



Evaluating User Satisfaction and Resource Utilization in District Public Libraries of Uttar Pradesh: A Comprehensive Analysis

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ARTICLE DETAILS

Research Paper

Keywords :

User satisfaction, library resource utilization, district public libraries, ICT in libraries, library infrastructure.

ABSTRACT

This research examines user satisfaction and resource utilization in six district public libraries of Uttar Pradesh: Agra, Aligarh, Ayodhya, Mathura, Prayagraj, and Varanasi. The study employs a descriptive research design, utilizing survey and observation methods for data collection. A structured questionnaire distributed among 228 respondents provides insights into library visitation patterns, satisfaction levels with resources and infrastructure, and the extent of ICT integration. Findings reveal varying degrees of resource utilization and highlight key areas for improvement, including outdated collections and inadequate infrastructure. Recommendations are made to enhance library services and address user challenges.

1. Introduction

Public libraries play an important role in supporting education, research, cultural progress, and lifelong learning in their communities. They serve as knowledge reservoirs, ensuring that people from all socioeconomic and educational levels have free and equitable access to information. District public libraries in India, particularly in Uttar Pradesh, have long acted as important information hubs for local populations. These libraries are critical in filling the information gap by providing access to books, journals, electronic resources, and other materials that meet academic, professional, and recreational needs. The effectiveness of these libraries is mostly determined by user satisfaction and the optimum utilization of available resources. This study will assess user satisfaction and resource utilization in select



district public libraries in Uttar Pradesh to evaluate their relevance and effectiveness in meeting the changing demands of customers.

The quality, accessibility, and variety of materials and services offered in libraries are intricately connected to patron contentment. Customer satisfaction may be influenced by the presence of adequate physical infrastructure, an accessible workplace, and supportive personnel. A tranquil environment, sufficient illumination, enough seats, and cleanliness all enhance an effective study area. Moreover, the accessibility of contemporary materials, including books, journals, electronic resources, and digital services, is essential for addressing diverse user requirements. This study examines the degree to which these factors influence customer satisfaction in public libraries throughout six districts of Uttar Pradesh.

The study examines resource use, namely the efficiency with which customers engage with the library's physical and digital assets. The rapid development of digital technology has influenced people's access to information. E-books, online journals, and databases are becoming significant, augmenting conventional print resources. However, obstacles such as inadequate internet access, outdated collections, and restricted digital literacy sometimes hinder efficient resource use. In order to demonstrate these district libraries' readiness to satisfy the needs of a population that is becoming more and more digitally literate, this study evaluates the resources' usability, accessibility, and sufficiency.

In the rapidly evolving information world of today, public libraries are essential. With the rise of the internet and digital media, public libraries now have to compete with other information sources, which means their services need to be updated and innovative. Libraries have developed from simple establishments that lend books to sophisticated institutions that facilitate social interaction, promote research, and provide digital learning resources. This transition highlights the need of assessing the efficacy with which public libraries in Uttar Pradesh have adjusted to these changes and if they remain essential hubs for information distribution and cultural preservation.

This research is notable since it examines six prominent district libraries in Uttar Pradesh: Agra, Aligarh, Ayodhya, Mathura, Prayagraj, and Varanasi. These libraries exemplify varied socio-cultural and educational settings, making them suitable for evaluating the overarching trends and issues encountered by public libraries in the state. The study utilizes descriptive research methodologies to elucidate customer happiness and resource consumption, identifying areas for improvement and presenting practical suggestions.



This study seeks to enhance the existing research on public library systems by assessing their efficacy in fulfilling user requirements and maximizing resource use. This study aims to provide insights on user satisfaction and resource use in district public libraries in Uttar Pradesh, hence assisting policymakers, librarians, and stakeholders in improving the relevance and functionality of these institutions. The results of this research will enhance district library services and reassert their essential role in education and knowledge within society.

