



Evaluating User Satisfaction in Public Libraries of Nadia District: A Comprehensive Investigative Study

Abstract: Public libraries serve as vital community centres for educational support, cultural enrichment, and equitable access to information. This study evaluates user satisfaction with public libraries in the Nadia district of West Bengal. Using survey research across selected public libraries, the study assesses users' demographic patterns, usage behaviour, satisfaction levels, and perceptions toward the resources and services of public libraries in Nadia district. The study highlights the indispensable role of public libraries in fostering learning and socio-economic progress in Nadia district while emphasizing the need for infrastructural improvement, enhanced resource provision, and inclusive service strategies to further elevate user satisfaction and community impact.

Himan Chowdhury ¹, Dr. Shahina Sultana Khan ²,

Affiliation

¹Ph.D. Scholar, Library & Information Science, Mansarovar Global University, Sehore, Madhya Pradesh, India.

²Professor, Faculty of Library & Information Science, Mansarovar Global University, Sehore, Madhya Pradesh, India.

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Introduction

Public libraries function as democratic institutions that ensure equitable access to information, foster lifelong learning, and contribute to community development. Their significance becomes even more pronounced in regions marked by socio-economic and educational disparities. Nadia district is renowned for its historical, cultural, and intellectual legacy in Bengal. It represents one such region where public libraries continue to play a crucial role. The district holds a distinctive place in Bengal's cultural history: the standard form of the Bengali language, developed in the 19th century, is rooted in the dialect of the Shantipur area of Nadia.

Nabadwip, often referred to as the "Oxford of Bengal," has been central to the evolution of Indian philosophical thought, particularly known for its contributions to the Navya-Nyaya school of logic and as the birthplace of the Chaitanya Mahaprabhu.

In West Bengal, public libraries operate under a structured network managed by the Department of Mass Education Extension and Library Services. The state library system functions at four levels: rural/primary unit libraries, town/sub-divisional libraries, district libraries, and the State Central Library. West Bengal currently hosts 2,480 public libraries, of which 2,460 are government-sponsored, 13 government-owned, and 7 government-aided. Among the 2,473 government and government-sponsored libraries are one State Central Library, one Special Library (Uttarpara Jaikrishna Public Library), 26 District Libraries, 236 Town/Sub-division Libraries, and 2,209 Rural/Area/Primary Unit Libraries. Furthermore, Community Library-cum-Information Centres (CLICs) have been established in Gram Panchayats lacking formal library facilities, thereby strengthening the rural information infrastructure.

Nadia district, covering 3,927 square kilometres and comprising 4 subdivisions, 18 Community Development Blocks, 9 municipalities, and 187 Gram Panchayats, is characterized by diverse demographic and socio-economic conditions. Bordered by Bangladesh on the east, the district encapsulates both urban and rural areas with



varying levels of literacy and development; according to the 2011 Census, Nadia's literacy rate stands at 75.58%. Consequently, public libraries in the district serve a heterogeneous user base, including students, professionals, job seekers, homemakers, and senior citizens. However, despite their crucial role, these libraries often grapple with challenges such as outdated collections, inadequate digital infrastructure, limited staffing, and resource constraints which influence user satisfaction and overall service effectiveness.

Assessing user satisfaction is vital for enhancing library services, guiding resource allocation, and aligning public libraries with contemporary information needs. In this context, the present study undertakes a comprehensive evaluation of user satisfaction across public libraries in Nadia district. Drawing on data collected from multiple libraries and employing both quantitative and qualitative analytical techniques, the study seeks to provide a systematic understanding of user perceptions, service quality, and areas requiring strategic improvement.

Objective of the Study

The main aims of this study are outlined below:

- To examine the demographic characteristics of public library users in Nadia district.
- To analyse the usage behaviour of library users.
- To evaluate the level of user satisfaction with the services and facilities of public libraries in Nadia district.
- To assess user perceptions regarding the adequacy, relevance, and accessibility of library resources.
- To determine whether demographic factors such as gender and educational qualification significantly influence users'

perceived service levels and resource satisfaction.

- To identify gaps and challenges faced by users in accessing library services.
- To provide actionable suggestions for improving user satisfaction.

Review of Literature

A review of relevant and recent literature has been carried out for the present study. This literature review synthesizes major findings from existing research on user satisfaction in public libraries, with particular emphasis on service quality, resource availability, and user expectations.

Mahmoud, N. S. A., El Samanoudy, G., & Jung, C. (2025) highlights how changing user needs, digital technologies, and demographic differences influence satisfaction with public library interiors in Dubai. Surveying 280 users across six libraries, the research finds that libraries are mainly used for educational purposes, with clear age-related differences in space usage and satisfaction. Younger users favour General Reading Rooms, adults in their 30s prefer Cultural Data Rooms, and older adults are most satisfied with Electronic Information Rooms. Men report higher satisfaction overall, especially in technology-rich spaces. Lower satisfaction in General Reading and Cultural Data Rooms is linked to issues with interior design, furniture comfort, space limitations, and management. The study concludes that users increasingly prefer flexible, dynamic furniture arrangements and more diverse, well-designed educational and digital spaces, aligning with global trends toward user-centred and adaptable library environments while offering context-specific insights for Dubai.

Elias and Lubua (2024) investigated how usability, functionality, and reliability



influence user satisfaction with a library management system implemented at a higher education institution in Arusha, Tanzania. Using a quantitative design, the researchers examined a set of hypotheses to determine the extent to which these three system attributes contribute to the overall user experience. Their findings indicate that improvements in usability, functionality, and reliability are strongly associated with higher levels of user satisfaction. Based on these results, the authors recommend that institutions give careful consideration to these system qualities when choosing and deploying library management systems, as doing so can significantly enhance user acceptance and system effectiveness.

Munshi and Ansari (2023) examined how public libraries in the Nadia district of West Bengal manage their collections and delivery services. Their study focused on the policies, procedures, and day-to-day practices followed by these libraries. Using a questionnaire distributed to the chief librarians or library heads of 11 public libraries in the district, the researchers gathered information on current collection development activities. The results show that the libraries proactively build their collections with close attention to the interests and requirements of their users. A notable finding is that many of the libraries rely heavily on annual book fairs to acquire new books, selecting titles largely based on user requests—an approach that reflects a responsive and flexible acquisition strategy. While the study offers valuable insight into the administrative and operational side of collection management, it stops short of assessing how satisfied users are or how these services influence the wider community. The authors suggest that future studies should include user perspectives and explore how public libraries are adjusting to evolving information demands in a digital environment.

Mallikarjun, K., & Vishwamohan, V. (2022) assess user satisfaction with the resources,

services, and facilities of the Osmania University Library. Using questionnaires distributed to faculty members, research scholars, and postgraduate students, the study gathers 352 responses to evaluate usage patterns and perceptions of service quality. Findings show that users primarily visit the library for research work and spend less than an hour per visit. While over half of the respondents rate the overall functioning of the library as good, satisfaction with specific facilities such as furniture, lighting, toilets, and staff support varies widely, with many ratings them only average or poor. Common challenges include outdated or limited book copies, improper arrangement and misplacement of books, limited computers, and slow internet. The study emphasizes the need for continuous user studies, better user training, and improved resource management to enhance user experience and ensure effective utilization of library services.

Rayapudi and Irrinki (2021) conducted an in-depth study assessing library services at KLEF campuses in Guntur and Hyderabad, placing particular emphasis on how users perceive and evaluate these services. Their research relied on a structured questionnaire distributed to a large user base of 1,920 individuals, from which 1,640 valid responses were obtained. This sizeable dataset strengthened the quantitative analysis and enabled the authors to capture satisfaction trends across various user groups. The findings show that users' overall satisfaction is strongly influenced by the accessibility and quality of digital resources, as well as by the library's physical infrastructure and environment. The study offers valuable insights into the factors that shape user experiences, underscoring the importance of well-maintained electronic collections and conducive physical spaces in enhancing library service quality.



Research Methodology

The present study was conducted in Nadia district of West Bengal, which comprises a total of 111 public libraries. These include 11 town/sub-divisional or upgraded town libraries, 99 rural/primary unit/area libraries, and 1 district library. Using a simple random sampling technique, 15 libraries were selected from the total population of 111 public libraries to ensure equal representation and unbiased sampling. The study employed a descriptive survey design to assess user satisfaction across these 15 selected libraries located in 8 different Community Development (CD) Blocks of the district.

