

Use of Internet Facility by the Users of District Public Library in Guntur, Andhra Pradesh: A Study

Dr. BURRA MANIKYA RAO

Senior Consultant (Library)

DamodaramSanjivayya National Law University

Sabbavaram, Visakhapatnam

ABSTRACT

The present study examines the use of internet facilities by the users of the District Public Library, Guntur, Andhra Pradesh. Public libraries play a significant role in providing access to information, promoting lifelong learning, and supporting educational, cultural, and socio-economic development. With the rapid growth of Information and Communication Technology (ICT), internet services have become an essential component of modern library services. The study aims to analyze the extent of internet usage, purposes of use, awareness of e-resources, and the problems faced by users while accessing internet facilities in the library.

The study is based on both doctrinal and empirical research methods. A structured questionnaire was distributed among 150 users of the District Public Library, Guntur, including students, women, and general readers, out of which 120 valid responses were received and analyzed using Microsoft Excel. The findings reveal that a majority of users frequently utilize the internet facilities available in the library, mainly for preparation of competitive examinations, updating general knowledge, language learning, career development, educational support, and job searching. The study also identifies the availability of digital facilities such as computers with internet access, Wi-Fi, digital library sections, OPAC, and access to e-resources. The study highlights certain limitations, including inadequate power backup, lack of printing and scanning facilities, and the need for improved internet speed and digital literacy training. The research concludes that internet facilities in public libraries significantly contribute to reducing the digital divide and enhancing access to information for the community. The study suggests strengthening digital infrastructure, improving internet services, increasing access to e-resources, and conducting regular user training programs to enhance effective utilization of library internet facilities and services.

Key words: 1. Importance of public Library 2. Internet facility 3. Suggestion for improvement

1.0 Introduction

Library and information centers should be committed to support creation of knowledge societies by providing equitable, high quality, cost effective access to information and knowledge resources. Public library is a social institution and a local gateway to knowledge providing basic functions to sustain lifelong learning, independent decision making and social economic and cultural development of individual and social groups.¹ Public libraries need to play a vital role in disseminating the existing knowledge which provokes the creation of new knowledge². The advances in Information Communication Technology have changed the pattern of acquisition and dissemination of information in the libraries. The accessibility of the world wide information through internet and such other similar developments has not only changed the role of public libraries but also their shape and nomenclature like knowledge centers and community information center³.

The impact of internet and related web technologies on the delivery of library services is evident in the first decade of this century. The modern user community constitutes students, teachers and other people are more oriented

¹ Rao, K. S., & Chandraiah, I. (2017). *Information Use Pattern and Resources of District Central Public Library, Chittoor District, Andhra Pradesh*. e-Library Science Research Journal, 2(1), 1–14.

² Sudhir K.G (2009) Public Libraries and information literacy initiatives: Indians scenario; information age, vol.3 issue1, Page No. 9-12

³ eyamala, B., & Balasubramanian, P. (2016). *A Study on Internet and E-Mail Facilities in Central Libraries in Tamil Nadu*. Shanlax International Journal of Arts, Science & Humanities, 4(1), 112–126

towards web generated or online information resources. Internet is an important source of worldwide information. It not only stores lot of information but also provides wide access to many online databases and services. The main objective of any public library is to provide access to Internet materials which are user need oriented and help in satisfying their information requirements⁴. Abraham Lincoln's proverbial remark concerning the definition and meaning of democracy, is equally applicable in the context of public library-it is an institution 'for the people, by the people and of the people. The District Central Libraries are an important component of the public library system in Andhra Pradesh (A.P).

1.1 Andhra Pradesh Public Libraries System

The Andhra Pradesh Public Library System is one of the oldest and most significant library networks in India. It was established to provide free and equal access to knowledge, information, education, and cultural resources to the public. The system functions under the Andhra Pradesh Public Libraries Act, 1960, and includes State Central Libraries, District Central Libraries, branch libraries, and village libraries across the state. Public libraries in Andhra Pradesh play an important role in promoting literacy, lifelong learning, competitive examination preparation, and digital awareness. With the development of Information and Communication Technology (ICT), many public libraries now provide internet facilities, e-resources, Wi-Fi, digital library services, and Online Public Access Catalogue (OPAC) facilities to support the educational and information needs of users.