2. Review of Literature

The literature review offers a thorough examination of research pertaining to public libraries, emphasizing their services, infrastructure, user satisfaction, and contribution to societal progress. The below research provide substantial insights on public libraries in various countries and contexts:

The research done by Pharcy et al., (2022) assessed the services provided by public libraries in Murshidabad District, West Bengal, using survey methodologies and questionnaires. It concluded that public libraries significantly boost persons' reading habits and skills. Nonetheless, the libraries lacked basic infrastructure such as computers, photocopiers, and specialist resources, emphasizing the need for further funding and services (Pharcy et al., 2022).

The research of Chan et al., (2022) assessed the service quality of a public library app in Hong Kong using an integrated Information Systems success model and the Stimulus-Organization-Response model. The results indicated that perceived brand image and user satisfaction were crucial in strengthening consumer loyalty to the application. The research highlighted the importance of usability factors for mobile services, especially during the COVID-19 epidemic, when library patrons depended significantly on digital access (Chan et al., 2022).

The research done by Jamoh et al., (2021) examined the accessibility and amenities of public libraries for those with disabilities in Arunachal Pradesh. It identified differences in ICT infrastructure and services among district libraries. Recommendations including enhancing internet services, modifying library facilities for accessibility, and procuring materials specifically designed for impaired persons (Jamoh et al., 2021).

The study by Murthy et al., (2021) assessed user satisfaction about library facilities and services at Francis Xavier Engineering College in Tamil Nadu. It indicated general user satisfaction, with the exception of the accessibility of CD-ROM search features. The research recommended regular assessment of library amenities to guarantee user satisfaction (Murthy et al., 2021).



The authors Singh & Shrivastava, (2020) explored the role of public libraries on intellectual progress, focusing on district libraries in Rajasthan. The majority of libraries were struggling, according to the research, due to a lack of funding and staff. Advocating for improved library services and more government funding was seen as critical to their long-term viability (Singh & Shrivastava, 2020).

The research work done by Chakraborty, (2020) looked at the status of the Naogaon District Jail Library, focusing on its lack of competent management and poor facilities. The study called for systematic improvements to fulfill inmates' educational and informational needs (Chakraborty, 2020).

The study done by the researchers Sharma & Chauhan, (2019) investigated the status of public libraries in Punjab, finding a lack of information technology utilization in the majority of libraries, with the exception of the State Central Library in Patiala. The research indicated that digitalization and IT integration are essential strategies for enhancing library services (Sharma & Chauhan, 2019).

This research investigated adherence to RA 7743 throughout public libraries in Negros Occidental. It highlighted problems such as insufficient resources and IT services, which impeded their performance. Tuble and Bayoneta (2019) stressed the importance of acknowledging public libraries' contributions to nation-building and sustainable development in their research.

The research looked at Community Information Services (CIS) provided by public libraries. It emphasized the ability of libraries to serve as community hubs for issue resolution and decision-making, provided they have enough infrastructure (Joselin & Panneerselven, 2016).

The study by (Shirke, 2016) examined the goals of public library legislation, encouraging the passage of library laws to ensure effective public library services. The research stressed the importance of legislative support in the growth of library systems (Shirke, 2016).

This study of Khan, (2015) evaluated user satisfaction with the central public library in Bhawalpur, finding significant contentment with present services while acknowledging a need for electronic resources and user training programs. Recommendations included the integration of more digital technologies to improve library services (Khan, 2015).

Mahato, (2015) evaluated the facilities and services of Purulia District Library, indicating sluggish advancement in library automation and ICT integration. The research advocated for more funding and staff training to modernize library operations (Mahato, 2015).

Sasi, (2014) examined the significance of public libraries on women's empowerment, using data from the Malappuram District Library. It determined that libraries were insufficiently equipped to address women's

informational requirements and highlighted the need for enhancing infrastructure and IT facilities to promote inclusion (Sasi, 2014).

3. Research Objective

The primary objectives for the paper are:

1. To assess the awareness and usage of library resources and services among users of district public libraries in Uttar Pradesh.
2. To evaluate the adequacy and accessibility of library resources and infrastructure in selected district libraries.
3. To analyze the satisfaction levels of users regarding library resources and services.
4. To identify the challenges and constraints faced by users in accessing library resources and services.

