%
New books availability	30%	10%
Quality of periodicals (within area of interest)	28%	12%
e-books / digital books	12%	4%
Quality of DVD/CD collection	12%	4%

	Very Good	Excellent
Events / meetings / workshops (if any)	33%	16%
Photocopying facilities	19%	15%
Book reservations facility	26%	6%
Ease of finding books in library	14%	6%
Inter-library books loans (access from other libraries)	10%	8%

7.4.4 Quality of library facilities and online access

More than half of users respond that Internet speed and availability of computers in other libraries is good. However, access to online databases needs more improvement.

Users are least satisfied with aspects such as convenience of library timing, toilets, noiseless environment and parking facility. Being key aspects, the library system needs to immediately focus on these areas and strive to improve user ratings.

Q: Considering your experiences with the library, rate the quality of services on these parameters

Base - 1003

	Very Good	Excellent
Speed of internet access	40%	25%
Availability of computer terminals	39%	22%
Access to online databases	36%	17%

|	Very Good	Excellent
Seating comfort	39%	22%
Space in library	34%	23%
Location of library	23%	20%
Ambience inside library	25%	16%
Parking facility	9%	6%
Toilets / washrooms	9%	4%
Noiseless Environment	9%	4%
Convenience of library timing	8%	1%

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7.5 Extent of fulfilment of needs

This section captures the extent to which users' needs have been fulfilled by the other libraries they visit. They were asked to give their rating on a 3-point scale ranging from 'not fulfilled' to 'completely fulfilled'.

- About two-fifths of the users say that libraries fully fulfil their needs. However, over 50% of the users opine that libraries only 'somewhat fulfil' their needs – thereby highlighting that there is plenty of scope for further improvement.
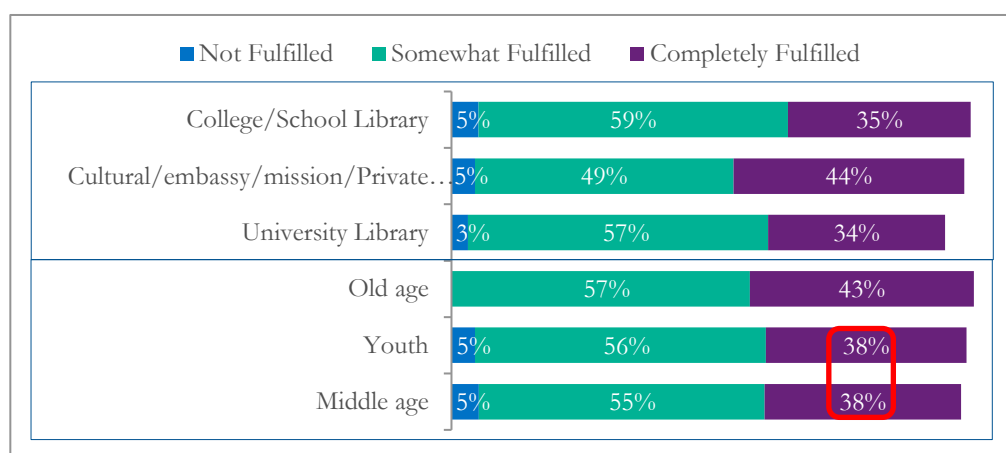
Q: To what extent has the relationship with Library has fulfilled the needs for which you avail its services? Would you say it is not fulfilled, somewhat fulfilled or completely fulfilled?

Extent of fulfillment of needs - Overall

- Not fulfilled 1%
- Somewhat fulfilled 55%
- Completely fulfilled 38%
- No opinion 5%

Base - 1003
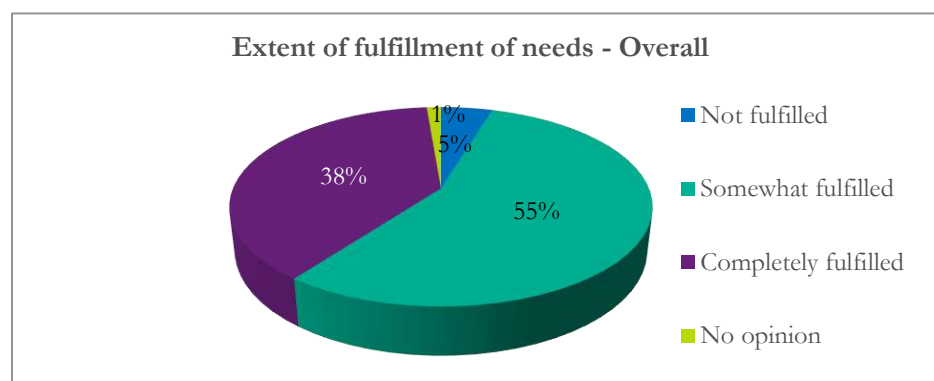
Extent of fulfilment of needs – by library category & age

- User fulfilment rating is highest in cultural/mission/embassy and private lending libraries.
- Similarly, a higher proportion of those in the old-age group are more fulfilled compared to youngsters and those mid-aged.
- This highlights the need for the library system to equip itself with resources and services in a manner that it better caters to the needs of those in the younger age groups.

Q: To what extent has the relationship with Library has fulfilled the needs for which you avail its services? Would you say it is not fulfilled, somewhat fulfilled or completely fulfilled?

|	Not Fulfilled	Somewhat Fulfilled	Completely Fulfilled
College/School Library	5%	59%	35%
Cultural/embassy/mission/Private…	5%	49%	44%
University Library	3%	57%	34%
Old age		57%	43%
Youth	5%	56%	38%
Middle age	5%	55%	38%

Base - 1033

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7.6 Likeliness to recommend

Extent of likeliness to recommend their library if someone were to ask their advice on library memberships was checked. Overall, more than half of the academic, cultural/mission/embassy & private lending library users mention that they are 'very likely' to recommend the library if someone were to ask their advice on library memberships. This shows that users believe that with certain improvements, the services provided by these libraries are very beneficial. As expected, users whose needs have been completely fulfilled are more likely to recommend the library.

Q: How likely would you be to recommend this library if someone asked your advice on library memberships?
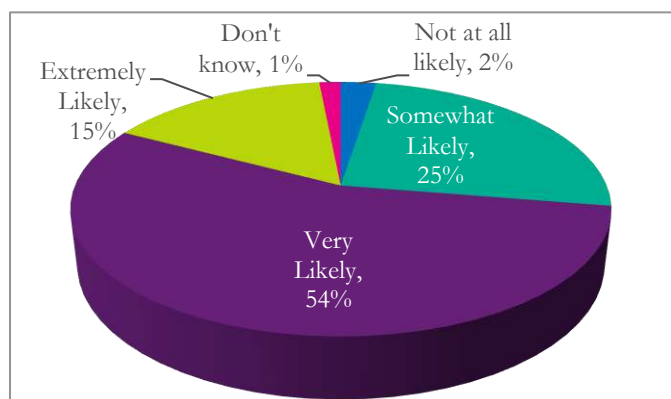
Base - 1003
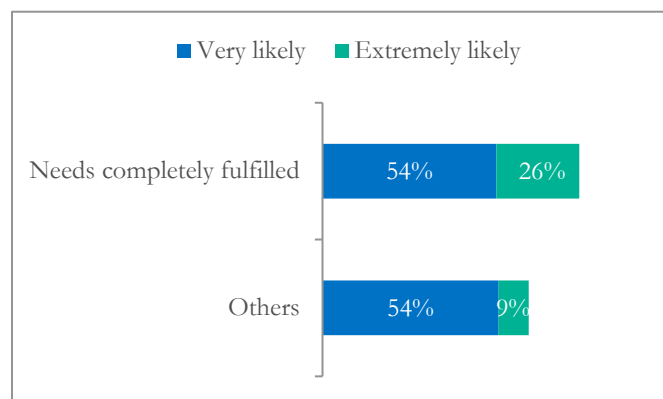
Importance attached to presence of libraries

Users were asked to rate the extent of loss they would feel if the service provided by their libraries was not available in their city.

- Overall, about half of the users mention that their library, if not present in the city, would be a major loss for them. This goes to show that libraries play an indispensable role in our social set-up.
  Predominantly, users of cultural/embassy/mission and private lending libraries state that their library, if absent, would be a major loss. This is despite the fact that their needs are only somewhat fulfilled by these libraries. This shows that these libraries are an essential part of the users' social needs.

Q: If the service provided by this library was not available in this city, will you consider it as a major loss, a little loss or not a loss at all?


Base - 1003

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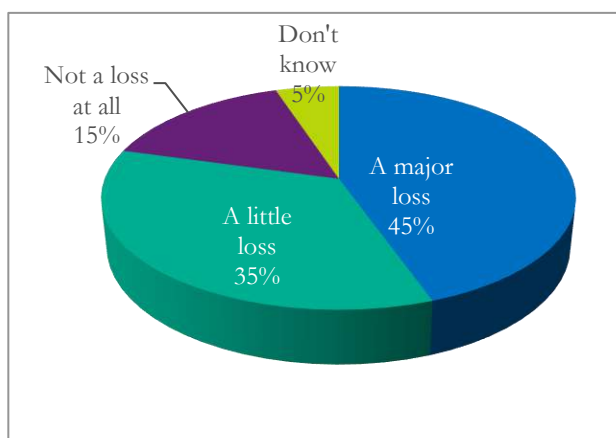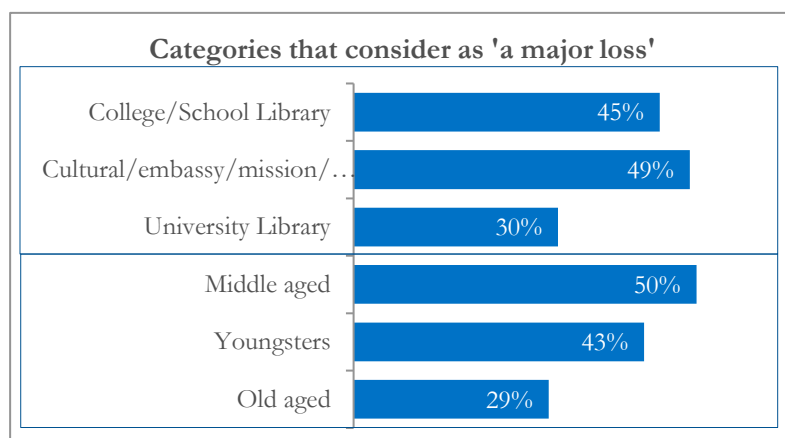
7.7 Public libraries in the eyes of other public library users

The other library users (academic, cultural/mission/embassy & private lending libraries) were asked to express their views on the reasons of non-usage of public libraries and future plans of membership in a public library.

Overall usage

It is observed that more than three-fourths of other library users had not used any of the public/government facilities in the city.

Base - 1003
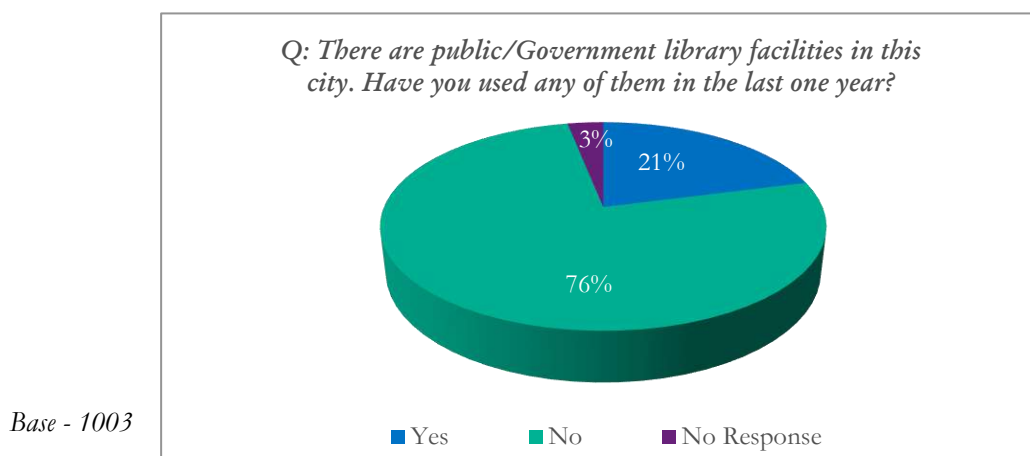
Usage - By library category

Compared to users of other libraries, it is observed that more users of university libraries have visited public libraries as well. This can be construed that, as the users' needs have not been completely fulfilled by these libraries, they have sought services from public/government facilities.

Q: There are public/Government library facilities in this city. Have you used any of them in the last one year?

	University Library	Cultural/embassy/ Mission/Private Lending/Others	College / School
Base	*127*	*376*	*500*
Yes	32%	28%	13%
No	61%	71%	84%
No response	78	266	418

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Reason for non-usage

The reasons for non-usage of libraries would help to pinpoint the needs gap of users as well as help to improve the libray scenario.

- A primary reason for non-usage of public libraries is because the academic and private lending library users may have not visited libraries.
- There also exists the concern that the books are old, the resources and facilities required are unavailable.

Q: What would be the reason for non-usage?

Reasons of non-usage - Overall

Reason	%
Never been to a public library	19%
Books are old	17%
Books & periodicals I need not available	16%
Facilities are inadequate	16%
Shortage of text books	15%
Internet not sufficient / non online access	15%
Not modern	13%
More local language books / periodicals needed	12%
Books of foreign authors are not there	12%
Don't know where it is	11%
No e-books / digital books	10%
DVD/CD collection – not available / insufficient	9%
Not in an accessible place	8%
Using other better libraries	6%
Events / programs – not available / insufficient	6%
Being a Government / public facility	5%
Ambience not good	4%
Others	1%

Base - 762

Reasons for non-usage-By user category

The reasons for non-usage vary according to the various user types.

- Remarkably, most of the students have not visited a public library before.
- Employed and unemployed personnel state the non-availability and age of books, a concern.
- Among the unemployed personnel, it is seen that books in local languages and foreign authors were desired.

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Q: What would be the reason for non-usage?

	Students	Employed	Unemployed	Others
Base	*552*	*125*	*74*	*11*
Books & periodicals I need not available	14%	18%	27%	18%
Shortage of text books	12%	18%	35%	9%
Books are old	14%	22%	38%	27%
No e-books / digital books	9%	8%	23%	9%
DVD/CD collection – not available / insufficient	8%	9%	14%	9%
More local language books / periodicals needed	9%	18%	30%	9%
Books of foreign authors are not there	6%	22%	34%	18%
Facilities are inadequate	14%	15%	31%	18%
Not modern	11%	14%	34%	0%
Internet not sufficient / non-online access	16%	13%	15%	27%
Events / programs – not available / insufficient	4%	8%	9%	9%
Being a Government / public facility	4%	12%	7%	0%
Never been to a public library	22%	12%	8%	9%
Ambience not good	2%	6%	9%	0%
Not in an accessible place	7%	9%	8%	0%
Don't know where it is	12%	13%	8%	9%
Using other better libraries	6%	6%	11%	0%

*Since this is a multiple-choice question, the values would be more than 100%.

Public library membership – Overall

Other public library users expressed their future plans on membership in a public library in the future, the findings are given here.

- While nearly two-fifths of the users said they might become members of public libraries in the future, approximately one-fourth of users did not want to become members.
- Students are more likely to become members of public libraries, with a minor proportion of employed personnel affirming the same as well. However, unemployed personnel have replied in the negative.

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Q: Do you have plans to become a member of any public library in the near future?
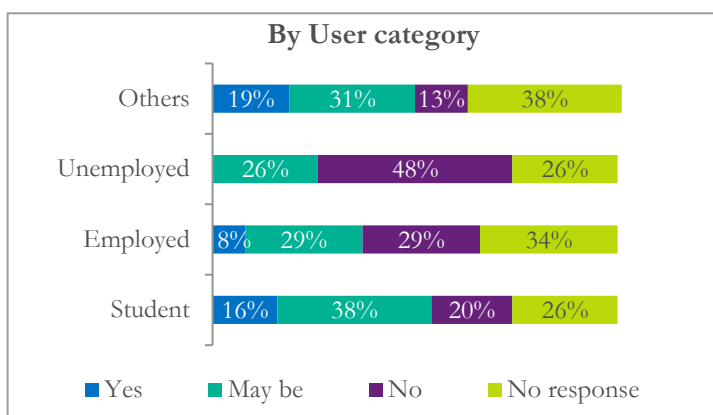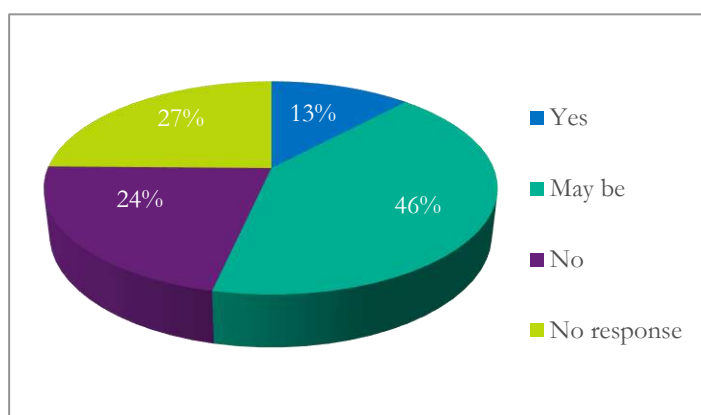
Base - 1003

7.8 Willingness to contribute to new initiatives

This section covers the users' willingness to voluntarily contribute towards development funds for public libraries and development of online services.
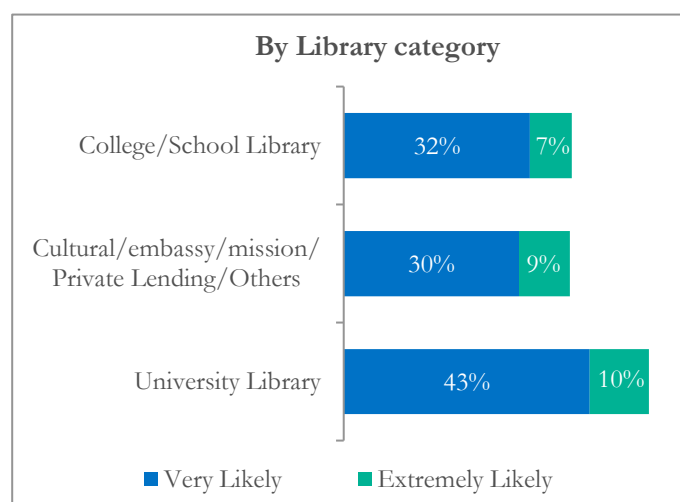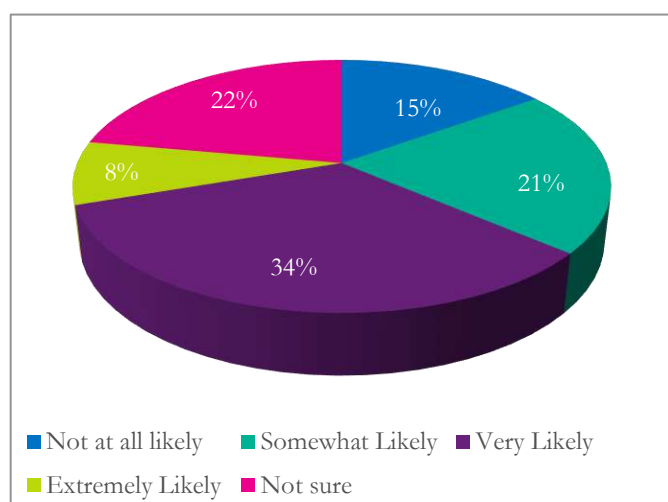
7.8.1 Willingness to contribute to a development fund

Overall, about 41% of the users express that they are likely to contribute towards a development fund for public library in their area.

This goes to show the importance they place on the cause of development of the library system.

Users across all categories of libraries indicate willingness to contribute towards the development fund. Interestingly, among the various categories, it is highest among users of university libraries.

Q: Would you be willing to voluntarily contribute an amount to a development fund for public library in your area?

Base - 1003

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7.8.2 Amount users are willing to contribute

The users who were willing to contribute towards voluntary donations were asked the approximate amount they could spend.
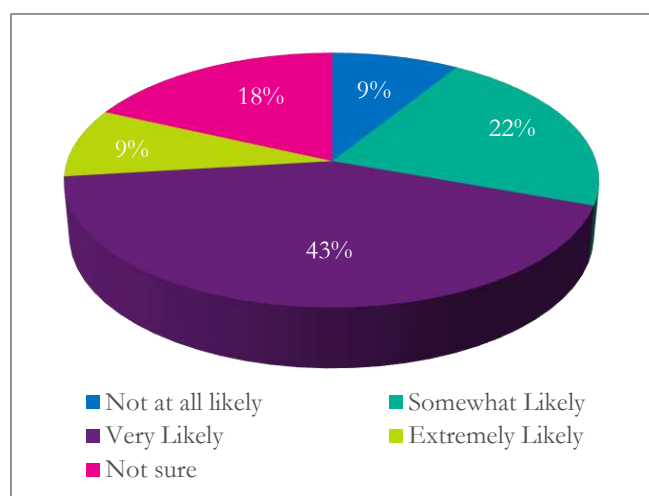
- On an average, users across all categories of libraries are willing to make a one-time contribution of Rs.200 towards the development fund. This is a highly encouraging sign for the library system.

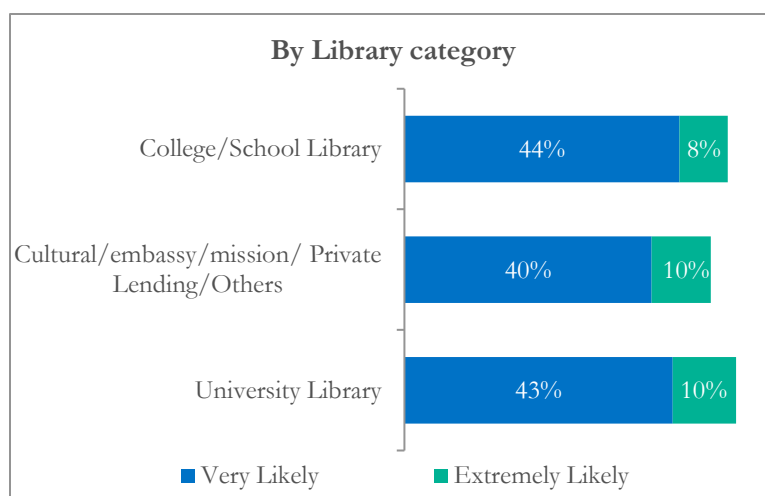**7.8.3 Willingness to contribute towards computerization and set up of online services**

This section presents the findings pertaining to voluntary contributions of users towards membership for online services.

- Overall, about one-half of the users express that they are likely to contribute towards a fund for computerization and set up of online services in a public library in their area
- This highlights the importance users place on digitization of the library system
- Users across all categories of libraries indicate willingness to contribute towards the cause of computerization and set up of online services. As in the case of contribution to general development fund, the extent of willingness is marginally lesser in college/school libraries as compared to others.