1.2 Guntur Public Library System

The District Central Library, Guntur is a government public library located at Sali Pet, Arundel pet, Guntur Andhra Pradesh. It generally functions from 8:00 AM to 8:00 PM and provides a peaceful environment for study. The library has a large reading hall for students and separate sections for newspapers, magazines, reference materials, and competitive exam books. It also maintains a collection of both old and new books for readers. In terms of technology and digital services, the library offers internet browsing facilities mainly for study and research purposes, along with computer access in some sections. Users can also benefit from digital resources and some services include OPAC (Online Public Access Catalogue) for searching books easily.

1.3 Review of Literature:

Review of related studies helps to bring clarity and broaden the knowledge base in the subject area. The review shows that many studies were conducted in India and abroad to examine the different aspects of public libraries. The review of these studies was made under different headings such as public libraries services, special services, use and user studies, and role of public libraries. The following reviews comprise major Indian studies on the topic of present investigation.

Pammal Rao.P and others (2010⁵) discussed on many countries are striving towards financial crisis. The expenditure s on different functions and process are being minimized or cut down. The idea of globalization took place few years ago. Many departments within the nation are giving importance for exchanging the resources. The three types of libraries public academic and special libraries are also minimizing the purchase of documents and trying to share the reading materials. The documents delivery centers have been established in major Indian libraries. The paper discusses the lack of funds for public libraries in Andhra Pradesh and highlights the necessity to collaborate with academic and special libraries.

Burra Manikya Rao (2026) ⁶The University (DSNLU) is designed to be constantly updated to address the social, political and economic needs. This university aspires to do things differently rather than merely doing different things. Legal education can remove social and religious tensions and provide national solidarity. The DSNLU aims to create lawyers capable of shaping social, economic, and political development of the nation by strengthening the legal system in a constructive manner. The physical facilities of libraries also play a key role in functioning of the library. To provide more electronic legal information services, technology is necessary to collect organize, retrieve and disseminate information effectively. The library provides almost all the services which are commonly given by a university library and subscribed India legal databases, e-resources (E-Journals and E-books) and legal software for the ben-

⁴ Kumar, P., & Mahajan, P. (2015). *Use and Usage of OPAC in Public Libraries in Chandigarh City (India): A Study*. SRELS Journal of Information Management, 52(3), 189–195.

⁵Pammal Rao.P and others (2010) working together: Collaboration among public academic and special libraries, edited book on Public Libraries the knowledge societies, 39th national conference, Hyderabad, 199-126

⁶Manikya Rao Burra (2026) Role of Library and Information Services In Supporting Legal Education In The Present Era: A Case Study Of DSNLU Library, Visakhapatnam- Andhra Pradesh, JAAFR, Volume 4, Issue 4 April 2026 AAFFR.ORG.

efit of the students and research scholars. This paper presents the importance of library services to the student user community, their utilization of library resources, and the adequacy of physical and environmental facilities. The data were collected from DamodaramSanjivayya National Law University students using a structured questionnaire and analyzed with the aid of MS Excel. The study is both doctoral and empirical in nature, aiming to provide a comprehensive understanding of library usage patterns and user satisfaction.

Prasantha Kumari.M (2021)⁷The state of Andhra Pradesh has a long history of library system before Indian independence as part of the Madras Presidency. Significant changes have taken place in the public library system over the time. This paper gives a brief description of the public library movement, aims and objectives of the library movement, library legislation and organizational structure of public library system in A.P.

1.4 Background of the study

Present rapid developments in public libraries in the field of resources provision to the people are noteworthy. Internet has become a vital source of information in the contemporary environment. In order to provide access to current information, public libraries need to exploit the internet resources. The internet is an inseparable part of today's general educational system. Public libraries invest a good deal of amount on providing this facility to the users. It is, therefore, important to find out up to what extent the users are utilizing Internet facility. The present survey is, therefore, an attempt to assess the effectiveness of internet as an education tool, and what role it actually plays in the reading system with special reference to District Public library in Guntur. The study also explores the satisfaction level of the users with the Internet facility provided by the District public library in Guntur of Andhra Pradesh.

1.5 Objectives

The major objectives of the study are:

1. To study the use of the internet and E-Sources by the students in District Public Library in District library Guntur under study.
2. To study various internet resources used by the respondents.
3. To find out the problems faced by the respondents while using the internet.
4. To study and understand the level of using E-resources by the users.
5. To analyses and understand the use of internet by the users of Public Libraries.

