



# Use Of Information Sources And Services In State Central Library, Hyderabad

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## ABSTRACT

This study examines the utilization of information sources and services at the State Central Library in Hyderabad, focusing on user behavior, preferences, and satisfaction levels. A survey of diverse library patrons, including students, researchers, professionals, and general readers, revealed usage patterns of books, periodicals, digital databases, and special collections. The effectiveness of services such as reference assistance, information retrieval, and digital access was evaluated. Findings indicate a high demand for digital resources and suggest enhancements in e-book availability and digital literacy. Recommendations aim to align library services with evolving user expectations and technological advancements, ensuring the library's continued relevance. This research offers valuable insights for improving services in similar public libraries.

**Keywords:** State Central Library Hyderabad, Information Sources, Library Services, Library Collection, Library Digitalization, Public Library Services, E-books and Journals, Community Engagement.

## INTRODUCTION

Libraries have long stood as pillars of knowledge, offering an invaluable sanctuary for individuals seeking information, education, and intellectual growth. The State Central Library in Hyderabad, with its rich history and vast collection, is a prime example of how libraries have evolved to meet the changing demands of the information age. This institution not only preserves the literary and cultural heritage of the region but also embraces modern technologies and services to cater to the diverse needs of its patrons. This introduction delves into the various information sources and services provided by the State Central Library, emphasizing its crucial role in fostering education, supporting research, and engaging the community.

## Historical Significance and Evolution

The State Central Library, Hyderabad, established in 1891, is one of the oldest and most prestigious libraries in India. Originally known as the Asafia Library, it was founded by Nawab Imad-ul-Mulk, the then Prime Minister of Hyderabad, to serve as a repository of knowledge for the public. Over the years, the library has grown both in size and scope, adapting to the evolving needs of its users. Its transformation from a traditional library to a modern information center reflects the broader trends in the library and information science sector, where the integration of digital technologies and innovative services has become paramount.

The heart of any library lies in its collection, and the State Central Library boasts an impressive array of resources. Its holdings include rare manuscripts, historical documents, periodicals, government publications, and a vast collection of books spanning various subjects. The library's collection is not only extensive but also diverse, catering to the needs of scholars, students, and casual readers alike. Among its prized possessions are centuries-old manuscripts that offer invaluable insights into India's rich cultural and intellectual history.

In addition to its traditional collection, the State Central Library has embraced digitalization, providing access to a vast array of electronic resources. This includes e-books, online journals, databases, and multimedia content. The library's digital repository ensures that users can access information from anywhere, at any time, thus breaking down the geographical and temporal barriers to knowledge.

## SERVICES AND FACILITIES

Beyond its extensive collection, the State Central Library offers a range of services designed to enhance the user experience and support diverse information needs. Reference services are a cornerstone of the library's offerings, with knowledgeable staff available to assist patrons in locating and utilizing resources effectively. These services are crucial for researchers and students who require specialized information and guidance. The library also provides interlibrary loan services, allowing users to access materials not available within its collection by borrowing them from other libraries. This collaborative approach broadens the scope of available resources, ensuring that users have access to a comprehensive range of information.

In response to the increasing demand for digital access, the State Central Library has developed a robust online presence. Its website serves as a portal to its digital resources, offering users the ability to search the catalog, access e-books and journals, and utilize online databases. Additionally, the library provides Wi-Fi access and computer workstations, enabling patrons to access digital content and conduct research efficiently.

## Educational and Community Engagement

The State Central Library is not merely a repository of books; it is a vibrant community hub that actively engages with the public through various educational and cultural programs. The library hosts workshops, seminars, and lectures on a wide range of topics, providing opportunities for lifelong learning and intellectual enrichment. These events often feature experts and scholars, fostering a stimulating environment for discussion and knowledge sharing. Furthermore, the library's outreach programs aim to promote literacy and encourage a love for reading among all age groups. Special initiatives for children, such as storytelling sessions and reading clubs, are designed to instill a passion for books from a young age. The library also collaborates with schools and educational institutions to support academic curricula and provide additional resources for students.