A structured questionnaire served as the primary data collection instrument for evaluating user satisfaction. The questionnaire consisted of eight major sections designed to capture various dimensions of user experience and perceptions.

- ❖ **Section I** collected demographic information of the respondents.
- ❖ **Section II** addressed patterns and frequency of library usage.
- ❖ **Section III** explored the impact of reading habits on users.
- ❖ **Section IV** required respondents to rate general opinion statements about public libraries.
- ❖ **Section V** gathered user perceptions regarding the services and facilities provided by the libraries.

- ❖ **Section VI** assessed the overall satisfaction level with library services.
- ❖ **Section VII** examined the influence of library usage on reading satisfaction.
- ❖ **Section VIII** measured users' overall satisfaction with library resources and services.

Data collection involved personal visits to the selected libraries, during which questionnaires were distributed to a total of 400 library users and staff members. This ensured direct engagement with participants and enhanced the reliability of responses.

For data analysis, IBM SPSS (Statistical Package for the Social Sciences) was employed. The software facilitated efficient data management, statistical computation, and systematic interpretation of findings, thereby enhancing the rigor and validity of the study's analytical processes.

Study Area:

A total of 15 public libraries were selected from eight CD Blocks (*viz.* Krishnanagar-I, Chakdaha, Krishnanagar-II, Kaliganj, Karimpur-I, Tehatta-II, Nakashipara, and Santipur) representing both urban and rural categories within Nadia district. Table 4.1 provides an overview of these selected libraries:

Table 4.1: Selected public libraries in Nadia district

CD Block	Name of Library	Address	Type of Library	Estd.
Krishnanagar-I	Nadia District Library	Azad Hind Sarak, P.O. Ghurni, Krishnanagar, Dist: Nadia, Pin-741103	District Library	1955
Krishnanagar-I	Krishnanagar Public Library	13, M.M.Street, Krishnanagar, Dist: Nadia, Pin- 741101	Town /Sub-divisional / Upgraded Town Library	1856



Krishnanagar-I	Dwijendra Pathagar	105/1 Station Road, Krishnanagar, Dist: Nadia, Pin-741101	Rural / Primary Unit / Area Library	1980
Chakdaha	Basanta Smriti Pathagar	Netaji Subhas Road, Chakdaha, Dist: Nadia, Pin-741222	Town /Sub-divisional / Upgraded Town Library	1919
Krishnanagar-II	Dhubulia Sadharan Pathagar	6 No. Group Dhubulia, Vill+P.O. Dhubulia, Dist: Nadia, Pin-741139	Rural / Primary Unit / Area Library	1979
Kaliganj	Kaliganj Sadharan Pathagar	Vill+P.O.Kaliganj, Dist: Nadia, Pin-741150	Rural / Primary Unit / Area Library	1961
Kaliganj	Debagram Sadharan Pathagar	Vill+P.O. Debagram, Dist: Nadia, Pin- 741137	Rural / Primary Unit / Area Library	1957
Kaliganj	Mrinalini Smriti Granthagar	Vill: Jamalpur, P.O. Paglachandi, Dist: Nadia, Pin- 741181	Rural / Primary Unit / Area Library	1955
Kaliganj	Ankurika Granthagar	Hospital Road, Vill: Mirabazar, P.O. Plassey, Dist: Nadia, Pin-741156	Rural / Primary Unit / Area Library	1948
Karimpur-I	Karimpur Public Library	Vill+P.O. Karimpur, Dist: Nadia, Pin-741152	Rural / Primary Unit / Area Library	1967
Tehatta-II	Prodyot Smriti Pathagar	Vill+P.O. Palashipara, Dist: Nadia, Pin-741155	Rural / Primary Unit / Area Library	1943
Tehatta-II	Baranaldaha Arunoday Pathagar	Vill: Baranaldaha, P.O. Chotanaldaha, Dist: Nadia, Pin-741156	Rural / Primary Unit / Area Library	1974
Nakashipara	Dharmada Sevabarti Sangha Gramin Granthagar	Vill+P.O. Dharmada, Dist: Nadia, Pin- 741138	Rural / Primary Unit / Area Library	1946
Nakashipara	Birpur Sadharan Granthagar	Vill+P.O. Birpur, Dist: Nadia, Pin- 741138	Rural / Primary Unit / Area Library	1952



Check for updates

Santipur	Santipur Public Library	Vill+P.O. Santipur, 68 69 Netaji Subhas Road, Dist: Nadia, Pin-741404	Rural / Primary Unit / Area Library	1912
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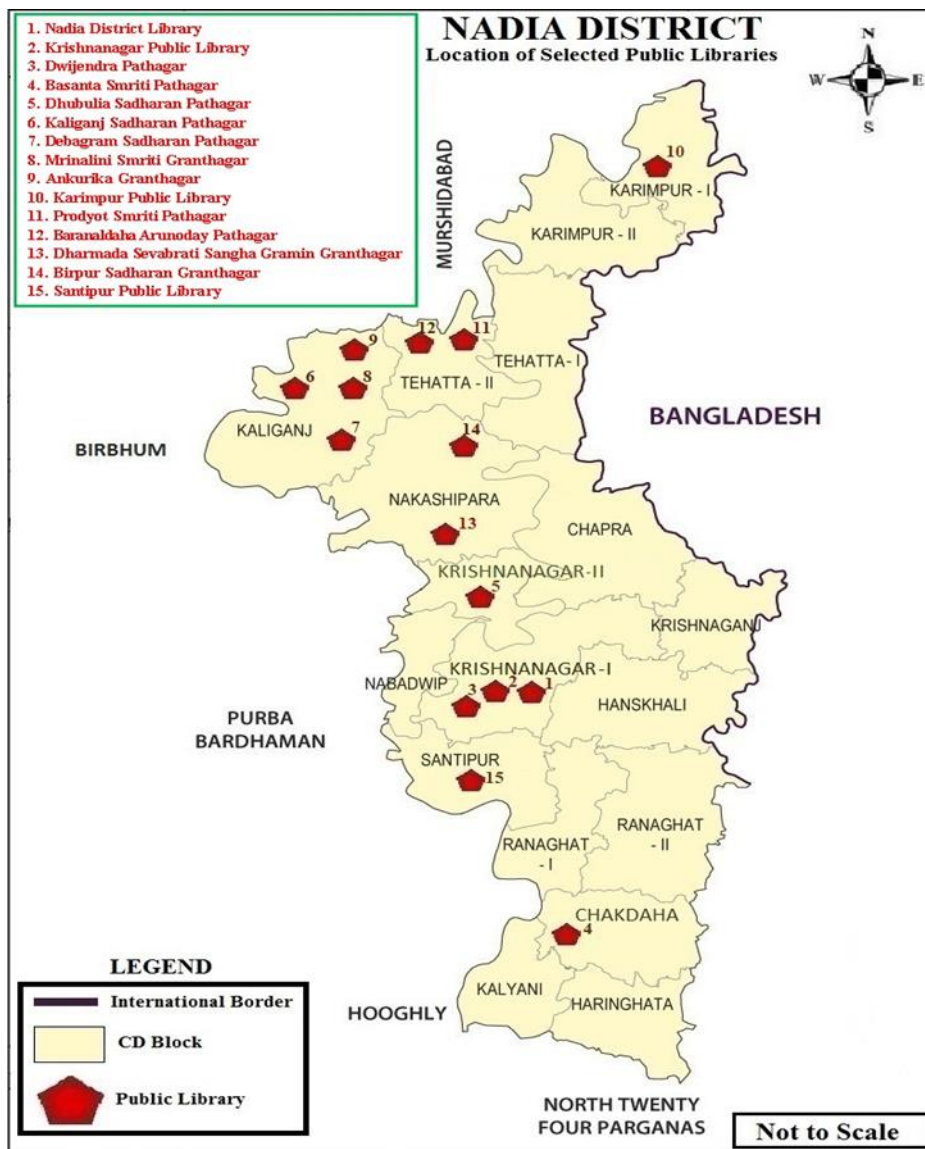


Fig. 4.1: Map showing the selected public libraries in Nadia district

Data Analysis:

Library Users:

Table-4.2.1 shows the number of users in 15 public libraries in Nadia district.