1.6 Hypothesis

Public libraries provide access to a wide range of resources, including subscribed legal databases, e-resources such as e-journals and e-books, and specialized legal software. Additionally, the library offers LAN and Wi-Fi facilities for seamless online access. The library plays a vital role in supporting the regular preparation, study, and research activities of students and others, A Public Library is an active, dynamic, democratic, institution serving the socio-economic, educational, recreational and cultural needs of community. It is hypothesized that users of the District Public Library, Guntur primarily utilize internet services for educational and academic purposes such as competitive exam preparation, knowledge enhancement, and skill development. It is also assumed that there is a strong need for improved digital facilities, including access to e-resources, printing and scanning services, and better internet infrastructure. Furthermore, it is expected that most users are aware of the available internet services and actively use them for their information needs.

1.7 Research methodology

The present study focuses on the current status of the District Public library at Guntur. Its primary aim is to provide insights into the services offered, identify existing challenges, and suggest measures to improve the quality of e-services and internet facilities for library users. The study is limited to the District Public library in Guntur. A questionnaire was prepared and distributed among 150 members of the public library user community, including women, children and students. Responses were received from 120 participants, while the remaining users did not provide information regarding library internet facilities and services. The study covered both doctrinal and empirical research methodologies. Data were collected from a random sample of the user community group and analyzed using Mi-

⁷ Prasantha Kumari.M (2021) Library Philosophy and Practice (e-journal). 5832. <https://digitalcommons.unl.edu/libphilprac/5832>

Microsoft Excel to draw appropriate statistical inferences and descriptions. The responses of the 120 respondents are presented in the following tables.

1.7.1 Limitation of the Study

The main aim is to present an insight into the functioning and problems of the Internet facility in library operating in public library and to suggest certain steps for improve internet facility in the library, their current situation to provide qualitative internet facilities and services to users. The present study covers only District public library in Guntur, in Andhra Pradesh. The study is limited to the District Public library in Guntur. Researcher could not have covered the research regarding public libraries E-resources and E-services entire Andhra Pradesh, because of lack funds and lack of time being. Case study method and sample survey are adopted. Random sample is pursued to complete the study as the present study is based on survey method. Questionnaires were used as the major tool for the collection of data for the study. The analysis will be emphasizing the effects of future Internet platforms and applications and online communities on the community impacts. Following analysis of data

1.8 Using Internet in Public Library

Internet is the most common media for information and communication technology. The respondents were asked to give their opinion whether the internet facilities are useful for them to improve their educational, cultural and socio-political development. Hence, investigator tries to identify use and purpose of using internet by public. The results are shown in following table.

Table: 1 Use of Internet

S No.	Opinion	No. of response	%
1	Yes	114	87.69
2	No	26	12.31
Total:		130	100.00

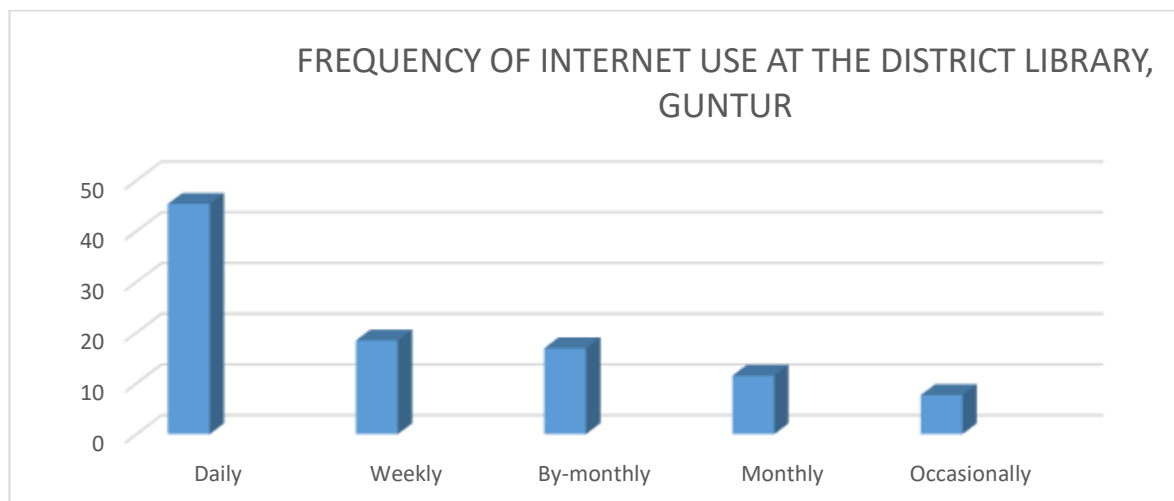
The above table Indicted that majority of the members of the library have positive opinion towards the use of internet 87.69 percentages of the members are using internet. Only less percent 12.31 members are not using internet facility, it reveals that they are not aware about the internet services. Hence, should conduct training programmes on Information and Communication Technology programmes among them to improve their uses.