While the State Central Library has made significant strides in modernizing its services and expanding its reach, it faces ongoing challenges. Funding constraints, the need for continuous technological upgrades, and the preservation of fragile historical materials are some of the critical issues that require attention. Addressing these challenges is essential to ensure that the library can continue to serve its patrons effectively in the future. Looking ahead, the State Central Library aims to further enhance its digital

infrastructure, expand its collection of electronic resources, and develop innovative services to meet the changing needs of its users. By embracing new technologies and fostering a culture of continuous improvement, the library is well-positioned to remain a vital information resource for the people of Hyderabad.

## REVIEW OF LITERATURE

**Hussaini et al. (2022)** discussed the legislative and financial sources scenario of public libraries in the Indian context. This study further examined the argument on the library cess and the alternative sources on how public libraries may generate financial resources, specifically in Rajasthan. The study results suggested that the Government of India should amend the constitution and bring the public libraries under the concurrent list. It should adopt a national policy for the holistic development of public libraries throughout the country. **Munshi & Ansari (2022)** investigate the impact of collection development policies on staff and services in public libraries, highlighting challenges faced by librarians and proposing solutions. Using a mixed-methods approach, the study reveals a critical shortage of staff due to the absence of selection committees, resulting in incomplete book databases in Libsys software. Despite staffing issues, the surveyed libraries offer diverse services, including children's programs, career guidance, and community information, demonstrating their commitment to serving user communities. **Singh (2021)** explores the application of automation in public libraries, emphasizing the use of Radio Frequency Identification (RFID) technology. RFID enables efficient and accurate identification of objects, such as books, by querying unique identifiers stored on chips using radio waves. This technology enhances business processes by automating transactions and managing book loans and returns with minimal human intervention. The proposed automation system improves transaction speed, traceability, and security in public libraries. **Parvathamma and Reddy (2009)** conducted a survey on the use of information resources and services in the public libraries of Bidar District, Karnataka, India. The study found that the majority of users were men aged 11-30, including students, unemployed youth, and private sector employees from lower and middle-income groups. Most users spent less than an hour in the library, citing inconvenient timings as a barrier to frequent visits. The primary information channels were books, magazines, friends/teachers, and radio/television. Newspapers and magazines were the most read sources, and fiction was the most borrowed. Reading room and book lending services were the most utilized. The study concludes that public libraries should enhance their collections, provide internet access, and offer community-based services, including literacy programs, to better serve students and unemployed youth. A proactive approach is needed to motivate users to utilize these resources and services.

## OBJECTIVES OF THE STUDY

- To find out the various resources, services, infrastructure provided to the users of SCL, Hyderabad;
- To find out the automation available in the State Central Library, Hyderabad;
- To understand how different groups of users, such as students, researchers, professionals, and the general public, engage with the library's resources.
- To evaluate user satisfaction with the library's resources and services.
- To assess the effectiveness of services such as reference assistance, information retrieval, and digital access.

## METHODOLOGY

The current study used the survey method of research and also makes use of descriptive and analytical methods. The blueprint for research activities is research techniques or research design. It is a strategy for addressing the research issue. Data for the study were gathered using the questionnaire approach. A few of the methods utilized in the survey method are the questionnaire, the interview, observation, and record analysis, among others. The researcher shall also use both secondary and primary data for the study from State Central Library, Hyderabad.

## DATA ANALYSIS

Table-1 Gender-wise distribution of respondents

Gender	Frequency	Percentage
Male	1057	69.08
Female	473	30.92
Total	1530	100

It is evident from the table-1 that majority (69.08%) of the respondents are male, remaining (30.92%) of the respondents are female.