4. Research Methodology

Research Design

The research used a descriptive methodology to elucidate the awareness and utilization of library materials and services in the public libraries in Uttar Pradesh's districts. This methodology enabled the researcher to collect extensive data and examine it methodically to fulfill the research objectives.

Data Collection

The data collecting strategy included a hybrid approach of questionnaires and observational techniques. Structured questionnaires were developed for two responder groups: the librarians of six designated district libraries and their patrons. Three hundred questionnaires were sent to library patrons across six libraries. Notwithstanding reminders and follow-ups, 228 questionnaires were obtained, indicating a response rate of 76%.

Observational Method

The researcher conducted personal visits to the chosen libraries to assess their infrastructure and services. Users participated in talks to get insights into their experiences, challenges, and recommendations.

Sampling

A random selection procedure was used to identify 228 library users who submitted their responses as the study sample. The users were selected from six district public libraries, guaranteeing a representative dataset.

Data Analysis

The gathered data were evaluated with MS Excel. Statistical methods such as percentage analysis were used, and results were presented using tables, bar graphs, and charts for clarity.

Scope of the Study

The research concentrated on six public libraries in the districts of Uttar Pradesh: Aligarh, Prayagraj, Varanasi, Agra, Ayodhya, and Mathura. The study focused on assessing library users' knowledge, satisfaction, and challenges regarding library resources and services.

5. Empirical Results

Table 1: Age

Age Group	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Below 18 years	37	16.23%	16.23%	16.23%
18–30 years	82	35.96%	35.96%	52.19%
31–50 years	70	30.70%	30.70%	82.89%
Above 50 years	39	17.11%	17.11%	100.00%
Total	228	100.0%	100.0%	

Interpretation:

The largest age group was 18–30 years (35.96%), followed by 31–50 years (30.70%), indicating that libraries are used mainly by young adults and middle-aged individuals.

Table 2: Gender

Gender	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Male	115	50.44%	50.44%	50.44%
Female	112	49.12%	49.12%	99.56%
Other	1	0.44%	0.44%	100.00%

Total	228	100.0%	100.0%	
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Interpretation:

Among the 228 respondents, 50% were male, 47.37% female, and 2.63% identified as other. This shows a near-balanced gender representation, with slight male dominance.

Table 3: Education Level

Education Level	Frequency	Percentage	Valid Percentage	Cumulative Percentage
High School	46	20.18%	20.18%	20.18%
Undergraduate	82	35.96%	35.96%	56.14%
Postgraduate	70	30.70%	30.70%	86.84%
Doctorate	20	8.77%	8.77%	95.61%
Other	10	4.39%	4.39%	100.00%
Total	228	100.0%	100.0%	

Interpretation:

A majority of respondents (35.96%) were undergraduates, followed by 30.70% postgraduates, suggesting that the library is a vital resource for students and advanced learners.

Table 4: Occupation

Occupation	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Student	110	48.25%	48.25%	48.25%
Working Professional	82	35.96%	35.96%	84.21%
Retired	20	8.77%	8.77%	92.98%
Unemployed	16	7.02%	7.02%	100.00%
Total	228	100.0%	100.0%	

Interpretation:

Nearly half of the respondents (48.25%) were students, indicating that libraries are most commonly used by academic learners, with a significant portion also being working professionals.

Table 5: Frequency of Library Visits

Frequency of Visits	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Daily	46	20.18%	20.18%	20.18%
Weekly	92	40.35%	40.35%	60.53%
Monthly	60	26.32%	26.32%	86.84%
Rarely	30	13.16%	13.16%	100.00%
Total	228	100.0%	100.0%	

Interpretation:

Weekly visits (40.35%) were the most common, followed by monthly visits (26.32%), highlighting that the library is regularly frequented by its users.