Q: If such a service[6] is available for a nominal amount, how likely are you to take a membership for online services?

Base - 1003

7.8.4 Amount users are willing to contribute

On an average, 51% users across all categories of libraries are willing to make an annual contribution of Rs.200-Rs.500 towards computerization and set up of online services.

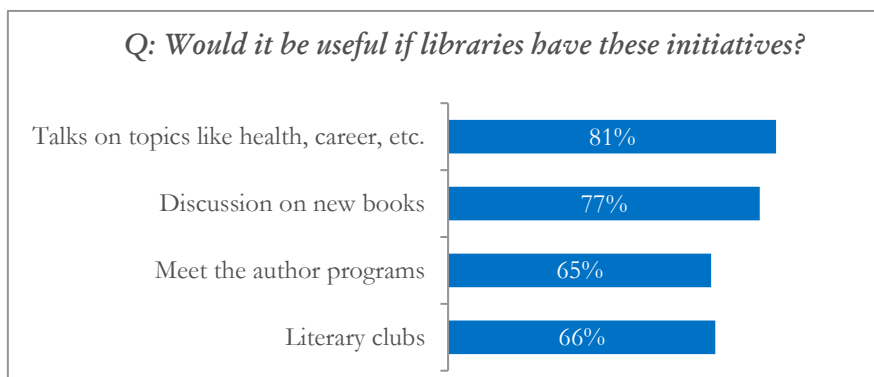## 7.9 Opinion on new initiatives

Users' views about the usefulness of initiatives such as meet the author programs, literary clubs, discussions on new books and talks on health, career and so on were ascertained.

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[6] Public libraries plan to computerize their setup and offer online services to public. This will provide facility for remote online access of e-books & journals through any devices such as computers, laptop, tablet or mobile phone.

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7.9.1 Usefulness of additional library services

Nearly three-fourths of the users indicate that a service such as having talks on topics of health, career, jobs and discussions on new jobs is useful. This is true across all categories of libraries, thereby highlighting the need for such a service.
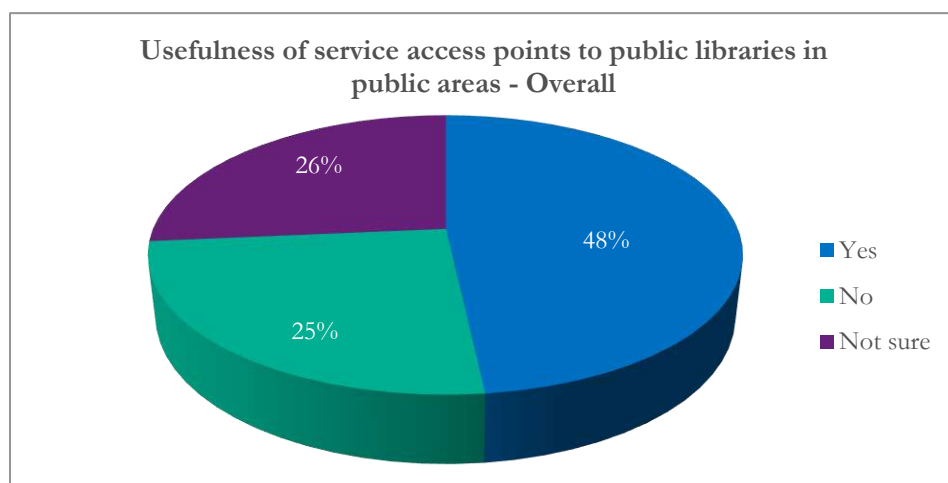
Base - 1003

Q: *Would it be useful if libraries have these initiatives?*

Initiative	Percentage
Talks on topics like health, career, etc.	81%
Discussion on new books	77%
Meet the author programs	65%
Literary clubs	66%

7.9.2 Usefulness of service access points to public libraries in public areas

Academic, cultural/mission type or embassy and private lending library users were also asked about the usefulness of service access points of public libraries in shopping malls, railway stations and metros.

Overall, while about one-half of the users say that it will be useful if public libraries provide service access points, whereas the other half of other public library users responded that it would not be helpful or that they weren't sure.

Q: If Public libraries plan to provide service access points in public areas such as shopping malls, railway stations, metro stations to use their books & other services, will such an initiative be useful for you?

Usefulness of service access points to public libraries in public areas - Overall

Response	Percentage
Yes	48%
No	25%
Not sure	26%

Base - 1003

7.10. Detailed findings – Users perspective - Comparison of Public Libraries with Academic, Cultural/Embassy/Mission Type and Private Lending Libraries

This chapter summarizes the key differences between public library users and private library users and their experiences with their libraries.

7.10.1 Comparison of User profiles

Though youngsters are prominent users in both types of libraries, it is seen that other libraries have more children users while public libraries had more middle aged users (26-35).
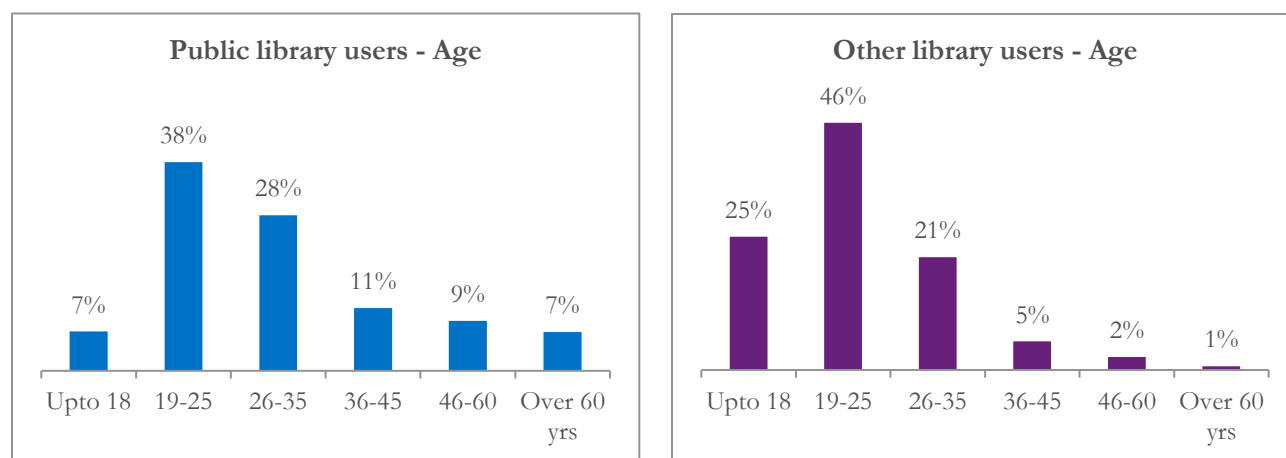
7.10.2 Comparison of resources
Resources offered

It is observed that a higher proportion of other library users responded that their libraries provide resources such as Internet access, digital books and CDs/DVDs.

	Public library users	Other library users
Base	*4082*	*1003*
Books	100%	100%
Periodicals / magazines / journals	90%	83%
Newspapers	94%	88%
Digital books/e-books	8%	16%
CDs/DVDs	9%	17%
Online databases	9%	18%
Internet access	16%	26%
Dissertations/thesis materials	22%	25%

Resources desired

Users from both government public libraries as well as other libraries unanimously wanted the same resources, namely these are digital books, CDs/DVDs, Internet access and online databases.

	Public library	Other library
Base	*4082*	*1003*
Children's books/magazines	12%	9%
Online databases	36%	42%
Internet access	60%	53%

7.10.3 Services offered

- On an average, users of academic, cultural/embassy and private lending libraries enjoy more services such as telephonic/Internet book renewals or reservations and Wi-Fi facility.
- Public libraries however, are undisputed in providing services such as public info, children's programs and hold events or meetings.

	Public library	Other library	Level of sig.
Base	*4082*	*1003*	
Book renewal/reservation facility-telephonic/Internet	17%	26%	99%
Events/meetings	35%	29%	99%
Inter-library book loans	10%	14%	99%
Public info	47%	39%	99%
Wi-Fi facility	6%	14%	99%
Children's program	26%	16%	99%

Services desired

- It is observed that in line with the services that were not offered, users desired those services, for eg. It is seen that more public library users wanted more of children's programs as compared to other library users.
- Similarly, more than half of public library users wanted Wi-Fi facility which is an unavailable service

	Public library	Other library	Level of sig.
Base	*4082*	*1003*	
Book renewal/reservation facility-telephonic/Internet	47%	50%	90%
Events/meetings	18%	20%	80%
Photocopying	29%	42%	99%
Study groups	22%	19%	95%
Wi-Fi facility	51%	42%	99%
Children's program	14%	19%	99%
Film shows	12%	16%	99%

7.10.4 Usage Feedback

Primary reason for using this library

- The data provides a comparison on the primary reasons of usage in government public libraries and other academic, cultural/mission/embassy and private lending libraries.
- Approximately 14% public library users respond that preparation for competitive exams was a primary reason of usage for them. Hence the need to provide additional resources for the same is highlighted.

Other primary reasons included easily accessible location and a peaceful atmosphere helped in concentration or reading.

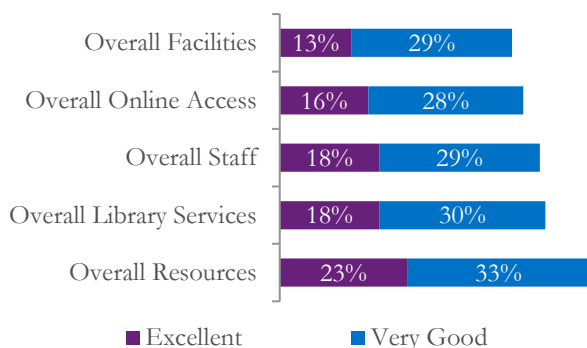|	Public library	Other library	Level of sig.
Base	*4082*	*1003*	
Educational/learning	22%	32%	99%
Prepare for competitive examination	14%	8%	99%
Build G. K	17%	15%	80%
Get employment info	3%	2%	90%
Others	5%	2%	99%

Parameters benefited on:

- It is imperative to note that 32% users of public libraries respond that they have benefited on employment information compared to 26% of private library users.
- The data suggests that users frequent private libraries for improving their English language skills and for better Internet access.

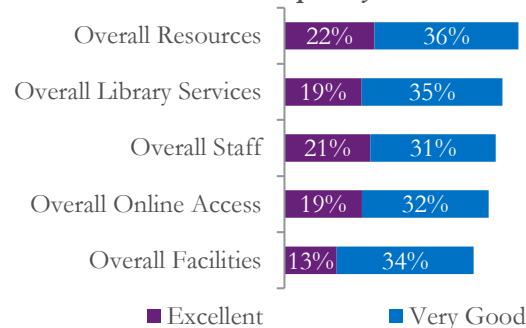|	Public library	Other library	Level of sig.
Base	*4082*	*1003*	
Self/Personality/skill development	19%	24%	99%
Build G. K	50%	47%	90%
Improve English language skills	28%	32%	95%
Get employment info	32%	26%	99%
Access Internet	5%	11%	99%
Others	9%	15%	99%

7.10.5 Rating the quality of libraries

It is observed that the services provided by the academic, cultural/mission/embassy and private lending libraries are rated higher by their users as compared to the public library users.

*Q: Public library users - Rating the quality*

	Excellent	Very Good
Overall Facilities	13%	29%
Overall Online Access	16%	28%
Overall Staff	18%	29%
Overall Library Services	18%	30%
Overall Resources	23%	33%

Q: Other public library users - Rating the quality

	Excellent	Very Good
Overall Resources	22%	36%
Overall Library Services	19%	35%
Overall Staff	21%	31%
Overall Online Access	19%	32%
Overall Facilities	13%	34%

7.10.6 Fulfilled user needs

The data suggests that approximately 38% users of other libraries (academic, cultural/mission/embassy and private lending libraries) feel completely fulfilled while 60% public library users are somewhat fulfilled.
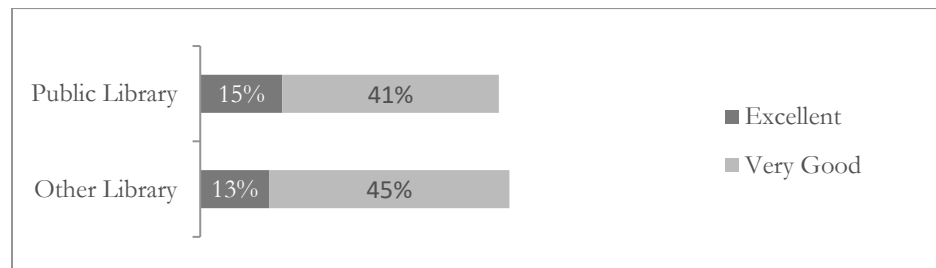
Public Base - 4082
Other library Base - 1003
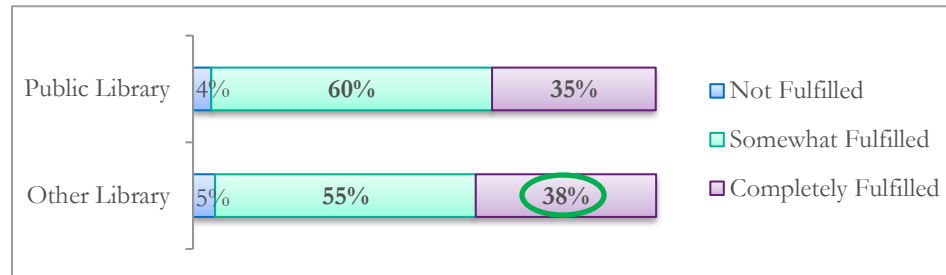
Quality of services based on experience

The data suggests that 45% other library users believe that their library services are very good.

Public Base - 4082
Other library Base - 1003

If the library service provided was not available

- The data clearly suggests that Public libraries fare well amongst users as nearly 60% users respond that this would be a major loss.
- Approximately 16% users believed that if the service provided by other libraries was unavailable, it would not be a loss at all.
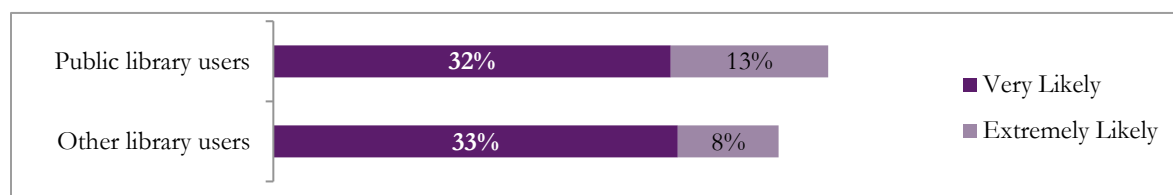
Public Base - 4082
Other library Base - 1003

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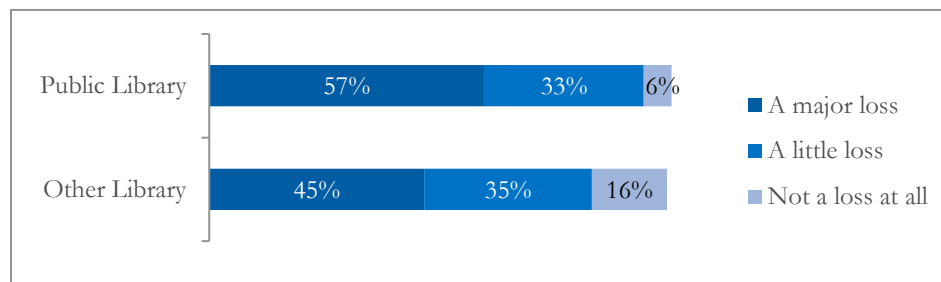
7.10.7 New initiatives

Voluntary donations for library development

- It is imperative to note that nearly 35% users of other libraries (academic, cultural/mission/embassy and private lending libraries) were very likely to donate an amount towards a development fund for a public library in their area.
- However, 13% public library users were extremely likely to donate for the public library development.

Public Base - 4082
Other library Base - 1003

Public library users — Very Likely 32%, Extremely Likely 13%
Other library users — Very Likely 33%, Extremely Likely 8%

Membership for online services

- 43% other library users respond that they are willing to take membership if online services are provided.
- 14% public library users were extremely likely for membership for online services.

Public Base - 4082
Other library Base - 1003

Public library users — Very Likely 38%, Extremely Likely 14%
Other library users — Very Likely 43%, Extremely Likely 9%
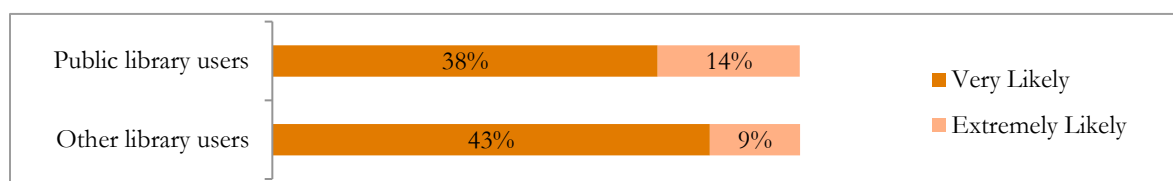
Usefulness of additional library services

The data suggests that both public library and other academic, cultural/mission/embassy and private lending libraries users are receptive towards additional library services.

	Public library users	Other library users
Base	*4082*	*1003*
Literary clubs to discuss literature/poems	58%	54%
Talks on topics like health, career, jobs etc.	76%	73%

Library service access points in shopping malls, railways, metros

- Nearly 60% public library users respond that service access points of public libraries in railways, metros will be useful to them.
- It is important to note that only 48% of other library users feel this would be a useful initiative to them

Usefulness of service access points

Public Base - 4082
Private Base - 1003

Other library users — Yes 48%
Public library users — Yes 60%

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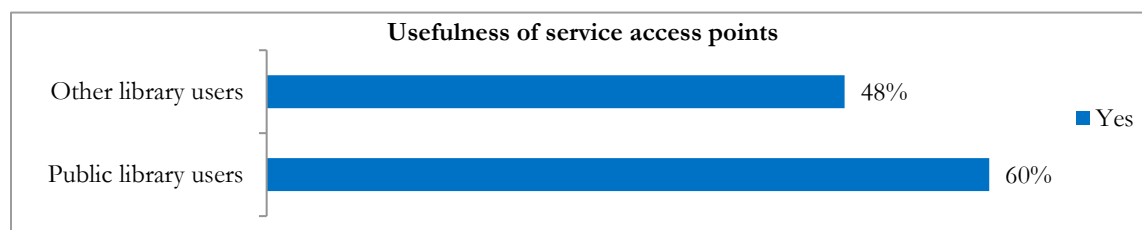
8. PART D – Survey among non-users

This chapter presents findings from the non-users' segment. Aspects covered include reasons for non-usage, alternate information sources accessed, their needs and expectation from a public library, interest in visiting a public library in the near future and willingness to contribute towards public library initiatives.

Chapter Summary

The following chapter focuses on the detailed findings from non-users of any of the libraries. The features discussed include the reasons for non-usage, accessing of alternate information sources, their needs and expectation from a public library, interest in visiting a public library in the near future and willingness to contribute towards public library initiatives.

Profile of non-users

A total of 2035 users were interviewed. The users were drawn from different age groups and categories, and comprised students, working and unemployed individuals.

Relevance of public libraries

The views of non-users on the relevance of public libraries and their reasons for non-usage were identified, as mentioned below.

- Nearly 54% of the non-users stated that public libraries were relevant to them, suggesting that despite being non-users, many among the public accepted that libraries were pertinent.
- However, over one-third of the non-users felt that libraries held no relevance for them

Reasons for the non- use of libraries

The non-users were requested to cite their reasons for avoiding the use of libraries.

- Half the non-users declared that the main reason was their lack of time.
- Among students, over one-third stated that lack of time was their reason for not using the library.
- Over 60% of the employed non-users acknowledged that the lack of time was the main reason for not using the library.

Alternative sources for information/knowledge

The non-users were invited to list the alternative sources for information/ knowledge for information or knowledge.

- Over two-thirds of the non-users predominantly used newspapers/magazines or media such as TV/radio as the alternative sources of information or knowledge. Less than one-tenth depended on e-books, external training programs and CDs/DVDs.

- Among the user category, students were identified as being dependent on magazines/newspapers, their own books and other online sources of information. Similarly, a large percentage of the employed persons (69%) and unemployed personnel (72%) also used newspapers/magazines as information sources.

Needs and expectations from a public library

Non-users were also invited to express their needs and expectations from a public library.

Ideal resources and needs from a public library
- Most non-users stated that books, newspapers, periodicals/magazines/ journals were the ideal resources that a public library needed to provide.
- Over 40% non-users felt that Internet access was the most-needed resource.

Resources that will make a non-user use a public library

Nearly 50% non-users cited that they would use a public library if Internet access/wi-fi facility was available. This was identical to the users' perspectives as well, where one of their biggest needs was the provision of the Internet/wi-fi facility in the library. This reiterates the need for digitization of libraries.
- Across all user categories, the suggestion was that if Internet access and books were made available they would attract the non-users. However, some differences in the needs of the users were observed.
- More students required online databases, digital books/e-books and periodicals, as well as journals.
- A higher percentage of the unemployed persons expressed their need for CDs/DVDs. They also expressed interest in books and magazines.

Services that will attract one to use a public library

- Over 50% non-users stated that they would access a public library if the library provided employment information and services like book reservations/renewals via phone or Internet.
- Work-related services, form filling for Govt.-related services and photocopying were some of the other services mentioned as desirable by over one-third the non-users.
- Book renewals or reservations via telephone or the Internet and employment information were services that would attract the non-users to use a public library, for those across all categories.
- While more students showed an inclination towards form-filling services and photocopying facilities, the non-users from the employed persons sought information on banking/loans, payment facilities and events/ meetings.

Languages desired by non-users

A large percentage of the non-users indicated their need for libraries to offer regional language resources, reflecting the view of the users.

Subject areas desired by non-users

With respect to subject area, education-related books were the most desired, revealing that most non-users are looking to utilize public libraries to satisfy their needs.

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- Subjects like engineering, IT, literature, and commerce appeared to be more popular among the students.
- Non-users who were employed showed a preference for business/ management, sports and recreation-related resources.
- Fiction / novels and politics or current affairs were subject areas desired by the employed and unemployed personnel.

Interest in visiting a public library in the near future

Overall, nearly two-thirds of the non-users indicated they were 'somewhat interested' in visiting a public library in the near future. This implies that public libraries should make themselves more relevant to the public by offering facilities such as Internet access, as well as organizing career-related forums.

Aspects, if offered, that would attract non-users to visit public libraries

Almost two-thirds of the non-users expressed that they would visit public libraries if they would organize talks on subjects related to health and career. This was very similar to the views expressed by the users, indicating the need and felt relevance expressed by all.

Willingness to contribute to a development fund

Overall, almost one-third of the non-users expressed their likelihood to contribute towards a development fund for a public library in their areas. Therefore, libraries can first begin to work towards attracting the non-users to use the libraries, and then consider a development fund.
Non-users declared that they would contribute up to Rs.150/- towards the development fund.