Table 4.2.1: Number of Users

S.I No.	Name of the Library	No. of Users
1.	Nadia District Library	5000
2.	Krishnanagar Public Library	3567
3.	Dwijendra Pathagar	280
4.	Basanta Smriti Pathagar	3229
5.	Dhubulia Sadharan Pathagar	561
6.	Kaliganj Sadharan Pathagar	344
7.	Debagram Sadharan Pathagar	150
8.	Mrinalini Smriti Granthagar	480
9.	Ankurika Granthagar	199
10.	Karimpur Public Library	1500
11.	Prodyot Smriti Pathagar	455
12.	Baranaldaha Arunoday Pathagar	150
13.	Dharmada Sevabrati Sangha Gramin Granthagar	205
14.	Birpur Sadharan Granthagar	399
15.	Santipur Public Library	1248
Total		17767

Descriptive Statistics		
Number_of_Users		
N	Valid	15
	Missing	0
Mean		1184.47
Median		455.00
Std. Deviation		1515.344
Variance		2296265.981
Range		4850
Minimum		150
Maximum		5000
Sum		17767

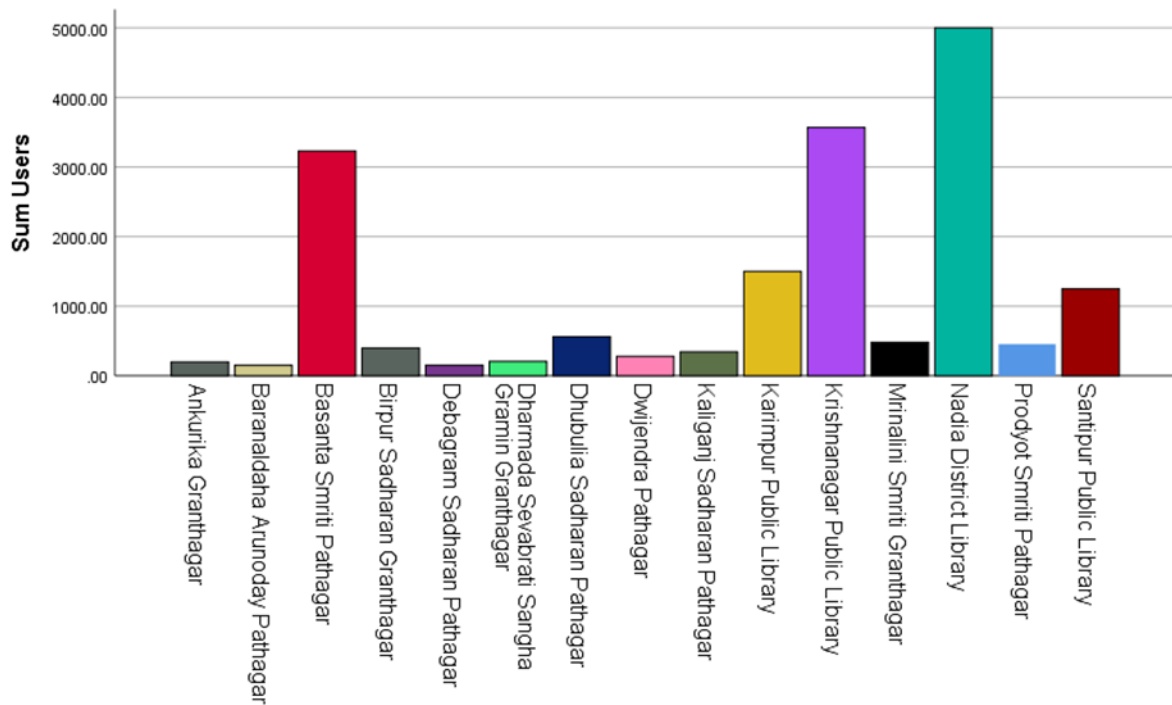


Fig. 4.2.1: Number of users across the selected public libraries in Nadia district

The analysis of user distribution across the 15 selected public libraries in Nadia District reveals considerable variation in library engagement. The mean number of users (1184.47) is notably higher than the median (455), indicating a positively skewed pattern in which a few larger libraries account for a disproportionately high share of total users. The wide range (4850), along with the high standard deviation (1515.34) and variance (2,296,265.98), further underscores substantial disparities between urban and rural libraries.

As shown in Figure 4.2.1, the Nadia District Library records the highest user count (5000), while smaller community libraries such as Baranaldaha Arunoday Pathagar serve fewer than 200 users. In total, the 15 libraries collectively serve 17,767 users, reflecting the significant role public libraries play in meeting the informational and community needs of the district.

Gender distribution:

Table 4.2.2 provides a demographic breakdown of the respondents in this study based on gender. It shows the number of male and female respondents who participated in the survey, along with their respective percentages, and the total sample size.

Table 4.2.2: Gender distribution of respondents

Gender	Respondents	Percentage
Male	252	63%
Female	148	37%
Total	400	100%

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
Respondents	2	148	252	200.00	73.539
Valid N (listwise)	2				

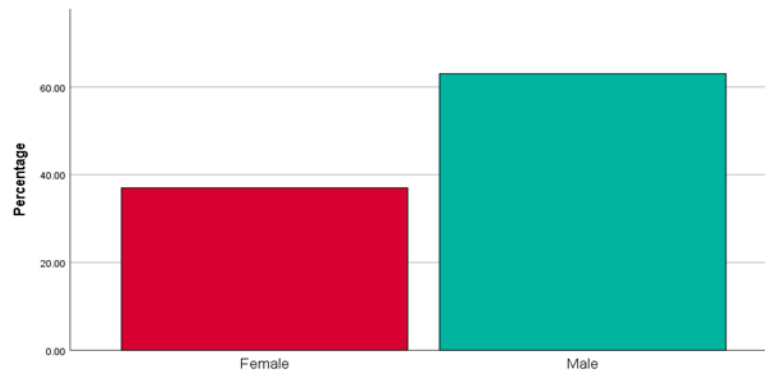


Fig. 4.2.2: Gender distribution of respondents

Fig. 4.2.2 reveals a noticeable imbalance in participation between male and female respondents. Out of the 400 individuals surveyed, 252 (63%) were male and 148 (37%) were female, indicating a predominance of male users in the public libraries of Nadia District. The descriptive statistics support this disparity, with respondent counts ranging from 148 to 252 and an average of 200 per gender group. The relatively high standard deviation (73.54) further reflects the uneven representation between the two categories. Overall, the analysis suggests a significant gender gap in public library usage, with males engaging more actively than females in the district.

Table 4.2.3: Age-wise distribution of respondents

Age	Respondents	Percentage
11 years to 25 years	276	69%
26 years to 40 years	88	22%
41 years to 55 years	20	5%
56 Years to 70 years	16	4%
Total	400	100%

Age-wise distribution

Table 4.2.3 presents the distribution of respondents according to age groups. It shows how many respondents fall into each age category and their respective percentages of the total sample (400 respondents). This data helps in understanding which age groups are the primary users of public libraries in Nadia District.

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
Respondents	400	16	276	211.44	98.043
Valid N (listwise)	400				

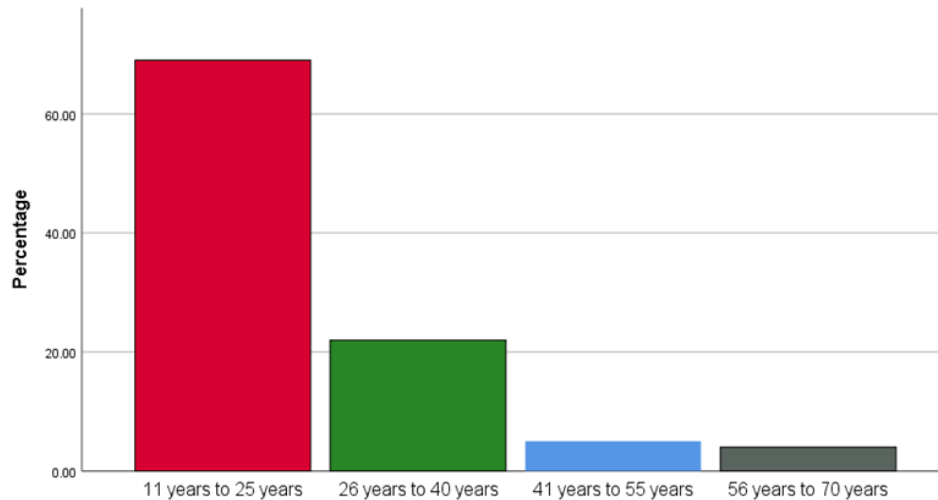


Fig. 4.2.3: Age-wise distribution of respondents

The above data shows a clear concentration of public library users in the younger population of Nadia District. The largest share of respondents (69%) belongs to the 11–25 years age group, indicating that library services are most actively utilized by students and young adults. Participation declines notably with age, with 22% of respondents in the 26–40 years group, 5% in the 41–55 years group, and only 4% in the 56–70 years category. Descriptive statistics further highlight this imbalance: respondent numbers range from 16 in the oldest group to 276 in the youngest, with a mean of 211.44. The high standard deviation (98.04) reflects substantial variability across age categories.

