

A STUDY ON INTERNET AND E-MAIL FACILITIES IN CENTRAL LIBRARIES IN TAMIL NADU

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Abstract

According to encyclopaedia of library and information science, Public Library is a public institution, supported by taxation, one that opens its collections, facilities and services, without distinction to all students. Today Public Library is considered as an information, education and cultural centre to disseminate information and knowledge to the society. In this era of information technology, people collect information quickly by using internet. Hence, the need has arisen to study about computerization and internet facilities of the District central libraries of Tamil Nadu. Because of the importance of the subject matter, the article is titled as, "A study on the availability of internet and E-mail facilities in District central libraries in Tamil Nadu." The target group of this study includes library users of the central libraries in the 32 districts of Tamil Nadu. The respondents selected as samples suggested that many aspects of the library environment are changing due to the improved technology. Based on the analysis of the data collected through a structured questionnaire, inferences have been made.

Keywords: Information Technology, Social- Educational,-Cultural, Environment, Encyclopaedia, Internet, E-mail.

Introduction

Public Library is an institution of the people, for the people and by the people. The concept of public library till recently was considered a mere store house of books and the librarian as a custodian whose duty was to preserve them, But in the present century the libraries are considered as a multimedia centres. The true concept and character of a Public Library can be summed up in the words of William Ewart who considered public library as library which is funded by the people, and is established by the people and maintained at public expenses. The public libraries can be classified according to their targeted users their level of operations and types of services offered to the public.

The public libraries can be geographically classified as follows:

1. National Library
2. State Central Library
3. Regional Divisional Library
4. District Central Library
5. Taluk Library
6. Branch Library
7. Town/Village Library and
8. Delivery Station/Book Deposit Centre

Aims and Objectives of Public Library

The objections and functions of Public Library have been brought out by Dr.S.R.RANGANATHAN in the following words:

1. “Furnish upto date facts and information on all subjects to one and all.
2. Preserve the literacy remain of humanity for posterity as vehicles culture and sources material for antiquarian research.
3. To provide one and all harmless and elevating use of leisure and in general.
4. Work for continued social well being as the agency in charge of all socialized thought.”

Thus, a Public Library is an active, dynamic, democratic, institution serving the socio-economic, educational, recreational and cultural needs of community.

Need and Significance of the Study

In this era of information technology, people collect information very quickly by using internet. The traditional libraries are changed to digital libraries. All the functions and activities of the libraries are automated for the purpose of quick retrieval. In fact, the library professionals are expected to follow Dr.S.R.RANGANATHAN’S fourth law of library science ie, “save the time of the reader”. Hence, the need has arisen to study about computerization and internet facilities of the District Central Libraries of Tamil Nadu.

Statement of the Problem

Because of the importance of the subject matter this article is entitled as, “A study on the internet and E-mail facilities in Central Libraries”.

Objectives of the Study

The following are the major objectives of the study.

1. To study the demographic characteristics of users of District Central Libraries in Tamil Nadu.
2. To find out the adequacy and accessibility of E-resources
3. To study and understand the level of using E-resources by the users.
4. To analyses and understand the use of internet by the users of Public Libraries.
5. To know the level of use of E-mail.
6. To study the perception of the library users regarding the use of E-resources and internet services provided by the District Central Libraries in Tamil Nadu.

Scope of the Study

The target group of this study includes library users of the thirty two District Central Libraries of Tamil Nadu. Their activities have been analysed. The details of the 32 District Central Libraries are:

Sl.No.	Name of the District Central Library	Sl.No.	Name of the District Central Library	Sl.No.	Name of the District Central Library
1	Ariyalur	11	Krishnagiri	22	The Nilgiris
2	Chennai	12	Madurai	23	Tirunelveli
3	Coimbatore	13	Nagapattinam	24	Thiruvallur
4	Cuddalore	14	Nammakkal	25	Thoothukudi
5	Dharmapuri	15	Perambalur	26	Thiruvanamalai
6	Dindigul	16	Pudukottai	27	Tiruvorur
7	Erode	17	Ramanathapuram	28	Thiruchirapalli
8	Kancheepuram	18	Salem	29	Thiruppur
9	Kanyakumari	19	Sivagangai	30	Vellore
10	Madurai	20	Thanjavur	31	Villupuram, and
11	Krishnagiri	21	Theni	32	Virudhunagar

