

User Centered Services of Public Libraries in Goa

Sindhu Damle, PhD, Research Scholar, Department of Library and Information science, Shri Jagdish Prasad Jhabarmal Tibrewala University, Jhunjhunu, Rajasthan, India Email: sindhu.pole@gmail.com
 Dr. (Prof.) Amjad Ali. Department of Library and Information Science. Shri Jagdish Prasad Jhabarmal Tibrewala University, Jhunjhunu, Rajasthan, India
 Dr. Sushant D. Tandel. Librarian, Govt. Polytechnic College, Althino Panjim Goa, India

Abstract

The important ideology of this paper is to discuss the essentials of user orientation, importance to conduct orientation, user needs and to inform about the resources, as reading is lifelong process and one has to lead the nation by gaining the knowledge. Main objective of this paper is to bring into limelight Library Awareness Movement and making everyone aware of the facilities provided by Krishnadas Shama Goa State Central Library (KSGSCL) and Public libraries connected to KSGSCL. This paper identifies the different users and their needs and their requirements. The basic goal of KSGSCL and other public libraries in Goa is to provide "Right Information to the Right User in Goa at the right time". Keeping in mind all this fact the study has been conducted to improve and satisfy the users from Goa in their field of knowledge.

Keywords: - User, User Centered Service, Public Library, Orientation Programmes

Introduction: - Public Library: -

The public library is the local centre of information, making all kinds of knowledge and information readily available to its users. Public Libraries are institutions that have fulfilled distinct roles and meet significant societal expectation since their inception. This library has served as centers of knowledge, providing access to vast collection of information and resources for the benefit of community. Public Libraries operate in different environment and serve different groups of people.

2. Literature Review:

Shushma R Gaude & Ajit Faras (2020) The study aims to find out different challenges faced by public libraries at grass root level in Go. The analysis covers mainly the rural public libraries in Ponda Taluka. The different challenges faced like insufficient budget, less space, less utilization, lack of infrastructure.

Shobha U. Karekar & Mahesh Mudhol (2016) The research studies examines the role of public libraries in a knowledge society and discusses the impact of the Goa Public Library Act.

Anandrao (2012) the study of Goa's public libraries shows that the typical users are men aged between 11-30 primarily students and unemployed youth from lower income backgrounds. These patrons generally stay for less than an hour often citing inconvenient hours as a barrier to more frequent visits. While they primarily use reading rooms to access newspapers, magazines and fiction. There is a clear need for libraries to modernize. By providing internet access, specialized information assets and proactive literacy programs, these libraries can better help young users enhance their skills and employment prospects.