Overall, Fig. 4.2.3 demonstrate that library usage in Nadia District is heavily youth-dominated, with significantly lower engagement from middle-aged and older adults.

Qualification distribution

Table 4.2.4 presents the educational background of the 400 respondents surveyed in the study. It shows the number of respondents in each educational category along with their corresponding percentage of the total sample. This information is important for understanding which educational groups primarily use public libraries in Nadia District.

Table 4.2.4: Distribution of respondents by educational level

Educational Qualification	Respondents	Percentage
School student	244	61%
Graduate	124	31%
Post graduate	20	5%
Research Scholar	12	3%
Total	400	100%

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
Respondents	400	12	244	188.64	74.409
Valid N (listwise)	400				

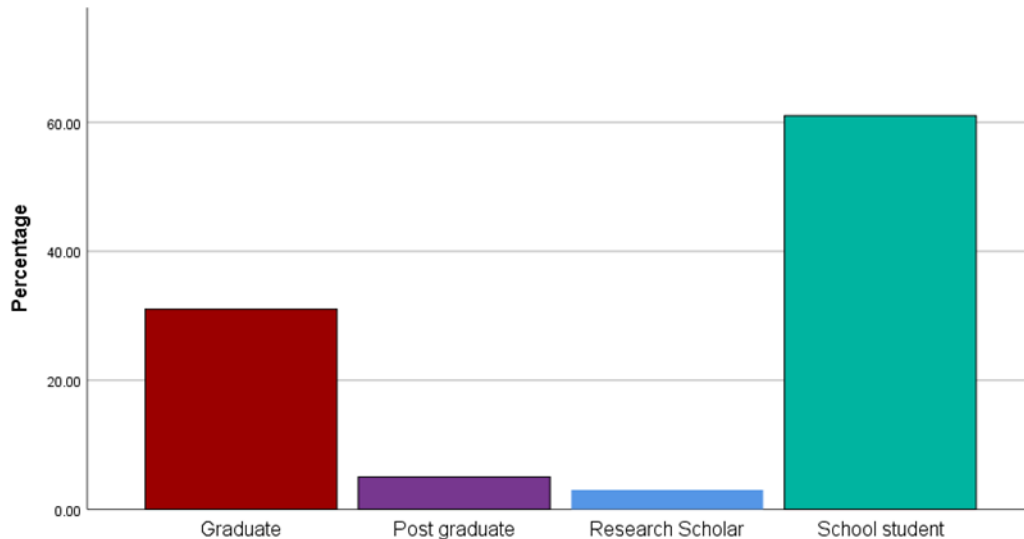


Fig 4.2.4: Distribution of respondents by educational level

The above data depicts a pronounced concentration among school and undergraduate learners in public libraries of Nadia District. School students form the majority (244 respondents; 61%), followed by graduates (31%). In contrast, participation from higher education users is considerably lower, with postgraduates representing 5% and research scholars only 3% of the sample.

Descriptive statistics further highlight this imbalance: respondent counts range from just 12 research scholars to 244 school students, with a mean of 188.64. The high standard deviation (74.41) indicates substantial unevenness across the four categories.

Above Fig 4.2.4 suggests that public libraries in Nadia District primarily cater to the needs of school-level and undergraduate users, with significantly reduced engagement among postgraduate and research-level scholars.

Family income-wise distribution

Table 4.2.5 presents the distribution of respondents according to their monthly family income.

Table 4.2.5: Distribution of respondents by family income

Family Income (INR)	No. of Respondents	Percentage
Up to 10000	80	20%
10001 - 15000	140	35%
15001 -20000	112	28%
Above -20000	68	17%
Total	400	100%

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
Respondents	400	68	140	107.92	28.172
Valid N (listwise)	400				

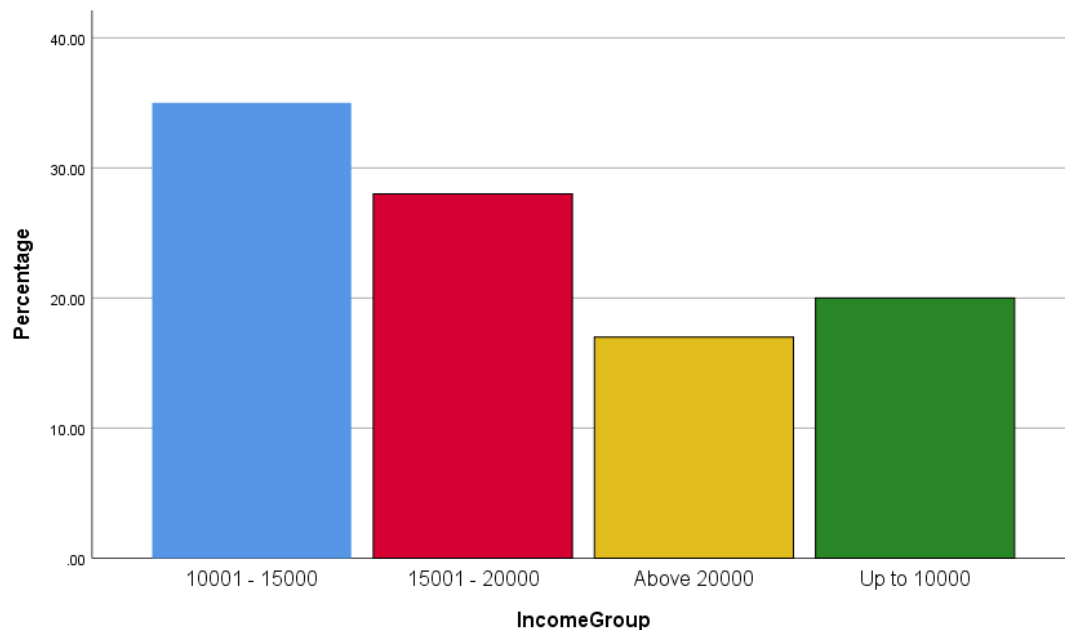


Fig 4.2.5: Distribution of respondents by family income

The data indicates that public library users in Nadia District predominantly come from lower- and middle-income groups. Fig 4.2.5 illustrates largest proportion of respondents (35%) falls within the ₹10,001–₹15,000 income range, followed by 28% earning between ₹15,001 and ₹20,000. An additional 20% belong to the lowest income bracket (up to ₹10,000), underscoring the importance of public libraries as accessible learning and information resources for economically weaker sections. Only 17% of respondents have a monthly family income above ₹20,000, reflecting comparatively lower usage by higher-income groups. Descriptive statistics support this pattern: respondent numbers range from 68 in the highest income category to 140 in the ₹10,001–₹15,000 group, with a mean of 107.92 and a moderate standard deviation of 28.17. This analysis highlights the essential role public libraries play in serving modest-income

communities and emphasize the need for library services tailored to their socio-economic realities.

Marital status-wise distribution:

Table 4.2.6 presents the distribution of respondents based on their marital status.