1.8.1 Frequency of Internet Use at the District Library, Guntur

Public libraries use very important in the life of any nation, It will help for their own development. Advent of information technology plays a Vitol role in Public awareness. people can watch and see /search local and International level programmes at any time where i.e. farmers, research scholars children's, programmes women programmes latest general information, and latest legal information etc., therefore the respondents were asked to indicate their opinion about information technology whether it is helped or not in public library users for awareness.

Table:2Frequency of Internet Use at the District Library, Guntur (More than one)

S No.	Opinion on frequency of using Internet	No. of responses (130)	Total %
1	Daily	59	45.39
2	Weekly	24	18.47
3	By-monthly	22	16.92
4	Monthly	15	11.53
5	Occasionally	10	7.69
	Total	130	100.00



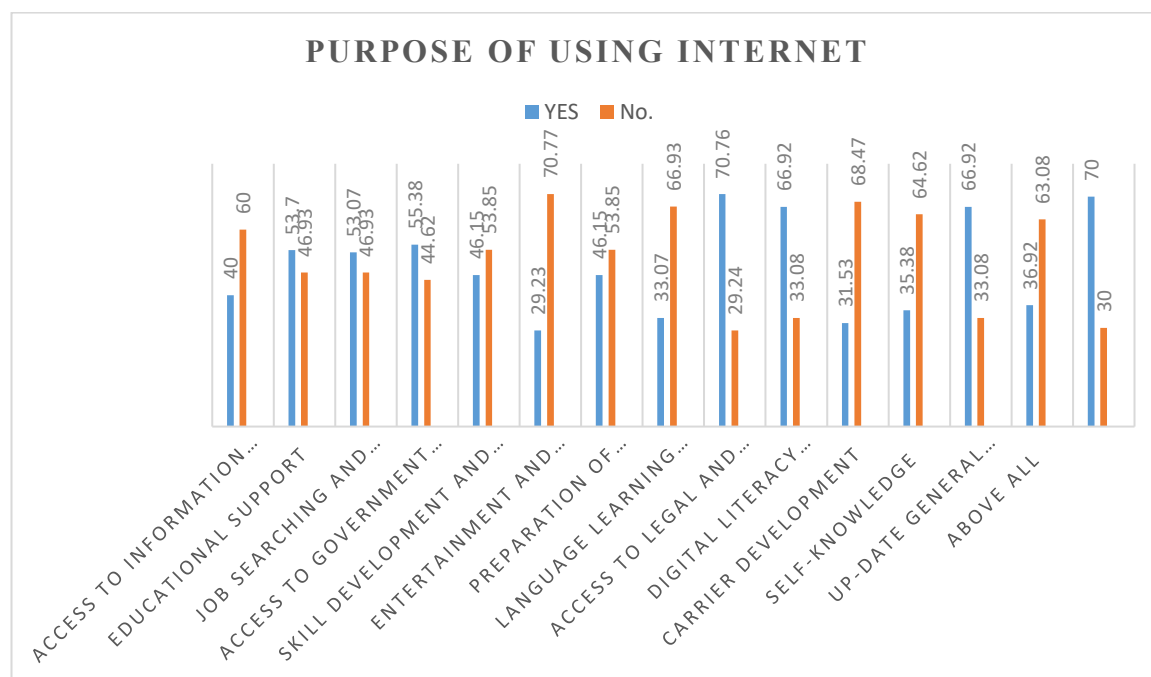
It is observed from the table that 45.39% of users access the internet daily at the District Public Library, Guntur. The second highest percentage is weekly users (18.47%) who use the internet for information purposes, followed by monthly users (22%). Occasional users account for 11.53%, while 7.69% of users access the internet rarely respectively.