Source: Primary Data

Hypotheses

The following are the hypotheses set to be tested for the validity of the following statements:

1. There is no association between the residing sector of the respondents and their frequency of accessing internet.
2. There is no association between the age-wise respondents and their category use of internet library.
3. There is no association between the nuclear and joint family users and the time spent on internet per day.
4. There is no association between the educational qualification of the respondents and their opinion about the importance of E-resources.
5. There is no association between the educational qualification-wise respondents and their category of E-mail library.

Sampling Technique Used

For the present study convenient, Random sampling method was followed. A sample of 1600 respondents at the rate of 50 per District Central Library ($32 \times 50 = 1600$) was selected from the library users.

Sources of Data

The required information for the study was collected both from primary and secondary sources. The responses received from the selected sample of 1600 library users formed part of primary source. In addition informal talk with knowledgeable persons, interview technique with office bearers of the libraries and observation techniques were also made for the collection of primary data. Information collected from books, journals, magazines, newspapers, unpublished thesis, dissertation and records of the District Central Libraries in the different districts of Tamil Nadu formed secondary source of information.

Period of Study

The study covers an effective period of two years from June 2013 to September 2015.

Tools Used For Collection of Data

For the collection of primary data, a structured, close-ended questionnaire consisting of 75 questions was used in addition, techniques such as informal talk, interview technique and observation were also made.

Tools Used for Analysis

Information collected through survey was analysed, by using different conventional, statistical tools like tables, figures, percentages, mean, standard deviation, co-efficient of variation, chi-square test, ANOVA analysis and man-whitney test. After the collection of primary data they are analysed by using the tool of statistical packages for social sciences (SPSS). Necessary tables are generated using the package and analysed to bring out interpretation.

Limitations of the Study

The present study is restricted to the District Central Libraries working in the 32 Districts of Tamil Nadu and they are working only in towns. This study did not include its branches and rural libraries. Hence, the outcome of the study is applicable only to the selected libraries in Tamil Nadu and can not be generalized.

Review of Literature

The present study is an attempt to measure computerization and provision of internet and E-mail in District Central Libraries in Tamil Nadu. To have an indepth knowledge in the area, previous studies related to the present study are reviewed and analysed. The review of literature enabled the researcher to identify the gaps in the previous studies and helped to undertake the present study in a systematic manner.

Bertot JC McClure, CR and Jaeger, P.T (2008) in their article on, “Public libraries and the internet 2007; Issues implications and expectations” published in library & information science Research 30 (3) 175-184 identify key trends and changes in internet enabled services and resources provided by Public Libraries to their communities over the course of the 18 years of conducting the national survey’s. They discussed about selected future issues and challenges regarding Public Library internet-enabled services.

Bertat John Carlo Etal (2012) in their article, “Public Libraries and the internet 2012; key findings, recent trends and future challenges” published in the public quarterly 31(4), 303-325 presentation overview of the methods, findings and the general implications of the 2007 Public Libraries and the internet study. The 2007 study to enssect an the provision and maintenance of internet access and services, infrastructure issues, community impacts of the technology, training library technology finding and E-government roles of Public Libraries. This article details these findings exploring how the 2007 data is compared to previous studies.

Kinney, B.(2010) has written an article, “The internet, Public Libraries, and the digital divide” published in the Public Library quarterly, 29 (2), 104-161. He discusses that virtually every Public Library in the United States provides public access internet computers as a rule central to its mission. The analysis finds no disparity in the number of public computers available in areas with high and low incomes but finds a significant and widening - disparityai the number of computers available in areas with a higher versus lower percentage of non-white and non-english-speaking house holds”. An increase in the number of internet terminals has no significant effect, positive or negative, on visits, reference transactions, or circulation.

Sambasiva Rao, N.S & Nirmala Kumari, N (2013) in their article entitled, “Recitalisation of Public Library system in India - A CSR Perspective” published by DESIDOC journal of Library & Information Technology, 33 (1), 25-28. The authors have stated that in the present day globalised world, information and its accessibility plays a vital role for the development of human competency and also helps the economy in different ways. The information era with its electronic facilities will come with many challenges in all the sectors of development since information is the base for all development activities.