Table 4.2.6: Distribution of respondents by marital status

Material Status	No. of Respondents	Percentage
Married	280	70%
Unmarried	120	30%
Total	400	100%

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
Respondents	400	120	280	232.00	73.413
Valid N (listwise)	400				

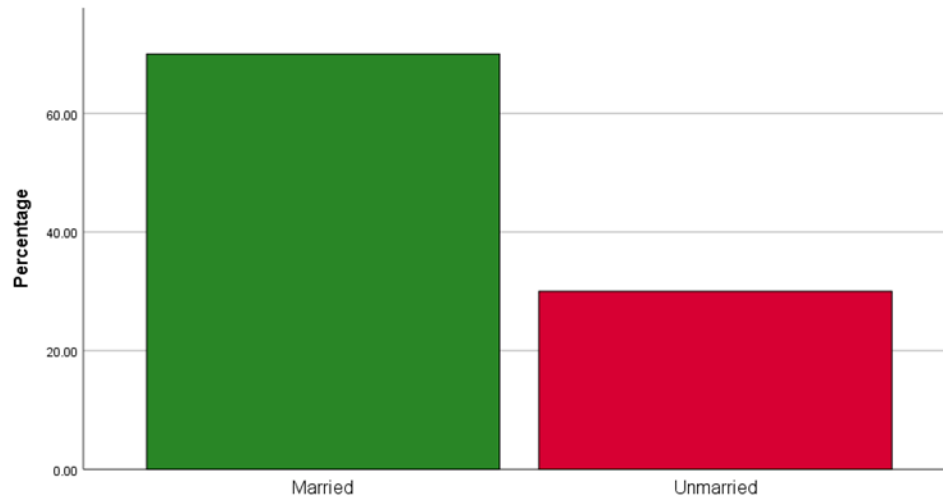


Fig 4.2.6: Distribution of respondents by marital status

The above data reveals that public library usage in Nadia District is dominated by married individuals. Fig 4.2.6 shows 70% of the respondents (280 individuals) are married and 30% of the respondents (120 individuals) are unmarried. This imbalance is reflected in the descriptive statistics, where the mean (232) and a relatively high standard deviation (73.41) indicate substantial variation between the two categories.

The analysis shows that married individuals are more frequent users of public library services, possibly due to their needs for educational resources, informational support, or personal development. Unmarried respondents like students, young professionals, or competitive exam aspirants form a smaller but significant user group. The marital status distribution suggests that public libraries in Nadia district serve a diverse user base, but with a stronger representation of married individuals. Understanding this

pattern is important for tailoring library services, programs, and resource planning to meet the specific needs and preferences of both married and unmarried users.

Active Members:

Table 4.2.7 illustrates the distribution of respondents based on their active membership status in public libraries within the Nadia district.

Table 4.2.7: Active Members

Active Membership	No. of Respondents	Percentage
Yes	340	85
No	60	15
Total	400	100.00

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
Respondents	400	60	340	298.00	100.105
Valid N (listwise)	400				



Fig. 4.2.7: Active Members

Fig. 4.2.7 reveal that a substantial majority of users (85%, or 340 respondents) reported being active members of their respective libraries, while only 15% (60 respondents) were non-active members. This strong imbalance is reflected in the descriptive statistics, with a high mean value of 298.00 and a standard deviation of 100.11, indicating notable variation between the two groups.

This analysis suggest that most users maintain regular membership and actively utilize library services, underscoring the continued relevance of public libraries as essential community resources. The smaller proportion of non-active members likely consists of occasional or irregular users, highlighting an opportunity for libraries to enhance outreach and encourage broader membership participation. Overall, the predominance of active members reflects robust user engagement and supports the importance of public libraries in meeting the district's educational and informational needs.

Preference for Selecting Subject/Area

Table 4.2.8 presents the distribution of respondents according to their preferred subject/areas when using public libraries in the Nadia district.

Table 4.2.8: Preference for Selecting Subject/Area

Subject/Area	Respondents	Percentage
Education, Personal Growth & Well-being	248	62%
Business & Professional Development	32	8%
Literature & Fiction	40	10%
Knowledge, Culture & Society	60	15%
Science, Technology & Computing	20	5%
Total	400	100.00

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
Count	400	20	248	170.32	99.752
Valid N (listwise)	400				

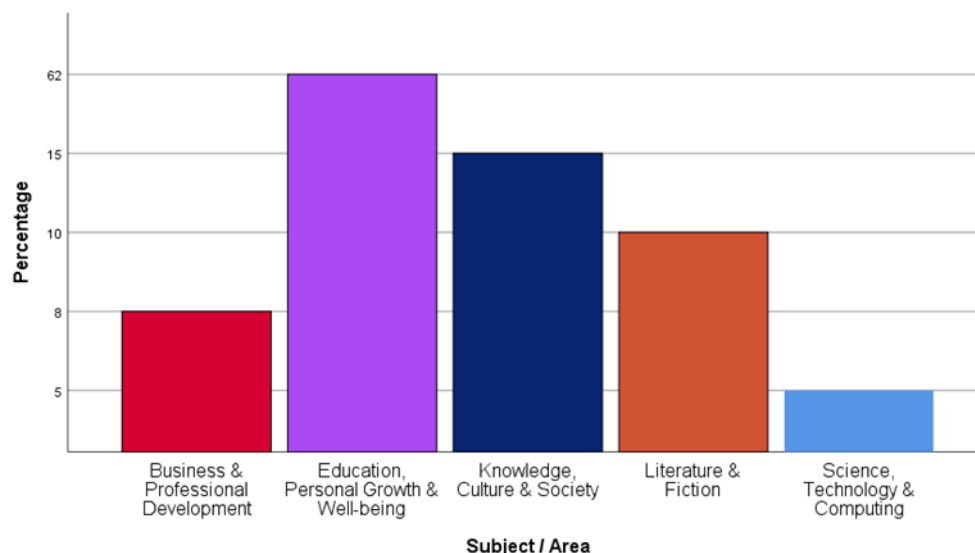


Fig 4.2.8: Preference for Selecting Subject/Area

The above data reveals a marked inclination among public library users in Nadia District toward educational and self-development materials. Fig 4.2.8 shows largest proportion of respondents (62%; 248 individuals) preferred resources related to Education, Personal Growth, and Well-being, indicating the central role of libraries in supporting academic pursuits, competitive exam preparation, and lifelong learning. This dominance is reflected in the descriptive statistics, where respondent counts range from 20 to 248, with a mean of 170.32 and a high standard deviation of 99.75, highlighting substantial variation across categories.

Other subject areas received comparatively lower interest: 15% of respondents selected Knowledge, Culture, and Society, while 10% favoured Literature and Fiction, demonstrating continued demand for general knowledge

resources and recreational reading. Professional-oriented categories such as Business & Professional Development (8%) and Science, Technology & Computing (5%) attracted the smallest user groups, suggesting limited demand or possible gaps in collection strength.

These analyses underscore the predominance of educational needs while reflecting a diverse range of user interests. These insights are crucial for guiding collection development, resource planning, and service enhancements aimed at improving user satisfaction across multiple knowledge domains.

Purpose of visit to library:

Table 4.2.9 presents the distribution of respondents based on their primary purpose for visiting public libraries in the Nadia district.

Table 4.2.9: Purpose of visit to library

Purpose	Respondents	Percentage
Hobby	100	25%
Time Spending	80	20%
Educational	140	35%
Professional	48	12%
Entertainment	32	8%
Total	400	100.00

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
Count	400	32	140	98.32	36.536
Valid N (listwise)	400				

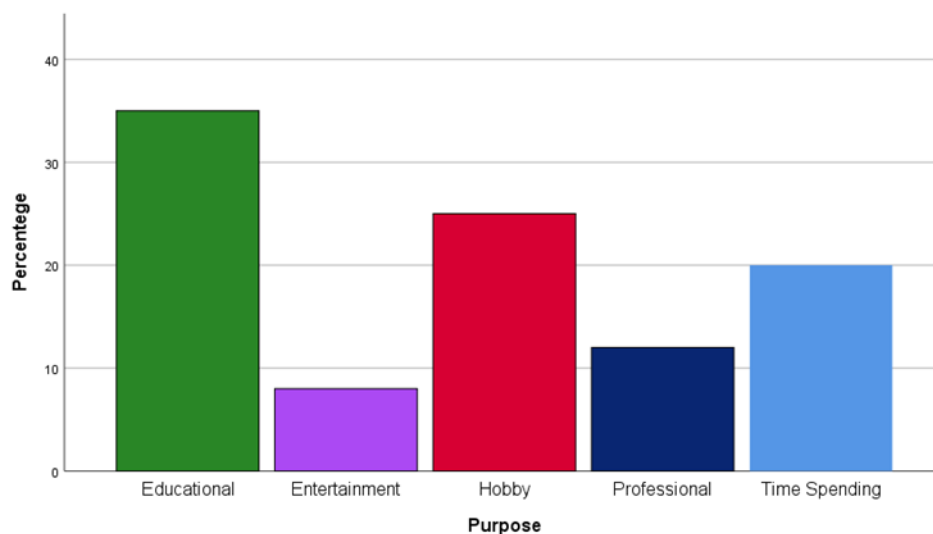


Fig 4.2.9: Purpose of visit to library

The above data reveals that educational needs form the primary motivation for library use. Fig 4.2.9 indicates educational activities account for the largest share of respondents (35%; 140 individuals), reflecting the library's central role in supporting study, exam preparation, and access to academic resources. This pattern is reinforced by the descriptive statistics, where respondent counts range from

32 (entertainment) to 140 (education), with a mean of 98.32 and a moderate standard deviation of 36.54, indicating varied yet education-heavy usage patterns.