Table-2 Total number of users enrolled so far

Category of membership	Male	Female	Total	Percentage
Business people	5114(18.75%)	829(15.61%)	5943	18.24
Children's	179(0.66%)	177(3.33%)	356	1.09
Competitive exam aspirants	7095(26.01%)	1796(33.82%)	8891	27.28
Employees	4988(18.29%)	957(18.02%)	5945	18.24
Retired persons	679(2.49%)	123(2.32%)	802	2.46
Research Scholars	1492(5.47%)	402(7.57%)	1894	5.81
Students	7730(28.34%)	1027(19.34%)	8757	26.87
Total	27277(100%)	5311(100%)	32588	100

Table-2 illustrates that the majority of the (27.28%) users enrolled competitive exam aspirants, following (26.87%) Students, (18.24%) Employees, (18.24%) Business people, (5.81%) Research Scholars, (2.46%) Retired persons and (1.09%) are Children's. Print and electronic resources play crucial roles in modern libraries, each offering unique advantages and contributing to a comprehensive and dynamic information environment.

Table-3 Collection of Print and electronic resources

Print and E-Resources	No's
English books	170202
Telugu books	177127
Urdu books	86662
Hindi books	55057
Marathi books	17882
Kannada books	15172
Sanskrit books	3551
Tamil books	1416
Periodicals	86
Back volumes of periodicals	12000
Government documents	680
Manuscripts	4790
Newspapers	31
Newspaper archives	50400
CD-ROMs (Scanned Books)	5020
Educational CD-ROMs	310
Audio/Video materials	249

Table-3 indicate the present library collection of SCL. Library has 170202 English books, 177127 Telugu books, 86662 Urdu books, 55057 Hindi books, 17882 Marathi books, 15172 Kannada books, 3551 Sanskrit books, 1416 Tamil books, 86 Periodicals, 12000 Back volumes of periodicals, 680 Government documents,

4790 Manuscripts, 31 Newspapers, 50400 Newspaper archives, 5020 CD-ROMs (Scanned Books), 310 Educational CD-ROMs, and 249 Audio/Video materials.

Table-4 Library services offered by SCL

Services	Yes/No
Books Lending Services	Yes
Reference Services	Yes
Competitive exams preparation	Yes
Current awareness Services	Yes
Internet Services / Digital Library	Yes
Photo coping services	Yes
Scanning of images and documents	Yes
Current Content service	Yes
Online Public Access Catalogue (OPAC)	No

Table-4 shows the library services offered by the SCL, library has Books Lending Services, Reference Services, Competitive exams preparation, Current awareness Services, Internet Services / Digital Library, Photo coping services, Scanning of images and documents and Current Content service only Online Public Access Catalogue (OPAC) services not available because library automation not implemented.

Table-5 Infrastructure facilities providing to the users

Infrastructure facilities	Yes	No
Convenient library timings	✓	×
Proper Reading space	✓	×
Lighting and ventilation	✓	×
Library furniture and fittings	✓	×
Drinking water	✓	×
Toilet Facility	✓	×
Proper Furniture	✓	×

It is evident from table-5 SCL library has infrastructure facilities like Infrastructure facilities, Convenient library timings, Proper Reading space, Lighting and ventilation, Library furniture and fittings, Drinking water, Toilet Facility, and Proper Furniture

Table-6 Purpose of your visit to the Library (N=1530)

Purpose of visit	Business people	Children's	Employees	Retired persons	Research Scholars	Students	Total	Percentage
Research Work	2 (1.82%)	0	1 (0.79%)	1 (0.88%)	136 (61.54%)	5 (0.56%)	145	(9.48%)
Competitive Exams	1 (0.91%)	0	5 (3.94%)	0	21 (9.50%)	98 (10.91%)	125	(8.17%)
Education	28 (25.45%)	24 (39.34%)	24 (18.90%)	4 (3.54%)	8 (3.62%)	187 (20.82%)	275	(17.97%)
Reading Newspapers	23 (20.91%)	2 (3.28%)	44 (34.65%)	51 (45.13%)	2 (0.90%)	99 (11.02%)	221	(14.44%)
Writing paper & presenting paper	4 (3.64%)	0	1 (0.79%)	2 (1.77%)	45 (20.36%)	26 (2.90%)	78	(5.10%)
Book lending	32 (29.09%)	18 (29.51%)	25 (19.69%)	25 (22.12%)	6 (2.71%)	34 (3.79%)	140	(9.15%)
For	20	17	27	30	3	168	265	(17.32%)

knowledge	(18.18%)	(27.87%)	(21.26%)	(26.55%)	(1.36%)	(18.71%)		
Total	110 (100%)	61 (100%)	127 (100%)	113 (100%)	221 (100%)	898 (100%)	1530	(100%)