Saravanan, R and Jadhav Mahendra; N (2013) in their article on, “Usage and information needs of the users at Connemara Public Library. An Analysical study.” Published in the E-Library science Research Journal, 2 (1), 1-14. The paper discusses that users are the key persons of any library and information centre, The library and information professionals should have knowledge of understanding the library users needs, the ways to satisfy their users by providing right information at the right time. This study identifies the preference of documents used by the library users.

Singh R.(2014) in this article on, “ Indian Public Libraries with special reference to National Library-A perspective analysis” published in the E-Library science Research Journal, 2 (9), 1-9. He states that Public Library is largely regarded as the peoples university. It is imperative on the part of the democratic country like India to established the service institutions like Public Libraries in order to strengthen the democratization of information and to promote the social, cultural, historical, scientific and technical knowledge in the public at large.

Taylor, N.G, MC Dermoti, P.T, Kodama AJ, & Bertot, J.C (2012) wrote an article titled as Public Libraries in the New Economy; Twenty-First Century skills, the internet and community needs.” Published by the Public Library Quarterly, 31(3) 191-219. This article examines the internet-related responses of Public Libraries to the sustained economic downturn of recent years. Drawn from the findings of the 2011-2012 Public Library funding and Technology. Access study (PLFTAS) survey and site visits to Public Libraries, the data demonstrate the changes in job skills and employment seeking services since the beginning of the on going prolonged economic downturn and the breadth and depth of the electronic information services that libraries currently provide to users. This article concludes with a discussion of the ways in which this study can inform broader explorations internet, the new economy and twenty first century skills.

Thomas, V.K (2001) in his article on, “Computerisation of Public Libraries in India”. Published in CLIS observer, 18(3), 92-98 has studied the state of application of IT in the Public Library field in India, their future plans and the problems & they face in this process. The findings of the study related that 8% of the libraries computerized are two state central libraries, two district libraries and a voluntary organization library. The major problem the library encountered was with regard to updating of databases and correctness of entries.

Lalitha, M. (1995) in her article, “information seeking behavior of Medical and Engineering Personnel; a comparative study with reference to their library use”. Published in science with a slant is documentation and information studies, 32(2) 65-74. The study discusses the information seeking habits of medical and engineering personnel at different levels-students, teachers, practitioners and research scholars. Both the formal and informal approaches to collect information, as practical by the two communities are studied. The findings are analysed and suggestions for improvement are given.

Majid, Shaheen & Tan, Ai Tee (2008) in their article on, “usage of information resources by computer Engineering students” A case study of Nanyang Technological university Singapore”. Published in online information review, 26 (5), 318-325. A questionnaire was distributed to 200 randomly selected students and 102 completed questionnaires were returned. The study found that printed materials were the most preferred information format among the students. The top five most preferred information

sources, in the order of importance were: books, lecturers, the internet, friends and manuals. Unexpectedly, the use of databases and electronic journals was quite low among the computer engineering students. The study recommends a promotional campaign to introducing electronic information sources to the library users.

Data Analysis and Inferences

The analysis is based on the data collected with reference to the objectives of the study. The responses collected from 1600 respondents from the 32 District Central Libraries functioning in the 32 Districts of Tamil Nadu.

Demographic Characteristics of Users

Table 1 shows the gender and age wise distribution of respondents. The table shows that 59.8 percent of the respondents are males and the remaining 40.2 percent are female respondents.

Table 1 Gender and Age-Wise Distribution

Particulars		Number of respondents	Percentage
Gender	Male	956	59.8
	Female	644	40.2
	Total	1600	100.0
Age....	BELOW 15	175	10.9
	16-20	329	20.6
	21-30	404	25.3
	31-40	248	15.5
	41-50	296	18.5
	50 AND ABOVE	148	9.3
	Total	1600	100

Source: Calculated from primary data

Among the overall 1600 respondents, 10.9% of the respondents belong to the age group of below 15. About 20.6% belong to the age group between 16-20, 25.3 percent belong to the age group between 21-30, 15.5% of fall under the group 31-40. About 18.5% respondents come under the category 41-50 and only 9.3 percent of the respondents come under the age group of above 50. It is inferred that the majority of the respondents belong to the age group of 21-30 years.

