Use of Library Services by the Visitors of Rampur Raza Library: A Survey Study

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Abstract
Rampur Raza Library is a well-known library of the India. This is more popularly known for its manuscripts collection. People from the all the corners of world visit this library to consult the specific manuscripts related to various subjects. In the present study, it has been observed that majority of the visitors were graduate and many of the respondents visited this library once a month. 61.33 percent patrons of the library used circulation service. It was found that 91.33 percent respondents frequently visited Library Museum and 88.00 percent respondents were frequently used books in the library. It was noted that mostly visitors comes library to read newspapers and magazines and they have also used Internet frequently available in the library.
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1. Introduction

A library is a collection of sources of information and similar resources, made accessible to a defined community for reference or borrowing. It provides physical or digital access to material. Modern Libraries are increasingly being redefined as places to get unrestricted access to information in many formats from various sources. Present libraries consists of physical or digital space or both, which provides access to materials like books, serials, newspapers, manuscripts, films, maps, prints, documents microform, CDs/DVDs, video tapes, e-books, audio-books etc. In the present digital era users required more and more digital documents so that they could access and utilize it conveniently. Public libraries in India were mainly established to meet the general and specific information needs of common people of the society. Many libraries in India have the special collection of documents which may be utilized for various purposes in an educated society.

About Rampur Raza Library

The Rampur Raza Library is among the most important libraries of India. The Nawabs of Rampur were great patrons of learning and the ulema, poets, painters, calligraphers and musicians. The world fame Rampur Raza Library was founded by Nawab Faizullah Khan of Rampur long back in 1774. After independence and merger of the state in the union of India, library was brought under the management of a trust, which was created on August 6, 1951.

By the efforts of Professor Saiyid Nurul Hasan, former minister of education, government of India, it came under an Act of Parliament on July 1, 1975. It is functioning under the ministry of culture; government of India. Honorable Governor of Uttar Pradesh is the chairman of the Rampur Raza Library Board. Library collection includes approximately 53700 books, 16150 Reference books, 4968 Manuscripts, 26 daily Newspapers, 71 Periodicals and Magazines and 1259 Paintings and Miniatures. According to the analysis, the library has unique collection of approximately 5000 Manuscripts. The holding of the library represents archaic languages and scripts such as Arabic, Persian, Sanskrit, Hindi, Urdu, Turkish and Pashto etc. These manuscripts and books cover variety of subjects such as history, philosophy, astronomy, astrology, mathematics, physical sciences, religion, Sufism, literature, art and architecture.

The library has published 159 books in Arabic, Persian, Sanskrit, Hindi and Urdu. The Library also launched its own website for the scholars and readers. The scholars can visit this library anytime at its own web page as "www.razalibrary.gov.in". The library is housed in a heritage place viz. Hamid Manzil which is more than 100 years and its impressive architecture specimen of the Indo-European style is unique in Northern India, decorated with seventeen attractive Italian marble statues of 17 and 18 centuries. Conservation laboratory was started in 1995, which has been carrying out scientific preservation and restoration of rare manuscripts, miniature paintings, old printed books and other art object.

2. Review of literature

Bhui and Sahoo (2018) carried a study on the trends of public libraries research in India by using Sodhganga repository. Their study reveals that the Karnataka University stands on first rank for conducting research on public libraries. Overall highest number of contribution in public library research has been done in the year 2013. Veerabasavaiah and Shivappa (2018) conducted a study on reading habits in public library at Vijayanagar, Bangalore city. The study focused on: types of users visiting the library, gender wise response, frequency of visit, time spent for reading, purpose of reading and types of sources of reading by the users. The study revealed that, the majority of students visited were the male, had daily visit and they spent time for reading, to update their knowledge and also to read newspapers and magazines Awoyemi and Yusuf (2016) identified two variables that have relationship with the use of library information resources. They mentioned these variables as (i) availability of information resources, and (ii) accessibility of information resources. They further distinguished these two variables with availability of information sources means ensuring their presence in libraries for immediate use.

Sinha (2015) studied the information needs and information seeking behavior of public library users of Barak Valley public library, South Assam. He found that more than 59 percent visitors of the public libraries were belongs to the age group 16-25, and they belongs to the low income family, while 34.53 percent respondents visited public library once a week. Sohail and Alvi (2011) revealed that people are unable to visit the library regularly due to lack or shortage of time and literature being mostly read by the users are magazines and newspapers. Kolle (2009) concluded that the majority of the users of the public library were men with the age group of up-to 30 years and they included students, unemployed youth or employees in private sector, belonging to lower and middle income group. They spent less than one hour in the library and inconvenient timing was the main reason for not visiting the library. Biradar et al. (2006) concluded that the users of public libraries are growing day by day and they revealed that majority of the users asking for the availability of more documents and high speed Internet facility in the library.