It is evident from the table-6 that (17.97%) of the respondents visit library for education purpose, (17.32%) of them visit for knowledge, (14.44%) of them visit for reading newspapers, (9.48%) of the respondents visit for research work, (9.15%) of them visit for book lending, (8.17%) of them visit for competitive exam purpose, and (5.10%) of the respondents visit for writing paper & presenting paper for their activity.

Table-7 Often visit the library

Often do you visit the library	Male	Female	Total	Percentage
Daily	379(35.86%)	74(15.64%)	453	29.61
Alternative days	354(33.49%)	137(28.96%)	491	32.09
Once in three days	197(18.64%)	125(26.43%)	322	21.05
Once in a week	104(9.84%)	94(19.87%)	198	12.94
Rarely	19(1.80%)	36(7.61%)	55	3.59
Any other	4(0.38%)	7(1.48%)	11	0.72
Total	1057(100%)	473(100%)	1530	100

It is clear from the Table-7 that most of the (32.09%) respondents visit library alternative days, (29.61%) of them visit daily basis, (21.05) of them visit once in three days, (12.94%) of them visit once in a week, (3.59%) visit rarely and only (0.72%) of the respondents other time once in two days, once in a month etc.

Table-8 Library automation

Yes (E-Granthalaya)	✓
No	×

Library automation, which involves the use of technology to streamline and enhance library operations and services, is of significant importance for modern libraries. In this regard a question has been asked to librarian and result are presented in the table-8. So far SCL automation is done and E-Granthalaya used for library automation.

Table-9 Status of digitization

Rare Collection Digitized	45560
Total Collection Digitized	×

Library digitization is a process of converting traditional library materials, such as books, manuscripts, photographs, and audiovisual content, into digital formats. Table-9 shows that SC Library is digitized their rare books prior to 1935 are digitized which do not attract copyright act. Table-8 present that total of 45560 rare book collection is digitized.

Table-10 Users are satisfied with the library resources

Materials	Fully satisfied	Not satisfied	Somewhat satisfied
General Collections	x	x	✓
Language Books (print)	x	x	✓
Journals (print)	x	✓	x
E-Books	x	✓	x
E-Journals	x	✓	x
Open Access Resources	x	x	✓
Reference Sources	✓	x	x
Encyclopaedias	x	x	✓
Reports	x	x	✓
Subject Dictionaries	✓	x	x
Reports	x	x	✓
Yearbooks	x	x	✓
Any other	x	x	x

It is evident from the table-10 that majority of the users are somewhat satisfied with General Collections, Language Books (print), Open Access Resources', Encyclopaedias, Reports, Reports and Yearbooks collection and fully satisfied with reference sources and subject dictionaries.

Table-11 Level of satisfaction on library resources (N=1530)

Level of satisfaction	Satisfied	Good	Average	Poor	Not Satisfied
Books	210 (13.73%)	339 (22.16%)	253 (16.54%)	400 (26.14%)	328 (21.44%)
Reference Books	394 (25.75%)	268 (17.52%)	271 (17.71%)	171 (11.18%)	426 (27.84%)
Periodicals	421 (27.52%)	389 (25.42%)	202 (13.20%)	102 (6.67%)	416 (27.19%)
Newspapers & Magazines	32 (2.09%)	598 (39.08%)	209 (13.66%)	109 (7.12%)	582 (38.04%)
E-Book	103 (6.73%)	157 (10.26%)	141 (9.22%)	459 (30.00%)	670 (43.79%)
E-Journals	63 (4.12%)	130 (8.50%)	265 (17.32%)	365 (23.86%)	707 (46.21%)
Databases	6 (0.39%)	12 (0.78%)	78 (5.10%)	341 (22.29%)	1093 (71.44%)
Competitive books	289 (18.89%)	210 (13.73%)	245 (16.01%)	93 (6.08%)	693 (45.29%)
Any other	0	0	0	0	0