The likelihood of taking paid membership for online services

The responses of non-users regarding their likelihood of taking paid membership for online services.
- Overall, about 35% of non-users expressed their inclination to pay a nominal amount towards membership for computerization and the setting up of online services in a public library in their area.
- One-fourth of the non-users expressed their willingness to make a voluntary contribution towards a development fund for public libraries. This reveals that non-users are open to paid memberships, provided Internet access facilities were included.
- Regarding the actual amount, they were willing to pay, non-users were ready to make a one-time contribution of up to Rs.150 towards the service.

Effectiveness of service access points to public libraries in public areas

Non-users were also requested for suggestions regarding the usefulness of service access points of public libraries in shopping malls, railway stations and metros.
Overall, while about one-half of them responded that the service access points offered by public libraries would prove useful, the other half of non-users negated the move or responded expressing uncertainty regarding the outcome.
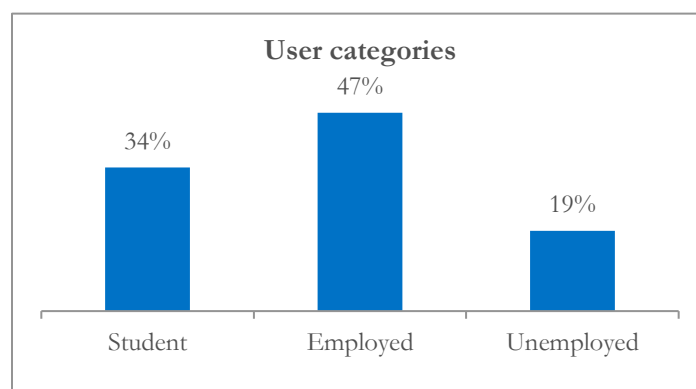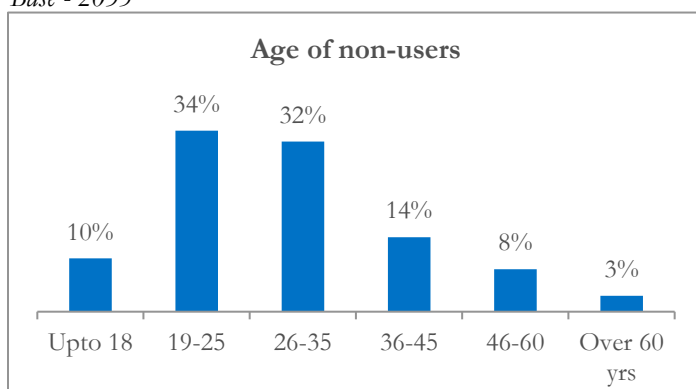
Detailed Results

8.1 Profile of non-users
8.1.1 Age of non-users and User categories

Among the respondents interviewed, majority of non-users were youngsters of ages 19-25 and middle aged people.

Majority of the non-users met were employed professionals and students, while only a few of them were unemployed.

Base - 2035

Age of non-users

10%	34%	32%	14%	8%	3%
Upto 18	19-25	26-35	36-45	46-60	Over 60 yrs

User categories

34%	47%	19%
Student	Employed	Unemployed

8.2 Reasons for non-usage

Non-users' views on the relevance of public libraries and the primary reasons for non-usage have been ascertained and presented below.

8.2.1 Relevance of public libraries

Overall, about 54% of the non-users express that public libraries are relevant to them. This goes to imply that despite being non-users, many among the general public find libraries to be pertinent.

Base - 2035

Q: Considering your current situation, how relevant is a library for various self – development needs that you have?

- 54% — Relevant
- 35% — Not relevant
- 11% — Don't know

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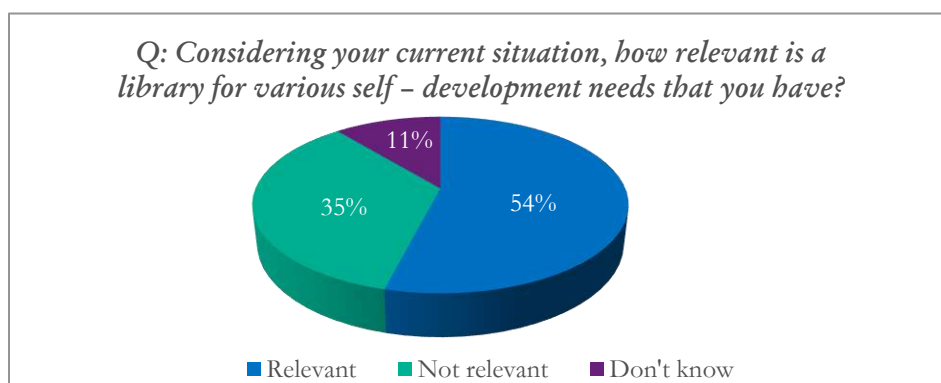
8.2.2 Reasons for non - usage of libraries

Reasons for non-usage - Overall

Lack of time is the primary reason cited for non-usage, as mentioned by over one-half of the respondents.
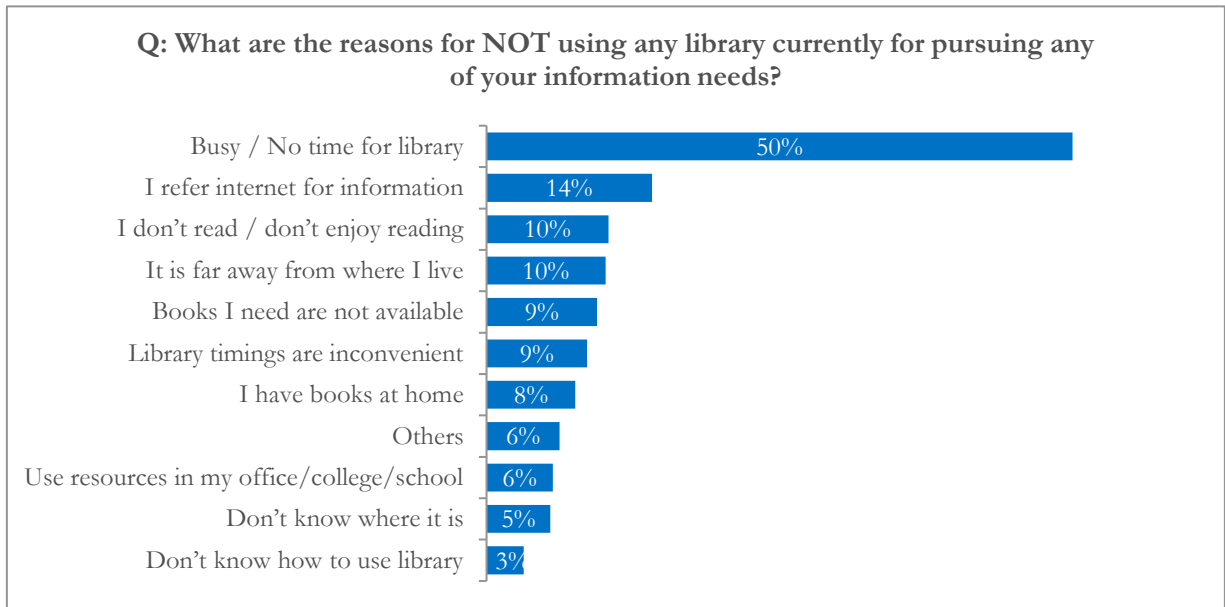

Q: What are the reasons for NOT using any library currently for pursuing any of your information needs?

Reason	Percentage
Busy / No time for library	50%
I refer internet for information	14%
I don't read / don't enjoy reading	10%
It is far away from where I live	10%
Books I need are not available	9%
Library timings are inconvenient	9%
I have books at home	8%
Others	6%
Use resources in my office/college/school	6%
Don't know where it is	5%
Don't know how to use library	3%

Base - 2035

Reasons for non-usage - By user category

- The most significant reason for non-usage is that people are busy and cite lack of time to visit a library.
- However, students also cited that the books needed by them were unavailable and they preferred using resources in college or school.
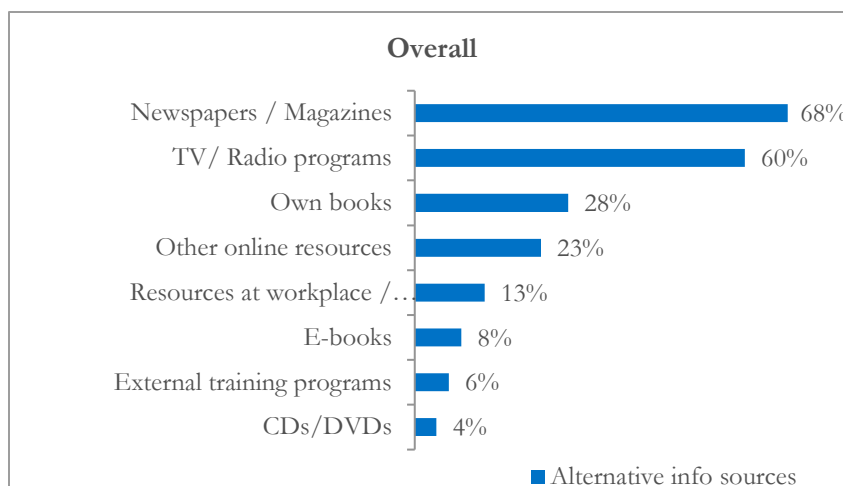
Type of resources desired	Students	Employed	Unemployed
Base	*690*	*955*	*390*
I don't read / don't enjoy reading	6%	10%	18%
Busy / No time for library	36%	63%	40%
Library timings are inconvenient	9%	9%	7%
Books I need are not available	16%	4%	9%
I refer Internet for information	19%	11%	12%
Don't know where it is	6%	4%	8%
Don't know how to use library	3%	3%	5%
It is far away from where I live	13%	8%	11%
I have books at home	12%	4%	8%
Use resources in my office/college/school	11%	4%	0%

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Alternative sources for information/knowledge

Non-users predominantly utilized news-papers/magazines or media such as TV/radio as alternative sources of information or knowledge. However, awareness is required on the benefits of reading books or accessing multiple sources for various uses such as gaining employment, filling government forms etc.

Base - 2035

Overall

Source	%
Newspapers / Magazines	68%
TV/ Radio programs	60%
Own books	28%
Other online resources	23%
Resources at workplace /…	13%
E-books	8%
External training programs	6%
CDs/DVDs	4%

■ Alternative info sources

Alternative sources for information/knowledge - By user category

- The data suggests that apart from newspapers and TV/radio, students relied on their own books and other online resources for information. 20% of employed personnel also relied on online sources for information.
- Hence, providing access to Internet in public libraries, could potentially convert non-users to users.

Type of resources desired	Students	Employed	Unemployed
Base	690	955	390
E-books	12%	9%	2%
Other online resources	33%	20%	13%
Own books	43%	18%	26%
CDs/DVDs	6%	3%	2%
Resources at workplace / educational institutions	21%	10%	4%
External training programs	7%	6%	6%
Newspapers / Magazines	64%	69%	72%
TV/ Radio programs	53%	64%	63%

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Prioritizing focus areas to make the public library system attractive to Non-users

The Non-Users are segmented basis a process of assigning primacy to basic barriers in a pre-defined sequence. An illustration is provided here: If a respondent said that he did enjoy reading and further that he had no time for library, his\her primary was defined as 'Lack of Reading Habit'. Similarly, if a respondent was said that he did not know how to use a library and further that he did not know where it was located, the relevance barrier was given primacy.
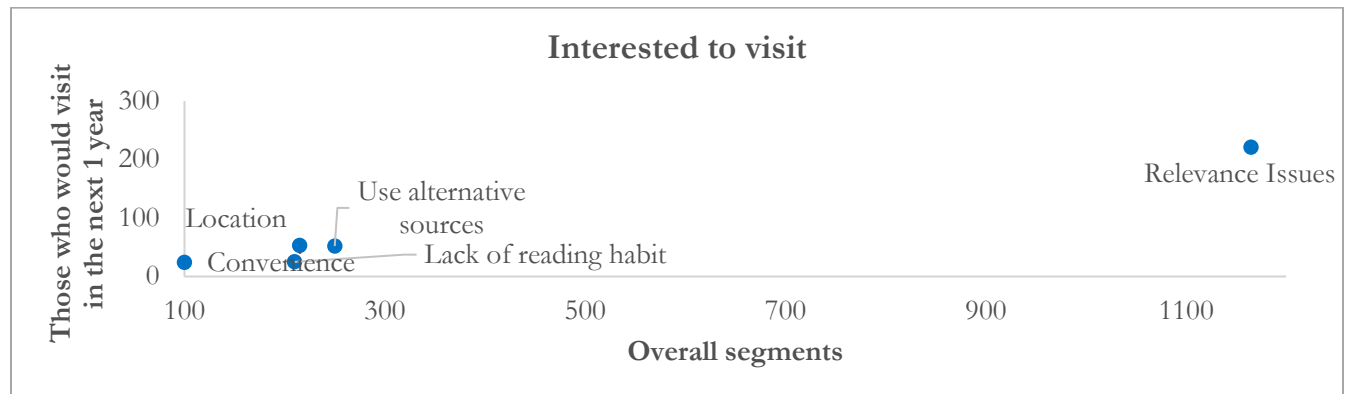

It was observed that relevance of the Public Library System is the key barrier for 60% of the non-users.

The attributes that define relevance are:

- Busy / No time for library (Dominant)

- Books I need are not available

- Don't know how to use library
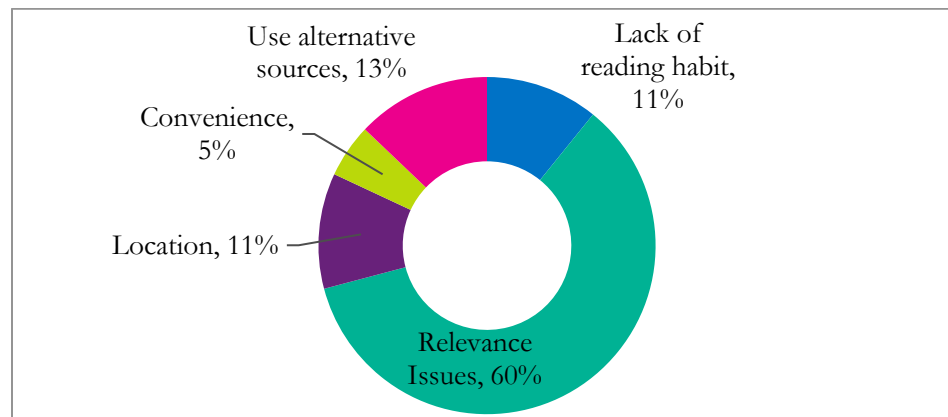
The most non-users who stated that they will visit a library in the next 1 year were those with relevance issues. This indicates that the segments with Relevance issues need to be acted upon on priority.

Driving relevance of Public Libraries for Non-Users

Higher education students have stated that they would visit a library despite the barrier. Non-users who had relevance issues as a barrier are over-indexed in the below profiles:

- Business/ petty traders

- Officer/executives

- Amongst females, housewives are over-indexed

Segments	All Non Users	Relevance issues as barrier	Those who would visit despite the barrier
Student – at school	9%	0	2
Student – at Higher education	25%	-5	-7
Officer/executive	16%	3	4
Self employed- Professionals	6%	0	-2
Other business/ Petty trader	21%	6	4
Unemployed/retired/stay at home	19%	-3	-2
Others	4%	0	1
Male	80%	-1	-4
Female	20%	1	4
	N-2035	N-1165	N-221

*Skews vs 'All Non-users' %ge (bars in green reflect +ve skews, bars in red reflect –ve skews)

Non-users who had relevance issues as a barrier would use libraries if the below were provided:

- Resources: Books, Periodicals/magazines, Internet access

- Services: Employment info, Payment facility, Info on banking/loans

	All Non Users	Relevance issues	Those who would visit despite the barrier
Internet access	49%	2	3
Books	32%	2	7
Wi-fi	31%	-2	-3
Newspapers	25%	2	4
Periodicals / magazines / journals	20%	1	4
Children's books / magazines	18%	0	-1
Online databases	17%	1	1
Digital books / e-books	15%	0	1
	N-2035	N-1165	N-221

Employment info, payment facilities are services that would attract non-users

	All Non Users	Relevance issues as barrier	Those who would visit despite the barrier
Employment information	51%	4	7
Work related	36%	1	4
Book renewal facility – telephonic	35%	-1	2
Filling forms – Govt services	33%	1	4
Photocopying facilities	31%	2	2
Book renewal facility – internet	28%	0	3
Information on banking / loans	23%	3	5
Payment facility (Electricity, Phone, Water, Tax)	22%	4	11
Book reservations facility – Online/ Telephonic	20%	1	5
	N-2035	N-1165	N-221

Non-users who had relevance issues as a barrier wanted the below subject areas:

- Self-development
- Engineering & Technology
- IT/Computer science
- Management/Business, Recreation

	All Non Users	Relevance issues	Those who would visit despite the barrier
Education	51%	0	2
Self-Development	29%	3	7
Politics / current affairs	27%	1	-3
Sports/games	23%	0	2
Recreation	23%	1	4
Fiction / novels	21%	-2	-1
Information Technology / Comp. Science	18%	1	5
History / Geography	18%	-1	-3
Religion	16%	1	3
Management / business	15%	2	4
Engineering & Technology	15%	1	6
	N-2035	N-1165	N-221

Talks on various topics spanning health, career and literary clubs are key to attract non-users to utilize libraries

	All Non Users	Relevance issues as barrier	Those who would visit despite the barrier
Talks on topics like health, career, etc.	61%	-2	4
Discussion on new books	46%	1	0
Meet the author	42%	1	-3
Literary clubs	30%	3	1
	N-2035	N-1165	N-221

Summarizing the Non-Users with Relevance as barriers:

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- College/University students are more likely to visit public libraries
- Books, periodicals and internet access are resources sought by the non-users in this segment.
- Employment info, info on loans, payment facilities, Remote book renewals and reservations are key services to attract these non-users.
- The major subject areas Non-users seek are:
  - Self-development, Engineering & Technology, IT/Computer science and Management/Business, Recreation
- Non-users seek talks on various topics like health, career etc. Literary clubs would also attract non-users
- As a community driven initiative retired personnel from various fields must be invited to discuss about their industries. Such initiatives must be publicized in local & online media

The initiative to attract Non-users are:

4. Libraries must evolve into one-stop shops providing employment info, digital access , payment facilities etc. This signifies that libraries must evolve into a information and services provider.
5. Non-users must be attracted into the public library system by hosting talks on career, health, events etc. Awareness drives must be held for the same.
6. Students and youth must be target segments, highlighting that libraries must improve their resources and services to cater to this digital savvy segment.

8.3 Needs and expectations from a public library

The following section presents the various needs and expectations non-users have from a public library.

8.3.1 Basic resources and needs from a public library

The non-users expressed their views on resources a public library must generally provide and the resources that it could also provide in addition to the general resources.

- Books, newspapers and periodicals are basic resources a public library must provide.
- However, most non-users responded that Internet access, newspapers, periodicals, wi-fi and online database was needed.

	Basic resources libraries must possess	Resources needed
Internet access	25%	42%
Newspapers	64%	31%
Periodicals / magazines / journals	56%	29%
Wi-fi	14%	28%
Children's books / magazines	19%	25%
Books	80%	23%
Online databases	7%	22%
Digital books / e-books	7%	20%
Children's books	17%	19%
CDs / DVDs	9%	19%
Dissertations / thesis materials	6%	13%
Remote online access of books	3%	8%

8.3.2 Resources that will make a non-user use a public library

- Vast majority of the non-users cite that they would use a public library if it were to have Internet access/ Wi-Fi facility. This is in line with users' views as well, wherein one of their biggest needs is for libraries to be equipped with Internet/Wi-Fi.
- This being reinforced by non-users drives home a strong message on importance of digitization of libraries.
- Non-users also cite books as a resource that would prompt them to utilize a public library.

Base - 2035

Q: Which resources, if offered, will make you use a public library?

Resource	%
Internet access	49%
Books	32%
Wi-fi	31%
Newspapers	25%
Periodicals / magazines / journals	20%
Online databases	17%
Digital books / e-books	15%
CDs / DVDs	12%
Children's books / magazines	10%
Children's books	10%
Dissertations / thesis materials	8%
Remote online access of books	7%
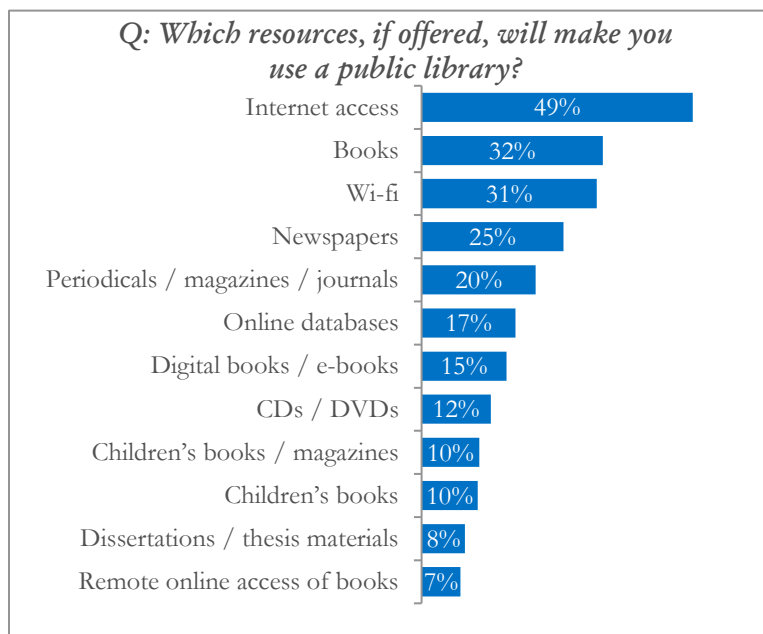
Resources to convert a non-user to user - By category

- Across all categories, Internet access and books are resources that if offered, would attract non-users.
- However, differences in needs are observed among user categories:
    - **Students** - More students needed online databases, digital books/e-books and periodicals/journals.
    - **Unemployed -** Children's books and magazines sees more relevance among unemployed personnel. A marginally higher proportion of unemployed personnel expressed their need for CDs/DVDs.

Type of resources desired	Students	Employed	Unemployed
Base	*690*	*955*	*390*
Books	42%	28%	27%
Periodicals / magazines / journals	25%	17%	19%
Newspapers	25%	27%	23%
Digital books / e-books	19%	13%	13%
CDs / DVDs	13%	12%	14%

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Children's books / magazines	9%	9%	15%
Online databases	21%	15%	13%
Internet access	56%	45%	44%
Dissertations / thesis materials	9%	7%	7%
Children's books	10%	10%	11%
Wi-fi	40%	28%	24%
Remote online access of books	9%	7%	4%
None	1%	3%	2%

8.3.3 Services that will make one use a public library

This section summarizes the services that non-users desire from a public library.