1.8.2 Purpose of using Internet (more than one)

Table: 3Opinions about Purpose of using Internet

S No.	Opinion on Purpose of using Internet	No. of responses (130)		Total %
		Yes	No	
1	Access to information and research	52 40.00	78 60.00	130 100.00
2	Educational support	69 53.07	61 46.93	130 100.00
3	Job searching and career development	72 55.38	58 44.62	130 100.00
4	Access to government and public services	38 29.23	92 70.77	130 100.00
5	Skill development and training	60 46.15	70 53.85	130 100.00
6	Entertainment and recreation	43 33.07	87 66.93	130 100.00
7	Preparation of competitive examination	92 70.76	38 29.24	130 100.00
8	Language learning and communication skills	87 66.92	43 33.08	130 100.00
9	Access to legal and civil information	41 31.53	89 68.47	130 100.00
10	Digital literacy improvement	46 35.38	84 64.62	130 100.00
11	Carrier development	87 66.92	43 33.08	130 100.00
12	Self-Knowledge	48 36.92	52 63.08	130 100.00
13	Up-date general Knowledge	91 70.00	39 30.00	130 100.00

14	Above all	22 16.92	108 83.08	130 100.00
----	-----------	-------------	--------------	---------------



Based on the above evidence, the majority of users believe preparation of competitive examination 70.76% and the second highest is 'Updated General Knowledge' with 70% , The next positions are shared by Language Learning and Communication Skills and Career Development, both at 66.92%, The following are the next ratings given by users utilizing the internet at the District Public Library, Guntur Main Library: Job Searching and Career Development accounts for 55.38%, followed by Educational Support (53.07%), Skill Development and Training (46.15%), Access to Information and Research (40.00%), Self-Knowledge (36.92%), Digital Literacy Improvement (35.38%), Entertainment and Recreation (33.07%), and Access to Legal and Civil Information (31.53%)and Access to Government and Public Services accounts and above all for 29.23% 16.92 % respectively.

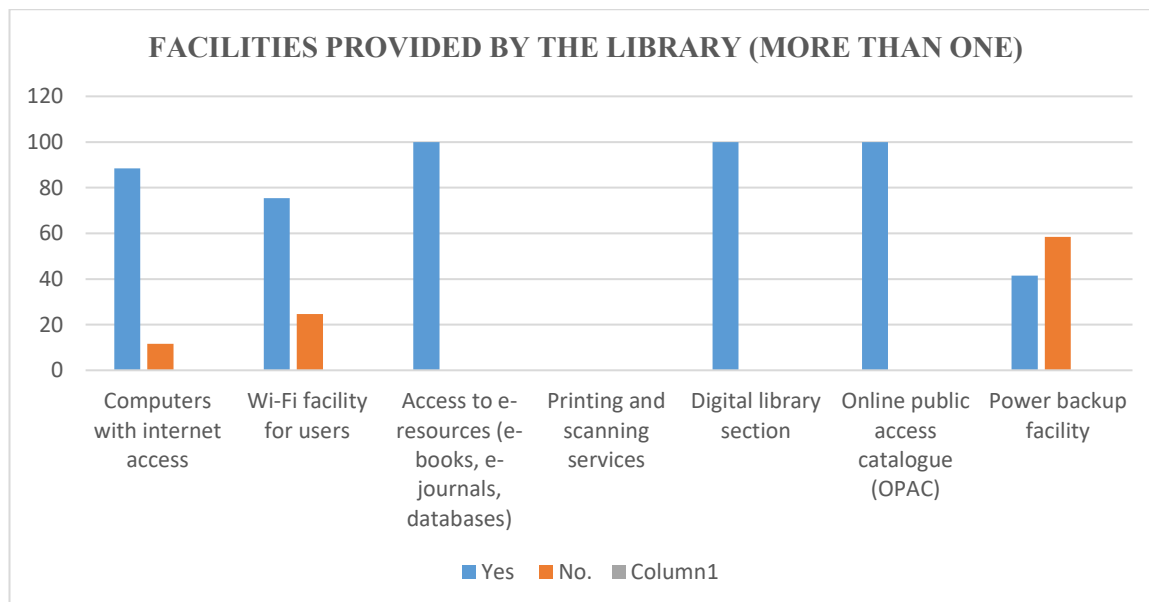
1.8.3 Facilities Provided by the Library

There is need to assess the library internet facilities and services regularly to meet the changing needs of the users. The Internet as an aggregating research tool is advantageous for most primary required materials, which can be located freely to supplement fee-based services and library collections. The use of Internet resources is rapidly increasing in the world. It has efficiency and capability in providing right information to the right person at the right time. It works round the clock and connects every corner of the world. Internet has become an unavoidable and yet necessary for every institution of higher learning. In order to fully use the advantages of automated services and facilities, users and staff require at least a minimum knowledge and skills in the use of computers and internet.