Table 6: Purpose of Library Visits

Purpose	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Borrow books	76	33.33%	33.33%	33.33%
Read newspapers/magazines	46	20.18%	20.18%	53.51%
Use computers or internet	28	12.28%	12.28%	65.79%
Study in a quiet environment	50	21.93%	21.93%	87.72%
Attend events or workshops	18	7.89%	7.89%	95.61%
Other	10	4.39%	4.39%	100.00%
Total	228	100.0%	100.0%	

Interpretation:

Borrowing books (33.33%) was the primary reason for library visits, followed by studying in a quiet environment (21.93%). Reading newspapers/magazines (20.18%) also emerged as a significant purpose. Lower engagement in workshops (7.89%) and other activities (4.39%) suggests the library's role as a traditional resource center.

Table 7: Time Spent in the Library Per Visit

Time Spent	Frequency	Percentage	Valid Percentage	Cumulative Percentage
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Less than 1 hour	70	30.70%	30.70%	30.70%
1–2 hours	104	45.61%	45.61%	76.32%
More than 2 hours	54	23.68%	23.68%	100.00%
Total	228	100.0%	100.0%	

Interpretation:

A majority (45.61%) of respondents spent 1–2 hours in the library per visit, indicating moderate engagement. A notable proportion (30.70%) spent less than an hour, suggesting quick visits for specific purposes, while 23.68% invested over two hours, reflecting deeper utilization of library resources.

Table 8: Satisfaction with Library Resources

Satisfaction Level	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Highly satisfied	78	34.21%	34.21%	34.21%
Moderately satisfied	110	48.25%	48.25%	82.46%
Not satisfied	40	17.54%	17.54%	100.00%
Total	228	100%	100%	

Interpretation:

While most respondents (48.25%) were moderately satisfied with library resources, a significant 34.21% were highly satisfied, indicating positive feedback. The 17.54% dissatisfaction points to areas for improvement in resource quality or availability.

Table 9: Most Frequently Used Resources

Resource	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Books	92	40.35%	40.35%	40.35%
Journals	56	24.56%	24.56%	64.91%
Newspapers	38	16.67%	16.67%	81.58%
E-books	28	12.28%	12.28%	93.86%
Magazines	14	6.14%	6.14%	100.00%
Total	228	100%	100%	

Interpretation:

Books were the most frequently used resource (40.35%), demonstrating the library's traditional role in providing hard-copy resources. Journals (24.56%) and newspapers (16.67%) were also widely used, while e-books (12.28%) had lower usage, indicating scope for enhancing digital offerings.

Table 10: Adequacy of Library Collection

Collection Adequacy	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Excellent	84	36.84%	36.84%	36.84%
Adequate	112	49.12%	49.12%	85.96%
Inadequate	32	14.04%	14.04%	100.00%
Total	228	100%	100%	

Interpretation:

Nearly half (49.12%) of the respondents found the library collection adequate, with 36.84% rating it as excellent. However, 14.04% perceived the collection as inadequate, signaling a need for improved resource diversity.

Table 11: Access to Digital Resources

Access	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Yes	140	61.40%	61.40%	61.40%
No	88	38.60%	38.60%	100.00%
Total	228	100%	100%	

Interpretation:

A majority of respondents (61.40%) had access to digital resources, highlighting the library's efforts to modernize. However, 38.60% without access suggests barriers to full digital inclusivity.

Table 12: Frequency of Using Digital Resources

Frequency	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Daily	62	27.19%	27.19%	27.19%
Weekly	94	41.23%	41.23%	68.42%
Monthly	48	21.05%	21.05%	89.47%

Rarely	24	10.53%	10.53%	100.00%
Total	228	100%	100%	

Interpretation:

Weekly usage (41.23%) was most common, indicating consistent reliance on digital resources. Daily users (27.19%) represented an active subgroup, while rare users (10.53%) were relatively few.

Table 13: Purpose of Using Digital Resources

Purpose	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Academic research	100	43.86%	43.86%	43.86%
Professional development	64	28.07%	28.07%	71.93%
Personal interest	50	21.93%	21.93%	93.86%
Other	14	6.14%	6.14%	100.00%
Total	228	100%	100%	

Interpretation:

Academic research (43.86%) was the primary reason for using digital resources, followed by professional development (28.07%). Usage for personal interest (21.93%) was less common, and other uses (6.14%) were rare.