3. Scope, objectives and methodology of the study

3.1 Scope

Library exists to serve the needs of the users, in order to fulfill the information requirements of the users. A library is support to provide different kind of library services. The vital factor of any library has providing "Right book of the right user at the right time". The present study is confined to the utility of public library collection and its impact on society developments. The present study is limited to the use of various kinds of the reading materials available in the Rampur Raza library Rampur by its users.

3.2 Objectives

The present study contains the following objectives:

- To know the frequency to visit the library by its users.
- To examine the types of materials used by the users of the library.
- To know the availability of infrastructure for the use of library resources.
- To find out the ICT facilities available in the Rampur Raja library.
- To explore the reasons for visiting the library and reasons for not visiting library more frequently.
- To find out the problem faced by the users/readers while using library.

3.3 Methodology

Research is the most important tool for advancing knowledge for promoting progress and for enabling man to relate more effectively his purpose and to resolve his conflicts. The survey method was adopted to conduct this study by using questionnaire. A questionnaire was prepared and randomly distributed to 250 visitors/readers/users of the Rampur Raza Library, Rampur for three months period i.e. from October 2019 to December 2019. Properly filled 150 questionnaires received and all valid 150 questionnaires were used for tabulation and data analysis.

4. Data analysis and interpretation

4.1 Demographic description

Rampur Raza Library, Rampur is a public library, which provides facility to use any person library services within the library building. Circulation service is being offered only to the library members. Approximately 4069 persons have taken library membership till the date. It is very much difficult to identify and reach to library members. Researcher has distributed questionnaire randomly basis. Below given table 1 contains the data related to the distributed and received questionnaires.

Table 1: Demographic description

Total number of questionnaire distributed	Received	Response (%)
250	150	60

Researcher visited several times to Rampur Raza Library, Rampur to get questionnaire filled during the course of study. A total of 250 questionnaires were distributed to the users out of

which only 150 user's response received back. It showed that 60% respondents returned back the properly filled questionnaire and participated in research process and 40% did not response because some were not available and other did not give their response in the stipulated time.

4.2 Education level of respondents

Table 2 contains the data related to the educational level of the respondents included in this present study.

Table 2: Education level of respondents

Education level	No. of Respondents	Percentage
Up-to 10th	33	22.0
12th	15	10.0
Graduate	40	26.67
Post-graduate	32	21.33
Researchers	18	12.0
Other degree/diploma	12	8.0
Total	150	100.0

Table 2 depicts that the percentage of respondents were educated up to 10th level were 22.0%, followed by 12th level 10.0%, graduate level 26.67%, post graduate level 21.33%, researchers 12.0% and other educational degree/diploma holder respondents were 8.0%. After analyzing the data it is cleared that 26.67% respondents were educated at graduate level who visited the Rampur Raza Library.

4.3 Frequency of library visit by the users

Rampur Raza Library is regularly open from 9 AM to 8 PM for visitors. Table 3 represents the library visit frequency of the respondents.

Table 3: Frequency of library visit by the users

Frequency of visit	No. of Respondents	Percentage
Daily	31	20.67
Once a week	51	34.0
Twice a week	20	13.33
Once a month	33	22.0
Occasionally	15	10.0
Total	150	100

According to study, it is revealed that 20.67% users visited library daily, 34% users visited once a week, 13.33% users visited twice a week, 22% users visited once a month whereas 10% users visited occasionally. Analysis of this table showed that majority 32% users visited Rampur Raza Library once a week (Table 3).

4.4 Average weekly time spent in the library

It is important to know the time spent in the library from the user in the library. It is important parameter to show users reading habits. Below given table shows the time spent by the users in the library daily.

Table 4: Average weekly time spent in the library

Average time spent	No. of respondents	Percentage
Up to 4 hours	40	26.67
4-8 hours	71	47.33
8-12 hours	18	12.0
Above 12 hours	9	6.0
Not sure	12	8.0

It is observed from the table 4 that 26.67% users spent average weekly time up-to 4 hours in the library followed by 47.33 % users 4-8 hours, 12.0 % users 8-12 hours, 6.0% users above 12 hours average time spent in the library where as 8% users were not sure about that. It is cleared that the majority of the users spent 4-8 hours weekly in the library.