Distribution of Respondents Gender and Educational Qualification Wise

Data presented in table 2 reveals the gender and educational qualification wise distribution of the respondents. The table shows that the male respondents form a majority of 956 and the female respondents form 644.

Table 2 Gender and Educational Qualification Wise

S.NO	Gender	Educational Qualification & (%)								Total
		SSLC	HSC	UG	PG	M.PHIL	PH.D	Diploma	Others	
1	Male	113 (11.8)	147 (15.4)	262 (27.4)	244 (25.5)	28 (2.9)	28 (2.9)	92 (9.6)	42 (4.4)	956
2	Female	140 (21.7)	175 (27.2)	70 (10.9)	77 (12)	77 (12)	14 (2.2)	49 (7.6)	42 (6.5)	644
	Total	253	322	332	321	105	42	141	84	1600

Source: Calculated from primary data

The table reveals that among the male respondents, a majority of 262 (27.4%) belong to under graduate and it is followed by post graduate (25.5%), HSC (15.4%), SSLC (11.8%), Diploma holders (9.6%), other categories (4.4%), M.Phil (2.9%) and Ph.D (2.9%) respectively. Among the female respondents a majority of 175 (27.2%) of them belong to H.SC qualification and it is followed by SSLC (21.7%), post graduate (12%), M.Phil., (12%), under graduate (10.9%), diploma (7.6%), other category (6.5%) and Ph.D., (2.2%) respondents respectively.

Adequacy of Reference Collection

Table 3 shows the adequacy of reference collections by status of respondents.

Table -3 Adequacy of Reference Collections By Respondents

S.No	Status	Very Good	Good	Satisfactory	Not Satisfactory	No Comment	Total
1	Teachers	84 (33.3%)	84 (33.3%)	42 (16.7%)	35 (13.9%)	07 (2.8%)	252
2	Government employees	64 (32.3%)	43 (21.7%)	42 (21.2%)	21 (10.6%)	28 (14.1%)	198
3	Farmer	21 (60%)	14 (40%)	-	-	-	35
4	Business man	28 (25%)	42 (37.5%)	21 (18.8%)	7 (6.3%)	14 (12.5%)	112
5	Un-employed	42 (15.2%)	63 (22.7%)	94 (33.9%)	43 (15.5%)	35 (12.6%)	277
6	Student	155 (35.6%)	161 (37%)	105 (24.1%)	7 (1.6%)	7 (1.6%)	435
7	Others	86 (29.6%)	120 (41.2%)	50 (17.2%)	21 (24.4%)	14 (4.8%)	291
	total	480	527	354	134	105	1600

Source: Calculated from primary data

The table shows that a majority of 84 teacher respondents (33.3%) reported that it was very good with reference to adequacy of collections and it is followed by 84 respondents (33.3%) said it was good. About 42 respondents (16.7%) reported that it was satisfactory, 35 respondents (13.9%) reported the collection was not satisfactory. Only 7 respondents (2.8%) did not give any reply. When the overall opinions are taken into consideration, it is found that 527 respondents said “Good” and another 480 respondents have said that it was very good. Out of 1600 respondents more than 1000 respondents covering 63% felt that the adequacy of reference collection was good.

Adequacy of Competition Related Books

The table 3 shows the adequacy of competitive examination related books by qualification-wise respondents.