Table 14: Adequacy of ICT Facilities in the Library

ICT Adequacy	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Excellent	70	30.70%	30.70%	30.70%
Adequate	120	52.63%	52.63%	83.33%
Inadequate	38	16.67%	16.67%	100.00%
Total	228	100%	100%	

Interpretation:

Over half (52.63%) of respondents found ICT facilities adequate, while 30.70% rated them as excellent. The 16.67% inadequate ratings emphasize the need to upgrade ICT infrastructure.

Table 15: Library Infrastructure

Infrastructure Quality	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Excellent	84	36.84%	36.84%	36.84%
Adequate	112	49.12%	49.12%	85.96%
Poor	32	14.04%	14.04%	100.00%
Total	228	100%	100%	

Interpretation:

A majority of respondents (49.12%) felt the library's infrastructure was adequate, while 36.84% rated it as excellent. However, 14.04% felt the infrastructure was poor, indicating the need for improvements in facilities.

Table 16: Seating Arrangement Satisfaction

Satisfaction Level	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Highly satisfied	56	24.56%	24.56%	24.56%
Moderately satisfied	124	54.39%	54.39%	78.95%
Not satisfied	48	21.05%	21.05%	100.00%
Total	228	100%	100%	

Interpretation:

Over half of the respondents (54.39%) were moderately satisfied with the seating arrangements, and 24.56% were highly satisfied. However, 21.05% were dissatisfied, which indicates a need for better seating provisions in the library.

Table 17: Cleanliness of the Library

Cleanliness Level	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Excellent	70	30.70%	30.70%	30.70%
Adequate	120	52.63%	52.63%	83.33%
Poor	38	16.67%	16.67%	100.00%
Total	228	100%	100%	

Interpretation:

The cleanliness of the library was rated positively, with 52.63% of respondents stating it was adequate, and 30.70% rated it as excellent. However, 16.67% found it poor, highlighting an area for improvement in maintaining cleanliness.

Table 18: Availability of Study Rooms

Study Room Availability	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Always available	68	29.82%	29.82%	29.82%
Sometimes available	110	48.25%	48.25%	78.07%
Rarely available	50	21.93%	21.93%	100.00%
Total	228	100%	100%	

Interpretation:

While 48.25% of respondents indicated that study rooms were sometimes available, only 29.82% reported they were always available. A significant 21.93% stated that study rooms were rarely available, indicating a need for better space management.

Table 19: Common Challenges Faced in the Library

Challenge	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Outdated resources	62	27.19%	27.19%	27.19%
Inadequate seating	84	36.84%	36.84%	64.03%
Slow internet	56	24.56%	24.56%	88.60%
Lack of ICT resources	16	7.02%	7.02%	95.61%
Other	10	4.39%	4.39%	100.00%
Total	228	100%	100%	

Interpretation:

The most common challenge was inadequate seating (36.84%), followed by outdated resources (27.19%). Slow internet was also a concern for 24.56% of respondents, while issues with ICT resources (7.02%) and other challenges (4.39%) were less frequently reported.

Table 20: Staff Support

Staff Support Level	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Excellent	56	24.56%	24.56%	24.56%
Adequate	112	49.12%	49.12%	73.68%
Poor	60	26.32%	26.32%	100.00%
Total	228	100%	100%	

Interpretation:

The majority of respondents (49.12%) found staff support adequate, while 24.56% rated it as excellent. However, 26.32% found the support to be poor, indicating that staff training or availability may need improvement.

Table 21: Overall Satisfaction with Library Services

Satisfaction Level	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Highly satisfied	78	34.21%	34.21%	34.21%
Moderately satisfied	110	48.25%	48.25%	82.46%
Not satisfied	40	17.54%	17.54%	100.00%
Total	228	100%	100%	

Interpretation:

Overall, 48.25% of respondents were moderately satisfied with the library services, while 34.21% were highly satisfied. However, 17.54% were dissatisfied, indicating areas where library services could be further enhanced.

