

USER'S SATISFACTION OF THE LIBRARY SERVICES AND PRODUCTS AMONG VISUALLY IMPAIRED USERS IN PUBLIC LIBRARIES IN CHENNAI CITY – A STUDY

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Abstract:

The main objective of this research is to examine the satisfaction rate of visually impaired users from the library services that offer to them in public library. In this descriptive survey, 50 questionnaires were issued to the visually impaired users of public library for study. Data collected by structured interview to study their satisfaction rate about available resources and services, such as facilities and specific equipment, staff skills in library service provision, etc. Finally, data was analyzed with rating scale method.

Keywords : Visually impaired, User satisfaction, Library services

Introduction :

The increasing search for high-quality service pushes libraries to improve their work methods in order to evaluate their products in order to grant them a better image in the market. Information services, including libraries, are examples of a market with a high

rotation of users and data, which need to renew regularly in order to be up-to-date with technological advances, and also to satisfy their clients.

User satisfaction is also presumed to be positively related to the user's degree of library use. With respect to customer orientation, quality in the library sector is defined as permanent customer satisfaction. In this present study look after the users satisfaction among Visually impaired users in public library in chennai .

IFLA Gave the following Guide lines for libraries for the Blind (2005).“Blind and print disabled people require access to public library type services for the general blind public in their communities which also interfaces with other types of libraries such as school or academic libraries. The roles of these community based library services should be developed in co-operation with other national and local agencies. The community based public library, for example, has the best opportunity to become a major access point for all print-disabled readers. All libraries should ensure that their collections and services complement and integrate with national agencies to provide access to as wide a range of materials and services as possible” (IFLA, 2005).

United Nations General Assembly Standard Rules for Blind In 1993, the General Assembly of the United Nations adopted the Standards Rules on the Equalization of opportunities for persons with Disabilities that represents a strong moral and political commitment governments to take action to attain equalization of opportunities for persons with disabilities. The rules serve as an instrument for policy making and as basis for technical and economic cooperation.

Aims of the Public library service for the blind and visually impaired:

The general aim is equal involvement (inclusion) of the blind and visually impaired into the local community and society in general. More specific aims are the following:

- 1.To create prerequisites for quality education and information for the blind and visually impaired in the local community, children and youth.
- 2.To enable them with easier access to knowledge and information, using resources and services of the local library
3. To increase their chances for successful education, gaining professional qualifications, equal involvement in the job market and an independent life.
4. To decrease or completely eliminate a need for their families and the society to take care for them.
- 5.To create a better life quality for the blind an visually impaired and the whole community.

Objectives:

- i. To identify the purpose of visit of the users to the library.
- ii. To study the effect of various factors such as services, products, facilities etc provided for visually impaired users
- iii. To identify the effect of various problem faced by the Braille users.

- iv. To study the efficiency of library staff in libraries.
- v. to suggest measures to make library services more effective and efficient to the Braille users.

Methodology

The problem of the present study is use to identify the “Braille user’s satisfaction of the library services and products in public libraries around Chennai”. Random sampling method is used for the study. The data collected through interview and questionnaire asked by the researcher. Overall 50 samples taken from the population and collect data from them. The collected data are organized and tabulated by using statistical methods and rating is analysis with the help of likert scale.

Data analysis

The sample from Gender wise of users taken to find out their opinion about the library services and products by the libraries. The table shows that the Gender wise users visit the library is the size of the samples of the study.