Table 4: Facilities Provided by the Library (more than one)

S No.	Opinion on Library facilities	No. of responses (130)		Total %
		Yes	No	
1	Computers with internet access	115 88.46	15 11.54	130 100.00
2	Wi-Fi facility for users	98 75.38	32 24.61	130 100.00
3	Access to e-resources (e-books, e-journals, databases)	130 100.00	0 0.00	130 100.00

4	Printing and scanning services	0 0.00	130 100.00	130 100.00
5	Digital library section	130 100.00	0 0.00	130 100.00
6	Online public access catalogue (OPAC)	130 100.00	0 0.00	130 100.00
7	Power backup facility	54 41.53	76 58.47	130 100.00



It is observed from the above table that the majority of the public library users' respondents Digital Library Section, 100.00% availability is reported. However, access to e-resources (e-books, e-journals, and databases), Computers with internet access are available at 88.46%. The next highest facility is Wi-Fi access for users (75.53%), followed by power backup facilities (41.53%). As well as printing and scanning services, are not provided at the District Library, Guntur.

1.9 Findings of the analysis

Public libraries should increase their internet backup facilities, internet facility for promoting of use of internet in library; more numbers of terminals of computer systems to be provided and some printers should also be installed in the internet section. Internet is a vast ocean of information pertaining to almost all subjects. The internet today is a worldwide digital phenomenon with its utility being an integral part of modern life. To many, the internet is a large computer network linking together millions of smaller computers at numerous sites in various countries belonging to thousands of business, government, research, educational and other organisations. Many aspects of the library environment are changing which they attributed largely to increasing and improved technology. It is observed that most users utilizing the internet facility at the District Library, Guntur use it on a daily basis to meet their information needs. Based on the evidence, the majority of users use the internet for preparation of competitive examinations (70.76%), followed by 'Updated General Knowledge' (70%). The next positions are shared by Language Learning and Communication Skills and Career Development, both at 66.92%. This indicates that users require guidance on how to effectively use internet services. The Guntur district public Library services need to be promoted on priority basis. This is possible only if the librarians are trained in automation, networking, database creation and software handling skills.

1.10 Conclusion

Public library system in India, in general and Andhra Pradesh in particular should focus in sustaining lifelong learning skills among the users. Present public library system should become active and committed to the users with dedication. Focused or innovative. Use of Information Communication Technology in public libraries is very poor and the stage governments should take steps to implement automation and networking to enable them to share the re-

sources to the end user benefits. Public libraries are the expression of human culture and civilization. Every man in the community needs the public library. Public Libraries are in the active process of building a successful nation by connecting the public to knowledge and inspiration. Abraham Lincoln's proverbial remark concerning the definition and meaning of democracy, is equally applicable in the context of public library-it is an institution 'for the people, by the people and of the people. The primary purposes of the public library are to provide resources and services in a variety of media to meet the needs of individuals and groups for education, information and personal development including recreation and leisure.

They have an important role in the development and maintenance of a democratic society by giving the individual access to a wide and varied range of knowledge, ideas and opinions. People without Internet access at work, for example, make sense as an users for the same reasons that people without home access do. The internet plays a vital role in public libraries by enhancing access to information, supporting education, and promoting lifelong learning. It enables users to prepare for competitive examinations, improve general knowledge, develop digital and communication skills, and access a wide range of educational resources. Public libraries serve as important information hubs, especially for students, researchers, and the general public who may not have reliable internet access at home. Therefore, strengthening internet facilities in public libraries is essential for reducing the digital divide and ensuring equal access to knowledge and information for all users.

1.11 Suggestions:

1. The library should improve access to e-resources such as e-books, e-journals, and online databases to support academic and research needs.
2. Facilities like scanners, printing, and photography/photocopy services should be introduced or strengthened for user convenience.
3. The power backup system should be upgraded to ensure uninterrupted internet and computer services.
4. Regular training programs or orientation sessions should be conducted to help users effectively use internet services and digital tools.
5. Internet speed and connectivity should be improved to support smooth browsing and online learning activities.
6. The library should promote digital literacy programs to enhance users' skills in accessing and evaluating online information.
7. Adequate number of computers with internet access should be maintained to meet growing user demand.