- It can be seen that more than 50% would access a public library if they were to provide employment information and services such as book reservations/renewals through phone or Internet.
    - Work related services, form filling for govt. related services and photocopying are some of the other services desired by over one-third non-users.

Q: If you were to access a public library, which of these services would you desire?

Service	Percentage
Book renewal/reservations facility-phone/internet	51%
Employment information	51%
Work related	36%
Filling forms – Govt services	33%
Photocopying facilities	31%
Information on banking / loans	23%
Payment facility (Electricity, Phone, Water, Tax)	22%
Events / meetings	19%
Weather conditions / climate	14%
Agriculture / farming	13%
Inter-library books loans (access from other…	12%
Ocean / sea conditions	5%
Others	2%

Base - 2035

Services to convert a non-user to user - By category

- Book renewals or reservations through telephone or Internet and employment information are services that could attract all categories of non-users utilize a public library.
- On an average, more students seek services like form filling services and photocopying facilities.
- Employed personnel seek information on banking/loans, payment facilities and events/meetings.

Services desired	Students	Employed	Unemployed

Base	690	955	390
Book renewal/reservation facility–telephone/Internet	62%	45%	50%
Events / meetings	17%	21%	19%
Photocopying facilities	34%	28%	31%
Inter-library books loans (access from other libraries)	14%	11%	11%
Weather conditions / climate	14%	15%	14%
Ocean / sea conditions	4%	5%	6%
Agriculture / farming	8%	14%	18%
Work related	30%	40%	35%
Filling forms – Govt services	37%	32%	30%
Employment information	54%	49%	52%
Information on banking / loans	18%	28%	21%
Payment facility (Electricity, Phone, Water, Tax)	13%	28%	22%
Others	2%	2%	3%

Languages desired by non-users

In line with what the users said, vast majority of non-users too indicate a need for libraries to offer regional language resources.

Base - 2035

Q: Which language resources do you want the library to provide?

27% English language
58% Regional language
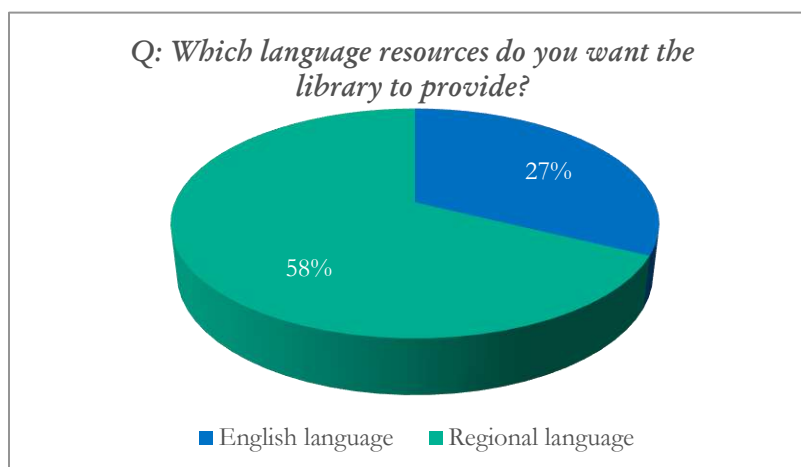
Subject areas desired by non-users - Overall

In subject area, education related books are the most desired, indicating that most non-users are looking to put public libraries to functional use to fulfil their needs.

Q: Which subject areas would you want the library to offer?

Subject area	Percentage
Education	51%
Self-Development	29%
Politics / current affairs	27%
Sports/games	23%
Recreation	23%
Fiction / novels	21%
Information Technology / Comp. Science	18%
History / Geography	18%
Religion	16%
Management / business	15%
Engineering & Technology	15%
Literature – English	14%
Medicine	14%
Science / Mathematics	13%
Agriculture / farming / fisheries	13%
Literature – other language	11%
Law	11%
Commerce / Accountancy	10%

Base - 2035

Subject areas desired by non-users - By category

- Apart from the prominent subject areas such as education and self-development, minor differences are seen in the subject areas desired by different categories.
- Subjects such as engineering, IT, literature, commerce sees more prominence among students.
- Employed personnel seek more business/management, sports and recreation related resources.
- Fiction/novels and politics or current affairs are subject areas desired by employed and unemployed personnel alike.

Desired subject areas	Students	Employed	Unemployed
Agriculture / farming / fisheries	9%	16%	12%
Education	66%	42%	48%
Engineering & Technology	22%	11%	9%
Information Technology / Comp. Science	23%	16%	13%
Law	13%	11%	7%
Literature – English	18%	12%	11%
Literature – other language	12%	10%	11%
Management / business	13%	17%	11%
Medicine	14%	15%	11%

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Commerce / Accountancy	12%	10%	6%
Fiction / novels	20%	22%	24%
History / Geography	22%	15%	16%
Self-Development	27%	31%	26%
Politics / current affairs	23%	28%	29%
Recreation	19%	26%	22%
Religion	11%	18%	19%
Science / Mathematics	21%	10%	9%
Sports/games	22%	25%	21%

8.4 Interest in visiting a public library in the near future

Non-users were asked how interested they would be to use the services of a library in the next one year, and also aspects that would draw them towards visiting a library.

- Overall, nearly two-thirds of the non-users are only 'somewhat interested' in visiting a public library in the near future. Public libraries should make themselves more relevant to the public by offering facilities such as Internet access as well as organizing career related forums (see 7.3.1)

Q: How interested would you be to use the services of a library in the next one year?

17% 20% 62%

- Very interested
- Somewhat interested
- Not interested
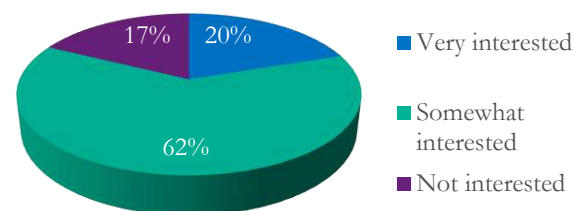
Base - 2035

Aspects, if offered, that would make non-users visit public libraries

Findings on their interest in new initiatives such as literary clubs, discussions on new books and so on are presented here.

- Almost two-thirds of non-users mention that they will visit public libraries if they organize talks on topics like health and career. The same had been expressed by users as well, hereby indicating the unanimous need and felt relevance as told by all.

Would you be interested to visit a library if it conducts these events/discussions?

	Will not visit	Not sure	Will visit
Talks on topics like health, career etc	8%	26%	61%
Discussion new books	12%	37%	46%
Meet the author-programs	13%	36%	42%
Literary clubs	14%	46%	30%
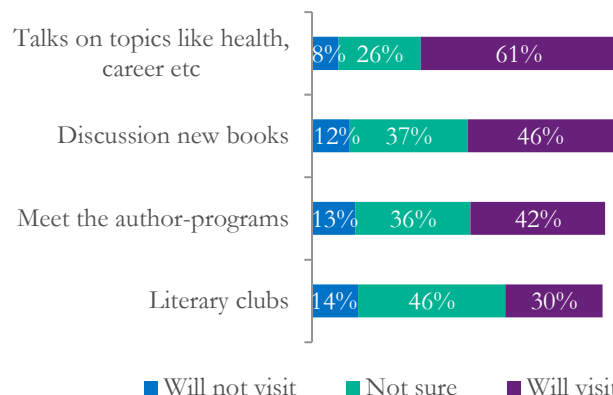
Base - 2035

8.5 Willingness to contribute towards new initiatives

Non-users were asked and checked for their willingness to contribute towards development funds for the betterment of public libraries.

8.5.1 Willingness to contribute to a development fund

- Overall, about 26% of the non-users express that they are likely to contribute towards a development fund for public library in their area

- As expected, lesser proportion of non-users as compared to users indicate likeliness

- Therefore, libraries can firstly work towards attracting non-users to use the libraries, and only as a next step discuss about contribution towards development fund.

Q: Would you be willing to voluntarily contribute an amount to a development fund for public library in your area?

- 23%
- 31%
- 20%
- 6%
- 19%

Legend:
- Not at all likely
- Somewhat Likely
- Very Likely
- Extremely Likely
- Not sure

Base - 2035
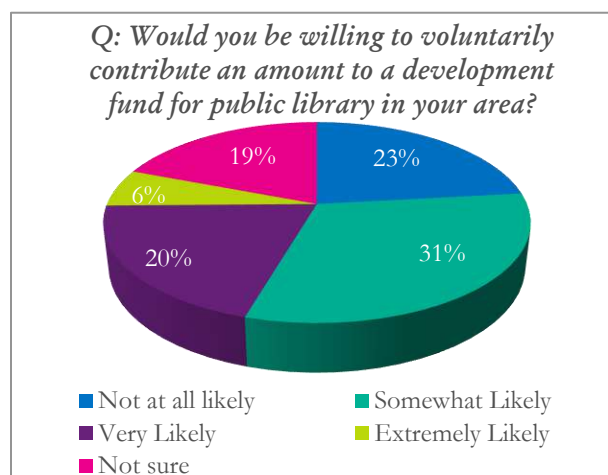
8.5.2 Amount non-users are willing to contribute

The non-users who were willing to contribute towards voluntary donations were asked the amount they were willing to contribute towards a development fund.

- Non-users that are likely to contribute towards a development fund say that they are likely to make a one-time contribution of up to Rs.150 towards the fund.

8.5.3 Likeliness to take paid membership for online services

The non-users were asked how likely they are to avail a paid membership for online services if this will provide facility for remote online access of e-books & journals through any devices such as computers, laptop, tablet or mobile phone.

- Overall, about 35% of the non-users express that they are likely to pay a nominal amount towards membership for computerization and set up of online services in a public library in their area.

- However, when asked on voluntary contributions towards a development fund for public libraries, only 26% non-users affirmed in the affirmative. This means that non-users are open to paid membership, provided Internet access is available.

Amount non-users are willing to contribute

Q: If such a service is available for a nominal amount, how likely are you to take a membership for online services?

- 19%
- 30%
- 27%
- 8%
- 17%

Legend:
- Not at all likely
- Somewhat Likely
- Very Likely
- Extremely Likely
- Not sure

Base - 2035
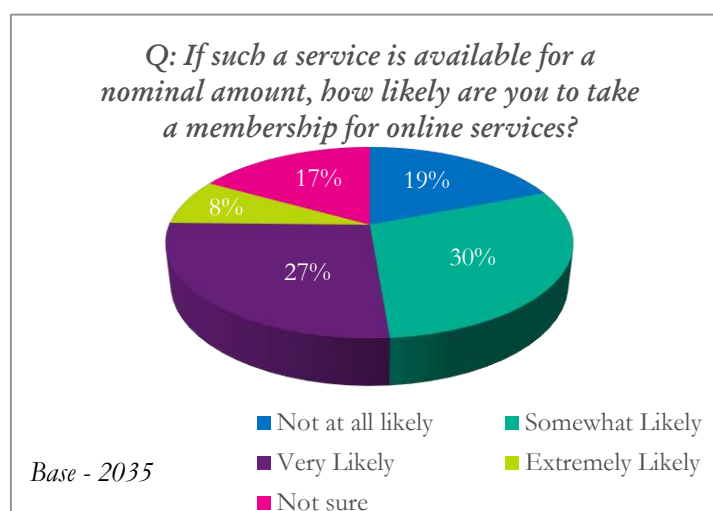
35% Non-users that are likely to take a paid membership to avail online services say that they are likely to make an annual contribution of up to Rs.150 towards the service.

8.5.4 Usefulness of service access points to public libraries in public areas

Non-users were also asked about the usefulness of service access points of public libraries in shopping malls, railway stations and metros.

Overall, while about one-half of them say that it will be useful if public libraries provide service access points, the other half of non-users responded that it would not be helpful or that they weren't sure.

Q: If Public libraries plan to provide service access points in public areas such as shopping malls, railway stations, metro stations to use their books & other services, will such an initiative be useful for you?

- Yes
- No
- Not sure

Base - 2035

173
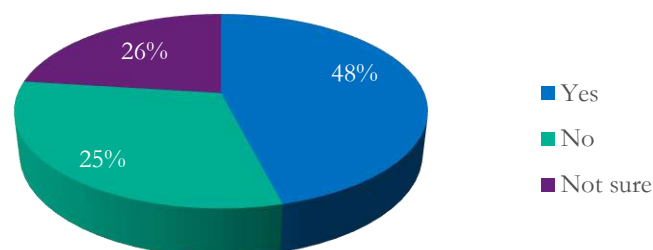
9. Part E - Overall performance of libraries

The performance of libraries across Indian states based on various parameters are presented in this chapter. These findings indicate the current status, areas for prioritization, budgets etc., and the focus areas for setting up new Urban and Rural libraries.

According to the sample allocation, Public Libraries across all the Indian states were invited to participate in the survey. Specifically, the study included the State Central libraries, District libraries, Town/City libraries, Divisional/Regional libraries, Sub-divisional/Taluka libraries, Village/Rural libraries, Tribal Area libraries, NGOs and other libraries.

The participation levels varied in each state and in a few instances the coverage of the allocated samples posed a challenge due to the non-co-operation from the authorities and the non-receipt of library lists. In light of this, the findings will be only broadly directional for further action in improving the libraries.

Sample distribution

- The states showing greater sample achievement include:
  - Karnataka (637 libraries), Tamil Nadu (522 libraries), Maharashtra (511 libraries), Gujarat (423 libraries), West Bengal (389 libraries), Andhra Pradesh (311 libraries), Uttar Pradesh (311 libraries), Telangana (298 libraries), Orissa (250 libraries), Delhi & NCR regions (245 libraries), Kerala (208 libraries)

- States with representation from 100 -200 libraries:
  - Rajasthan (188 libraries), Bihar (126 libraries), Himachal Pradesh (115 libraries) and Madhya Pradesh (106 libraries)

- States with representation from 50 -100 libraries:
  - Goa (98 libraries), Assam (82 libraries), Jammu and Kashmir (56 libraries) had representation from more than 50+ libraries.

- States with limited libraries in the sample
  - The North-Eastern states of Manipur (29 libraries), Arunachal Pradesh (23 libraries), Meghalaya (22 libraries), Nagaland (20 libraries) and Mizoram (18 libraries). States like Jharkhand (14 libraries), Uttarakhand (30 libraries), Haryana (35 libraries) and Punjab (34 libraries) had very limited participation. The scenario was similar in the Union territories like Lakshadweep, Puducherry, Dadra & Nagar Haveli and Chandigarh.

Classification / Ranking

Based on their overall scores, the top 10 States (ranked in order) are termed Progressive, while the remaining are labeled Moderately Progressive. Within specific parameters, the states with scores above the national average are categorized as Progressive, while those with scores below the national average are designated Moderately Progressive

State Performance Rating - Building Blocks

1. **Parameters used for performance comparison:** Key parameters that mirror the status of libraries, their performance and other aspects that would facilitate the development of libraries were selected.

A. Amenities	B. Digitization
Parameters	
C. Resources	D. User satisfaction (Voice of users)
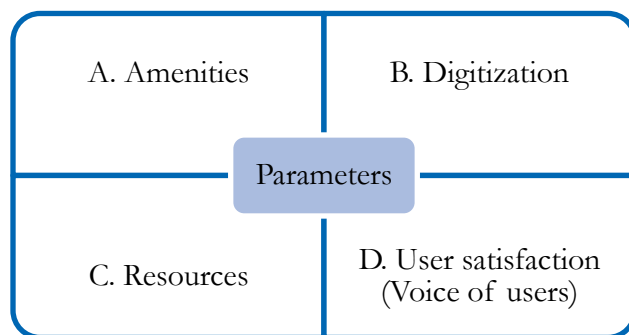
   A. Amenities

   A major factor determining the status of libraries has been the presence / lack of user amenities. Hence, to differentiate among the libraries, the critical amenities that were considered include:

Amenities	Evaluation
Electricity connection	Penetration of amenities
Drinking water	
Toilets	

   B. Digitization levels

   From the users' component of the study, it became evident that the digital presence was a growing requirement among them. Hence, the performance of states in terms of digitization was ascertained on the basis of:

Digitization levels	Evaluation
Computers	Penetration levels of equipment & services
Internet	
Photocopiers and scanners	

   C. Resources

   The stronger aspects of a Public Library are its resources. The states were compared by factoring in the resources mentioned below:

Resources	Evaluation
Book stocks	Avg. number of books in the libraries
Staff	Avg. number of staff in the libraries

   D. User satisfaction

   A critical factor for libraries is the stamp of approval provided by the library users. Therefore, user satisfaction in the parameters listed below was checked to estimate the performance of the states:

Satisfaction parameters	Evaluation/rating
Overall resources	Excellent and very good scores
Overall facilities	
Overall services	
Overall staff	
User satisfaction with online access	
Average visitors/day	

175

2. Computation of composite score

- The penetration of sub-parameters or the average number of resources across all states was evaluated.
- The different ranges of penetration (or average number of resources) were assigned suitable scores. This was done so that the scores are balanced between Urban libraries and Rural libraries.
    a. A brief illustration is provided below:
        i. Sub Parameter - Drinking water:
            i. This is a basic necessity for a library; however, differences in penetration are evident among the Urban and Rural libraries.
            ii. States in which more than 90% of the State and District libraries had drinking water facilities were assigned a score of 3, whereas those with 81%-90% of State and District libraries with drinking water were given a score of 2 and those with less than 80% of these libraries having drinking water were given a score of 1.
            iii. States with more than 70% Town/Divisional and Sub-divisional libraries having drinking water facilities were assigned a score of 3, while States with 51%-70% of Town/Divisional and Sub-divisional libraries with provision of drinking water were assigned a score of 2 and those with less than or 50% libraries possessing drinking water facilities were assigned a score of 1.
            iv. States having 100% Rural libraries with drinking water facilities were assigned a score of 4, while those with 81%-90% of libraries provided with drinking water were assigned a score of 3, and those with 61%-80% with drinking water facilities were assigned a score of 2, while those with less than 60% drinking water facilities were assigned a score of 1.
        ii. Sub Parameter - Average number of books:
            i. State and District libraries possessing more than 40000 books were given a maximum score of 5, while those with 30000-40000 books were given a score of 4, and those with 20001-30000 books were given a score of 3, whereas those with 10001-20000 books were given a score of 2 and those with less than 10000 books were given a score of 1.
            ii. Town/City and Divisional libraries with more than 15000 books were assigned scores of 4, while those with 10000-15000 books were given a score of 3, and those with 5000-10000 books were given a score of 2, whereas those with less than 5000 books were assigned a score of 1.
            iii. Sub-divisional libraries with more than 10000 books were assigned a score of 3, while those with 5000-10000 books were given a score of 2, and those with less than 5000 books were given a score of 1.
            iv. Rural libraries having more than 8000 books were assigned a score of 5, whereas those with 6001-8000 books were assigned a score of 4, and those with 4001-6000 books were assigned a score of 3, while those with 2001-4000 were assigned a score of 2 and those libraries possessing less than 2000 books were assigned a score of 1.
    b. This pattern was followed for each sub-parameter.
- Each sub-parameter was assigned a weightage. The weightages for the parameters are listed:

Key Parameter	Sub-Parameter	Weightage	
		Urban libraries	Rural libraries
Amenities	Electricity connection	7%	10%
	Drinking water	7%	10%
	Toilets	7%	10%
Digitization	Computers	8%	4%
	Internet	8%	5%
	Photocopiers	5%	3%
	Scanners	4%	3%
Resources	Avg. Number of books	10%	10%
	Number of staff in libraries	8%	8%
User Satisfaction	User satisfaction on overall resources	6%	7%
	User satisfaction on overall facilities	6%	7%
	User satisfaction on overall services	6%	6%
	User satisfaction on overall staff	6%	6%
	User satisfaction on online access	6%	6%
	Average visitors/day	6%	5%
TOTAL		100%	100%

- The scores obtained for each sub-parameter were then multiplied by the weightage assigned.
- Over representation/under representation of the Urban/Rural libraries were moderated to the extent possible by projecting the scores with the universe of urban and rural libraries. The scores are added to obtain a singular overall State score for ranking the states.

9.1 Performance Evaluation Results – By states

Based on the overall scores, the top 10 States (by scores) are classified as Progressive and the other states are grouped as Moderately Progressive.

Progressive states

The performances of states in various parameters was were verified to arrive at the top ten Progressive States, based on the observations drawn from the available samples. The strong points of each of the States are tabulated below:

Progressive States	Strong Points
Kerala	User satisfaction, digital presence
West Bengal	Digital presence, amenities
Tamil Nadu	User satisfaction, amenities
Maharashtra	Amenities, digital presence
Andhra Pradesh	User satisfaction, amenities
Gujarat	Amenities, digital presence
Karnataka	Amenities, digital presence
Rajasthan	Amenities, digital presence
Uttar Pradesh	Amenities, digital presence
Madhya Pradesh	Amenities, digital presence

* Varying sample sizes and library categories are evident among the states.

Kerala leads the Progressive states and enjoys strong user satisfaction in the Rural libraries and offers digital presence in the Urban libraries. Urban libraries in West Bengal have a stronger digital presence and provide sufficient amenities as well. Customer satisfaction is higher in the Rural libraries of Tamil Nadu, followed by ample amenities in the Urban libraries. Urban libraries in Maharashtra are well equipped with both amenities and digital equipment. Urban libraries in Andhra Pradesh provide proper amenities and digital presence. User satisfaction is marginally higher in the Rural libraries when compared to the Urban libraries.

The availability of amenities and digital presence in libraries are strong factors that have improved the scores, particularly in the States of Gujarat, Karnataka, Rajasthan, Uttar Pradesh and Madhya Pradesh.

Moderately Progressive states – Enhancement required

Apart from the top 10 leading states, the other states would need to improve the various amenities and resources to meet the needs of the users, in the future.

Moderately Progressive states	
States with sizable number of libraries	Delhi and NCR regions, Telangana, Orissa, Bihar, Goa, Himachal Pradesh,
Smaller states	Assam, Haryana, Punjab, Jammu and Kashmir, Arunachal Pradesh, Sikkim, Tripura, Mizoram, Manipur, Meghalaya, Nagaland, Uttarakhand and Jharkhand. Union territories - Lakshadweep, Dadra & Nagar Haveli, Puducherry, Chandigarh

9.2   Performance of Grantee vs Non-Grantee libraries

Grantee libraries signify those libraries in the sample that have been mapped with the list of libraries provided by RRRLF. The list contains only those libraries that have received monetary assistance from RRRLF.

While there have been no indications in the Terms of Reference regarding RRRLF Grantee libraries, based on the suggestions raised by Secretary, RRRLF has shared a list of libraries that were mapped with the libraries in the sample. The subsequent slides cover the findings from those libraries that have received Monetary assistance from RRRLF.

