User Perception of Mobile Library Services in Relation to Public Library Facilities in Mysore City: A Survey

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ABSTRACT

The purpose of this paper is to study the perception of mobile library users towards public library services, to know the purpose for which mobile library users visit the library their interest about services, facilities, library staff and factors motivate them to make optimum use of the mobile library. A survey method was conducted by using a structured questionnaire method. The results of these surveys were analyzed in depth applying statistical techniques. The perception of mobile library users is generally positive and they are satisfied with the services they received from the mobile library. It was found that most of the respondents belong to 45-55 above of age majority of users visit to library to use Magazines, Novels, story books, biography, competitive books etc. and users are satisfied with the mobile library services. This study highlighted the perception of mobile library users towards public library services. This paper is of practical value to public library because understanding of mobile library users perceptions is important for the development as well as improvement of mobile library services and facilities.

KEYWORDS: public library, public library services, mobile library users, perception.

INTRODUCTION

City central library Mysore:

Mysore is the second largest city in the state of Karnataka, India. Located at the base of the Chammundi Hills about 146 km southwest of the state capital Bangalore. According to the provisional results of the 2011 national census of India, the population of Mysore is 8,87,446. Mysore City Corporation is responsible for the civic administration of the city, which is also the headquarters of the Mysore district and the Mysore division. Until 1947, Mysore served as the capital of Kingdom of Mysore. The kingdom was ruled by the Wodeyar dynasty, Patrons of art and culture, the Wodeyars contributed significantly to the cultural growth of the city. The cultural ambience and achievements of Mysore earned it the sobriquet Cultural capital of Karnataka, and the city was the location of the first private radio station in India. The growth of the information technology industry in the first decade of the 21st century has resulted in the city emerging as the second largest software exporter in Karnataka, next to Bangalore.

The city central library in Mysore is a 97 year old treasure house; it was established in 1916 during the reign of Nalvadi Krishnaraja Wadyar. It was handed over to the Government of Karnataka during 1965, hwen the Public Library Act was passed. The library has 8 branches, 11 service station, 3 reading rooms and a mobile library, altogether it was 8,00,000 of books. It gets three copies of 10 Kannada newspapers, 9 English newspapers, and 7 other language newspapers, 22 weeklies, 4 fortnightlies, 13 Kannada and 15 English monthly language magazines. The library has over 60,000 members. On an average 400 people visit the library every day. A competitive examination centre was added to the library in the library.

The public library is an active, dynamic, democratic institution serving the socio- economic, educational, recreational and cultural needs of the community. The public libraries in Karnataka try to develop interest on literature and culture among the readers by fulfilling the aspiration of the people and providing best service to all citizens of Karnataka. The next chapter discusses the analysis and interpretation of data.

OBJECTIVES

The Main objectives of the study are as follows:

1. To analyze gender-wise distribution of users.
2. To examine the age-wise and marital status distribution.
3. To study users' educational and professional backgrounds.
4. To understand the frequency of visits and use of resources.
5. To assess awareness of mobile library services.

METHOD OF THE STUDY

A random sampling technique was adopted. A total 180 structured questionnaires were distributed to mobile library users of Mysore City Central Library, out of which 150 duly filled questionnaires were returned and analyzed using PSPP software.

Data Collection Tool:-

The collected data was coded before entering into the MS excel sheet; later, the data have transferred into the PSPP software package for analysis and interpretation. These collected data were code, decode in excel sheet, than analysed and interpretation of data with using the PSPP.1.0.1 statistical software to find the frequency of responses, percentage of analysis, analyzed data has presented in the forms of tables, figures, bar-diagrams were presented.

Scope and Limitations:-

This study is about assessing the perception of mobile library users of public library services in Mysore city. The limitation of this study is only around Mysore city. it attracts large number of mobile library users as it is located in the centre of the city of Mysore.

This study users survey research method, the tools used is structured questionnaire which where mobile library services of public library users, a total of 150 questionnaires were distributed and 86 responses representing 71%

were received. The statistical techniques like mean, standard deviation and chi- square tests are used wherever required.