Table 3 Availability of Adequate Competitive Examination Books

S.No.	Qualification	Adequacy %					TOTAL
		V.G	G	S	NS	NC	
1	SSLC	56 (22.1)	113 (44.7)	28 (11.1)	42 (16.6)	14 (5.5)	253
2	HSC	98 (30.4)	126 (39.1)	63 (19.6)	14 (4.3)	21 (6.5)	322
3	UG	77 (23.2)	84 (25.3)	84 (25.3)	44 (13.3)	43 13	332
4	PG	95 (29.6)	85 (26.5)	63 (19.6)	50 (15.6)	28 (8.7)	321
5	M.PHIL	21 (20)	21 (20)	28 (26.7)	28 (26.7)	7 (6.7)	105
6	Ph.D.,	7 (16.7)	7 (16.7)	14 (33.3)	6 (14.3)	8 (19)	42
7	Diploma	28 (19.9)	56 (39.7)	14 (9.9)	36 (25.5)	7 (5)	141
8	Others	28 (33.3)	14 (16.7)	14 (16.7)	7 (8.3)	21 (25)	84
	Total	410	506	308	221	155	1600

VG-Very Good, G-Good, S-Satisfactory, NS-Not Satisfactory, NC-No Comment

Testing Null Hypothesis

There is no association between qualification-wise users and their opinion on adequacy of competitive examination related books.

Table 4 Anova Analysis of the Opinions

Status	Number	Mean (\bar{x})	Std deviation (sd)	95% confidence interval for mean				
				S.e	Lower bound	Upper bound	Minimum	Maximum
SSLC	253	3.6126	1.16162	.07303	3.4688	3.7565	1.00	5.00
HSC	322	3.8261	1.11106	.06192	3.7043	3.9479	1.00	5.00
UG	332	3.3253	1.31557	.07220	3.1833	3.4623	1.00	5.00
PG	321	3.5265	1.29666	.07237	3.3841	3.6689	1.00	5.00
M.Phil	105	3.2000	1.22788	.11983	2.9624	3.4376	1.00	5.00
PH.D	42	2.9762	1.33413	.20586	2.5604	3.3919	1.00	5.00
Diploma	141	3.4397	1.20930	.10184	3.2384	3.6411	1.00	5.00
Others	84	3.2500	1.59725	.17427	2.9034	3.9566	1.00	5.00
TOTAL	1600	3.5006	1.26728	.03168	3.4385	3.5628	1.00	5.00

Source: Calculated the Primary Data

Anova Opinion

	Sum of Squares	Df	Mean Square	F	Sig
Between groups	74.543	7	10.469	6.799	.000
With in groups	2493.457	1592	1.566	-----	-----
Total	25.67.999	15.99			

Source: Calculated from the data in Table 3 &4

The results of ANOVA are given in the above table. The significance of variance, ie, P-value given under the heading significance is 0.000, since the significance value is less than 0.05 ($p < 0.05$), the variance between different experimental condition is significant. Therefore, it is concluded that different qualifications of the respondents, sample mean difference from each other regarding their opinion on adequacy of the availability of competitive examination related book

Table 5 Level of Using E-Resources by the Users

S.No	District Central Library	Total Weight Ages	Mean Weight Ages	Rank
1	Ariyalur	170	3.40	07
2	Chennai	165	3.30	10
3	Coimbatore	175	3.50	05
4	Cuddalore	157	3.14	14
5	Dharmapuri	162	3.24	11
6	Dindigul	160	3.20	12
7	Erode	175	3.50	05
8	Kancheepuram	149	2.98	17

9	Kanyakumari	150	3.00	16
10	Karur	149	2.98	17
11	Krishnagiri	170	3.40	07
12	Madurai	171	3.42	06
13	Nagapattinam	101	2.02	23
14	Namakkal	184	3.68	03
15	Perambalur	170	3.40	07
16	Pudukottai	153	3.06	15
17	Ramanathapuram	187	3.74	02
18	Salem	169	3.38	08
19	Sivagangai	170	3.40	07
20	Thanjavur	171	3.42	06
21	Theni	158	3.16	13
22	The nilagiris	158	3.16	13
23	Tirunelveli	158	3.16	13
24	Thiruvallur	142	2.84	19
25	Thoothukudi	199	3.98	01
26	Thiruvannamalai	166	3.32	09
27	Thiruvarur	137	2.74	20
28	Thiruchirappalli	162	3.24	11
29	Thiruppur	120	2.40	22
30	Vellore	182	3.64	04
31	Villupuram	129	2.58	21
32	Virudhunagar	145	2.90	18

Source: Calculated from primary data

Table 5 shows the distribution of central library-wise level of knowledge with their relative frequency of use of electronic resources, total weightage, mean weightage and ranks. Data presented in table 5 shows that out of the 32, District Central Libraries, Thoothukudi District Central Library got the First Rank. It is followed by Ramanathapuram and Namakkal as Second and Third Ranks respectively.