Hobby-related activities represent the second most common purpose (25%), highlighting the library's value as a space for leisure reading, personal interests, and self-enrichment. Additionally, 20% of users visit the library simply to spend time, demonstrating its



function as a safe, quiet, and inclusive community space.

Professional purposes account for 12% of visits, underscoring the library's contribution to career development and skill enhancement. Entertainment-oriented visits constitute the smallest share (8%), though they indicate continued demand for newspapers, magazines, and recreational materials.

The above data demonstrates that public libraries in Nadia district serve a diverse range of user needs such as educational, recreational, social, and professional. Such varied purposes underscore the importance of maintaining a multifaceted collection and flexible services to enhance overall user satisfaction.

Frequency of usage:

Table 4.2.10 presents the distribution of respondents according to how frequently they use public library services in the Nadia district. The data reveal a varied pattern of usage, reflecting the diverse needs and habits of library users.

Table 4.2.10: Frequency of usage

Usage	No. of Respondents	Percentage
Daily	120	30%
Once in a Week	100	25%
When there is Need	80	20%
On Holidays	100	25%
Total	400	100%

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
Count	400	80	120	102.00	14.018
Valid N (listwise)	400				

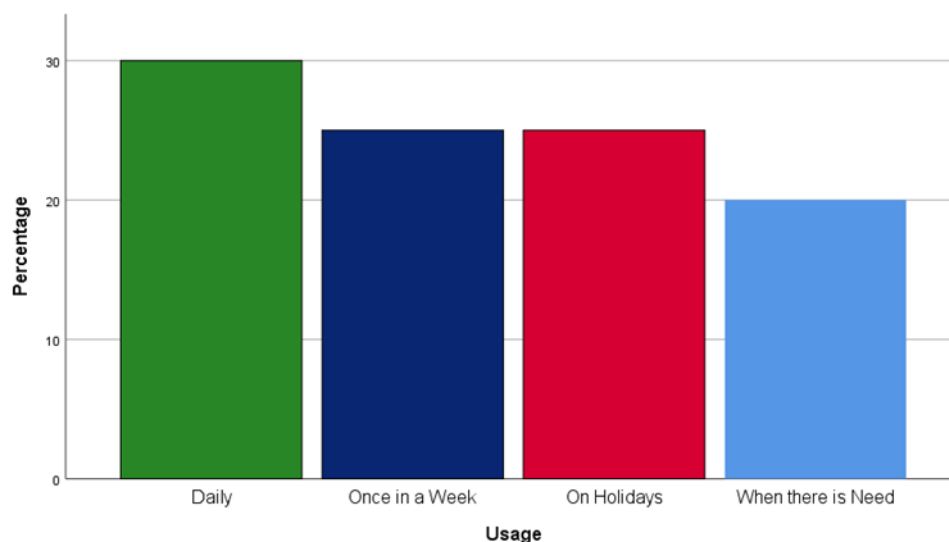


Fig 4.2.10: Frequency of usage



Fig 4.2.10 shows a relatively balanced distribution across different visit patterns. Respondent numbers range from 80 daily users to 120 monthly or holiday-based users, yielding a mean of 102 and a low standard deviation of 14.02, which indicates minimal variability across categories. These statistics suggest that public libraries maintain a steady level of engagement throughout the community.

Daily visitors form the largest group (30%), reflecting a strong cohort of regular users who depend on the library for continuous study, reading, and informational needs. Weekly visitors account for 25% of respondents, indicating a consistent usage pattern among individuals balancing academic, professional, or personal schedules. Another 25% visit mainly on holidays, underscoring the library's role as a leisure and self-enrichment space. Meanwhile, 20% visit only when necessary, demonstrating occasional yet purposeful use of library resources.

Overall, the analysis highlights the ability of public libraries to serve both frequent and infrequent users, reinforcing its importance as a versatile community resource. Understanding these diverse usage patterns is essential for effective service planning,

program development, and resource allocation aimed at enhancing user satisfaction.

Time spent in library

Table 4.2.11 shows the distribution of respondents according to the amount of time they typically spend in the public libraries of Nadia district. The data reveal that library users spend varying durations inside the library, reflecting differences in their purpose of visit, availability of time, and engagement with library resources.

Table 4.2.11: Time spent in library

Spending Hours	No. of Respondents	Percentage
Up to 1 Hr	160	40%
Up to 2 Hr	88	22%
Up to 3 Hr	104	26%
Above 3 Hr	48	12%
Total	400	100%

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
Count	400	48	160	116.16	39.281
Valid N (listwise)	400				

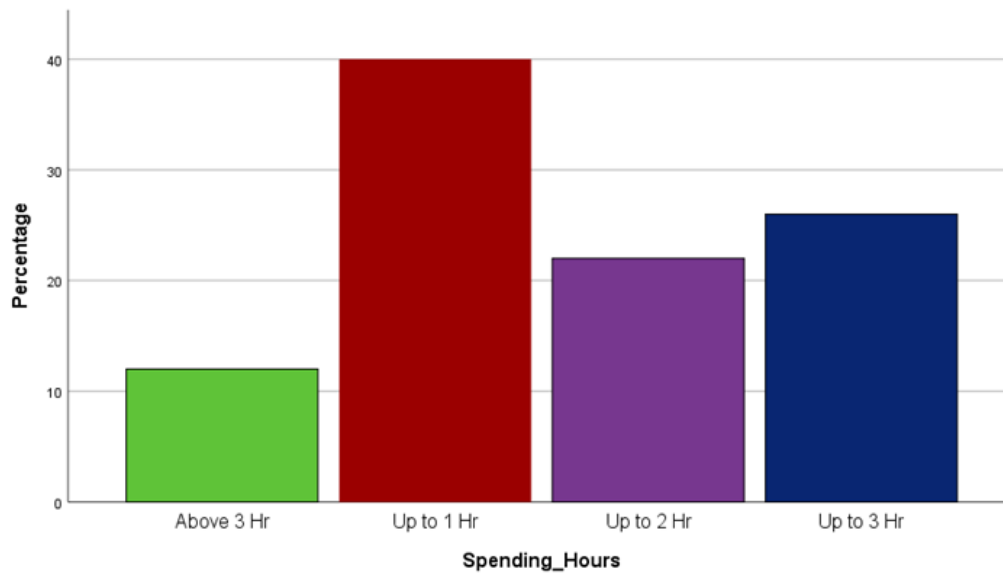


Fig 4.2.11: Time spent in library

The above data shows considerable variation in user engagement. Respondent counts range from 48 individuals spending less than one hour to 160 individuals spending two to three hours per visit, with a mean of 116.16 and a standard deviation of 39.28, indicating moderate variability. Overall, most users spend between one and three hours per visit, demonstrating consistent engagement with library resources.

Fig 4.2.11 depicts largest group (40%) spends up to one hour, likely for quick reference, borrowing books, or brief reading sessions. Respondents spending up to three hours constitute 26%, representing students and exam preparers requiring extended study periods. About 22% spend up to two hours, balancing library activities with other commitments, while 12% spend more than three hours, reflecting highly engaged users relying on the library as a primary study or workspace.

These analyses indicate that while many users visit the library for short durations, a substantial number spend extended periods within the library premises. This diversity in

time spent highlights the multifunctional nature of public libraries in the Nadia district and underscores the need for flexible seating arrangements, adequate infrastructure, and properly managed study environments to enhance user satisfaction.

Impact of Library Resources

News Papers

Table 4.2.12 illustrates the perceived importance of newspapers among public library users in Nadia district, categorized by age group. The table highlights how newspapers as a library resource impact users across different age segments.



Table 4.2.12: News Papers

AGE	Important		Some What Important		Not Important		Total	
11 years to 25 years	80	20%	16	4%	8	2%	104	26%
26 years to 40 years	80	20%	24	6%	8	2%	112	28%
41years to 55 years	80	20%	12	3%	4	1%	96	24%
56 years to 70 years	60	15%	20	5%	8	2%	88	22%
Total	300	75%	72	18%	28	7%	400	100.00%

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	7.234 ^a	6	0.300
Likelihood Ratio	7.450	6	0.281
Linear-by-Linear Association	0.226	1	0.635
N of Valid Cases	400		
a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 6.16.			