LITERATURE REVIEW

Uzuegbu (2019) his study reported that influences of tailor-made information provisions and facilities on rural dwellers or resident's involvement and participation in three sustainable developments and its implication in public library services in Nigeria. A mixed method of research method was comprised of filed experimental approaches such as field visit and focus group tools and techniques was deployed to collected data the answered the five questions was framed in the study. A random sample technique used to selected samples, 20 households was equally selected from two villages, out of 70 total households, 70% are male and 30% are female respondents, 60% of respondents in each village are not aware that food habits and lifestyles help to prevent diabetes and most of the respondents from both groups were felt that that library is commodity centre to enforce any sustainable development. Another study was conducted by Seranuta (2019) discussed the phase of the public library system sustain development and prominence of the states on providing large collections of books impacted library services and facilities. As part of oral history project, the study was used memories of the peoples whoever has been worked in the public libraries of different sizes in the 1970 – 1980s, the archival records and other secondary documents to contribute to a more nuanced conversation about recent Romanian public libraries. Further, also study had discussed collection development polices, standards and disparity it with the impoverished professional efficiency with the library system.

Binsaleh (2013) demonstrated the implementation and operations of mobile libraries in four conflicting provinces in Southern Thailand. The project based qualitative research study was done by used three research methods such as a) documentary (analysis) research used to find the preliminary findings, and remaining two b) focus groups and d) semi-structured interviews were used to analysis of current status of that four Southern provinces, limitations of room based learning system in affected areas and mobile-technology used in affected provinces in Thailand. The opinions were collected from respective teacher of primary schools, local leaders of those provinces, education service providers and government officials and a purposive random technique was used to consist of samples. Study results felt that still those affected region, still behind the use the idea of learn to mobile learning system. The author found many disruptions on conducting, deploying and enhancing mobile learning system in these conflicting provinces in Southern Thailand.

RESULTS AND DISCUSSION

1. Gender-wise Distribution of Respondents:

It is inferred from the below table-1 represents that the gender wise participation from Mysore city central library user community in the present research. The analysis indicate that the highest number of 150 users (72%) were male and the remaining 38% percent of the users were female. Based on the results, the male respondents are willing to participate to do this research questionnaire whereas the female uses whether they are were not interested or they were not aware about the mobile library usage and its resources and services.

Table-1: Gender-wise Distribution of Respondents.

SL No	Gender	Frequency	Percentage
1	Male	105	72 %
2	Female	42	38%
Total		**150**	**100%**

2. Age wise distribution of Respondents:

Table-2 represents the analysis of age wise respondents who were participated in this research conducted at Mysore city central library. The range of age was between below 25 and above 55. The results indicate that major portion of the respondents 49(32.66%) were under the age group above 55 and followed by 20.66% percent were between 36 and 45 age. It is found the small amount of 9.33%(14) of the respondents were under the age group of above 25. The findings showed that almost 50% of the users were under the age group between 55 above who were retired persons were willingly participated.

Table-2: Age wise distribution of respondents:

SL No	Age	Frequency	Percentage
1	<25 year	14	9.33%
2	26-35 year	20	13.33%
3	36-45 year	31	20.66%
4	46-55 year	36	24%
5	55>	49	32.66%
	Total	**150**	**100%**

3. Marital status

This research analyzed the marital status of the respondents who were participated in this present study. The results show that most of the users 64.67% were married and the remaining 53 (35.34%) respondents were found unmarried. It was noted that married uses who were eagerly participated in this research.

Table 3: Marital Status of the respondents

SL No	Marital Status	Frequency	Percentage
1	Married	97	64.67%
2	Unmarried	53	35.34%
	Total	**150**	**100%**

4. Educational qualifications

It is seen from the table 4 that shows the range of usage of library according the educational qualifications such as SSLC, Higher secondary, Graduates, post graduates and above post graduates of user community. The findings of the study indicates that the huge number of (37.33%) respondents were qualified graduate and ranked first, and followed by post graduate respondents were 37 (24.67%) and got placed second who were participated in this study. Further, Higher Secondary 12.67%, upto SSLC (10%), and the small number of respondents were found above post graduate (15.33%).