4.5 Duration of library membership (in years) by users

Library provides membership to the users on annual basis and renewal facility exists. Data in the table depicted about the duration of library use by users in term of years.

Table 5: Duration of library membership (in years)

Membership duration	No. of users	Percentage
Less than one year	35	23.33
1-2 Years	75	50.00
2-4 Years	22	14.67
More than Five Year	18	12.0

Table 5 showed that 23.33% members used library for less than one year, 50.0% members have been using library for 1-2 Years, 14.67% members used library for 2-4 Years and 12.0% members' were remain continued for more than five years. It is observed from the present findings that most of the users used Rampur Raja library for one to two years.

4.6 Reasons to Visit the Library

There are many reasons to visit the Rampur Raza Library observed in the present study. Below table 6 contains the data about the various reasons of visiting library by the respondents.

Table 6: Reasons to visit the library

Reasons for visit the library	No. of users	Percentage
To read newspapers and magazines	51	34.0
To read and borrow library books	17	11.33
To read for examination	18	12.0
To improve general knowledge	27	18.0
Leisure reading	12	8.0
To use documents for lesson notes	05	3.33
To consult the library	09	6.0
To do assignment and homework	03	2.0
For research work	08	5.33
Total	150	99.99

It is evident from the present study that 34% users visited to the library to read newspapers and magazines, followed by 11.33% users read and to borrow library books, 12% users to read for examinations, 18% users to improve the general knowledge, 8.0% users to leisure reading, 3.33% users to use documents for lessons notes, 2.0% users to do assignment homework, whereas 5.33% users were visited library for research work. On the basis of above analysis, it is concluded that majority 34.0% of the user of the Raza Rampur Library, visited to the Library to read newspaper and magazine (Table 6).

4.7 Use of various library services

Rampur Raza Library is offering various services to all kinds of patrons which are commonly find in public libraries. Table 7 contains the data related to the user of these services.

Table 7: Use of various library services

Services	No. of respondents	Percentage
Circulation Services	92	61.33
Reservation Services	15	10.0
Periodical Services	47	31.33
Current Awareness Service	39	26.0
Reprography Service	53	35.33
New arrival books	46	30.67

Note: Due to the multiple option percentage exceed more than 100.

According to the table 7, it is cleared that Circulation Service was used by 61.33% respondents followed by Reprographic Service 35.33%, Periodicals Service 31.33%, new arrival books display 30.67%, Current Awareness Services 26% and Books Reservation Services by 10% Respondents. It showed that Circulation Service was highest in demand in the Raza Library.

4.8 Consultation of library catalogue for locating documents

It was observed with the present study that the library staffs were very much helpful in providing books to the users. In spite of this, users know about the holding of the library through the available old library catalogues and OPAC. Table 8 contains the data regarding the use of library catalogues.

Table 8: Consultation of library catalogue for locating documents

Consulted Catalogue for locating documents	No. of users	Percentage
Yes	114	76.0
No	36	24.0
Total	150	100

It is noticed from the present study that 76% users accepted that they used library catalogue for finding and locating documents whereas very less number 24% of users of Raza Library don't feel that they consulted library catalogue for finding book (Table 8). It means that over all opinion showed that majority 76% of users of the Raza Library used library catalogue for searching of books and other documents available in the library holdings.

4.9 Use of Internet and digital resources in the library

Rampur Raza Library provides high speed Internet facility on a very low cost for their users. Digital library collection of library consists of thousands of digital documents. Table 9 contains the data related to the use of Internet facility and digital resources in the library.

Table 9: Use of internet and digital resources in the library

Used	Number	Percentage
Internet facility	83	55.33
Digital resources	71	47.33

Note: Due to the multiple options percentage exceeds more than 100.

Table 9 reveals that 55.33% users have used Internet facility and 47.33% used digital resources in the library cyber room in order to fulfill their information needs. Internet facility is popular in the library among the user to get access and download their documents online.

4.10 Use of different collections in the library

Library contains various kinds of collection for proving better resources to the visitors. Table 10 contains the data related to the use of various kinds of collection in Rampur Raja Library.

Table 10: Use of different collections in the library

Use of different collections in the library	No. of users	Percentage
Library books	132	88.0
Periodicals & Magazines	26	17.33
Reading Room	119	79.33
Digital Collection	42	28.0
Manuscripts	81	54.0
Paintings Miniature	78	52.0
Library Museum	137	91.33

Note: Due to the multiple options percentage exceeds more than 100.