Table 1: Gender wise respondents visit the library

Gender	No. of respondents	Percentage
Male	32	64.00
Female	18	36.00
Total	50	100

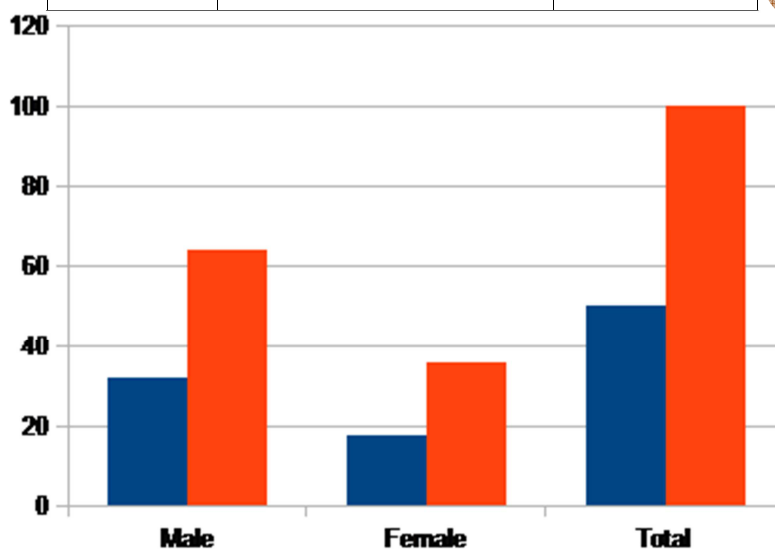
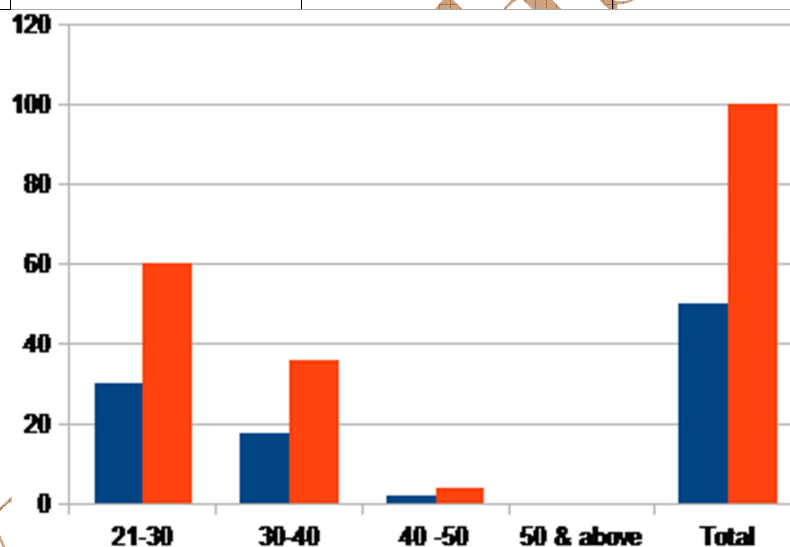


Table1 and graph shows that 64 % of users are male and the 36% of users are female were visit the library and cooperate for the study.

Table 2 : Age - Wise Distribution of respondent

S. No	Age	No .of Respondent	Percentage
1	21-30	30	60.00
2	30-40	18	36.00
3	40 -50	2	4.00
4	50 & above	Nil	0.00
	Total	50	100.00



The above table and graphs reveal that the 60% of users belong to the age group of 21-30, followed by (36%) of the respondent are 30 -40 age and 4% of respondent are 40-50 age group. None of the respondent belong to 50 and above.

Table 3: Category – Wise Distribution of respondent

Category	No. of Respondent	Percentage
Below graduates	3	6.00
Graduates	25	50.00
Post Graduates	15	30.00
Research Scholars	7	14.00
Total	50	100.00

From table 3 and graph shows that 50% of respondent are graduates, 30% of respondent are Post graduate, 14 % of the users belong to research scholars and 6% of respondent are below graduate.