Research methodology

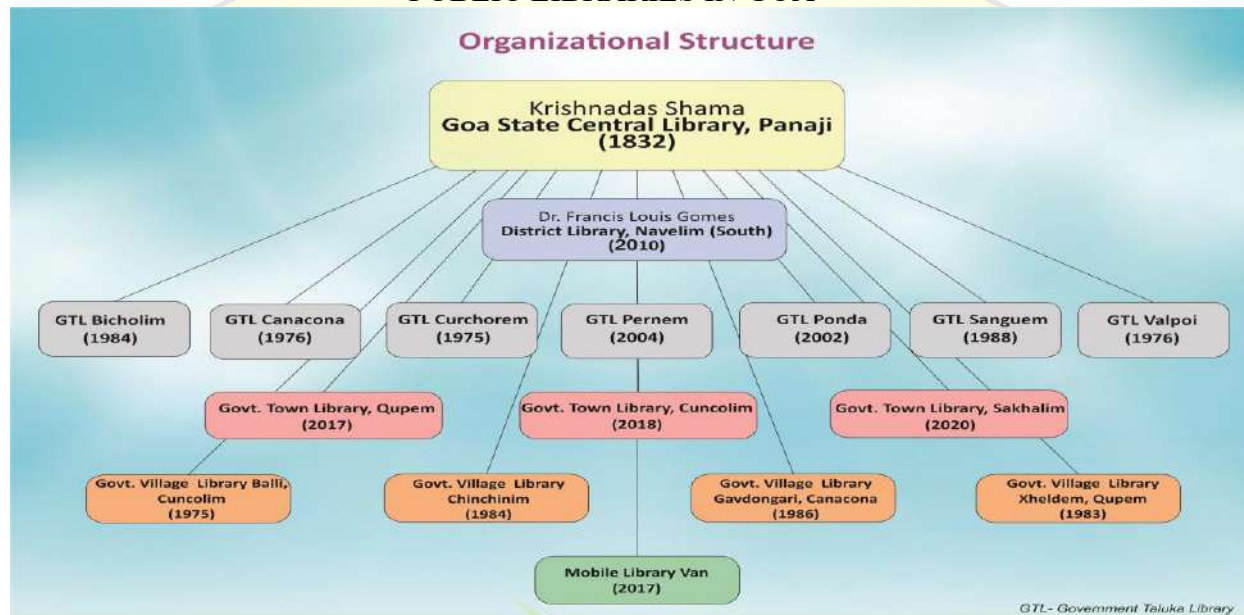
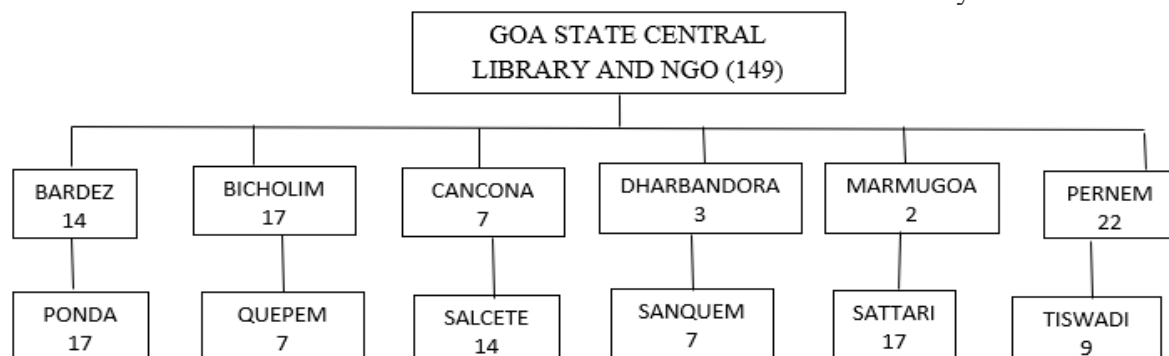
The survey and questionnaire method was used to conduct the research study. The survey method is one of the best and easy to research methods for researchers to study information needs Survey research is also very popular among library and information science researchers. The questionnaire tool was used to collect data from various parts of Goa. The questionnaire gives precise information for the researchers of his/her interest. The questionnaire was based on the research objectives. A total of 215 questionnaire set were distributed among users and Open and closed-ended type of questionnaire was framed because researchers wanted to know users opinion on different aspects of information sources, availability, and their needs. The results was total 170 questionnaires were received. Among them 112 used regular library facilities, 27 did not visit library, 15 did not want to use library as it is easy access with mobile, 16 of them did not it exists.

OBJECTIVES/NEEDS OF THE TIME

1. To Know Public Library users
2. Need for innovative services
3. User Assessment
4. Effective Communication and Motivation
5. Continuous Development

LIBRARY USERS: -

The user is an important component in a library and information system along with documents and library staff. Right information to right user at the right time is regarded as motto of librarians. S. R. Ranganathan would have loved to call a user as 'Reader' in the context of library who would visit the premises of library for reading books, journals and other literature. There are number of terms as synonyms to 'user' which includes client, customer, reader, member etc. however 'user' still considered as the preferred one of all these terms. Some of the characteristics of users may be defined as its age, Personality and its motivation.

PUBLIC LIBRARIES IN GOA**GOVERNMENT PUBLIC LIBRARIES IN GOA: Public Libraries run by NGO's in Goa****KRISHNADAS SHAMA GOA STATE CENTRAL LIBRARY**

The Library is named Krishnadas Shama Goa State Central Library the founder of Konkani prose and father of Konkani literature in the written word of the 16th century. The library has more than 1.8 lakhs of books in different languages like English, Hindi, Marathi, Konkani, Portuguese since its inception.

The Goa State Central Library is under the administrative control of the Government of Goa, Directorate of Art & Culture, and Curator is the Head of State Central Library-Goa.

Types of Users of Public Library

According to Ranganathan following categories of users can be seen

1. The Fresher
2. Ordinary Reader
3. Specialist Reader
4. General Reader

In the state of Goa too, the users are found in Public Libraries are of all these four categories.

A] MEHTODS OF USER INTERACTION USED IN PUBLIC LIBRARIES IN GOA: (WITH IN LIBRARY PREMISES)

• SEMINARS, TUTORIAL AND DEMONSTRATIONS

- 1.1 These are organized for small groups of students/users
- 1.2 It provides an opportunity for the active involvement of users in the learning process through interaction between the teaching staff and students

2 LECTUREs

- 2.1 Lectures are the most common method of instruction
- 2.2 They are used for teaching large group of students
- 2.3 This method is unsuitable method for conveying information about bibliography data
- 2.4 It is only suitable for providing a general introduction to a course on information retrieval

3 GUIDED TOUR

- 3.1 This is one of the traditional approaches commonly followed to orient the freshets to the use of library
- 3.2 It requires heavy demands of the library staff time
- 3.3 A guided tour is given when the students have little or no motivation actually to use the library