Table 4: qualification wise respondents

SL No	Qualification	Frequency	Percentage
1	Up to SSLC	15	10%
2	Higher Secondary	19	12.67%
3	Graduates	56	37.33%
4	Post Graduates	37	24.67
5	Above Post graduate	23	15.33%
Total		**150**	**100%**

5. Distribution of Questionnaire According to Profession

Table -5 the range of usage of mobile libraries according to professions such as studying, employee, agriculturist, wages, own business, and unemployed users the community. The findings of the study indicate that a huge number of (38%) respondents were wages, followed by employed respondents 28 (18.67%) who were placed second and who participated in this study. Further followed by respondents, 26 (17.33%) were unemployed, 19 (12.66%) were own business. The last is agriculturist 04 (2.66%).

Table 5: Profession wise distribution

SL No	Profession	Frequency	Percentage
1	Studying	16	10.67%
2	Employee	28	18.67%
3	Agriculturist	04	2.66%
4	Wages	57	38%
5	Own Business	19	12.66%
6	Unemployed	26	17.33%
Total		**150**	**100%**

6. Residence wise distribution of respondents

Table -7 represents residence wise participated who were actively involved this study. There were two types of residence were divided such as rural and urban. It is found that majority of 132 (88%) respondents were from urban as they are willing to learn education as well as general knowledge. It is also found the remaining were 18 (12%) from urban areas.

Table -6: Residence wise distribution of respondents:

SL No	Category	Frequency	Percentage
1	Rural	18	12 %
2	Urban	132	88 %
Total		**150**	**100%**

7. Frequently visit the mobile library

User's responses about the frequency of visits are shown in table 7. It is observed that the majority of 39(26%) of respondents visit the mobile library weekly. It is followed by a monthly 28(18.67%), an occasional 32(21.33%), followed by in monthly 28(18.67%), in several times a week 16(10.67%), and as and daily visit 19(12.67%) only 16(4%) respondents visit when I required.

Table-7 frequently visit mobile library

SL No	Frequently	Frequency	Percentage
1	Daily	19	12.67%
2	Several times a week	16	10.67%
3	Weekly	39	26 %
4	Monthly	28	18.67 %
5	Occasionally	32	21.33%
6	As & When I required	16	4 %
Total		**150**	**100%**

8. Frequently use information resources carried out by the mobile library

Table 08 presents the frequency of use of different information resources by the mobile library users in Mysore City. It is observed that biographies (30.67%), fiction (27.33%), and general books (26.67%) are the most frequently used resources among the respondents. Reference books (24%) and newspapers (19.33%) also show a relatively high frequency of use.

On the other hand, resources such as news clippings (10%), graphic books (10.67%), and magazines (11.33%) are used less frequently. Story books have the highest percentage (30%) of users who reported *not frequently* using them.

Overall, the data indicates that users of mobile libraries prefer reading general reading materials, biographies, and fiction, suggesting that recreational and informational reading remains a key motive behind library visits, while specialized or technical materials like journals and employment news are moderately used.

Table -8: Frequently use information resources carried out by the mobile library

SL No	Frequently use information resources	Responses in Percentage (N=150)					
		Most Frequently	Frequently	Moderately	Less Frequently	Not Frequently	Total
1	General Books	40(26.67%)	36(24%)	26(17.33%)	20(13.33%)	28(18.67%)	150(100%)
2	Text Books	18(12%)	33(22%)	38(25.33%)	24(16%)	37(24.67%)	150(100%)
3	Journals	20(13.33%)	35(23.33%)	33(22%)	24(16%)	37(24.67%)	150(100%)
4	Newspaper	29(19.33%)	32(23.33%)	27(18%)	27(18. %)	35(23.33%)	150(100%)
5	Magazines	17(11.33%)	27(18%)	31(20.67%)	24(16%)	35(23.33%)	150(100%)
6	News clippings	15(10%)	27(18%)	33(22%)	36(24%)	39(26%)	150(100%)