Table 22: Preferred Improvements in Library Services

Improvement Preference	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Updated book collection	72	31.58%	31.58%	31.58%
Better ICT facilities	92	40.35%	40.35%	71.93%
Improved seating arrangements	42	18.42%	18.42%	90.54%
More events and workshops	22	9.65%	9.65%	100.00%



Total	228	100%	100%	
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Interpretation:

A significant proportion (40.35%) of respondents preferred better ICT facilities, while 31.58% wanted updated book collections. Improved seating arrangements (18.42%) and more events/workshops (9.65%) were secondary preferences, indicating a strong demand for technological enhancements in the library.

Hypothesis Testing

Hypothesis 1

H₀: “There is no significant association between library infrastructure quality and user satisfaction with library services.”

H₁: “There is a significant association between library infrastructure quality and user satisfaction with library services.”

Table 23: Chi-Square Test for Association Between Library Infrastructure Quality and User Satisfaction with Library Services

Value	Df	Asymp. Sig.
Pearson Chi-Square	15.768	2
Likelihood Ratio	16.462	2
N of Valid Cases	228	

Interpretation:

The Chi-Square Test for Independence was used to examine the association between library infrastructure quality and user satisfaction with library services. The Pearson Chi-Square value is 15.768 with 2 degrees of freedom, and the Asymptotic Significance (Asymp. Sig.) is 0.000, which is below the significance threshold of 0.05.

Since the p-value is less than 0.05, we reject the null hypothesis (H₀) and accept the alternative hypothesis (H₁), indicating that there is a significant association between library infrastructure quality and user satisfaction with library services.

Hypothesis 2

H₀: “There is no significant relationship between the availability of study rooms and overall satisfaction with library services.”



H₁: “There is a significant relationship between the availability of study rooms and overall satisfaction with library services.”

Table 24: Chi-Square Test for Relationship Between Availability of Study Rooms and Overall Satisfaction with Library Services

Value	Df	Asymp. Sig.
Pearson Chi-Square	12.194	2
Likelihood Ratio	13.046	2
N of Valid Cases	228	

Interpretation:

The Chi-Square Test for Independence was used to investigate the relationship between the availability of study rooms and overall satisfaction with library services. The Pearson Chi-Square value is 12.194 with 2 degrees of freedom, and the Asymptotic Significance (Asymp. Sig.) is 0.002, which is below the threshold of 0.05. This result indicates that we can reject the null hypothesis (H₀) and accept the alternative hypothesis (H₁), suggesting a significant relationship between the availability of study rooms and overall satisfaction with library services.

6. Conclusion

The research reveals a number of crucial factors that influence user satisfaction with library services. It demonstrates a strong relationship between library infrastructure quality, study room accessibility, ICT amenities, and user satisfaction. The regularity with which users used digital resources and the availability of library resources had a significant impact on their overall library experiences. To fulfill users' rising expectations, libraries should emphasize enhancing physical infrastructure, providing access to digital resources, and boosting ICT skills. These improvements may lead to a more efficient, pleasurable, and productive library environment.

The study underlines the need of knowing user demands and barriers, such as limited seats and outdated resources. By addressing these challenges, an educational environment that is more exciting and supportive may result. Libraries may enhance their service offerings by integrating user feedback and matching them more closely to user expectations. The findings provide significant insights for librarians, legislators, and educational institutions seeking to enhance library services to improve student and researcher involvement.



Limitations:

Despite its valuable results, the study had some limitations. The study uses a sample from a specific demographic group, which limits the findings' application to other library consumers or organizations. Furthermore, the self-reported nature of the data may introduce bias, since individuals' responses may have been influenced by personal preferences or social desirability. Subsequent research might address these limits by including a more diverse sample and use other approaches, such as observational studies or qualitative interviews.

Future Scope:

Future research should look at the impact of emerging technologies such as artificial intelligence and virtual reality on library services. Furthermore, investigating how these technologies might enhance user engagement and satisfaction in libraries would be valuable. Future research may look at the role of community-based libraries in rural areas, as well as their unique challenges and opportunities. Expanding the research scope allows for a more comprehensive understanding of the changing needs of library users across diverse scenarios and locales.

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