4 REFERNCE DESK SERVICE

- 4.1 It is believed to the best form of library instruction that can be Imparted by personalized service at the reference desk
- 4.2 Reference Desk Service is provided when user asks a question about the use of some part of the library and interested to learn about that particular aspect
- 4.3 The student/user is actively involved in the learning process and is receiving informed instruction from an expert

5 ORIENTATION OF LIBRARY USERS IS A KIND OF REFERENCE SERVICE

It can be understood clearly and closely analyzing the various features of reference services and user orientation

REFERENCE SERVICE	USER ORIENTATION
It is the process of helping readers to identify sources of information in response to a particular query	It is the process of making students familiar with different sections. Collections, services, staff and catalogues of the library to make maximum use of library collection and its services
It is the personal service that is provided to the users on request	It is a general service that can be provided in groups collectively
Reference Service is of particular value to users who frequently come to the library and are familiar with the library environment and process	User orientation of particular value to users who are coming to the library for the first time as they might find the library in an unfamiliar environment and can feel lost and disoriented

5.1 CURRENT AWARENESS SERVICE (CAS):

- 5.1.1 CAS brings information that is current or of recent origin to the attention of its users as quickly as possible.

5.1.2 It does not answer any specific query but provides a broad view of recent developments confined to a well-defined subject area or topic

5.2 DOCUMENT DELIVERY SERVICE (DDS):

5.2.1 DDS is concerned with the supply of documents to the user in demand either in print or non-print format

5.2.2 DDS adds value to other information services as the value and importance of other access services are directly dependent on the efficiency of this service

5.3 USER ASSISTANCE:

5.3.1 Assistance in the use of the library collection and library tools such as catalogue including OPAC, reference books etc is provided to the users

5.3.2 When user is made to understand the content contained in any document it is called user assistance

B] AWARENESS AMONG USERS ABOUT PUBLIC LIBRARY: (BEYOND THE FOURS WALLS OF LIBRARY)

#1 DIGITAL LEAFLETS

- Traditional, leaflets or pamphlets were printed on paper and distributed to promote events or convey information. However with the advent of digital technology there has been shift towards creating digital leaflets

#2 READING CIRCLE

- Reading Circles typically refers to a group of individual who gather together to read and discuss books or literacy work collectively
- These groups can take various forms, such as book clubs, literature discussion groups, or reading circles organized for educational or recreational purpose.
- Its social and engaging way of people to explore literature, exchange ideas, and foster a sense of community around a shared love for reading

3 ORIENTATION

- Orientation of readers to the library refers to the process of introducing new library users to the resources, services, policies and procedures of the library
- Library orientation programs can take many forms such as group tours, one-on-one consultations with librarians or library staff, online tutorials or guides and instructional workshops
- During the orientation process, librarians and library staff may provide new users with a library handbook or other written materials that provide an overview of the library's services and resources