Table 4: Frequency of visit to the library

Frequency	No. of respondents	Percentage
Daily	6	12.00
Twice in a week	14	28.00
Three times in a week	10	20.00
More then three time in a month	20	40.00
Total	50	100.00

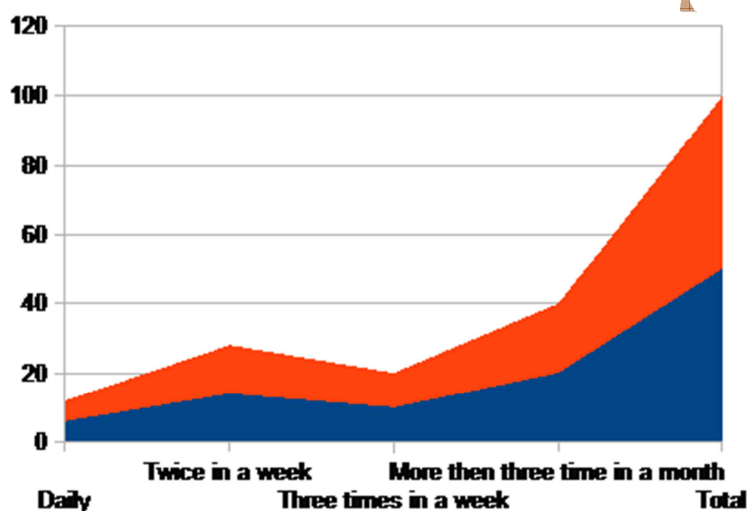


Table 4 and graph shows that 40% of the users visit library more then three times a month, 20% of users visit library three times in a week followed by 14% of the users visit library twice in a week whereas 12% of users visit library daily. Most of the users visit library more then three times in a month and very few users visit daily to the library.

Table 5: Purpose of visit to the library

Purpose	No. of respondents	Percentage
Current Affairs	5	10.00
Reading materials	15	30.00
Preparation for job orientation exams	20	40.00
Internet usage	8	16.00
Research work	2	8.00
Total	50	100.00

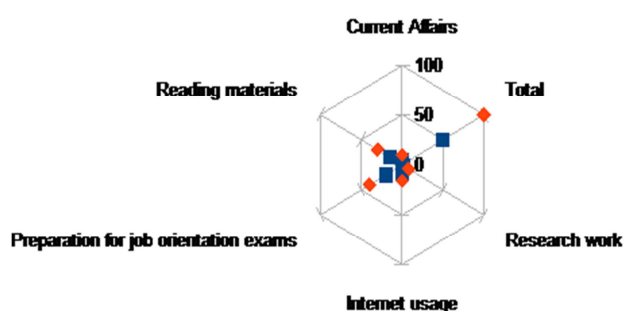


Table 5 shows that 40% of users visit library for the purpose of preparing for job orientation exams, 30% of users visit library for the purpose of reading materials for further studies followed by 16% internet usage, 10% update information whereas 8% of users visit library for research work.

Table 6: Opinion about Sources Provided by the Library

Sources	V Good	Good	Neutral	Poor	Very Poor
News paper	10 (20%)	30 (60%)	10 (20%)	5 (10%)	Nil
Text books	5 (10%)	15 (30%)	20 (40%)	3 (6%)	2 (4%)
Audio books	10(20%)	20 (40%)	12 (24%)	8 (16%)	Nil
Internet	10 (20%)	14 (28%)	15 (30%)	6 (12%)	5 (10%)
E-resources	5 (10%)	12 (24%)	28 (56%)	2 (4%)	3 (6%)

The above table shows that 60% of users rated newspaper as good, 20% of users rated good and neutral ,10% of users rated poor and very poor as nil for newspaper service.

Text books rated by the users are 40% as neutral, 30% as good, 10% as very good followed by 6% as poor and 4% as very poor.

The opinion about the source of Audio Books by the users as 40% as good, 24% as neutral, followed by 20% as very good and 16% as poor. The Audio books services are nil as below average.

Internet opinion about the users are 30% as neutral, 28% as good, 20% as very good, followed by 12% as poor and 10% as very poor so least number of users are not satisfied with the internet services provided by the library .

E-resources service provided by the library rated by 56% of users as neutral, 24% of users as good, whereas 10% of users as very good followed by 6% as poor and 4% as very poor.