Libraries	RRRLF funded libraries	Non-Grantee
Base	**806**	**3542**
State Central Library	2%	0%
District Library	18%	9%
Town/ City Library	17%	15%
Divisional/ Regional Library	4%	4%
Sub-divisional/ Taluka Library	12%	9%
Village/ Rural /Panchayat Library	25%	38%
Tribal area Library	1%	2%
Library of a charitable institution/ NGO	10%	11%
Others	11%	12%

Performance index of Grantee libraries on Infrastructure, digitization and staffing/resources

- Infrastructure includes: Electricity, common toilets & drinking water
- Digitization includes: Functional Computers, functional Internet
- Staffing & resources includes: Books available to issued ratio and Visitor to staff ratio

Scoring for infra is as follows:

100%	More than 80%	More than 70%	More than 50%	50% and below
5	4	3	2	1

Scoring for computers:

More than or equal to 70%	60%-70%	50%-60%	40%-50%	Less than 40%
5	4	3	2	1

Scoring for internet:

60%-70%	50%-60%	40%-50%	30%-40%	Less than 30%
5	4	3	2	1

Scoring for staffing is basis visitor : staff ratio:

10-15	16-25	26-35	36-40	More than 40
5	4	3	2	1

Scoring for resources is basis no. of books issued : total no. of books:

More than 35%	30%-35%	25%-30%	20%-25%	Less than 20%
5	4	3	2	1

~16% of libraries who received monetary assistance from RRRLF (referred as RRRLF grantee libraries) performed better only on staffing & resources than other libraries. Across other parameters, performance remained low.

Libraries	Overall	RRRLF funded libraries	Non-Grantee
Base	*5140*	*806*	*3542*
Infrastructure	2.7	3.0	2.7
Digitization	1.0	1.5	1.0
Staffing & resources	3.5	3.5	3.0
OVERALL	2.1	2.7	2.3

Digital facilities: It was observed that Grantee libraries had better digital facilities than Non-Grantee libraries. While the availability of resources was higher; optimal utilization of these also lagged more in Grantee libraries

Libraries	Overall	RRRLF Funded Libraries	Non-Grantee
Base	*5140*	*806*	*3542*
Presence of computers	29%	43%	30%
Overall % of libraries with some/all functional computers	22%	33%	22%
Overall % of libraries with some/all computers as Non-functional	8%	10%	8%

Libraries	Overall	RRRLF funded libraries	Non-Grantee
Base	*5140*	*806*	*3542*
Overall % of libraries with internet connection	12%	22%	15%
Overall % of libraries with some/all internet connections working	10%	16%	11%
Overall % of libraries with some/all internet connections NOT working	2%	6%	4%

Amenities: RRRLF grantee libraries also had slightly better amenities than other libraries.

Profiling of libraries- Amenities

at 95% Level of significance

180
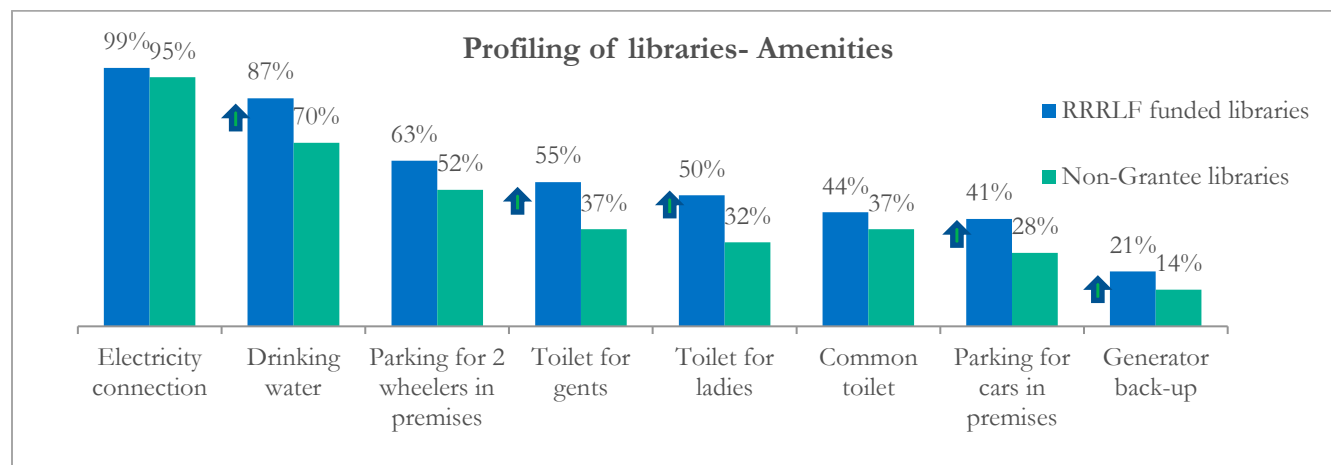
Services provided: It is observed that digital resources must improve in RRRLF funded libraries and other libraries.

Profiling of libraries- Services

Service	Non-Grantee	RRRLF funded libraries
Books Lending	86%	90%
Books Reference	54%	64%
Periodicals / magazines - lending	50%	58%
Book reservations	27%	33%
Services to the Specialty abled groups, children,…	28%	32%
Rare books collection	30%	29%
Auditorium/ Meeting rooms	17%	22%
Text books section	21%	23%
Books – home delivery	10%	13%
CDs/DVDs	6%	14%
SMS alert for members	4%	5%
Internet/ Network linkage with other library systems…	2%	5%
Online catalogue	3%	6%

RRRLF funded libraries – 806
Non-Grantee libraries- 3542

User perspective:

More users in RRRLF funded libraries state that digital resources were available in these libraries. More users in RRRLF funded libraries state that digital resources and children's books are available in these libraries. RRRLF funded libraries also provided photocopying facilities and study groups. However, fewer users stated that these had film shows.

Resources offered	Overall	RRRLF funded libraries
Base	4082	843
Books	97%	97%
Periodicals / magazines / journals	90%	92%
Newspapers	94%	94%
Digital books/e-books	8%	14%
CDs/DVDs	9%	12%
Children's books/magazines	54%	68%
Online databases	9%	14%
Internet access	16%	22%
Dissertations/thesis materials	22%	29%

Services offered	Overall	RRRLF funded libraries
Base	4082	843
Book renewal telephonic	15%	16%
Book renewal internet	6%	7%
Book reservations facility – telephonic / internet-Available Services	6%	7%
Events / meetings	35%	36%
Photocopying facilities	23%	36%
Inter-library books loans	10%	12%
Public information	47%	51%
Study groups	36%	51%
Wi-fi facility	6%	2%

More users in RRRLF grantee libraries would recommend these libraries to others. All parameters garnered average responses on satisfaction of amenities/offerings of the library – lowest being for online access. While RRRLF grantee libraries have satisfaction scores similar to all-India average, however, the likelihood to recommend these libraries is higher.

Libraries	Overall	RRRLF funded libraries
Base	4082	843
Overall satisfaction	56%	61%
Likelihood to recommend the library	66%	74%
Rating - resources	56%	62%
Rating - services	48%	53%
Rating - staff	47%	54%
Rating – online access	45%	48%
Rating - facilities	42%	46%

10. Part F- Parameter-wise Performance

The performances of the Urban and Rural libraries with respect to each individual parameter are provided in this section. This section will facilitate the identification of the need gaps among the library categories in each individual state.

Specifically, among the individual parameters, the Urban and Rural libraries with scores above the national average are termed Progressive, while those with scores below the national average are termed Moderately Progressive.

The key parameters highlighted include:

- Availability of amenities
- Presence of computers and the internet
- Presence of photocopiers and scanners
- Average number of books
- Average number of staff
- User satisfaction

10.1 Amenities

In terms of amenities such as drinking water, toilets and electricity, the states showing composite scores above national average are termed as Progressive while the libraries with scores below the national average are classified as Moderate libraries.

	Table 10.1 - Amenities			
	Progressive States		**Moderately Progressive (Enhancement required)**	
Region	**Urban Libraries (Above nat. avg 1.4)**	**Rural Libraries (Above nat. avg 0.6)**	**Urban Libraries (Below nat. avg 1.4)**	**Rural Libraries (Below nat. avg 0.6)**
North	Uttar Pradesh, Delhi & NCR, Haryana and Himachal Pradesh	Himachal Pradesh, Uttar Pradesh, Delhi & NCR regions	Punjab, Uttarakhand, Chandigarh Madhya Pradesh, J&K	Jammu and Kashmir
North- East	Assam, Manipur and Sikkim	Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland, Tripura	Arunachal Pradesh, Meghalaya, Nagaland Mizoram and Tripura	Assam.
East	West Bengal and Bihar	West Bengal	Orissa and Jharkhand	Bihar and Orissa
West	Maharashtra, Gujarat, Goa and Rajasthan	Rajasthan, Maharashtra, Gujarat, Goa	Dadra & Nagar Haveli	
South	Tamil Nadu and Kerala	Kerala	Telangana, Andhra Pradesh, Karnataka, Lakshadweep and Puducherry	Andhra Pradesh, Tamil Nadu, Telangana and Karnataka

*Varying sample sizes are evident among the library categories in the states.

10.1.1 Availability of essential amenities – Overall by state

	BASE[7]	Drinking Water	Presence of Toilet	Electricity Connection
Table 10.1.1 - AMENITIES				
Overall	5140	73%	65%	96%
Andhra Pradesh	311	86%	41%	98%
Arunachal Pradesh	23	78%	83%	100%
Assam	82	55%	30%	99%
Bihar	126	79%	71%	91%
Chandigarh	6	100%	100%	100%
Dadra Nagar	3	100%	100%	100%
Delhi/ NCR	245	85%	97%	100%
Goa	98	73%	80%	100%
Gujarat	423	90%	81%	99%
Haryana	35	91%	97%	100%
Himachal Pradesh	115	92%	96%	100%
Jammu & Kashmir	56	39%	39%	100%
Jharkhand	17	71%	82%	100%
Karnataka	637	41%	28%	74%
Kerala	208	63%	65%	100%
Lakshwadeep	1	100%	100%	100%
Maharashtra	511	88%	77%	100%
Madhya Pradesh	106	75%	74%	99%
Manipur	29	100%	90%	100%
Meghalaya	22	82%	86%	95%
Mizoram	18	78%	78%	100%
Nagaland	20	85%	95%	100%
Orissa	250	64%	50%	100%
Puducherry	1	100%	100%	100%
Punjab	34	74%	71%	100%
Rajasthan	188	93%	92%	99%
Sikkim	11	82%	82%	100%
Tamil Nadu	522	69%	60%	99%
Telangana	298	64%	29%	98%
Tripura	14	86%	86%	100%
Uttar Pradesh	311	91%	95%	99%
Uttarakhand	30	80%	83%	100%
West Bengal	389	67%	90%	100%

[7] Base refers to the sample, which is the number of libraries from where data was collected

10.1.2 Availability of essential amenities – By Urban and Rural libraries

	URBAN				RURAL			
	BASE	Drinking Water	Presence of Toilet	Electricity Connection	BASE	Drinking Water	Presence of Toilet	Electricity Connection
All states	3010	80%	75%	99%	2130	62%	51%	91%
Andhra Pradesh	197	90%	51%	99%	114	79%	22%	96%
Arunachal Pradesh	17	76%	88%	100%	6	83%	67%	100%
Assam	18	78%	78%	100%	64	48%	17%	98%
Bihar	66	89%	85%	98%	60	67%	55%	83%
Chandigarh	6	100%	100%	100%	0	0%	0%	0%
Dadra Nagar	3	100%	100%	100%	0	0%	0%	0%
Delhi/ NCR	237	85%	97%	100%	8	88%	88%	100%
Goa	41	76%	80%	100%	57	72%	79%	100%
Gujarat	246	91%	88%	100%	177	88%	72%	97%
Haryana	35	91%	97%	100%	0	0%	0%	0%
Himachal Pradesh	31	81%	94%	100%	84	96%	96%	100%
Jammu & Kashmir	38	42%	47%	100%	18	33%	22%	100%
Jharkhand	17	71%	82%	100%	0	0%	0%	0%
Karnataka	203	61%	55%	94%	434	32%	15%	65%
Kerala	64	70%	80%	100%	144	60%	59%	100%
Lakshwadeep	1	100%	100%	100%	0	0%	0%	0%
Maharashtra	388	90%	80%	100%	123	83%	66%	100%
Madhya Pradesh	104	74%	73%	100%	2	100%	100%	50%
Manipur	17	100%	88%	100%	12	100%	92%	100%
Meghalaya	17	82%	82%	100%	5	80%	100%	80%
Mizoram	3	100%	100%	100%	15	73%	73%	100%
Nagaland	3	100%	100%	100%	17	82%	94%	100%
Orissa	129	70%	67%	100%	121	59%	31%	100%
Puducherry	1	100%	100%	100%	0	0%	0%	0%
Punjab	32	75%	72%	100%	2	50%	50%	100%
Rajasthan	60	92%	88%	100%	128	94%	94%	98%
Sikkim	11	82%	82%	100%	0	0%	0%	0%
Tamil Nadu	366	77%	75%	100%	156	51%	25%	96%
Telangana	223	69%	30%	99%	75	51%	23%	96%
Tripura	10	90%	90%	100%	4	75%	75%	100%
Uttar Pradesh	227	90%	96%	100%	84	95%	92%	95%
Uttarakhand	29	79%	83%	100%	1	100%	100%	100%
West Bengal	170	83%	93%	100%	219	54%	89%	100%

Table 10.1.2 - AMENITIES

10.2 Digital presence

The availability of equipment such as photocopiers, scanners, computers and internet connections for the computers shows varying levels of development among the libraries and states. An important aspect to note is that while most states have provided adequate digital equipment in the Urban libraries, their penetration is lower in the Rural libraries.

Table 10.2 - Digital Presence				
	Progressive States		Moderately Progressive (Enhancement required)	
Region	Urban Libraries (Above nat. avg 1.5)	Rural Libraries (Above nat. avg 0.3)	Urban Libraries (Below nat. avg 1.5)	Rural Libraries (Below nat. avg 0.3)
North	Haryana, Himachal Pradesh, Uttar Pradesh, Delhi & NCR, Punjab, Chandigarh, Madhya Pradesh	Uttar Pradesh, Delhi & NCR region, Himachal Pradesh	Uttarakhand, Jammu and Kashmir	Jammu and Kashmir
North-East	Assam and Manipur	Manipur, Mizoram and Nagaland	Arunachal Pradesh, Meghalaya, Mizoram, Nagaland, Sikkim and Tripura	Arunachal Pradesh, Assam, Meghalaya, Tripura
East	West Bengal	Bihar, Orissa and West Bengal	Bihar, Jharkhand and Orissa	-
West	Gujarat, Goa and Rajasthan	Maharashtra, Rajasthan	Dadra & Nagar Haveli	Gujarat, Goa
South	Kerala, Karnataka, Telangana, and Tamil Nadu	Kerala	Andhra Pradesh, Lakshadweep, Puducherry	Andhra Pradesh, Karnataka, Tamil Nadu, Telangana

*Varying sample sizes are evident among library categories in the states.

10.2.1 Presence of computers

A comparative assessment by penetration of computers in the libraries is provided below:

Table 10.2.1 - Presence of computers				
	Progressive (States ahead)		Moderately developed (Enhancement required)	
Region	Urban Libraries (Above nat. avg 0.4)	Rural Libraries (Above nat. avg 0.1)	Urban Libraries (Below nat. avg 0.4)	Rural Libraries (Below nat. avg 0.1)
North	Chandigarh, Delhi & NCR region, Haryana, Himachal Pradesh, Punjab, Uttar Pradesh, Madhya Pradesh	Uttar Pradesh, Delhi & NCR region	Uttarakhand, Jammu and Kashmir	Himachal Pradesh, Jammu and Kashmir
North-East	Arunachal Pradesh, Assam, Sikkim and Tripura	Arunachal Pradesh, Meghalaya, Mizoram and Nagaland	Manipur, Meghalaya, Mizoram and Nagaland	Assam, Manipur and Tripura
East	West Bengal	Bihar and West Bengal	Bihar, Jharkhand and Orissa	Orissa
West	Gujarat, Goa and Rajasthan	Maharashtra	Dadra & Nagar Haveli	Gujarat, Goa and Rajasthan
South	Kerala, Karnataka, Tamil Nadu and Telangana	Kerala	Andhra Pradesh, Lakshadweep, Puducherry	Andhra Pradesh, Karnataka, Tamil Nadu, Telangana

*Varying sample sizes are evident among library categories in the states.

10.2.2   Presence of computers across all states

The overall penetration of computers and internet across the various states and the split by Urban and Rural libraries are provided below:

	Overall		URBAN		RURAL	
	Base	Presence of computers	Base	Presence of computers	Base	Presence of computers
Total	5140	29%	**3010**	**40%**	**2130**	**13%**
Andhra Pradesh	311	19%	197	28%	114	4%
Arunachal Pradesh	23	52%	17	65%	6	17%
Assam	82	16%	18	72%	64	0%
Bihar	126	27%	66	41%	60	12%
Chandigarh	6	100%	6	100%	0	0%
Delhi/ NCR	245	54%	237	55%	8	13%
Goa	98	23%	41	44%	57	9%
Gujarat	423	25%	246	37%	177	7%
Haryana	35	74%	35	74%	0	0%
Himachal Pradesh	115	21%	31	65%	84	5%
Jammu & Kashmir	56	14%	38	18%	18	6%
Karnataka	637	6%	203	19%	434	0%
Kerala	208	54%	64	72%	144	46%
Lakshwadeep	1	100%	1	100%	0	0%
Maharashtra	511	38%	388	45%	123	16%
Madhya Pradesh	106	45%	104	46%	2	0%
Manipur	29	24%	17	35%	12	8%
Meghalaya	22	23%	17	24%	5	20%
Nagaland	20	75%	3	100%	17	71%
Orissa	250	12%	129	12%	121	11%
Puducherry	1	100%	1	100%	0	0%
Punjab	34	41%	32	41%	2	50%
Rajasthan	188	19%	60	57%	128	1%
Sikkim	11	36%	11	36%	0	0%
Tamil Nadu	522	24%	366	33%	156	1%
Tripura	14	29%	10	40%	4	0%
Uttar Pradesh	311	55%	227	61%	84	40%
Uttarakhand	30	50%	29	48%	1	100%
West Bengal	389	51%	170	65%	219	41%
Dadra Nagar	3	33%	3	33%	0	0%
Jharkhand	17	41%	17	41%	0	0%
Mizoram	18	56%	3	67%	15	53%
Telangana	298	8%	223	10%	75	3%

Table 10.2.2 - PRESENCE OF COMPUTERS

10.2.3   Availability of internet connections
Segregation of the States based on penetration of internet connections is listed below:

Table 10.2.3 - Presence of Internet				
	Progressive (States ahead)		Moderately developed (Enhancement required)	
Region	Urban Libraries (Above nat. avg 0.4)	Rural Libraries (Above nat. avg 0.07)	Urban Libraries (Below nat. avg 0.4)	Rural Libraries (Below nat. avg 0.07)
North	Delhi & NCR, Haryana, Himachal Pradesh, Uttar Pradesh, Punjab, Madhya Pradesh	Uttar Pradesh, Delhi & NCR region, Himachal Pradesh,	Chandigarh, Jammu and Kashmir, Uttarakhand	Jammu and Kashmir
North-East	Manipur, Meghalaya	Manipur and Nagaland	Arunachal Pradesh, Assam, Mizoram, Nagaland, Sikkim and Tripura	Arunachal Pradesh, Assam, Meghalaya, Mizoram and Tripura
East	Bihar, West Bengal	Bihar, Orissa and West Bengal	Jharkhand	Bihar
West	Gujarat, Goa, Maharashtra, Rajasthan	Gujarat, Goa, Maharashtra, Rajasthan	Dadra & Nagar Haveli	Gujarat, Goa and Rajasthan
South	Kerala, Karnataka, Tamil Nadu and Telangana	Karnataka, Kerala	Andhra Pradesh, Lakshadweep, Puducherry	Andhra Pradesh, Tamil Nadu, Telangana

* Varying sample sizes are evident among the library categories in the states.

10.2.4 Availability of internet connections

The tables given below represent the availability of computers with internet connections.

Table 10.2.4 - PRESENCE OF INTERNET						
	Base	Overall Internet	URBAN		RURAL	
Total	1501	50%	1215	56%	286	30%
Andhra Pradesh	60	20%	55	25%	5	0%
Arunachal Pradesh	12	0%	11	0%	1	0%
Assam	13	15%	13	15%	0	0%
Bihar	34	38%	27	41%	7	29%
Chandigarh	6	83%	6	83%	0	0%
Dadra Nagar	1	100%	1	100%	0	0%
Delhi/ NCR	132	75%	131	77%	1	100% (1)
Goa	23	39%	18	50%	5	20%
Gujarat	104	28%	92	29%	12	17%
Haryana	26	50%	26	54%	0	0%
Himachal Pradesh	24	88%	20	90%	4	75%
Jammu & Kashmir	8	0%	7	0%	1	0%
Jharkhand	7	29%	7	29%	0	0%
Karnataka	38	82%	38	82%	0	0%
Kerala	112	46%	46	65%	66	33%
Lakshwadeep	1	0%	1	0%	0	0%
Maharashtra	195	38%	175	39%	20	30%
Madhya Pradesh	48	35%	48	38%	0	0%
Manipur	7	57%	6	50%	1	100% (1)
Meghalaya	5	60%	4	75%	1	0%
Mizoram	10	10%	2	50%	8	0%
Nagaland	15	47%	3	33%	12	50%
Orissa	29	69%	16	63%	13	85%
Puducherry	1	0%	1	0%	0	0%
Punjab	14	79%	13	77%	1	100% (1)
Rajasthan	35	69%	34	68%	1	100% (1)
Sikkim	4	25%	4	25%	0	0%
Tamil Nadu	123	71%	122	72%	1	0%
Telangana	24	67%	22	73%	2	0%
Tripura	4	25%	4	25%	0	0%
Uttar Pradesh	172	55%	138	59%	34	44%
Uttarakhand	15	40%	14	43%	1	0%
West Bengal	199	45%	110	71%	89	13%

10.3 Resources

The libraries with a sizeable number of books as well as those which require enhancement are shown below:

Table 10.3 - Resources				
Region	**Progressive States**		**Moderately Progressive (Enhancement required)**	
	Urban Libraries (Above nat. avg 0.7)	**Rural Libraries (Above nat. avg 0.2)**	**Urban Libraries (Below nat. avg 0.7)**	**Rural Libraries (Below nat. avg 0.2)**
North	Chandigarh, Himachal Pradesh, Uttarakhand	-	Haryana, Punjab, Delhi& NCR, Madhya Pradesh, Jammu and Kashmir, Uttar Pradesh	Jammu and Kashmir, Uttar Pradesh Himachal Pradesh and Delhi & NCR region
North-East	Assam, Sikkim and Tripura	Tripura	Arunachal Pradesh, Manipur, Meghalaya, Mizoram and Nagaland	Assam, Arunachal Pradesh, Manipur, Meghalaya, Mizoram, and Nagaland
East	West Bengal, Jharkhand	West Bengal	Bihar, and Orissa	Bihar, Orissa
West	Goa, Gujarat, Maharashtra and Rajasthan	-	Dadra & Nagar Haveli	Goa, Gujarat, Maharashtra Rajasthan
South	Andhra Pradesh, Karnataka, Kerala, Tamil Nadu Telangana	Andhra Pradesh, Kerala, Tamil Nadu, Telangana	Lakshadweep, Puducherry	Karnataka

* Varying sample sizes are evident among the library categories in the states.