Use of Electronic Resources by Respondents

Table 6 shows the use of electronic resources and services by status-wise respondents. Among the 252 teacher respondents, a majority of 168 (66.7%) agreed that they use electronic resources and services followed by 35 (13.9%) teachers said that they strongly agree. Out of the 198 government employees 106 (53.5%) agreed that they use E-resources followed by 36 were neutral and 28 (14.1%) strongly agreed that they use E-resources. Out of the 435 student respondents, 211 (48.5%).

Table 6 Use of Electronic Resources by Respondents

S.No	Status	Opinion %					Total
		Strongly Agree	Agree	Neutral	Dis Agree	Strongly Disagree	
1	Teacher	35 (13.9)	168 (66.7)	14 (5.6)	21 (8.3)	14 (5.6)	252
2	Government Employee	28 (14.1)	106 (53.5)	36 (18.2)	---	28 (14.1)	198
3	Farmer	21 (60)	7 (20)	---	---	7 (20)	35
4	Business Man	28 (25)	49 (43.8)	7 (6.3)	14 (12.5)	14 (12.5)	112
5	Unemployed	29 (10.5)	98 (35.4)	72 (26)	43 (15.5)	35 (12.6)	277
6	Student	91 (20.9)	211 (48.5)	98 (22.5)	21 (4.8)	14 (3.2)	435
7	Others	64 (22)	155 (53.3)	50 (17.2)	22 (7.6)	---	291
	TOTAL	296	794	277	121	112	1600

Source: Prepared from Primary data

Have agreed and 91 (20.9%) respondents have strongly agreed. Out of the total of 1600 respondents, about 794 (49%) agreed that they use E-resources and another 296 (19%) respondents have strongly agreed that they use electronic resources. Since 68% of the respondents have agreed, it is inferred that majority of the respondents use E-resources.

Use of Internet by Repondents

Data presented in table 7 reveals about the duration of using internet by male and female users.

Table 7 Duration of Using Internet by Respondents

S.No	Gender	Duration				Total
		Less than 1 Year	Between 1-2 Years	Between 3-5 Years	More than 5 Years	
1	Male	415 (43.4%)	168 (17.6%)	190 (19.9%)	183 (19.1%)	956
2	Female	294 (45.7%)	126 (19.6%)	105 (16.3%)	119 (18.5%)	644
	TOTAL	709	294	295	302	1600

Source: Calculated from primary data

Among the male respondents a majority of 415 (43.4%) respondents used the internet for less than one year, it is followed by 190 respondents (19.9%) using internet between 3 to 5 years and 183 respondents (19.1%) have been using internet for more than 5 years. In the case of females, a majority 294 (45.7%) respondents use the internet for less

than one year and it is followed by 126 respondents (19.6%). Were using internet between 1 to 2 years, 119 respondents (18.5%) were using internet for more than 5 years and 105 (16.3%) were using internet between 3 to 5 years.

Testing of Null Hypothesis

“There is no association between the gender-wise respondents and their opinion on duration of using internet”.

Chi-Square Tests

Particulars	Value	Df	Asumption sig (2-sided)
Pearson Chi-Square	4.017 ^(a)	3	0.260
Likelyhood Ratio	4.049	3	0.256
Linear-by-Linear Association	1.433	1	0.231
No of Valid Cases	1600		

A-o cells (0%) have expected count less than 5 The minimum expected count is 118.34 The above output gives the duration of using internet by male and female respondents pearson's $\chi^2 = 4.017$ for 3 degrees of freedom, ie (r-1) (c-1) = (2-1) (4-1). The P-value 0.260 is more than 0.05. The null hypothesis is accepted and therefore, there is no association between the gender-wise respondents and their opinion on duration of using internet.

Overall use of Internet

Table 8 shows the opinion about the overall internet services by educational qualification-wise respondents. Among the respondents with SSLC qualification, majority of 84 respondents (33.2%) reported that it was good with overall internet service, followed by 78 respondents (30.8%) reported that it was very good. Out of the 1600 respondents, 632 respondents said.