It is cleared from the table 10 that 88.0% respondents were used books frequently in the library, followed by 17.33% users read periodicals and magazines, 79.33% used reading room very frequently, 28.0% used digital collection, 54% used manuscripts, 52.0% use Paintings Miniature frequently and 91.33% were used library Museum. The present study showed that the majority (91.33%) of the respondents frequently visited library Museum and 88.0% respondents were frequently used books in the Rampur Raja Library.

4.11 Satisfaction of readers by the library collection

The library contains variety of collections. Respondents were asked about the satisfied with the available library collection, their responses are given in the table 11.

Table 11: Satisfaction of users by the library collection

Satisfaction to the collection	No. of users	Percentage
Yes	102	68.0
No	48	32.0
Total	150	100

It is noticed from the table 11 that 68% users were satisfied with the various collections available in the library and 32% users were not satisfied with this. Analysis shows that the majority 68% users were satisfied with the available collections of the Rampur Raza Library.

4.12 Assistance provided by the library Staff

There are various categories developed in the present study for library staffs appointed for providing services to users in the Rampur Raja Library. Many users received assistance to fulfill their information needs. Data related to assistance provided by the library staffs are depicted in the table 12.

Table 12: Assistance provided by the library staff to their readers

Assistance/help provided by the library staff	No. of users	Percentage
Always ready to help	63	42.0
Sometimes helpful	55	36.67
Not helpful	32	21.33
Total	150	100.0

It was found from the study that 42% library staffs were always ready to help library users followed by 36.67% staffs helped to the users occasionally, while 21.23% users said that staffs were not helpful in locating the useful resources in the library (Table 12). The present study showed that most of the library staff is willing to help users and found very much cooperative to search the library resources and provides all the necessary help to the users.

4.13 Satisfaction of users for the services provided by the library

Rampur Raza Library is providing vary much useful services to its visitors in order to fulfill their desired information needs. Data related to the satisfaction with library services is given in table 13.

Table 13: Satisfaction of users for the services provided by the library

Arrangement of Books	No. of users	Percentage
Yes	124	82.66
No	26	17.34
Total	150	100.0

Our results of the present study showed that 82.66% of the respondents were satisfied with the various information services provided by the Rampur Raja library to its clienteles, whereas only 17.34% of the respondents were not satisfied. It is clear from the present study that majority (82.66%) of users (Table 13) were satisfied with the various information services provided by the library to get fulfill their desired needs.

4. Major findings of the study

The major findings of the present study were shortlisted in the following points:

- In the present study, we found that out of all the users who used Rampur Raja library, 26.67 percent users were having graduate qualification, while 21.33 users were post graduate and it is cleared that Rampur Raja library is used by highly qualified readers.

- 34.0 percent of the users of the Rampur Raza library visited library once a week while 20.67 readers used the library on daily basis. It is cleared from the present findings that this library is used by most of the users weekly and few readers used its services on daily basis.
- 47.33 percent readers spent 4-8 hours time in the library on weekly basis which is the highest. It means that the readers spent lots of time to access the library services for various purposes.
- 50 percent users were remaining members from one to two years. New users are also joined the library continuously throughout the year.
- 34 percent users visited the library to read the newspaper and magazines only.
- The circulation service was used by the 61.33 percent respondents. It showed that this service is highest in demand and most popular among the various readers.
- 76.0 percent users of the Raza Library used physical catalogue and OPAC for searching books and other documents.
- 91.33 percent of the readers frequently visited library museum and 88.0 percent respondents were frequently used books in the library.
- 55.33 percent respondents used Internet facility in the library. Internet facility is also very much popular in the library among the different users to access their documents and fulfill their information needs.
- 82.66 percent of the respondents were satisfied with the various information services provided by the library to its clienteles, to fulfill their needs.

5. Conclusions

Libraries are working as a warehouse of information in terms of books and other reading materials including newspapers and magazines. Present study reveals that a substantially good number of readers visited Rampur Raja library regularly to avail the various facilities available in this library. Readers of this library are very much aware about the various services available in the library. Readers frequently used the services to fulfill their required needs. From the present study, we concluded that readers were satisfied with the services and facilities available in the Rampur Raja library. The farmers, students and academic community visits the library more since it fulfills their information needs. Adolescents, housewives and old or retired people also visit to this library for various information needs.

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