10.3.1   Book stocks - By all states

The average book collections across the various Public Libraries at the state level, as well as Urban and Rural levels are presented here.

Table 10.3.1 - BOOK STOCKS						
	OVERALL		URBAN		RURAL	
	Base	Book stocks (Range)	Base	Book stocks (Range)	Base	Book stocks (Range)
Total	5140	30-16,00,000	3010	100-16,00,000	2130	30-2,66,000
Andhra Pradesh	311	75-1,50,00	197	200-1,50,000	114	75-50,000
Arunachal Pradesh	23	30-61,000	17	600-61,000	6	30-2000
Assam	82	50-43000	18	100-43,000	64	50-12,000
Bihar	126	170-2,00,000	66	400-2,50,000	60	200-26,000
Chandigarh	6	6000-13,0000	6	6000-13,0000	0	-
Dadra Nagar	3	4000-21,000	3	4000-21,000	0	-
Delhi/ NCR	245	200- 16,00,000	237	500-16,00,000	8	200-83,000
Goa	98	450-1,67,000	41	500-1,67,000	57	450-20,500
Gujarat	423	100-1,00,000	246	150-1,00,000	177	100-90,000
Haryana	35	100- 86,000	35	100- 86,000	0	-
Himachal Pradesh	115	150-57,000	31	1500 -60,000	84	150-15000
Jammu & Kashmir	56	900-71,000	38	1500-71,000	18	900-9000
Jharkhand	17	3000-1,30,000	17	3000-1,30,000	0	-
Karnataka	637	200-9,00,000	203	400-9,00,000	434	200-38,000
Kerala	208	740- 15,00,000	64	2300-15,00,000	144	750-2,66,000
Lakshwadeep	1	10,400	1	10,400	0	-
Maharashtra	511	150-4,00,000	388	250-4,00,000	123	150-52,000
Madhya Pradesh	106	100-90,000	104	100-90,000	2	30
Manipur	29	200-71,000	17	1200-71,000	12	200-7500
Meghalaya	22	120-24,000	17	300-24,000	5	120-3000
Mizoram	18	1300-73,000	3	23,000-73,000	15	1300-9000
Nagaland	20	240-55,000	3	8100-55,000	17	240-30,000
Orissa	250	100-94,000	129	500-94,000	121	100-35000
Puducherry	1	-	1	-	0	-
Punjab	34	200-17,000	32	200-17,000	2	100-10,000
Rajasthan	188	1200-1,25,000	60	1800-1,25,000	128	1230-33,000
Sikkim	11	2500-47,500	11	2500-47,500	0	-
Tamil Nadu	522	150-10,00,000	366	200-10,00,000	156	150- 38,000
Telangana	298	40- 40,000	223	600- 40,000	75	40 - 25,000
Tripura	14	1200-22,000	10	7000-22,000	4	1200-17,000
Uttar Pradesh	311	20-1,75,000	227	100-1,75,000	84	20-55,000
Uttarakhand	30	1700-60,000	29	1700-60,000	1	12560 (1)
West Bengal	389	30-2,12,000	170	100-2,12,000	219	30-30,000

*Minimum-Maximum values
Includes libraries that are used as reading rooms.

10.4 Staffing

As the factor, 'number of staff', also plays a major role in the performance of libraries, a few notable states have good staff representation, which are mentioned below:

Table 10.4 - Staff				
Region	Progressive States		Moderately Progressive (Enhancement required)	
	Urban Libraries (Above nat. avg 0.5)	Rural Libraries (Above nat. avg 0.1)	Urban Libraries (Below nat. avg 0.5)	Rural Libraries (Below nat. avg 0.1)
North	Chandigarh, Haryana, Jammu and Kashmir, Uttar Pradesh	Jammu and Kashmir, and Uttar Pradesh	Himachal Pradesh, Punjab, Uttarakhand, Delhi& NCR, Madhya Pradesh	Himachal Pradesh, Delhi & NCR region
North-East	Assam, Manipur, Sikkim and Tripura	Assam, Mizoram, Nagaland and Tripura	Arunachal Pradesh, Meghalaya, Mizoram and Nagaland	Arunachal Pradesh, Manipur, Meghalaya
East	West Bengal	Bihar, Orissa, and West Bengal.	Bihar, Jharkhand and Orissa	-
West	Goa and Maharashtra	Goa and Maharashtra	Gujarat, Rajasthan, Dadra & Nagar Haveli	Gujarat, Rajasthan
South	Tamil Nadu Telangana	Telangana	Andhra Pradesh, Karnataka, Kerala, Lakshadweep, Puducherry	Andhra Pradesh, Karnataka, Kerala, Tamil Nadu

* Varying sample sizes are evident among the library categories in the states.

10.4.1 Minimum and maximum numbers of staff

The number of staff across the various states are presented here.

Table 10.4.1 - MIN. & MAX. NUMBER OF STAFF						
	OVERALL		URBAN		RURAL	
	Base	Total staff	Base	Total staff	Base	Total staff
Total	5140	1-120	3010	1-120	2130	1-17
Andhra Pradesh	311	1-68	197	1-68	114	1-2
Arunachal Pradesh	23	1-22	17	1-22	6	1-2
Assam	82	1-16	18	2-16	64	1-5
Bihar	126	1-47	66	1-47	60	1-6
Chandigarh	6	2-42	6	2-42	0	-
Dadra Nagar	3	1-3	3	1-3	0	-
Delhi/ NCR	245	1-100	237	1-100	8	1-2
Goa	98	1-119	41	1-119	57	1-3
Gujarat	423	1-29	246	1-29	177	1-4
Haryana	35	1-13	35	1-13	0	-
Himachal Pradesh	115	1-20	31	1-20	84	1-2
Jammu & Kashmir	56	1-20	38	1-20	18	1-3
Jharkhand	17	1-6	17	1-6	0	-
Karnataka	637	1-40	203	1-40	434	1-3
Kerala	208	1-94	64	1-94	144	1-4
Lakshwadeep	1	3	1	3	0	-
Maharashtra	511	1-60	388	1-60	123	1-3
Madhya Pradesh	106	1-35	104	1-35	2	1-3
Manipur	29	1-22	17	1-22	12	1-7
Meghalaya	22	1-34	17	1-34	5	1-6
Mizoram	18	2-30	3	4-30	15	1-25
Nagaland	20	1-18	3	4-18	17	1-3
Orissa	250	1-20	129	1-20	121	1-10
Puducherry	1	24	1	24	0	-
Punjab	34	1-39	32	1-39	2	2-5
Rajasthan	188	1-19	60	1-19	128	1-3
Sikkim	11	1-10	11	1-10	0	-
Tamil Nadu	522	1-41	366	1-41	156	1-5
Telangana	298	1-66	223	1-66	75	1-2
Tripura	14	1-37	10	1-37	4	1-4
Uttar Pradesh	311	1-26	227	1-26	84	1-7
Uttarakhand	30	1-12	29	1-12	1	2
West Bengal	389	1-25	170	1-25	219	1-4

*Minimum-Maximum values

10.5 User satisfaction

The user satisfaction scores were observed to play a crucial role for some of the libraries as they helped to boost the overall performance scores of the libraries as well. The Progressive states with user satisfaction scores above the national average and states where enhancement is required to raise the levels of user satisfaction are presented here:

Table 10.5 - User Satisfaction				
	Progressive States		Moderately Progressive (Enhancement required)	
Region	Urban Libraries (Above nat. avg 0.6)	Rural Libraries (Above nat. avg 0.8)	Urban Libraries (Below nat. avg 0.6)	Rural Libraries (Below nat. avg 0.8)
North	Chandigarh, Delhi & NCR	Uttar Pradesh	Haryana, Himachal Pradesh, Jammu and Kashmir, Madhya Pradesh, Punjab, Uttar Pradesh, Uttarakhand	Chandigarh, Delhi & NCR, Haryana, Himachal Pradesh, Jammu & Kashmir, Madhya Pradesh, Punjab and Uttarakhand.
North-East	Assam, Meghalaya, Nagaland, Sikkim	Assam, Nagaland and Sikkim	Arunachal Pradesh, Manipur, Mizoram and Tripura	Arunachal Pradesh, Manipur, Meghalaya, Mizoram and Tripura
East	-	West Bengal	Bihar, Jharkhand, Orissa and West Bengal	Bihar, Jharkhand, Orissa,
West	Dadra & Nagar Haveli Goa, Gujarat	Dadra & Nagar Haveli Goa, Gujarat and Maharashtra	Maharashtra and Rajasthan	Rajasthan
South	Karnataka, Kerala, Tamil Nadu and Puducherry	Karnataka, Kerala and Tamil Nadu	Andhra Pradesh, Telangana, Lakshadweep	Andhra Pradesh, Telangana, Lakshadweep, Puducherry

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10.5.1 User feedback from Public Library users

User feedback on the overall resources, library services, staff, online access and facilities in libraries across the states is listed below:

Table 10.5.1 - User Feedback- Satisfaction						
	Base	Overall Resources	Overall Library services	Overall Staff	Online access	Overall facilities
Total	4082	56%	48%	47%	45%	42%
Andhra Pradesh	152	37%	45%	36%	41%	14%
Arunachal Pradesh	22	23%	18%	18%	18%	23%
Assam	66	97%	67%	65%	56%	67%
Bihar	190	34%	25%	28%	19%	15%
Chandigarh	30	63%	43%	50%	47%	47%
Dadra Nagar	20	65%	75%	75%	75%	90%
Delhi/ NCR	195	64%	59%	62%	61%	59%
Goa	130	78%	65%	68%	67%	68%
Gujarat	233	81%	71%	77%	72%	64%
Haryana	268	48%	42%	37%	39%	43%
H.P	46	43%	28%	20%	22%	17%
J&K	58	60%	45%	28%	31%	24%
Jharkhand	69	26%	17%	19%	13%	10%
Karnataka	186	80%	69%	69%	63%	45%
Kerala	178	93%	97%	97%	83%	93%
Lakshwadeep	0	0%	0%	0%	0%	0%
Maharashtra	453	62%	39%	48%	48%	40%
Madhya Pradesh	153	37%	35%	33%	33%	25%
Manipur	31	13%	13%	16%	16%	3%
Meghalaya	29	55%	28%	38%	41%	31%
Mizoram	25	40%	36%	36%	28%	28%
Nagaland	31	65%	77%	81%	48%	74%
Orissa	236	41%	35%	36%	32%	36%
Puducherry	19	74%	74%	68%	47%	37%
Punjab	86	33%	16%	20%	15%	13%
Rajasthan	178	35%	37%	30%	28%	30%
Sikkim	18	78%	72%	67%	67%	67%
Tamil Nadu	196	68%	59%	53%	56%	52%
Telangana	288	53%	41%	35%	30%	29%
Tripura	0	0%	0%	0%	0%	0%
Uttar Pradesh	263	59%	51%	49%	46%	54%
Uttarakhand	48	60%	40%	27%	40%	35%
West Bengal	185	41%	40%	38%	42%	34%

10.5.2 User feedback from Public Library users – by Urban and Rural libraries

User feedback on the overall resources, library services, staff, online access and facilities available in the libraries across the states, by Urban and Rural libraries, is given below:

Table 10.5.2 - User Feedback											
	URBAN						RURAL				
	Base	Overall Resources	Overall Library services	Overall Staff	Online access	Overall facilities	Base	Overall Resources	Overall Library services	Overall Staff	Online access	Overall facilities
Total	3041	57%	47%	48%	45%	43%	1041	54%	48%	45%	43%	40%
Andhra Pradesh	96	41%	55%	44%	50%	19%	56	30%	27%	21%	27%	7%
Arunachal Pradesh	8	50%	50%	50%	50%	63%	14	7%	0%	0%	0%	0%
Assam	57	96%	70%	63%	58%	68%	9	100%	44%	78%	44%	56%
Bihar	104	33%	29%	34%	21%	13%	86	35%	21%	21%	17%	17%
Chandigarh	30	63%	43%	50%	47%	47%	0	0%	0%	0%	0%	0%
Dadra Nagar	7	86%	71%	86%	71%	86%	13	54%	77%	69%	77%	92%
Delhi/ NCR	189	66%	61%	64%	62%	61%	6	0%	0%	0%	0%	0%
Goa	40	73%	78%	88%	85%	90%	90	80%	60%	59%	59%	58%
Gujarat	185	81%	75%	79%	76%	68%	48	83%	58%	67%	58%	50%
Haryana	213	53%	47%	41%	43%	46%	55	31%	24%	20%	22%	29%
Himachal Pradesh	46	43%	28%	20%	22%	17%	0	0%	0%	0%	0%	0%
Jammu & Kashmir	35	71%	43%	23%	37%	23%	23	43%	48%	35%	22%	26%
Jharkhand	33	39%	27%	33%	27%	18%	36	14%	8%	6%	0%	3%
Karnataka	113	86%	81%	77%	77%	65%	73	70%	49%	58%	41%	15%
Kerala	80	99%	98%	100%	63%	91%	98	89%	96%	95%	99%	94%
Lakshwadeep	0	0%	0%	0%	0%	0%	0	0%	0%	0%	0%	0%
Maharashtra	386	61%	37%	47%	47%	39%	67	67%	49%	54%	51%	46%
Madhya Pradesh	137	42%	39%	36%	37%	28%	16	0%	0%	0%	0%	0%
Manipur	28	14%	14%	18%	18%	4%	3	0%	0%	0%	0%	0%
Meghalaya	26	62%	31%	42%	46%	35%	3	0%	0%	0%	0%	0%
Mizoram	8	25%	50%	50%	63%	50%	17	47%	29%	29%	12%	18%
Nagaland	14	50%	64%	71%	50%	64%	17	76%	88%	88%	47%	82%
Orissa	227	41%	36%	37%	33%	37%	9	22%	0%	22%	11%	11%
Puducherry	19	74%	74%	68%	47%	37%	0	0%	0%	0%	0%	0%
Punjab	86	33%	16%	20%	15%	13%	0	0%	0%	0%	0%	0%
Rajasthan	157	39%	38%	34%	31%	32%	21	10%	24%	5%	10%	14%
Sikkim	13	69%	62%	62%	77%	62%	5	100%	100%	80%	40%	80%
Tamil Nadu	123	66%	54%	52%	54%	48%	73	71%	67%	55%	59%	59%
Telangana	204	60%	41%	41%	33%	36%	84	36%	40%	20%	23%	12%
Tripura	0	0%	0%	0%	0%	0%	0	0%	0%	0%	0%	0%
Uttar Pradesh	194	59%	46%	48%	43%	49%	69	57%	62%	51%	55%	68%
Uttarakhand	37	68%	38%	24%	35%	38%	11	36%	45%	36%	55%	27%
West Bengal	146	38%	35%	35%	38%	29%	39	51%	59%	49%	56%	54%

*Top 2 box score

11. Appendix

States having any of the reprography equipment (printers or scanners or photocopiers)

A. The libraries equipped with reprographic equipment

Sl. No.	States & Union Territories	Number of libraries covered	Libraries having any equipment-Printers/Scanners/Photocopiers
1	Andhra Pradesh	311	14%
2	Arunachal Pradesh	23	52%
3	Assam	82	12%
4	Bihar	126	23%
5	Goa	98	19%
6	Gujarat	423	21%
7	Haryana	35	69%
8	Himachal Pradesh	115	20%
9	J&K	56	14%
10	Jharkhand	17	53%
11	Karnataka	637	6%
12	Kerala	208	40%
13	Madhya Pradesh	106	30%
14	Maharashtra	511	35%
15	Manipur	29	24%
16	Meghalaya	22	27%
17	Mizoram	18	50%
18	Nagaland	20	70%
19	Orissa	250	10%
20	Punjab	34	41%
21	Rajasthan	188	20%
22	Sikkim	11	36%
23	Tamil Nadu	522	20%
24	Telangana	298	6%
25	Tripura	14	71%
26	Uttar Pradesh	311	50%
27	Uttarakhand	30	47%
28	West Bengal	389	49%
29	Chandigarh	6	100%
30	Dadra Nagar	3	33%
31	Delhi and NCR	245	30%
32	Puducherry	1	0% (1)
33	Lakshadweep	1	100% (1)

Questionnaires used for the study

This section consists of the questionnaires for public libraries, users of libraries and non-users of libraries.

RAJA RAMMOHUN ROY LIBRARY FOUNDATON (Established by Ministry of Culture, Govt. of India) & IMRB International

Ministry of Culture, Government of India

Questionnaire for Quantitative Survey of LIBRARIES

Raja Rammohun Roy Library Foundation (RRRLF), an autonomous organization established under the **Ministry of Culture, Government of India**, has been identified as a nodal agency for the National Mission on Libraries (NML) vide Notification No. 18-4/2009-Lib (Pt.) dated May 04, 2012. RRRLF is also nominated as technical partner by the NML for conducting quantitative and qualitative survey of Public Libraries in India. In this connection, **IMRB International** has been appointed as the agency to carry out the quantitative and qualitative survey of Public Libraries by RRRLF. The survey data and findings will be used by the Central Government, Ministry of Culture to strengthen the Public Library system.

In light of this, your Library is being approached by IMRB International, to provide data pertaining to this Library, infrastructure, resources, services and future requirements.

Your valuable co-operation is requested in making the NML a success.

Instructions:

> ➤ There are 4 Sections in this questionnaire – it covers basic library information, infrastructure and staffing information, services and resources for users, future needs and challenges.
> ➤ Guidance to enter the data is provided with each question.
> ➤ Certain questions need a marking (tick mark) while in others factual data, or short description of rating may be provided.
> ➤ If certain options are not applicable, those can be left blank
> ➤ Details may be filled up legibly in pen.
> ➤ This is a Government initiative. Hence clear and most recent information about the Library and services is very much essential

Name of Librarian / Head: Mr / Ms / Mrs /	
Contact Tel No –	
Mobile No -	

For any information / clarifications: IMRB International, 105 Pantheon Road, Egmore, Chennai – 600008 INDIA. Tel – 044-42290612 / 500

IMRB International _____ (local office) 0XXX XXXXXXXX. RRRLF – Kolkata – 033-23373463

SECTION A – ABOUT LIBRARY

1	**Name of Library**

2	**Year of Establishment**
	☐ ☐ ☐ ☐

3	**Address & Contact Information**
Address :	
City/ Town/ Village	
District	
State	
Pin Code	
Website	www.
E-mail ID	
Telephone No 1	
Telephone No 2	
Fax	

4	Which of the following best describes this Library?		
		Tick One Option	
	Established by State Government		1
	Library run by local body (e.g. Municipality/ Nagarpalika/ Panchayat/ Corporation		2
	Established by Central Govt.		3
	Established by Voluntary Organization /NGO		4
Others – specify			5

5	Please select the best categorisation / description for this Library		
		Tick One Option	
	State Central Library		1
	District Library		2
	Town/ City Library		3
	Divisional/ Regional Library		4
	Sub-divisional/ Taluka Library		5
	Village/ Rural /Panchayat Library		6
	Tribal area Library		7
	Library of a charitable institution/ NGO		8
	Others – specify		9

6	Library operating timings and holiday							
	a. **Working Hours on a normal working day**	_____ AM to _____ PM						
	b. **Library timings during partial working days (IF APPLICABLE)**	_____ AM to _____ PM						
	c. **The weekly holiday (if any) – indicate the day of week**	S	M	T	W	T	F	S
		1	2	3	4	5	6	7

7			Staffing information for this Library			
				Full time	**Part time**	**TOTAL**
		a.	Number of staff in the library →			

				Men	**Women**	**TOTAL**
		b.	Number of staff in the library → (Including full & part-time)			

		c.	**Number of professionally qualified staff** (those with M.Lib. / B.Lib./ Dip. Lib / Cert. Lib) →	
		d.	**Number of non-professional staff** →	
		e.	**Voluntary staff (if any)** →	
		f.	**Total number of staff with basic IT/Computer skills**	

SECTION B – AMENITIES & BUDGETING

8	Library Infrastructure and Key Amenities		
	a. Status of ownership of building – is it own, rented or rent free? Please select suitable option		
		Tick One Option	
	Own		1
	Rented		2
	Rent free		3
	b. Does the Library have these amenities / facilities listed below?		
		Tick against options where it is available	
	Drinking water		1
	Toilet for gents		2
	Toilet for ladies		3
	Common toilet		4
	Electricity connection		5
	Generator back-up		6
	Parking for 2 wheelers in premises		7
	Parking for cars in premises		8

9		Does the library have the following equipment?				
			Tick against options where it is available	How many of them?		
a	Photocopier		1		Avg. photocopies per day?	
b	Scanner		2			
c	Computers – for library users		3			
d	Computers-for office use		4			
e	Printer		5			
f	Internet– for office use		6			
g	Internet – for library users					
h	Name of the service provider for Internet Connection : _____					
i	Bandwidth for Internet connection (if Internet available) : _____kbps _____ Mbps					
j	Backup power for computers – is it available	Yes, for all			1	
		Yes, but for a few			2	
		No			3	

If computers are available in Library, please answer Questions 10 to 14b.

10		a. Are any one or more services or operations in the Library computerized?		
		1. Yes		**2. No**
		↓		↓
	b. Which of the services or operations are computerized			
		USER SERVICES	**√ if available**	a) Any plans for computerization in the next few years?
	1	Book search – By Title / Author		
				Yes / No
				1 / 2
	2	Availability status of books / periodicals		b) Which year?
	3	Book reservation		
	4	Book issue		
	5	Book renewal		
	6	User registration		
	7	Membership management		
	8	Online services		
		LIBRARY OPERATIONS		
	9	Accounts / finance		
	10	Cataloguing		
	11	Administration		
	12	Acquisition		
	13	Staff management		
	14	Payments / invoicing		
	*	Others - specify		
	*	Others - specify		
	*	Others - specify		

11		What is the name of the software package that is installed for carrying out the library operations?		
			Tick all that apply	
	1	e-Granthalaya		1
	2	Libsys		2
	3	Inflibnet		3
	4	KOHA		4
		Others-		
		Others-		
		Others-		

12	*If computers are available, answer this question*	What were the source / sources of funds for computer purchase?		
			Tick all options that apply	
	A	State Govt. grant		1
	B	Central Govt. grant		2
	C	RRRLF grant		3
	D	Own Library funds		4
	E	Donations by Indian firm / individual		5
	F	Donations by overseas firm / individual		6
	G	Municipal corporation / panchayat grant		7
	H	Other-specify		8

13	*If Internet facility available, answer this question*	What are the source / sources of funds to maintain online services and renew Internet connections?		
			Tick all options that apply	
	A	State Govt. grant		1
	B	Central Govt. grant		2
	C	RRRLF grant		3
	D	Own Library funds		4
	E	Donations by Indian private firm / individual		5
	F	Donations by overseas firm / individual		6
	G	Municipal corporation / panchayat grant		7
	H	Other-specify		8
	I	NONE		9

14A	Are all computers functional now? [Tick one option]			
		Yes-1	**No-2**	If no, for how long is it non-functional?
14B	**If Internet available:**	Are all Internet connections functional now? [Tick one option]		
		Yes-1	**No-2**	If no, for how long is it non-functional?