Table 8 Opinion about the Overall Internet Services By Educational Qualification-Wise

S.No	Educational Qualification	Opinion %					Total N
		Very good	Good	Satisfactory	Not satisfactory	No comments	
1	SSLC	78 (30.8)	84 (33.2)	49 (19.4)	14 (5.5)	28 (11.1)	253
2	HSC	63 (19.6)	147 (45.7)	63 (19.6)	21 (6.5)	28 (8.7)	322
3	UG	35 (10.5)	119 (35.8)	150 (45.2)	---	28 (8.4)	332
4	PG	50 (15.6)	121 (37.7)	93 (29)	29 (9)	28 (8.7)	321
5	M.PHIL	14 (13.3)	42 (40)	21 (20)	14 (13.3)	14 (13.3)	105
6	PH.D	---	21 (50)	7 (16.7)	7 (16.7)	7 (16.7)	42
7	DIPLOMA	21 (14.9)	56 (39.7)	57 (40.4)	7 (5)	---	141
8	OTHERS	21 (25)	42 (50)	21 (25)	---	---	84
	TOTAL	282	632	461	92	133	1600

Source: Computed from primary data

That the internet service was good and 282 said that it was very good. About 461 primary respondents said that it was satisfactory. Only 92 respondents were not satisfied with the internet services of the libraries.

Findings of the Study

The following are a few of the major findings of the study:

1. One-fourth of the respondents belong to the age -category of between 21 to 30 years.
2. Among the male and female respondents, a majority of them are undergraduates and among the female respondents, a majority of them are H.SC
3. Among the various status of the users who belong to the male-category, 17.7% of them are students and among the female respondents 41.3% of them are students.
4. It is inferred from the chi-square analysis, there is an association between the status of respondents and their opinion on adequacy of reference collections.
5. It is inferred from the ANOVA analysis that different qualifications of the respondents sample mean difference from each other regarding their opinion on adequacy of competitive examination related books.
6. Most of the male respondents (43.4%) and female respondents (45.7%) use the internet an hour.
7. Among the 32 District Central Library users, Thoothukudi District Central Library has got the First Rank. It is followed by Nagapattinam, Pudukkottai, Coimbatore, Madurai and Dindigul in the order of rank.
8. It is inferred from chi-square analysis that there is an association between the age-wise respondents and their category use of internet library.
9. The co-efficient of variation is higher in Thiruvallur District which leads to less consistent or stable and it is less in Coimbatore District which leads to more consistent or stable with regard to the District Central Libraries-wise category of internet library by the users.
10. Most of the respondents report that using internet is time saving, more informative, more useful, more expensive, less preferred, more flexible and easy to handle than using conventional documents.

Suggestions

1. The study shows that less number of research scholars such as M.Phil and Ph.D use the Public Library. Hence the Public Library authorities should purchase more number of print sources as well as E-resources regarding their research. It will attract the research scholars to use the library.
2. UGC provides a lot of online INFONET journals via the INFLIBNET for the betterment of the academies of all the universities without any subscription fees. It will fulfil the

researchers academic needs. Hence, public library authority should consider this matter and make agreement with UGC to provide the INFONET journals facilities to all the District Libraries without any subscription fees. This will attract students and researchers to use the library.

3. It is suggested that the Public Library authority should appoint more number of regular librarians with good computer knowledge.
4. RFID AND CCTV camera may be installed.
5. The presents study is confined to 32 District Central Libraries of Tamil Nadu. The study can be extended to branch libraries of the 32 Districts of Tamil Nadu.

Conclusion

The respondents to the survey suggested that many aspects of the library environment are changing which they attributed largely to increasing and improved technology. While interviewing and analyzing the response of the librarians of all the District Public Libraries in the State of Tamil Nadu. It has been observed that lack of proper training in Information Technology (IT) application. There is no overall picture of the amount of training and development undertaken by libraries and librarians. The Public Library services need to be promoted on priority basis. This is possible only if the librarians are trained in automation, networking, database creation and software handling skills.

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