



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

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ABSTRACT

The present study examines the use of internet facilities by the users of the District Public Library, Kakinada, 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, Kakinada, 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.

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



I. Introductions:

Policymakers, library authorities and managers, and many others who have invested in public access to computers and internet in libraries ('public access') have a strong interest in understanding the usage of ICT in libraries and the impact of public access on digital inclusion. It may be particularly important for them to know, for example, the extent of computer and internet use by groups that are more likely to be underserved or digitally excluded, such as senior citizens, rural communities, those with lower income, and others. They may also want to better understand what social and economic benefits public access generates for users, and society at large. At the same time, public access providers – such as library managers – may need more data on how well the library's public access infrastructure is working and about how it is being used; on staff competences and ICT training abilities; on digital skills of the local community, and about library users' needs and expectations in regard to digital content and services. To encourage further investment, they will need solid evidence about the demand for and value of library digital infrastructure and services to their communities. Thorough assessment of the impacts and value of public access computers and internet in libraries is therefore a key task.

II. 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 Kakinada 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.

III. 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, Kakinada 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.



IV. Research methodology:

The present study focuses on the current status of the District Public library at Kakinada. 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 Kakinada. 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 Microsoft Excel to draw appropriate statistical inferences and descriptions. The responses of the 120 respondents are presented in the following tables.

V. 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 Kakinada, in Andhra Pradesh. The study is limited to the District Public library in Kakinada. 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.

VI. 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 indicated 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.

VI. Frequency of Internet Use at the District Library, Kakinada

Public libraries use very important in the life of any nation; it will help for their own development. Advent of information technology plays a vital 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: 2 Frequency of Internet Use at the District Library, Kakinada (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

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, Kakinada 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.



VII. 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 organizations.

VIII. 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 resources 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.



IX. Suggestions:

1. Regular training programs or orientation sessions should be conducted to help users effectively use internet services and digital tools.
2. Internet speed and connectivity should be improved to support smooth browsing and online learning activities.
3. The library should promote digital literacy programs to enhance users' skills in accessing and evaluating online information.
4. Adequate number of computers with internet access should be maintained to meet growing user demand.

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