The above data depicts a significant majority of respondents (75%) consider newspapers important, 18% view them as somewhat important, and only 7% perceive them as not important. This highlights newspapers as a key resource for staying informed, enhancing general knowledge, and supporting user engagement. Statistical analysis using the Chi-Square test revealed no significant association between respondents' opinions and demographic or usage variables ($\chi^2 = 7.234$, $df = 6$, $p = 0.300$), with similar results for the likelihood ratio (7.450, $p = 0.281$) and linear-by-

linear association (0.226, $p = 0.635$). These findings indicate that newspapers in public libraries of Nadia district serve as a vital resource for informing, educating, and engaging users of all ages, thereby enhancing overall user satisfaction and reinforcing the library's relevance in the community.

Novels and Story Books:

Table 4.2.13 presents the perceived importance of novels and story books among public library users in Nadia district, categorized by age

groups. This table highlights the role of recreational and literary reading materials in shaping user engagement and satisfaction.

Table 4.2.13: Novels and Story Books

AGE	Important		Some What Important		Not Important		Total	
11 years to 25 years	96	24%	48	12%	16	4%	160	40%
26 years to 40 years	60	15%	12	3%	8	2%	80	20%
41years to 55 years	80	20%	4	1%	4	1%	88	22%
56 years to 70 years	44	11%	20	5%	8	2%	72	18%
Total	280	70%	84	21%	36	9%	400	100.00%

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	31.907 ^a	6	0.000
Likelihood Ratio	36.625	6	0.000
Linear-by-Linear Association	2.646	1	0.104
N of Valid Cases	400		
a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 6.48.			

Above data indicates that these resources are highly valued, particularly for recreational and personal enrichment purposes. A majority of respondents (70%) consider them important, 21% view them as somewhat important, and only 9% regard them as not important, highlighting their significant contribution to user engagement and satisfaction. Statistical analysis using the Chi-Square test revealed a significant association between respondents' perceptions and demographic or usage variables ($\chi^2 = 31.907$, $df = 6$, $p < 0.001$), confirmed by the likelihood ratio (36.625, $p < 0.001$). Although the linear-by-linear association was not significant ($p = 0.104$), the findings indicate that the impact of novels and

story books varies across different user groups, with younger and middle-aged users showing particularly high appreciation.

The analysis shows that novels and story books play a crucial role in enhancing the user experience in Nadia District public libraries, supporting both entertainment and personal growth, and reinforcing the library's function as a centre for cultural, recreational, and educational enrichment.

Magazines

Table 4.2.14 presents the perceived importance of magazines among public library users in Nadia district, categorized by age groups. The



data reflect how magazines, as a library resource, contribute to user engagement, information access, and satisfaction.

Table 4.2.14: Magazines

AGE	Important		Some What Important		Not Important		Total	
11 years to 25 years	120	30%	24	6%	56	14%	200	50%
26 years to 40 years	72	18%	20	5%	8	2%	100	25%
41 years to 55 years	44	11%	12	3%	4	1%	60	15%
56 years to 70 years	12	3%	20	5%	8	2%	40	10%
Total	248	62%	76	19%	76	19%	400	100.00%

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	54.784 ^a	6	0.000
Likelihood Ratio	52.975	6	0.000
N of Valid Cases	400		
a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 7.60.			

The above data illustrates that magazines are a valued component of library collections, with 62% of respondents considering them important, 19% somewhat important, and 19% not important. They serve as key resources for staying informed, accessing current trends, and recreational reading. Chi-Square analysis revealed a statistically significant association between perceptions of magazine usefulness and demographic or usage variables ($\chi^2 = 54.784$, $df = 6$, $p < 0.001$), confirmed by the

likelihood ratio (52.975, $p < 0.001$). These results indicate that engagement with magazines varies across different user groups.

Magazines are particularly important to younger users (11–25 years), supporting learning, awareness, and recreational activities. Adults (26–55 years) value them moderately for professional, leisure, and cultural purposes, while seniors (56–70 years) place comparatively



less importance on magazines, relying more on other library resources.

The analysis shows magazines contribute meaningfully to user satisfaction, particularly for users seeking current information, leisure reading, and personal enrichment. Their inclusion in library collections helps maintain the library's relevance as a multifaceted resource centre for diverse age groups.

Reference books / Journals

Table 4.2.15 illustrates the perceived importance of reference books and journals among public library users in Nadia district, categorized by age groups. These resources are typically used for in-depth study, research, academic work, and professional development, and the table highlights their impact on user engagement.

Table 4.2.15: Reference books / Journals

AGE	Important		Some What Important		Not Important		Total	
11 years to 25 years	48	12%	40	10%	32	8%	120	30%
26 years to 40 years	60	15%	12	3%	8	2%	80	20%
41 years to 55 years	124	31%	12	3%	4	1%	140	35%
56 years to 70 years	40	10%	12	3%	8	2%	60	15%
Total	288	72%	76	19%	36	9%	400	100.00%

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	73.713 ^a	6	0.000
Likelihood Ratio	76.271	6	0.000
N of Valid Cases	400		
a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 7.80.			

The above data reveals that reference books and journals are highly valued across user groups in public libraries of Nadia district. Overall, 72% of respondents consider them important, 19% somewhat important, and 9% not important, underscoring their role in supporting educational, professional, and informational needs. Chi-Square analysis shows a highly significant association between perceptions of reference materials and demographic or usage variables ($\chi^2 = 73.713$, $df = 6$, $p < 0.001$), confirmed by the likelihood ratio

(76.271, $p < 0.001$). These results indicate that the impact of reference resources varies across different user groups.

Reference books and journals are particularly critical for middle-aged and professional users (41–55 years), who rely on them for career development, research, and knowledge expansion. Younger users (11–25 years) primarily use them for study and examination purposes, while senior users (56–70 years)



engage moderately, reflecting intellectual curiosity and targeted information needs.

The analysis demonstrates reference books and journals play a crucial role in enhancing user satisfaction, positioning public libraries as essential centers for academic, professional, and lifelong learning in Nadia District.

Non – Book materials

Table 4.2.16: Non – Book materials

AGE	Important		Some What Important		Not Important		Total	
11 years to 25 years	88	22%	24	6%	8	2%	120	30%
26 years to 40 years	60	15%	12	3%	8	2%	80	20%
41years to 55 years	100	25%	32	8%	8	2%	140	35%
56 years to 70 years	36	9%	20	5%	4	1%	60	15%
Total	284	71%	88	22%	28	7%	400	100.00%

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	8.236 ^a	6	0.221
Likelihood Ratio	7.940	6	0.243
N of Valid Cases	400		
a. 1 cells (8.3%) have expected count less than 5. The minimum expected count is 4.20.			

The above data indicates that these resources are widely valued, with 71% of respondents considering them important, 22% somewhat important, and 7% not important. Chi-Square analysis showed no significant association between perceptions of non-book materials and demographic or usage variables ($\chi^2 = 8.236$, $df = 6$, $p = 0.221$), suggesting that their perceived usefulness is broadly consistent across user groups.

Non-book materials serve as a valuable complement to traditional library resources, enhancing user engagement through multimedia, interactive content, and alternative learning formats. Engagement is highest

Table 4.2.16 presents the perceived importance of non-book materials, such as CDs, DVDs, audio-visual content, maps, charts, and other multimedia resources among public library users in Nadia district, categorized by age groups. These materials serve as supplementary learning and recreational resources that enhance the library experience.

among younger and middle-aged users, reflecting their educational, professional, and recreational interests. By providing varied forms of learning and leisure, these resources contribute significantly to user satisfaction and help libraries attract a diverse user base, including those seeking digital or audiovisual content.

The analysis depicts non-book materials play a crucial role in increasing the accessibility, variety, and relevance of public libraries in Nadia District, supporting educational, professional, and recreational needs across age groups.



Satisfaction level about the service provided by the library

users about the efficiency of public libraries, resources, staffing, and overall service quality.