Table 7: Problem factors of the Users

Problem factor	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Technical Problems	20 (40%)	22 (44%)	5 (10%)	4 (8%)	1 (2%)
Insufficient Resources	5 (20%)	25 (50%)	10 (20%)	3 (6%)	2 (4%)
Insufficient Systems	12 (24%)	20 (40%)	14 (28%)	6 (12%)	2 (4%)
Physical facilities	1 (2%)	7 (14%)	10 (20%)	13 (26%)	19 (38%)

The above table reveals that 44% of users agree technical problems, 40% of users strongly agree technical problems, 10% of users as neutral followed by 8% Disagree and 2%

strongly disagree.

The problem factor of insufficient resources reveals that 50% of users agree, 20% of users are strongly agree as well as neutral, followed by 12% as disagree, whereas 4% of users strongly disagree with the problem.

Insufficient systems that rated 40% of users as agree, 28% of users as neutral, 24% of users as strongly agree, followed by 12% as disagree and 4% as strongly disagree.

Physical facilities shows that 38% of users as strongly disagree, 26% of users as disagree, 20% of users as neutral, followed by 14% of users as agree and 2% of users as strongly agree.

Table 8: Opinion about Efficiency of library staff

Efficiency	No. of respondents	Percentage
Excellent	5	10.00
V Good	26	52.00
Good	15	30.00
Average	3	6.00
B Average	1	2.00
Total	50	100

The above table shows that 52% of users had the opinion about the efficiency of library staff is Very Good, 30% of users had Good opinion about the staff efficiency, followed by 10% of Excellent , 6% of Average and 2% as Below Average. Most of the users opinion about the efficiency of library staff is very good.

Findings

- Most of the male (64%) are visit the library.
- (60%) of users are 21 – 30 age group.
- (50%) of users belong to graduate users.
- (40%) of the users visit library more then three times a month.
- (40%) of users visit library for the purpose of preparing for job orientation exams
- (60%) of users rated newspaper as good.
- Text books rated by the users are (40%) as neutral.
- Audio Books opinion by the users as (40%) as good.
- Internet opinions about the users are (30%) as neutral.
- E-resources service provided by the library rated by (56%) of users as neutral.
- (44%) of users as agree technical problems.
- Problem factor of insufficient resources reveals that (50%) of users as agree.
- Insufficient systems that rated (40%) of users as agree.
- Physical facilities shows that (38%) of users as strongly disagree.
- 52% of users had the opinion about the efficiency of library staff is very good.

Suggestions and conclusions:

From the above study we can give the following suggestions to the improving the quality services to the users.

- The research shows that mostly male users using the library services compared to female users. Creating awareness about library services and products to female population we can increase usage of library by them.
 - Undergraduate students are using the library very occasionally, we can improve the usage among them by creating the reading habits, then arrange the story telling hours by library professionals.
 - Frequency of visit can be improve by easy access of library resources and introducing highly advanced technology to visually impaired users.
 - Internet and e-resources are very poor response by the user and giving training to the visually impaired persons about internet usage and the e-resources can be increase the services. As well as easy reading software for the users to access the information.
 - To sum up, the top problem to rectify by the management is least availability of computer system to the users. By installing more computer with high speed of broadband service, Periodical examination and services to the systems are needed to avoid an interrupt library service.
 - Besides electronic sources and services, the results of survey showed that blind library
- www.klibjilis.com

users count more on human contact with librarians. It has been proved that librarians serving blind and visually impaired people should be specially trained, especially for part of human communication with users.

- Public library should conduct the workshops and training programs to visually impaired about the computer usage and access of the information.

Public libraries services to disabled people were developed on the basis of social integration and normalization, which emphasized the diminishing of distinctions between disabled groups and normal people. This policy, despite good intentions, had in reality denied many visually impaired people the benefits of a community-based library service. Many libraries had created links with other agencies, but these appeared largely to be liaison and not co-operative links. Public library should take effective measures and allocating the budgets for the acquisition of the sources to visually impaired people for their development.

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