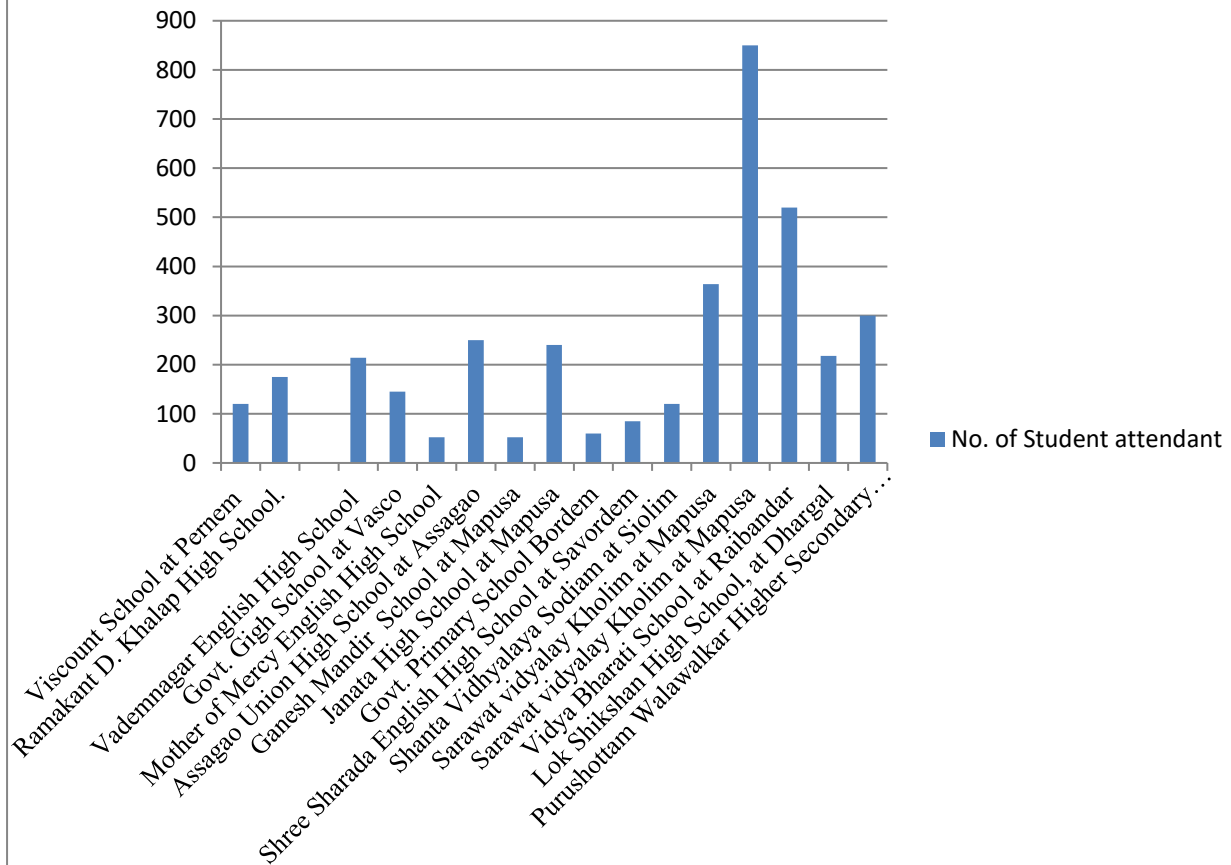
4 LIBRARY OUTREACH

- It is about reaching out to users, encouraging the use of libraries and engendering a positive image of the library
- It is done mainly through programming that targets the needs and circumstances of the communities served by libraries
- Outreach is a way for libraries to promote their services, demonstrate value by engaging with stakeholders and show their usefulness and relevance in today's modern academy.
- By aligning outreach programs with strategic campus priorities, libraries can demonstrate the value of their contribution to the larger campus audience

#5 LIBRARY AWARENESS CAMPAIGN

A Team of Krishnadas Shama Goa State Central Library (KSGSCL) visited schools, higher secondary colleges for doing awareness among the students of Goa and the response was tremendous. The details of which can be seen in the below given chart table

No. of Student attendant



Sr. No.	Name of Institute/Schools	No. of Student attendant
1.	Viscount School at Pernem	120
2.	Ramakant D. Khalap High School.	175
3.	Vademnagar English High School	214
4.	Govt. Gigh School at Vasco	145
5.	Mother of Mercy English High School	52
6.	Assagao Union High School at Assagao	250
7.	Ganesh Mandir School at Mapusa	52
8.	Janata High School at Mapusa	240
9.	Govt. Primary School Bordem	60
10.	Shree Sharada English High School at Savordem	85
11.	Shanta Vidhyalaya Sodiham at Siolim	120
12.	Sarawat vidyalay Kholim at Mapusa	364
13.	Sarawat vidyalay Kholim at Mapusa	850
14.	Vidya Bharati School at Raibandar	520
15.	Lok Shikshan High School, at Dhargal	218
16.	Purushottam Walawalkar Higher Secondary College, Mapusa	300



Other activities compiled is as follows

1. Holiday Camps/Workshops
2. Read A Loud session
3. Essay writing
4. Elocution competition
5. Story Narration/Story Cards
6. Word Puzzle/Word Games
7. Origami
8. Drawing Competition
9. Singing Competition
10. Poetry Recitation
11. Gift wrapping competition
12. Reading Competition
13. Diya Painting
14. Greeting Card Competition
15. Ganesh Idol Making (Workshop)
16. Vastra Making (Workshop)
17. Handwriting competition
18. Author's meet
19. Book Exhibition

CONCLUSION:

Based on the in-house and outdoor library services provided by KSGSCL & other Public Libraries in the State of Goa it can be very well concluded all this services are devoted and dedicated for providing right information to the right user from Goa at the right time by keeping in mind fully user centered approved.

References:

- Sahu, R. and Tiwari, B. (2024): Library User Centric Services rethinking approaches. Harper Publications Delhi.
- Marginean, E. & Claudiu V. K. (2021): Academic Libraries as user-centered organizations. Case Study: Quality of Services provided by LBUS Library. MATEC Web of conferences 342(2): 09002.
- Krishnadas Shama Goa State Central Library (2019), Annual Report 2018-2019 Panjim –Goa.
- Ashikuzzaman, M. (2006): User-Centered Library Services: Concept, Practices and Emerging Trends.