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## USER SATISFACTION LEVEL OF PILLAIYARPALAYAM PUBLIC LIBRARY: A STUDY

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**Abstract :** *The research aims to study the satisfaction level of users towards the collection, services, infrastructure and other aspects of the pillaiyarpalayam public library. The study is conducted through questionnaire methods. A total of 50 responses received from the questionnaire. The study highlights the types of users, the frequency level, purpose of visiting etc.*

**Keywords:** Public library, case study, pillaiyarpalayam public library, user satisfaction

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### **Introduction :**

#### **Library :**

Library is a place which has the collection of books, magazines, journals, recorded materials, e resources and other informational materials for users to. It serves a store house of knowledge.

#### **Public Library :**

We have three different kinds of library. They are Public Library, Academic Library and Special Library. The library which is accessible by the general public and funded from the public source is called public library. The users of the public library are different in age group, education qualification, gender, status etc. All the general public is the users of the public library. Among that my study was conduct in public library.

Kanchipuram is one of the districts in Tamilnadu. It is very famous for temples and silk sarees. Simply we called it has temple city. It is one of the most important tourist destinations. Pillaiyarpalayam is an area in Kanchipuram. Weaving is the main occupation of people who live in Pillaiyarpalayam. The area attracts foreign tourists interested in learning about traditional weaving practices. The research was conducted in that library.

#### **Pillaiyarpalayam Public Library :**

This library is situated in Pillaiyarpalyam, Kanchipuram. It was established in the year 1970. It is a public library. Books, journals, magazines, newspapers, and other

informational materials are the collections of this library. In that library they have 38,104 books and 130 magazines and journals are subscribed. 3566 members are having the membership in the library.

### **Review of Literature :**

**Kasimani C, Rajendran N (2020)**, describes the satisfaction level of the users in Chennai public libraries. The most of the users are satisfied with library sources and infrastructures. They also satisfied with the service of the library professionals. Ikenwe, igueshi J, Adeglilero iwari, idowu(2014) examined the users satisfaction and the uses of public library services in southwest Nigeria. They found the users were increased using the public libraries. The authors suggested the government to allot more fund for the public libraries to improve the library resources.

### **Significance of the study :**

The paper aims to study the satisfaction level of the users among the pillaiyarpalayam library.

### **Objectives :**

The objectives of the study are

- To study the purpose of visiting the library
- To analyse the satisfaction level of the users with library service
- To know the convenience of the library timing
- To examine the difficult while searching the books

### **Hypotheses :**

The following are the hypotheses are formulated for the study

- The users are convenience with the library timings.
- The users are satisfied with the service provided by the library staff.
- The purpose of visiting to the library is to update the knowledge.
- To analyse the frequency of visitors visiting to Pillaiyarpalayam library.
- To find out the satisfaction level of pillaiyarpalayam library users.
- To know the challenges faced by the visitors of Pillaiyarpalayam library users.

### **Methodology :**

The primary data was collected from various categories of users through a questionnaire method. A total of 50 respondents participated in the survey.

**Data Analysis :**

The data was analyzed through Microsoft Excel. The results were presented in the form of tables, bar charts for clear visualization and easy understanding.

**User's Age :**

Age	Frequency	Percentage
BELOW 20	10	20
21-30	5	10
31-40	9	18
41-50	9	18
ABOVE 50	17	34
Total	50	100

Table 1: Age of the users

The above table1 shows that 34 % of the users are above 50 years of age followed by 10% of the users are below 20 years of age. Only 5% of the users are in the age between 21 to 30 years.

The research proved that regular user's age of Pillaiyarpalayam library is 50 and above. This shows that they have adequate time to spend in the library when compared with other age group users.

**Gender of the Users :**

Gender	Frequency	Percentage
MALE	36	72
FEMALE	14	28
Total	50	100

Table 2: Gender of the users

The above table 2 shows that 72% of the users are male only 28 % of the users are female. Majority of the regular users are belongs to male. This may be due to societal roles and responsibilities, time constraints and other demographic or socioeconomic factors

**Marital Status of the Users :**

MARITAL STATUS	Frequency	Percentage
SINGLE	21	42
MARRIED	29	58
Total	50	100

Table 3: Marital status of the users

The above table 3 shows that 58% of the users are married only 42% of the users are single. Elderly persons, non working women fall under the category of married. They tend to have more free time, enabling them to visit the library and access books. This suggests the library is a valuable resource for these groups, providing access to information and community.