Table-11 presents that most of the (26.14%) respondents expressed their opinion poor collection of books, (13.73%) of them said satisfied and (21.44%) of them said not satisfied about collection of books. (27.84%) of them are not satisfied with reference books, (27.52%) of them satisfied with periodicals and (27.19%) of them not satisfied. (29.08%) of them said good about newspapers and Magazines and (38.04%) of them are not satisfied, (43.79%) are not satisfied with e-books only (6.73%) of them are satisfied. (46.21%) of the respondents are not satisfied with e-journals, only (4.12%) are satisfied, (71.44%) of them are not satisfied with databases and only (0.39%) are satisfied. And (45.29%) of the respondents are not satisfied with competitive books and (6.08%) of them said poor collection of competitive books and (18.89%) of them are satisfied.

Table-12 Satisfaction level of e-resources available in the library (N=1530)

Satisfaction level on e-resources	Excellent	Good	Satisfactory
Internet	79(5.16%)	127(8.30%)	1324(86.54%)
E-Databases	12(0.78%)	352(23.01%)	1166(76.21%)
E-Journals	47(3.07%)	371(24.25%)	1112(72.68%)
E-Books	79(5.16%)	256(16.73%)	1195(78.10%)
E-Newspapers	83(5.42%)	187(12.22%)	1260(82.35%)
E-Reports	54(3.53%)	112(7.32%)	1364(89.15%)
E-Repository	4(0.26%)	116(7.58%)	1410(92.16%)
Online Public Access Catalogue (OPAC)	93(6.08%)	258(16.86%)	1179(77.06%)
Any Other (Specify)	0	0	0

It is evident from the Table-12 that majority of the (86.54%) respondents are satisfactory with Internet, (76.21%) satisfactory with E-Databases followed by (72.68%) E-Journals, (78.10%) E-Books, (82.35%) E-Newspapers, (89.15%) E-Reports, (92.16%) E-Repository, and (77.06%) Online Public Access Catalogue (OPAC). And few of the respondents are said excellent all about the e-resources.

Table-13 Satisfaction with the services provided by library

Satisfaction with services	Male	Female	Total	Percentage
Fully satisfied	271(25.64%)	95(20.08%)	366	23.92
Not satisfied	692(65.47%)	296(62.58%)	988	64.58
Somewhat satisfied	94(8.89%)	82(17.34%)	176	11.50
Total	1057(100%)	473(100%)	1530	100

It is evident from the Table-13 that majority of the (64.58%) respondents are not satisfied with services provided by the library, (23.92%) of them said fully satisfied and (11.50%) of the respondents said somewhat satisfied with services provided by library.

Table-14 Rate the level of satisfaction about the overall functioning of the library

Level of Satisfaction	Male	Female	Total	Percentage
Excellent	143(13.53%)	59(12.47%)	202	13.20
Good	262(24.79%)	95(20.08%)	357	23.33
Fair	435(41.15%)	147(31.08%)	582	38.04
Poor	217(20.53%)	172(36.36%)	389	25.42
Total	1057(100%)	473(100%)	1530	100

Table-14 indicates that most of the (38.04%) respondents said fair about the overall functioning of the library, (25.42%) said poor, (23.33%) of them said good, and (13.20%) of the respondents said excellent about overall functioning of the library.

## CONCLUSION

The State Central Library in Hyderabad stands as a testament to the enduring importance of libraries in the digital age. Its extensive collection, diverse services, and commitment to community engagement highlight its pivotal role in fostering education, supporting research, and promoting cultural enrichment. As the library continues to evolve and adapt to new challenges, it remains a cornerstone of knowledge and a beacon of learning for future generations.

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