Library Budget and Expenditure

15	a. Library budget – what was the approximate budget for the library in the last 3 years?			
	Year	**2014 – 15**	**2013 – 14**	**2012 - 13**
	Amount (in Rs.)			

	b. What were the sources of funds for this library *in 2013-14* and		c. What was the contribution of each?	
		Please tick all fund sources that apply		Amount (or specify the % of budget in 2014-15)
1	State Government Grants		1	Rs.
2	Central Government Grants		2	Rs.
3	RRRLF		3	Rs.
4	Private Donations		4	Rs.
5	Library Membership Fees		5	Rs.
6	Donations from firms (CSR schemes etc.)		6	Rs.
7	Others			Rs.

16		Which of the following has this library received in kind (i.e., without monetary consideration)		
			Pls tick all that apply
	1	Books	
	2	Periodicals / newspapers	
	3	Racks / shelves / almirahs	
	4	Computers / printers / scanners / photocopiers	
	5	Equipment (generator, Air Conditioner, fans etc.)	
	6	Building / space to run library	
	7	Water coolers / fire extinguisher	
	*	Others-specify	
	*	Others-specify	
	*	Others-specify	

17		Which of the staff in this library gets salary as per govt. pay scale for the state?	
			Pls tick all that apply
	1	Librarian / Head	
	2	Deputy Librarian	
	3	Asst. Librarian	
	4	Library Assistant / Tech assistant	
	5	Semi-skilled staff	
	6	Other-specify-	
	7	Other-specify-	
	8	NONE GETS PAID IN GOVT. SCALE	

SECTION C- TRAINING for STAFF	

18	Has any staff in the library attended any professional training program in the last 5 years?	
	Yes	**No**
	1	2

19	If underwent training, which staff had underwent any professional training in the last 5 years?		
			Pls tick all that apply
	1	Librarian / Head	
	2	Deputy Librarian	
	3	Asst. Librarian	
	4	Library Assistant / Tech assistant	
	5	Semi-skilled staff	
	6	Other-specify-	
	7	Other-specify-	
	8	Other-specify-	
20	If anyone had undergone training, please specify the subjects that were covered?		
			Pls tick all that apply
	1	Library management	
	2	Library software usage	
	3	Computer operations	
	4	Library automation / digitization	
	5	Human resources management	
	Others-specify:		
	Others-specify:		
	Others-specify:		

SECTION D – RESOURCES, MEMBERSHIP & USAGE PROFILES

21			Library resources / collection (indicate numbers for each language)				
			English	Hindi	Indian Local Language	Foreign languages	*TOTAL*
	a.	No. of books					
	b.	No of reference books [Not for lending]					
	c.	Total No. of periodicals					
	d.	No. of daily newspapers received					
	e.	Approximate number of children's books –					
	f.	Does the library has a weeding out policy for books (please tick suitable option)	Yes		1		
			No		2		
	g.	Number of new books added in 2014-15?					

22		Please rank the usage, based on the number of people using the following resources in this library			
	a	Books →			
	b	Periodicals →			
	c	Newspapers→			
	d	E-Resources (e-books / digital books) →		Not available	9
	e	CD/DVD →		Not available	9
	f	Internet services →		Not available	9

23	Membership details (if providing membership options)	
	a.Total number of valid registered members as on **31st March 2015**	
	b.Total number of valid registered members as on **31st March 2014**	
	c.Registered members as on **date of filling up** (Date-)	
	d.Approximate number of women members	
	e.Number of members below the age of 18 years	
	f.Number of physically challenged members	

24	Library usage information	
	a. Average no. of visitors/ day as per library records	nos
	b. No. of visitors in the library at the time of the survey (IMRB personnel to make note with the help of the library staff – please cover all reading rooms/ reference points/ stack rooms etc.)	_____ visitors at _____ AM / PM
	c. Total no. of books issued last year (April 2014 to March 2015)	nos
	d. Total no. of children's books issued last year (April 2014 to March 2015	nos
	e. Busiest day of the week – specify	
	f. Weekday with least no of visitors - specify	

25	Which of these form the highest number of users by age-groups?		
		Pls tick one option	
	Upto 18 years		1
	19-25		2
	26-35		3
	35-50		4
	51-65		5
	66+		6

26	Classification and Cataloguing of books			
	a. Are the books in the library classified – please tick suitable option →	Yes		
		No		
	b. If classified, what is the system used? Please tick against the one followed	DDC (Dewey) →		
		CC (Colon) →		
		Any other- pls specify-		
	c. Which cataloguing schemes does the Library use?	Card Catalogue →		
		Register forms →		
		Other – pls specify		

27	What all services are provided from the Library?		
	General Services – offered currently	**Tick against options where it is available**	
	Books Lending		1
	Periodicals / magazines - lending		2
	Books Reference		3
	Services to the Specialty abled groups, children, women, neo - literate		4
	Book reservations		5
	SMS alert for members		6
	Internet/ Network linkage with other library systems in India		7
	Rare books collection		8
	Online catalogue		9
	Auditorium/ Meeting rooms		10
	Books – home delivery		11
	Text books section		12
	Microfilms		13
	Audio books and Braille		14
	CDs/DVDs		15
	Bibliographic services		16
	Extension Services – in the last 2 years		
	1.Story telling		17
	2.Book exhibitions etc.,		18
	3.Literary programs / book releases		19
	4.Films/ Documentary screening		20
	5.Community information services (eg., farming or agri info, weather info etc**)**		21
	6. Literacy programs		22
	7. Lectures / discussions		23
	8. Study groups / study circles for exams (eg., civil services / entrance exams)		24
	9. Meet the author programs		25
	Any other services – please specify		

28	Any other specialized / unique services provided from the Library? Please specify

	SECTION E – FUTURE NEEDS FOR LIBRARY

29	Your priority for acquiring additional resources. Please rank according to the preference (1-highest to 8 lowest) Rank the TOP 5	
		RANK
A	Books	
B	Periodicals	
C	Newspapers	
D	E-Resources (e-books / digital books)	
E	CDs/DVDs collection	
F	Internet (new connection / improving speed etc.)	
G	Computerization	
H	Shelves / racks	
I	User amenities (toilets/water tables/chairs etc.)	

30	Details of immediate requirements of the library (mention briefly)		
	Type		
1	Infrastructure	1.	Code
		2.	Code
2	Resources	1.	Code
		2.	Code
3	Training	1.	Code
		2.	Code
4	Others	1.	Code
		2.	Code

31	What are the challenges / difficulties for Library if any? Please specify	
	1.	Code
	2.	

32	Would the following be helpful to attract more users to this library		
			Tick suitable options
	1. Meet the authors programs	1	
	2. Discussion on new books	2	
	3. Literary clubs	3	
	4. Library outreach centres (Shopping mall, Railway station etc)	4	
	5. Information points in shopping malls	5	
33	What needs to be done to get more users to come to this Library? Please specify		
	1.		
	2.		
34	Would the public of this area voluntarily contribute an amount to a development fund for this library if we (the Library) request them to do so?		
	Yes	No	Not sure
	1	2	3

Signature of the library in-charge: _____

Name   : _____

Name of the Interviewer from IMRB :   _____

Signature :   _____

Date : _____

++++++++++++++++++

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Segment	LIBRARY USERS (PUBLIC LIBRARY AND COMPETITION)

Name of Respondent: _____

Address: _____

_____

Name of city / town/

village_____District_____

State _____Tel: _____

Interviewer Name _____ Dt. Of Int.

				1	5

Accompanied			Backchecked				Scrutinized		
				P	**T**				
TL	:	1	TL	:	1	5	TL	:	1
EIC	:	2	EIC	:	2	6	EIC	:	2
OFE	:	3	OFE	:	3	7	OFE	:	3
FM	:	4	FM	:	4	8	FM	:	4

Interview identified Library users, preferably as they are coming out of the premises / library building. For Public Libraries, the help of staff may be requested to interview users within premises. For others identify users outside the premises and do interview at a convenient time / place.

Introduce Yourselves and IMRB International: *"Good _____. IMRB, as you may be aware, is the premier market search firm in India. The projects that we carry out help service providers and manufacturers understand the needs of the customers. This study is being done for RRRLF, the apex public library institution of the Government. In this survey, we are asking about the library and information services being utilised. We respect your privacy and hence, your feedback will not be reported individually; it will be clubbed with those of others and then analyzed. We*

STATE:

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Andaman & Nicobar	1	J&K	14	Sikkim	27
Andhra Pradesh	2	Karnataka	15	Tamil Nadu	28
Arunachal Pradesh	3	Kerala	16	Tripura	29
Assam	4	Lakshadweep	17	Uttar Pradesh	30
Bihar	5	Maharashtra	18	Uttarakhand	31
Chandigarh	6	M.P	19	West Bengal	32
Chhattisgarh	7	Manipur	20	Dadra Nagar	33
Daman & Diu	8	Meghalaya	21	Jharkhand	34
Delhi/ NCR	9	Nagaland	22	Mizoram	35
Goa	10	Orissa	23	Telangana	36
Gujarat	11	Puducherry	24		
Haryana	12	Punjab	25		
H.P	13	Rajasthan	26		

CITY TIER	T1	T2	T3
	1	2	3

AREA	URBAN	RURAL
	1	2

GENDER	M	F
	1	2

MEMBERSHIP	MEMBER	NON-MEMBER
	1	2

SECTION A - QUOTA CONTROL

INTERVIEWER TO FILL Q1 & Q2

1. Name of the library where the respondent is contacted

   _____

2. Type of library / category [INTERVIEWER TO CODE IN TABLE BELOW]

3. What is your membership status with this library? Are you're a member or Non-member but visitor-user?

2.Library Type / Category			3.Membership Status	
			Member	Non-member but visitor – User
Public Library	State Central Library	1	1	2
	District Library	2	1	2
	Municipal/ Corporation Library	3	1	2
	Sub-district / Taluk Library	4	1	2
	Panchayat / Village Library	5	1	2
	Voluntary organization / NGO Library	6	1	2
	Other-specify		1	2
Other Library	University Library	7	1	2
	Cultural / embassy / mission type Library	8	1	2
	College/School Library	9	1	2
	Private Lending Library	10	1	2
	Other-specify-			
	Don't know	99		

4. Sir / madam, may I record your age please?   _____- years

Upto 18	19-25	26-35	36-45	46-60	61-70	71+
1	2	3	4	5	6	7

5. What best describes your current situation? [SHOW CARD]

Student – at school	1
Student – at College / Univ – General	2
Student – at College / Univ – Professional	3
Student – of distance education	4
Student – vocational / diploma course	5
Owner of business	6
Farmer/ Fisherman	7
Officer/executive	8
Clerical / Salesman	9
Petty trader / shop owner	10
Self employed- Professionals	11
Unemployed	12
Retired / Unable to work	13
Stay at home - housewife/homemaker	14
Others	

☞ **CHECK QUOTA AND PROCEED FURTHER**

<div align="center">

SECTION B – LIBRARY USAGE

</div>

REFER Q3 – AND ASK Q6,7 FOR MEMBERS ONLY, SKIP FOR NON-MEMBERS

6.

   a.   Since when are you a member of this library? _____ Years _____ Months

   b.   Details of the Fee that you pay now

	Fee (in Rs)	**None / Not charged by Library**	**Institutional Membership(Paid by company)**
Annual Membership fee		9	10
Refundable deposit		9	10
Other additional fee (if any specify)		9	10
Other additional fee (if any specify)		9	10

IF MORE THAN 2 YEARS CODED IN Q6A, ASK NEXT QUESTION, ELSE SKIP

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7. In the last 2 years, how has your usage of the Library changed in terms of: **[For each option check if increased / decreased / remained same]**

	Increased	Decreased	Remained same
a.Number of visits	1	2	3
b. Information availed through libraries	1	2	3

8. In the next 2 – 3 years, is your usage of this library it likely to? [READ OUT]

Increase	Remain same	Decrease	Don't Know / Can't Say
1	2	3	4

9. When did you first use this library? _____ Years back _____ Months back // Specify year _____

10. How many times did you visit this library in the past 2 months? _____ Times

11. Does the Library offer resources like: **[READ OUT RESOURCE OPTION FROM TABLE BELOW, ENCIRCLE ONLY THOSE WHICH RESPONDENT SAYS AVAILABLE]**

12. What all do you avail of? **[ASK FOR THOSE OPTIONS CODED IN PREVIOUS Question]**

13. Which resource do you use the most in this Library? **[SINGLE CODING]**

14. Which all facilities would you want the library to offer? Here I am referring to the facilities that are NOT available now.

15. For which all facilities would you be willing to pay an additional fee?

RESOURCES	Q11 Offered	Q12 Availed	Q13 Most Used	Q14 Desired	Q15 Addnl Fee
Books	1	1	1	1	1
Periodicals / magazines / journals	2	2	2	2	2
Newspapers	3	3	3	3	3
Digital books / e-books	4	4	4	4	4
CDs / DVDs	5	5	5	5	5
Children's books / magazines	6	6	6	6	6
Online databases	7	7	7	7	7
Internet access	8	8	8	8	8
Dissertations / thesis materials	9	9	9	9	9
None / was doing my own work / own reading		10	10	10	10
Others-specify					
Others-specify					

16. Does the Library offer services like: **[Read out one by one from table below]**

17. Which of the available services have you availed of in the last one year?
18. Which services do you want the library to offer in future?

SERVICES	Q16 Available			Q17 Last Year	Q18.Want
	Yes	No	Dk/NA		
a) Book renewal facility – telephonic	1	2	3	1	1
b) Book renewal facility – Internet	1	2	3	2	2
c) Book reservations facility – telephonic / Internet	1	2	3	3	3
d) Events / meetings	1	2	3	4	4
e) Photocopying facilities	1	2	3	5	5
f) Inter-library books loans (access from other libraries)	1	2	3	6	6
g) Public information	1	2	3	7	7
h) Study groups(Civil services, Examinations – School/ College)	1	2	3	8	8
i) Wi-fi facility	1	2	3	9	9
j) Children's program	1	2	3	10	10
k) Film shows	1	2	3	11	11

ASK IF 7 CODED IN Q17

19.

a. What kind of public information services did you avail from the library in the recent past? [SHOW CARD]

ASK ALL

b. What are some of the useful public information services that you would expect the library to provide? [SHOW CARD]

INFO SERVICES	a)	b)
Weather conditions / climate	01	01
Ocean / sea conditions	02	02
Agriculture / farming	03	03
Work related	04	04
Filling forms – Govt services	05	05
Employment information	06	06
Information on banking / loans	07	07
Payment facility (Electricity, Phone, Water, Tax)	08	08
Others specify		
Other specify		
None		99

20. Which all languages are you comfortable to read?

21. Which language resource do you use the most from this library?

	Q20	Q21
English	1	1
Other – regional languages	2	2

22. From this list can you choose **[SHOW CARD] - t**he subject area for which you use the library the most **[SINGLE CODING ONLY]**

SUBJECT		SUBJECT	
Agriculture / farming / fisheries	1	Fiction / novels	14
Architecture / Design	2	History / Geography	15
Education	3	Philosophy	16
Engineering & Technology	4	Self-Development	17
Information Tecy / Computer Science	5	Politics / current affairs	18
Law	6	Psychology	19
Literature – English	7	Recreation	20
Literature – other language	8	Religion	21
Management / business	9	Science / Mathematics	22
Medicine	10	Sociology	23
Veterinary Sciences	11	Sports/games	24
Commerce / Accountancy	12	Other – Specify	25
Economics	13	Other – Specify	26

Others specify :1.

_____

_____

SECTION C – USAGE FEEDBACK

23.

a.   Looking back, can you tell me the primary reason for using this library? [DO NOT PROMPT, POST CODE]

_____

_____

b.   On which of these have you been **benefited** on? [SHOW CARD- FOCUS ON OPTIONS THAT WERE NOT MENTIONED EARLIER]

	a	b
Self / Personality / skill development	1	1
Educational / learning	2	2
Prepare for competitive examination	3	3
Build general knowledge	4	4
For reading – in general	5	5
Improve English language skills	6	6
Get information on employment	7	7
For leisure / Socializing / Good quality time pass	8	8
Participate in events / lectures	9	9
Access Internet	10	10
Accompanying children	11	
Other – Specify	*	*

24.   To what extent has the relationship with Library fulfilled the needs for which you avail it's services. Would you say it is Not fulfilled, somewhat fulfilled or completely fulfilled?

Not Fulfilled	Somewhat Fulfilled	Completely Fulfilled	Not Sure
1	2	3	4

25.   Based on your experience, how would you rate the quality of services offered by this Library? Would you say that it is:

Excellent	Very Good	Good	Fair	Poor
1	2	3	4	5

26.   If the service provided by this Library was not available in this city, will you consider it as:

A major loss	A little loss	Not a loss at all	Don't Know / Can't Say
1	2	3	9

27. Considering your experiences with the Library, please rate the quality of its services on the parameters that I would indicate now [**SHOW CARD**] [**ROTATE ORDER BY CATEGORIES**]

	Excellent	Very Good	Good	Fair	Poor	Not Used / NA	Don't Know / Cant Say
RESOURCES							
Quality of books (in your area of interest)	5	4	3	2	1	8	9
Quality of periodicals (in your area of interest)	5	4	3	2	1	8	9
Adequacy of books / periodicals in your area of interest	5	4	3	2	1	8	9
Quality of DVD/CD collection (if available)	5	4	3	2	1	8	9
New books availability	5	4	3	2	1	8	9
e-books / digital books (if available)	5	4	3	2	1	8	9
Overall – Resources	5	4	3	2	1	8	9
LIBRARY SERVICES							
Book reservations facility	5	4	3	2	1	8	9
Photocopying facilities	5	4	3	2	1	8	9
Inter-library books loans (access from other libraries)	5	4	3	2	1	8	9
Ease of finding books in library	5	4	3	2	1	8	9
Events / meetings / workshops (if any)	5	4	3	2	1	8	
Overall – Library Services	5	4	3	2	1	8	9
STAFF							
Helpfulness of library staff	5	4	3	2	1	8	9
Knowledge of library staff	5	4	3	2	1	8	9
Overall – Staff	5	4	3	2	1	8	9
ONLINE ACCESS (ask if available)							
Speed of Internet access	5	4	3	2	1	8	9
Availability of computer terminals	5	4	3	2	1	8	9
Access to online databases	5	4	3	2	1	8	9
Overall – Online Access	5	4	3	2	1	8	9

FACILITIES							
Parking facility	5	4	3	2	1	8	9
Toilets / washrooms	5	4	3	2	1	8	9
Noiseless Environment	5	4	3	2	1	8	9
Convenience of library timing	5	4	3	2	1	8	9
Location of library	5	4	3	2	1	8	9
Ambience inside library	5	4	3	2	1	8	9
Space in library	5	4	3	2	1	8	9
Seating comfort	5	4	3	2	1	8	9
Overall – Facilities	5	4	3	2	1	8	9

28. What would you like to highlight as 2 points for improvements in this Library? [USE CODE FROM Q27]

1. _____CODE: _____

2. _____CODE: _____

29. How likely would you be to recommend this Library if someone asked your advice on library memberships? Would it be:

Extremely Likely	Very Likely	Somewhat Likely	Not at all likely	NA	DK / Refused
4	3	2	1	8	9

30. [For members] Would you be interested to renew the membership in this library once it is due? // [For non-members] Would you be interested to take up membership in this library?

Yes	No
1	2

SECTION D – FOR PUBLIC LIBRARY USERS ONLY

ADMINISTER THIS SECTION ONLY FOR THOSE CODED ANY OPTION 1 to 6 in Q2, ELSE SKIP TO NEXT

31. What type of resources would you like to see more in this library?

Resources Required	
Materials for competitive exams	1
Text books and study resources	2
Novels / stories	3
Spiritual materials	4
Arts/History/Economics	5
Magazines	6
Health related	7
Internet access	8
CD/DVD	9
Business / management	10
Farming / agri / fishing	11
Any other-specify	*
Any other-specify	*

32. If public libraries charge a nominal annual membership fee, how likely are you to continue your membership?

Extremely Likely	Very Likely	Somewhat Likely	Not at all likely	Not sure
4	3	2	1	9

SECTION E – COMPETING LIBRARY USERS

ASK THIS SECTION ONLY FOR THOSE CODED ANY OPTION 7 to 11 in Q2 (NON-PUBLIC LIBRARY USERS), ELSE SKIP TO NEXT SECTION

33. There are public / Government library facilities in this city. Have you used any of them in the last one year?

Yes	No
1	2
SKIP TO Q	ASK NEXT QUESTION

34. What would be the reason for non-usage? [SHOW CARD]

REASONS	
Books & periodicals I need not available	1
Shortage of text books	2
Books are old	3
No e-books / digital books	4
DVD/CD collection – not available / insufficient	5
More local language books / periodicals needed	6
Books of foreign authors are not there	7
Facilities are inadequate	8
Not modern	9
Internet not sufficient / non online access	10
Events / programs – not available / insufficient	11
Being a Government / public facility	12
Never been to a public library	13
Ambience not good	14
Not in an accessible place	15
Don't know where it is	16
Using other better libraries	17
Other-specify	
Other-specify	

35. Do you have plans to become a member of any public library in the near future?

Yes	May be	No
1	2	3

SECTION F – NEW INITIATIVES (ASK ALL)

READ OUT: Ministry of Culture, Govt. of India has set up National Mission on Libraries which intends to develop the public library system in India. One of the initiatives planned by the ministry is to collect a nominal voluntary amount from the public, which will be used to improve the infrastructure and resources for the public library in our area.

36.

    a.   Would you be willing to voluntarily contribute an amount to a development fund for public library in your area?

Extremely Likely	Very Likely	Somewhat Likely	Not likely at all	Not sure
4	3	2	1	9

    IF 2 OR 3 OR 4 CODED THEN ASK

    b.   What would be the approximate amount that you would be willing to spend as one time contribution?

    Rs._____

READ OUT: Public libraries plan to computerize their setup and offer online services to public. This will provide facility for online access of e-books & journals through any devices such as computers, laptop, tablet or mobile phone.

37. If such a service is available for a nominal amount, how likely are you to take a membership for online services?

Extremely Likely	Very Likely	Somewhat Likely	Not likely at all	Not sure
4	3	2	1	9

    c.   How much would you be willing to pay for annual subscription for online membership? Rs. _____ per year

38. Would it be useful to you if libraries:

	Useful	Not sure	Not Useful
Conduct meet the author programs	1	2	3
Have literary clubs (discuss literature/poems)	1	2	3
Conduct discussions on new books	1	2	3
Conduct talks on topics such as health, career, jobs etc	1	2	3

39. If public libraries plan to provide service access points in public areas such as shopping malls, railway stations, metro stations to use their books & other services. Will such an initiative be useful for you?