**Qualification of the Users :**

QUALIFICATION	Frequency	Percentage
BELOW SSLC	23	46
+ 2	14	28
GRADUATE	11	22
POST GRADUATE	2	4
Total	50	100

Table 4: Qualification of the users

The above table 4 shows that 46% of the users are having the qualification less than SSLC followed by 14% of the users are completed +2. Only 4% of the users are post graduate.

Even though they have not completed their SSLC the users know importance and value of the library compare to other educated people. This variation may be due to advancement of technology. Literates can easily adapt to it. Therefore they are not depending only on library.

**Occupation of the User :**

OCCUPATION	Frequency	Percent
STUDENT	13	26
SELF EMPLOYED	17	34
GOVERNMENT EMPLOYEE	3	6

UNEMPLOYED	5	10
RETIRED PERSON	8	16
PRIVATE EMPLOYEE	4	8
Total	50	100

Table 5 : Occupation of the user

The above table 5 shows that Maximum users of this library are self employed followed by the students. Only 6% users of this library is government employees.

**To analyse the frequency of visitors visiting PPM library**

FREQUENCY OF YOUR VISIT TO THIS LIBRARY					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	DAILY	14	28.0	28.0	28.0
	WEEKLY	16	32.0	32.0	60.0
	TWICE IN A WEEK	9	18.0	18.0	78.0
	BIMONTHLY	9	18.0	18.0	96.0
	MONTHLY	2	4.0	4.0	100.0
	Total	50	100.0	100.0	

Independent Samples Test										
		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
FREQUENCY OF YOUR VISIT TO	Equal variances assumed	1.501	.226	-3.048	48	.004	-1.060	.348	-1.758	-.361

THIS LIBRARY	Equal variance s not assumed			-3.492	32.362	.001	-1.060	.303	-1.677	-.442
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The above table shows that Most of the users access this library weekly. 28% of the users use this library daily. Only 2% of the users are using the library monthly.

	GENDER	N	Mean	Std. Deviation	Std. Error Mean
FREQUENCY OF YOUR VISIT TO THIS LIBRARY	MALE	36	2.08	1.180	.197
	FEMALE	14	3.14	.864	.231

There is no mean difference between Gender and frequency of visit. At 5% level of confidence there is significant association between gender and frequency of the pillaiyarpalayam library visitors.

**To find out the satisfaction level of PPM library users**

ARE YOU SATISFIED WITH THE COLLECTIONS OF THE BOOKS?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES	44	88.0	88.0	88.0
	NO	6	12.0	12.0	100.0
	Total	50	100.0	100.0	

The above table shows that 88% of the users are satisfied with the collections of books. 12% are not satisfied. This library has the various collections of the books. So the users are satisfied with that.

**To know the challenges faced by the users of PPM library**

DO YOU FACE ANY DIFFICULTY IN SEARCHING THE BOOKS?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES	17	34.0	34.0	34.0

	NO	33	66.0	66.0	100.0
	Total	50	100.0	100.0	

The above table shows that 66% of the users are not having any issues in searching the books. Only 34% are finding it difficult to search books.

ANOVA					
DO YOU FACE ANY DIFFICULTY IN SEARCHING THE BOOKS?					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	3.311	4	.828	4.709	.003
Within Groups	7.909	45	.176		
Total	11.220	49			

The books are replaced properly. So they could not find any difficulties in searching / finding it.

## Results

- **Frequency of Visits** : Most users visit Pillaiyarpalayam Library weekly.
- **User Satisfaction** : Users are satisfied with the book and magazine collection.
- **Ease of Access** : Visitors don't face difficulties finding/searching books.
- **Time Spent** : Users typically spend about an hour in the library.

These findings suggest the library is meeting user needs and providing a positive experience.

## Suggestions :

The Pillaiyarpalayam public library may be include recent novels, competitive exam related books and year books. These are very useful to the users. Consider expanding library space to accommodate more users and resources. These enhancements can improve user experience and attract more visitors.

## Conclusion :

The study reveals that pillaiyarpalayam library users are generally satisfied with resources, services, and timing. Regular visits indicate a strong reading habit among users.

## Recommendation :

Promoting reading habits can benefit individuals' physical and mental well-being. Encouraging more people to visit libraries can have a positive impact on the community.

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