7	Employment News	18(12%)	29(19.33%)	30(20%)	39(26%)	36(24%)	150(100%)
8	Health Information	25(16.67%)	31(20.67%)	16(10.67%)	38(25.33%)	35(23.33%)	150(100%)
9	Recreations	16(10.67%)	34(22.67%)	20(13.33%)	41(27.33%)	37(24.67%)	150(100%)
10	Fictions	41(27.33%)	26(17.33%)	20(13.33%)	35(23.33%)	39(26%)	150(100%)
11	Biography	46(30.67%)	30(20%)	18(12%)	34(22.67%)	35(23.33%)	150(100%)
12	Reference	36(24%)	34(26.67%)	25(16.67%)	31(20.67%)	25(16.67%)	150(100%)
13	Graphic Books	16(10.67%)	22(14.67%)	30(20%)	29(19.33%)	26(17.33%)	150(100%)
14	Story Books	26(17.33%)	37(24.67%)	20(13.33%)	37(24.67%)	45(30%)	150(100%)

9. Aware of Mobile library Services

Table 9 shows the awareness of mobile library services. The majority of the 84 respondents (56%) are aware of themselves. 81 (54%) respondents were aware of the public library manual, brochure, and prospectus. 82 (54.67%) respondents were aware of the public library orientation and presentation. 79 (52.67%) respondents are aware of By librarian and library staff, 78 (52%) respondents are aware of By viewing television and listening to radio77 (51.33%) respondents are aware of By frequently ask librarian, followed by 69(46) respondents are aware of By teachers, colleagues and friends, 64 (42.67%) respondents are aware of By e-mail or mobile alerts, 62 (41.33%) respondents are aware of Public library functions and exhibitions.

Table-9: Aware of Mobile library services

SL No.	Mobile library Services	Aware	Percentage	Not Aware	Percentage	Total
1	By public library orientation & presentation	82	54.67%	68	45.33%	150(100%)
2	Public library functions and exhibitions	62	41.33%	88	58.67%	150(100%)
3	By public library manual, brochure and prospectus	81	54%	69	64%	150(100%)
4	By frequently ask librarian	77	51.33%	73	48.67%	150(100%)
5	By advertisement or ads in newspaper, TV and social media	61	40.67%	89	59.33%	150(100%)
6	By librarian and library staff	79	52.67%	71	47.33%	150(100%)
7	By e-mail or mobile alerts	64	42.67%	86	57.33%	150(100%)
8	By teachers, colleagues and friends	69	46%	81	54%	150(100%)
9	By viewing television and listening to radio	78	52%	72	48%	150(100%)
10	By view library website, portal, blogs	67	44.67%	83	55.33%	150(100%)
11	By self-aware to see	84	56%	66	44%	150(100%)

FINDINGS

The study revealed the following major findings:

1. Most of the respondents were male (72%), while female respondents accounted for 28%.

2. A large proportion of the respondents (32.66%) were above 55 years of age, followed by those aged 46–55 years (24%). This indicates that senior citizens are more likely to use mobile library services.

3. The majority of respondents (64.67%) were married, and 35.33% were unmarried.

4. Regarding educational qualifications, most respondents were graduates (37.33%), followed by postgraduates (24.67%).

5. Profession-wise analysis revealed that the highest number of users were daily wage earners (38%), followed by employees (18.67%), and unemployed users (17.33%).

6. In terms of residence, 88% of users were from urban areas, while only 12% were from rural areas.

7. The frequency of mobile library visits showed that 26% of respondents visit weekly, followed by 21.33% who visit occasionally, and 18.67% who visit monthly.

8. The study found that the most frequently used resources were biographies (30.67%), followed by fiction (27.33%), and reference materials (26.67%).

9. Awareness of mobile library services was found to be moderate. A majority (56%) were self-aware of the services, while others came to know about them through brochures, orientation programs, librarians, and advertisements.

CONCLUSIONS

The present study examined the perceptions of mobile library users in Mysore City regarding public library services. The findings indicate that mobile libraries play an essential role in extending library services to various sections of society, particularly to those who cannot visit central library facilities regularly.

The study found that most users were satisfied with the resources and services provided by the mobile library, especially access to general books, magazines, fiction, and biographies. However, the study also highlights the need for better awareness programs, increased outreach, and more promotional activities to make the services known to a larger population.

Mobile libraries serve as a bridge between information and community, and they contribute significantly to literacy, knowledge dissemination, and lifelong learning. Therefore, it is important for public libraries to improve mobile library infrastructure, expand their collections, and enhance user engagement through modern information tools and technologies.

In conclusion, understanding users' perceptions will help policymakers, librarians, and administrators design better strategies to improve mobile library services and strengthen their role in public library systems.

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