Yes	No	Not sure
1	2	9

SECTION F - CLASSIFICATION QUESTIONS

40. Can you specify the other information resources you use currently?		
	Libraries - others	1
	Internet	2
	Resources at workplace / educational institutions	3
	External training programs	4
	Online databases / e-books	5
	Newspapers / Magazines	6
	TV/ Radio programs	7
	Other – Specify	

41. When was the previous visit to this library?	_____ month's back // _____ days back

42. When was your last visit to any other library?	_____ month's back // _____ days back

43. How far is this library from your home / place of stay?	_____ Kms

44. When do you normally visit the library? Is it on:	Weekdays	1	Weekends	2

45. Do you own ⟹

PC	Laptop	Tablet	Smart phone	Internet at home
1	2	3	4	5

46. Approximate Monthly Household Income – of all earning members in your family. (in Rs.)

Upto 10000	10001-25000	25000-50000	50000-99,999	1 Lac +
1	2	3	4	5

Segment	QUESTIONNAIRE – B (NON USERS)

Name of Respondent:

_____

Address:

_____

_____

_____

Name of city / town /

village_____District_____

State _____Tel:

_____

Interviewer Name _____   Dt. Of Int.

				1	5

Accompanied   Backchecked   Scrutinized

P   T

TL	:	1			TL	:	1	5			TL	:	1	
EIC	:	2			EIC	:	2	6			EIC	:	2	
OFE	:	3			OFE	:	3	7			OFE	:	3	
FM	:	4			FM	:	4	8			FM	:	4	

Interview identified Library users, preferably as they are coming out of the premises / library building. For Public Libraries, the help of staff may be requested to interview users within premises. For others identify users outside the premises and do interview at a convenient time / place

Introduce Yourselves and IMRB International: *"Good _____. IMRB, as you may be aware, is the premier market search firm in India. The projects that we carry out help service providers and manufacturers understand the needs of the customers. This study is being done for RRRLF, the apex public library institution of the Government. In this survey, we are asking about the library and information services being utilised. We respect your privacy and hence, your feedback will not be reported individually; it will be clubbed with those of others and then analyzed. We hope you can spend about a few minutes to go through this questionnaire. Thank you."*

Andaman & Nicobar	1	J&K	14	Sikkim	27
Andhra Pradesh	2	Karnataka	15	Tamil Nadu	28

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Arunachal Pradesh	3	Kerala	16	Tripura	29
Assam	4	Lakshadweep	17	Uttar Pradesh	30
Bihar	5	Maharashtra	18	Uttarakhand	31
Chandigarh	6	M.P	19	West Bengal	32
Chhattisgarh	7	Manipur	20	Dadra Nagar	33
Daman & Diu	8	Meghalaya	21	Jharkhand	34
Delhi/ NCR	9	Nagaland	22	Mizoram	35
Goa	10	Orissa	23	Telangana	36
Gujarat	11	Puducherry	24		
Haryana	12	Punjab	25		
H.P	13	Rajasthan	26		

AREA	URBAN	RURAL
	1	2

CITY TIER	T1	T2	T3
	1	2	3

GENDER	M	F
	1	2

SECTION A - SCREENER

1.
   a. Are you currently a member of any private or public library?

Yes	No
1	2

b. Have you visited or utilized any services from any private or public library in the last 1 year? **[SHOW CARD]**

Yes	No
1	2

PROCEED ONLY IF NO CODED IN Q1a AND Q1b ELSE ADMINISTER USER QUESTIONNAIRE

2. What best describes your current situation? [SHOW CARD]

Student – at school	1
Student – at College / Univ – General	2
Student – at College / Univ – Professional	3
Student – of distance education	4
Student – vocational / diploma course	5
Owner of business	6
Farmer	7
Officer/executive	8
Clerical / Salesman	9
Petty trader / shop owner	10
Self employed- Professionals	11
Unemployed	12
Retired / Unable to work	13
Stay at home - housewife/homemaker	14
Others	

3. Sir / madam, may I record your age please? _____ years ago

Upto 18	19-25	26-35	36-45	46-60	61-70	71+
1	2	3	4	5	6	7

☞ **CHECK QUOTA AND PROCEED FURTHER**

SECTION B – REASONS FOR NON-USAGE

REF Q2 AND ASK ALL QUESTIONS IN THE SECTION WITH RESPECT TO LIBRARY MOST USED

4. Is there any public library near to the place you currently live?

Yes	No	Don't know
1	2	9

5. Have you ever visited a public library before?

Yes	No	Don't know
1	2	9

IF YES
    a. When was the last time did you visit a public library? _____ Yrs before

6. Considering your current situation, how relevant is a library for various self – development needs that you have?

Not Relevant	Relevant
1	2

7. Currently what are the various alternative sources that you access for information/ knowledge?

E-books	o1
Other online resources	02
Own books	03
CDs/DVDs	04
Resources at workplace / educational institutions	05
External training programs	06
Newspapers / Magazines	07
TV/ Radio programs	08
Others specify	
None	99

8. What are the reasons for NOT using any library currently for pursuing any of your information needs? [SHOW CARD, POST CODE]

_____

_____

REASONS	
I don't read / don't enjoy reading	1
Busy / No time for library	2
Library timings are inconvenient	3
Books I need are not available	4
I refer Internet for information	5
Don't know where it is	6
Don't know how to use library	7
It is far away from where I live	8
I have books at home	9
Use resources in my office/college/school	10
Other-specify	
Other-specify	

SECTION C – NEEDS & EXPECTATIONS

I WOULD LIKE TO UNDERSTAND YOUR IMPRESSION ABOUT IDEAL PUBLIC LIBRARY AND NEEDS & EXPECTATIONS FROM IT

9.

a. What are the resources that a public library should ideally offer for the general public? [DO NOT PROMPT, POST CODE]
_____

b. Would you also need [READ OUT REMAINING OPTION FROM TABLE BELOW]

10. Which of these resources, if offered, will make you use a public library? [SHOW CARD]

RESOURCES	Q9a	Q9b	Q:10

Books	01	01	01
Periodicals / magazines / journals	02	02	02
Newspapers	03	03	03
Digital books / e-books	04	04	04
CDs / DVDs	05	05	05
Children's books / magazines	06	06	06
Online databases	07	07	07
Internet access	08	08	08
Dissertations / thesis materials	09	09	09
Children's books	10	10	10
Wi-fi	11	11	11
Remote online access of books	12	12	12
Others-specify			
Others-specify			

11. If at all you were to access a public library, which of these services would you desire? [SHOW CARD]

SERVICES	
Book renewal facility – telephonic	01
Book renewal facility – Internet	02
Book reservations facility – Online/ Telephonic	03
Events / meetings	04
Photocopying facilities	05
Inter-library books loans (access from other libraries)	06
Weather conditions / climate	07
Ocean / sea conditions	08
Agriculture / farming	09
Work related	10
Filling forms – Govt services	11
Employment information	12
Information on banking / loans	13
Payment facility (Electricity, Phone, Water, Tax)	14
Others specify	
Others specify	

12. Which languages are you comfortable to read?

13. Which language resource do you want the library to provide?

	Q12	Q13
English	1	1
Other – regional languages	2	2

14. Which subject areas would you want the library to offer? **[SHOW CARD]**

SUBJECT		SUBJECT	
Agriculture / farming / fisheries	1	Fiction / novels	14
Architecture / Design	2	History / Geography	15
Education	3	Philosophy	16
Engineering & Technology	4	Self-Development	17
Information Technology / Comp. Science	5	Politics / current affairs	18
Law	6	Psychology	19
Literature – English	7	Recreation	20
Literature – other language	8	Religion	21
Management / business	9	Science / Mathematics	22
Medicine	10	Sociology	23
Veterinary Sciences	11	Sports/games	24
Commerce / Accountancy	12	Other – Specify	25
Economics	13	Other – Specify	26

Others specify :

_____

_____

15. How interested would you be to use the services of a library in the next one year?

Very interested	Somewhat interested	Not interested
1	2	3

16. Would you be interested to visit a library if it conducts:

	Will visit	Not sure	Will not visit
Meet-the-author programs	1	2	3
Literary clubs (discuss literature/poems)	1	2	3
Discussions on new books	1	2	3
Talks on topics such as health, career, jobs etc	1	2	3

SECTION D – NEW INITIATIVES (ASK ALL)

READ OUT: Ministry of Culture, Govt. of India has set up National Mission on Libraries which intends to develop the public library system in India. One of the initiatives planned by the ministry is to collect a nominal voluntary amount from the public, which will be used to improve the infrastructure and resources for the public library in our area.

17.

    c.   Would you be willing to voluntarily contribute an amount to a development fund for public library in your area?

Extremely Likely	Very Likely	Somewhat Likely	Not likely at all	Not sure
4	3	2	1	9

       IF 2 OR 3 OR 4 CODED THEN ASK

    d.   What would be the approximate amount that you would be willing to spend as one time contribution?

       Rs._____

READ OUT: Public libraries plan to computerize their setup and offer online services to public. This will provide facility for remote online access of e-books & journals through any devices such as computers, laptop, tablet or mobile phone.

18. If such a service is available for a nominal amount, how likely are you to take a membership for online services?

Extremely Likely	Very Likely	Somewhat Likely	Not likely at all	Not sure
4	3	2	1	9

    a.   How much would you be willing to pay for annual subscription for online membership? Rs. _____ per year

19. If public libraries plan to provide service access points in public areas such as shopping malls, railway stations, metro stations to use their books & other services. Will such an initiative be useful for you?

Yes	No	Not sure
1	2	9

SECTION E - CLASSIFICATION QUESTIONS

20. Do you own ?						
⇨		PC	Laptop	Tablet	Smart phone	Internet at home
		1	2	3	4	5

21. Approximate <u>Monthly</u> Household Income – of all earning members in your family. (in Rs.)	Upto 10000	10001-25000	25000-50000	50000 -99,999	> 1 lakh
	1	2	3	4	5

THANK & TERMINATE

Raja Rammohun Roy Library Foundation
National Mission on Libraries

CALL FOR PROPOSALS

On

Qualitative and Quantitative Survey of Public Libraries in India

May 26, 2014

Call for proposal

Raja Rammohun Roy Library Foundation (RRRLF), an autonomous organization under the Ministry of Culture, Government of India, hereby invite submit detailed proposal for carrying out the qualitative and quantitative surveys of public libraries in India, from agencies shortlisted from among the ones who had submitted expression of interest in response to our advertisement.

To help you prepare the detailed proposal, we give below some more details on the project. We also offer below our preliminary thoughts on the preferred research design. The proposal should be limited to not more than eight pages (excluding the enclosures mentioned below) and should include:

- **Technical Bid**

  1. A brief explanation to show why your organization is appropriate to undertake this work including reference to any other relevant work that you have carried out.
  2. A description of how you propose to carry out this work, including the anticipated research methods, how you would deploy your research resources to conduct the work, how you anticipate ensuring that relevant public library planning and management expertise is tapped during the research, what major problems (if any) you anticipate in carrying out the work and how you would expect to overcome such problems.
  3. Suggestions on improvement of the annexed questionnaire.
  4. An assurance that surveys will be conducted by surveyors who are conversant with the respective local languages.
  5. An indication of how you would expect to report on this work.
  6. A list of questions, if any, that you would like resolved before being invited to undertake this work.
  7. Short CV of the official who would be leading the project.

- **Financial Bid**

  1. An itemized presentation of the costs of carrying out this work.

- **Enclosures**

  1. Complete set of audited accounts for last 3 years.
  2. Name and contact details of persons in organizations where you have undertaken similar work, in case we need to consult them.
  3. CVs of key officials who would be associated with the project (if the provisional project team has already been chosen).

❖ **Note:** The technical spec and financial bid needs to be submitted together in separate sealed envelope.

1.2   Shortlisting timetable

- Proposals in the form outlined above should be submitted by 5pm **on 9th June 2014** or by **two weeks from the date of this letter** whichever is earliest**.**
- A 30 minute face to face session with the selection panel which shall include a 15 minute presentation and another 15 minute Q&A session.
- The successful agency and the unsuccessful agencies will be informed of the decision within 5 working days.
- In case the financial bid of any agency is not opened, it will be returned to the agency.

1.3   Selection criteria

Selection of the vendor will be based on the proposal, especially the technical bid, the presentation and the follow up discussion and the financial bid.

2   Context for the Survey

National Mission on Libraries i.e. High Level Committee has been set up by Ministry of Culture, Government of India, in pursuance of National Knowledge Commission recommendations for sustained attention for development of Libraries and Information Science Sector. Consequently the National Mission on Libraries has decided to implement the following four projects:

- Creation of National Virtual Library of India (NVLI)
- Modernisation of several existing public libraries in all states to act as model public libraries
- Quantitative & Qualitative Survey of Libraries
- Capacity Building

It is in this context the RRRLF, on behalf of the NML, is commissioning the surveys.

3   Quantitative and Qualitative Survey

3.1.   Quantitative Survey

The Quantitative Survey is expected to show the current status of public library system in the country which will also help in the creation of a public library database. This sample survey will collect information on various aspects of the libraries, such as infrastructure, staff, services, usage, collection

etc. Such information will be collected using a questionnaire and the surveyor visiting and talking with the library-in-charge.

Qualitative Survey

The Qualitative Survey is expected to reveal the strengths and weaknesses of the existing public libraries and the perception of citizens towards public libraries. By surveying a cross section of the public, both library users and non-users, it is expected that answers to questions such as the following would elicited:

1. How satisfied the users are with the services the public libraries offer?,
2. What services and facilities people use most/least?
3. How often they visit the libraries?
4. Which other libraries they use?
5. What needs to be done to make public libraries more useful to the community?
6. What needs to be done to make public libraries more welcoming?
7. Why a large section of the public does not use public libraries?
8. What actions need to be taken to convert "such non-users" to "users"?

3.3. The Samples

The sample of 5,000 public libraries for quantitative survey to be included from different States and Union Territories where the following suggestive libraries should exist:

- All State central libraries(29),
- All District libraries (656),
- 1,000 city/town/ Divisional / Regional libraries
- 2,915 rural/semi urban / Sub-divisional/Taluka libraries
- 300 libraries being run by NGOs,
- 100 tribal area libraries: 25 each in Eastern, Southern, Western and Southern regions

A total of 7,000 representative samples drawn for qualitative survey from different States and Union Territories (at least 100 per state / U.T.), representing all sections of the public, as indicated below:

- Students (school students, college students, university students, students of professional courses and vocational courses, students of distance education etc)
- Professionals
- Children
- Housewives
- Senior citizens
- Unemployed
- Self employed

- Physically challenged persons

The agency to finalize the composition of the sample in consultation with RRRLF and any change to this agreed composition will be made only after discussions with RRRLF.

3. 4.Survey format

The agency to discuss and agree the format of the survey and methodology to be used with RRRLF. The agency will administer the questionnaire for quantitative survey after visiting each library selected for the purpose, and talking it through the library-in-charge. The qualitative survey will be conducted by face to face interviews. The agency may adopt a combination of individual interviews and group interviews.

3. 5. Survey instruments

The agency to discuss and agree the instruments to be employed in the survey with RRRLF. A draft questionnaire for quantitative survey is annexed for reference.

3. 6.Timeline and milestones

To complete the work in **ten months after the award** of the project. The agency will agree to the milestones to be established in consultation with RRRLF.

3. 6.Survey outputs

The agency to analyze the survey data as per RRRLF requirements, and to submit a draft report first. In the final version of the report, the agency to incorporate suggestions made by RRRLF on the draft report.

The agency has to submit the raw data in digital form in a format agreed with RRRLF.

4   The RRRLF's views on the Qualitative survey

Although it is expected that the market research agency would propose its own program of research to conduct the work, it may be useful to outline some of our expectations.

We envisage that the research to be commissioned will entail:

1   A face-to-face interview of public library users in each of the public library catchment areas covered by this project
2   A face-to-face interview of non-public library users in each of the public library catchment areas covered by this project.

3   A face-to-face interview of public library users who have used computers provided in public libraries for their own purposes.

4   In-depth conversations with a range of people in local communities in all/most of the catchment areas of the public libraries engaged in this project.

5   The survey sample should include minority and socially-excluded groups.

6.   The agency may interview people individually or in groups.

Turning to the question areas, we envisage that these are likely to include:

- General population
- Library users
- Library non-users
- Library staff and managers
- Local communities in the vicinity of libraries

For the survey of users and non-users of public libraries and its services within the public libraries, a large enough sample of respondents will be required in each geography to adequately represent the range of library users and non-users (by gender and age as well as by such dimensions as rural/urban; broad occupational categories; and broad education levels) to reflect the overall patterns of use in each geography and the information-related behavior of the range of respondents.

5   The potential users of the outputs of the Survey

It is envisaged that outputs of the survey would be used by the following stakeholders for planning and enhancing library services in the changing context of the Indian society:

- National policy-makers responsible for framing public library related policy, including the Board of RRRLF, the Ministry of Culture and the Departments interested in partnering in public library program
- State leaders and administrators responsible for rolling out of public library services to citizens
- Local library authorities and local administrators responsible for overseeing and implementing library services to citizens
- Library staff and professional organizations involved in planning, partnering and promoting library services to citizens
- Funding and partner-based organizations who are interested in supporting the development and enhancement of public library program in India.

Annex I

Questionnaire for Quantitative Survey

1	**Name of the Library**:……………………………………………………………………….. **Year of establishment:…………………**
2	**Address** Town/Village :……………………………………. ……………PO. ……………………………………………………………… District : …………………………………….State………………………… ……………………………….. Pin Code : ……………………………………. Telephone No.:……………………………………... E-Mail ID : ……………………………………. ……………………………..Website:…………………………
3	**Type of the Library: (** Tick the appropriate answer) 3.1 Established and fully funded by State Government ( ) 3.2 Library run by Voluntary Organization : Govt. aided ( ) 3.3 Library run by Voluntary Organization : Non-aided ( ) 3.4 Library run by local body(e.g. Municipality/Nagarpalika/ Panchayat/Corporation) ( ) 3.5 Any other type (specify) ……………………………………………………………………………………….
4	**Status of the Library** (Tick the appropriate answer)

4.1 State Central library ( )	4.5 Sub-divisional/Taluka library ( )
4.2 District library ( )	4.6 Village/Rural library ( )
4.3 Town /City library ( )	4.7 Tribal area library ( )
4.4 Divisional / Regional library ( )	4.8 Others (specify)……………………………………

5	**Infrastructure** (Tick the appropriate answer): Own ( ) Rented ( ) Rent free ( ) **5.1 Total area (in square metres):** : ………………………….. **5.2.1 Number of reading seats** : ………………………… **5.2.2 Number of computer terminals for users : ……………………………**

	5.3 Availability of basic amenities: (Tick the appropriate answer):
	
	   Potable drinking water: Yes ( ) No ( ) Electricity: Yes ( ) No ( )
	
	   Toilets: Yes ( ) No ( ) Parking: Yes ( ) No ( )
	
	   Generators Yes ( ) No ( )

6	**Staffing** (Tick the appropriate answer) 6.1 Number of staff in the library : Men …………. Women : ………… Total :………………. 6.2 Total number of staff : Full time ……….. Part time ……………. 6.3. Number of professionally qualified staff : Men ………… Women : ………… Total :…………… 6.4 Number of non-professional staff : Men …………. Women : ………… Total :…………… 6.5 Total number of staff with basic IT skills : …………………. 6.6 Voluntary Staff (if any) : Men …………. Women : ………… Total :…………… 6.7 Salary structure of the library staff:

7	**Library timing and Holiday** 7.1 Library Timings: ……………. 7.2 Weekly Holidays (please specify) ………………**….**
8	**Membership details** 8.1 Total number of valid registered members as on 31 March 2013: -------------------- 8.2 Approximate number of women members :……………………. 8.3 Number of physically challenged members; …………………….. 8.4 Number of members below the age of 18: ……………………

	8.5 Average number of daily visitors: ………………………….

| 9 | Library collection: (as on 31 march 2013) |

	English	Hindi	Local Language	Others (specify)
9.1 Total Number of Books :				
9.2 Total Number of Periodicals				
9.3 Number of Daily newspapers received				

9.4 Approximate number of childrens' books :……………………………..

Whether the library has a weeding out policy : Yes( )   No( )

10	**Does the library have any of the following facilities ?** (Tick the appropriate answer)
	10.1 Photocopier: YES ( ) NO ( ), if " YES" how many …………………. 10.1.1
	Average number of copies per day:………………
	10.2 Computer: YES ( ) NO ( ), if " YES" how many ………………..
	10.3 Printer: YES ( ) NO ( ), if " YES" how many ………………..
	10.4 Internet connection: YES ( ) NO ( ), if " YES" ,
	Name of the service provider ………………………….and bandwidth ……………………………………….
11	**Library usage**
	11.1 Average number of visitors per day as per library records : ………………………
	11.2 Number of visitors in the library at the time of the survey………………………
	specify time of visit ……………………………AM ( ) or PM ( )
	11.3 Total number of books issued last year (April 2012 to March 2013):………………….
	11.4 Total number of childrens' books issued last year (April 2012 to March 2013):………………….

	11.5 Usage pattern of various resources
	Books: Low ( ) Medium ( ) High ( )
	Periodicals**:** Low ( ) Medium ( ) High ( )
	Newspapers: Low ( ) Medium ( ) High ( )
	E-Resources: Low ( ) Medium ( ) High ( )
	11.6 Your priority for acquiring additional resources:

Resources	Preference (1 or 2 or 3 or 4) Enter Preference Number 1= Highest; 4= Lowest
Book	
Periodicals	

	Newspapers	
	E-Resources	

12	**Library budget :**

12.1 Approximate budget for the last 3 years

Year	2012-13	2011-12	2010-11
Amount			

12.2 Main source of funds:

Source	Amount
a) Government Grants	
b) Donations	
c) Membership Fees	
d) Others	

13 (a)	**Classification and Cataloguing**

13.1 Are the books in the library classified? YES ( )   NO ( ), if " YES" , the system used

　　 DDC ( )   Any other   ( ), please specify

…………………………………………………………………

13.2 Does the library maintain a Catalogue of its collection? ? YES ( )   NO ( ), if " YES" ,

　　 Type of catalogue: Computerised catalogue (   ) Card catalogue (   ) Register form (   )

14. Library Services:

Type of Service	Yes / No
(i) Lending	
(ii) Reference	
(iii) Services to the Specially abled groups, children, women, neo-literate	
(iv) Computer and Internet	
(v) Extension Services	
(a) Story telling	
(b) Book exhibitions etc.	
(c) Literary Programmes	
(d) Films / Documentary screening	
(e) Community Information services	

14 (f) **Any other service**:

15. (a) **Immediate requirements of the library:**

Type	Details
Infrastructure	
Resources	
Training	
Others	

16. **Challenges :**

Date ………………………   Signature of the library in charge

with name & seal

Name and signature of the surveyor ……………………………………………… ……………… ………………