Table 4.2.17 presents the satisfaction levels of library users regarding various aspects of the services provided by public libraries in Nadia district. The table highlights perceptions of

Table: 4.2.17 Satisfaction level about the service provided by the library

Satisfaction type	Yes	%	No	%
Library's work well & have sufficient speed.	120	30%	12	3%
Library has sufficient resources to meet public need.	160	40%	4	1%
Overall service provided by the library meets the requirements of the users.	40	10%	4	1%
The library does not have enough staff to effectively help users with their needs.	56	14%	4	1%
Total	376	94%	24	6%

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	6.716 ^a	3	0.082
Likelihood Ratio	7.340	3	0.062
N of Valid Cases	400		
a. 2 cells (25.0%) have expected count less than 5. The minimum expected count is 2.64.			

The data indicates generally 94% of users expressed satisfaction with at least one aspect of library services, while only 6% reported dissatisfaction. Chi-Square analysis showed no significant association between satisfaction levels and demographic or usage variables ($\chi^2 = 6.716$, $df = 3$, $p = 0.082$), suggesting that perceptions of service quality are broadly uniform across different user groups.

Respondents highlighted strong satisfaction with resource availability and operational efficiency. However, some areas were identified for improvement, including overall service delivery and staff availability, indicating potential for enhancing user-centric initiatives and facility management.

The analysis depicts public libraries in Nadia District enjoy high user satisfaction, but addressing gaps in staff support and comprehensive service delivery could further elevate the user experience and ensure the libraries effectively meet the diverse needs of the community.

Impact of reading satisfaction in library on user

Table 4.2.18 examines the impact of reading satisfaction in public libraries on users, highlighting how engaging with library resources affects their personal, intellectual, and socio-economic well-being. The following table presents the number and percentage of respondents who agreed or disagreed with



statements related to the effects of reading in the library.

Table 4.2.18: Impact of reading satisfaction in library on user

Satisfaction type	Yes	%	No	%
Time spending in reading at library makes feel very happy.	50	12.5	1	0.25
The habit of reading in library creates more attachment to life.	40	10	3	0.75
Reading in library makes improve the economic growth in one's life.	60	15	2	0.5
Changes in one's life style only because of reading in library.	20	5	2	0.5
Reading regularly in library gives opportunity to get a job.	30	7.5	1	0.25
The reading habit in library improves the knowledge of human being.	40	10	2	0.5
Library helps to know the political changes and political awareness.	40	10	2	0.5
Library helps to know about environment and recent changes in environment	50	12.5	1	0.25
The Indian economic status and International economic status can be easily known through reading documents in library.	20	5	2	0.5
Library gives legal awareness and suggestions for specific and common issues.	30	7.5	4	1
Total	380	95	20	5

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	7.789 ^a	9	0.556
Likelihood Ratio	7.256	9	0.610
N of Valid Cases	400		
a. 10 cells (50.0%) have expected count less than 5. The minimum expected count is 1.10.			

The above data indicates a broadly positive impact on users. Overall, 95% of respondents reported that reading in the library had a positive effect, while only 5% perceived no impact. Chi-Square analysis showed no significant association between reading satisfaction and demographic or usage variables ($\chi^2 = 7.789$, $df = 9$, $p = 0.556$), suggesting that this positive effect is consistent across all user groups.

Library reading contributes to multiple aspects of user development, including emotional well-being, intellectual growth, socio-economic awareness, and civic engagement. Users benefit from knowledge enhancement, personal growth, and improved life perspectives, reflecting the library's role as a multifunctional resource centre. Moderate impacts on employment and lifestyle changes indicate

potential for further support through targeted programs, skill development, and workshops.

The analysis demonstrates that reading satisfaction in libraries has a substantial positive influence on users, validating the library's role as a hub for learning, personal development, and social empowerment in Nadia district.

4.2.19 Overall satisfaction level about public library:

Table 4.2.19 presents the overall satisfaction levels of public library users in Nadia district, summarizing their perceptions of the library services, resources, and facilities. The table categorizes users into three levels of satisfaction: Highly Satisfied, Satisfied, and Not Satisfied.

Table 4.2.19: Overall satisfaction level by the user in public library

OverAll Satisfaction type	Highly satisfied	satisfied	not satisfied
Number of users	220	136	44
Percentage	55%	34%	11%

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
Count	400	44.00	220.00	172.0800	59.32007
Valid N (listwise)	400				

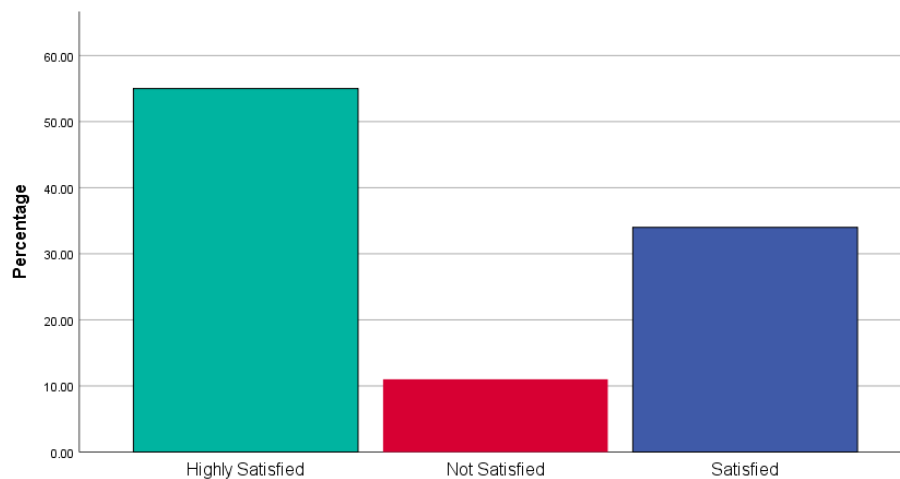


Fig. 4.2.19: Overall satisfaction level by the user in public library

Fig. 4.2.19 indicates that users generally report high levels of satisfaction. Descriptive statistics show that respondents' satisfaction ranges widely, with a mean of 172.08 and a standard deviation of 59.32, reflecting variability in user

experiences. Despite this, 89% of users reported being either highly satisfied or satisfied, demonstrating that public libraries largely meet user expectations.



Key insights include:

- **Majority Positive Perception:** Most users are satisfied, indicating effective provision of resources, services, and facilities that support study, research, and leisure reading.
- **Scope for Improvement:** The 11% of users reporting dissatisfaction point to areas for enhancement, such as expanding resource availability, extending services, and increasing engagement initiatives.
- **User-Centric Approach:** High satisfaction levels reflect the libraries' efforts to maintain a supportive, user-friendly environment tailored to diverse needs.

The analysis demonstrates that public libraries in Nadia district are well-regarded by users, with a significant proportion being highly satisfied. This underscores the libraries' role as vital community resources that support education, personal development, and recreational needs, while also highlighting opportunities to further enhance user satisfaction.

Findings and Discussion:

The present study investigated user satisfaction across 15 public libraries of Nadia District. The analysis of 400 respondents revealed several important trends regarding user demographics, resource usage, service efficiency, and overall satisfaction.

User Demographics and Participation:

Public libraries in Nadia district collectively serve 17,767 users, with wide variation in institutional reach, as the Nadia District Library alone accounts for 5,000 users while smaller rural libraries host fewer than 200 users.

The gender distribution shows a dominance of male users (63%), suggesting possible socio-cultural barriers limiting female participation. A significant majority of respondents belong to the 11–25 year age group (69%), indicating that public libraries are predominantly youth-centric spaces, mainly supporting formal education-related needs.

Educational status reinforces this pattern: 61% of users are school students and 31% are graduates, while only 8% are engaged in postgraduate or research activities, reflecting reduced usage among higher academic strata.

Usage Behaviour and Reading Preferences:

Library visits are largely purpose-driven, with educational motives (35%) being the primary reason for use, followed by hobby-oriented visits (25%) and leisure time engagement (20%). In terms of frequency, 30% visit daily, while 25% each visit weekly or only on holidays, revealing diverse levels of dependency on library services.

Most users spend up to 1 hour per visit (40%), although a considerable proportion (38%) remain for 2–3 hours or more, signifying the need for adequate seating and focused study environments.

The most preferred reading domains include education and personal development (62%), reflecting libraries' critical role in supporting academic preparation and lifelong learning. Fictional literature (10%) and cultural-social knowledge resources (15%) remain important but secondary areas of interest.

Impact of Library Resources on Users:

Across major resource categories, respondents demonstrated strong appreciation for the role of diverse informational materials:



Resource Type	Important (%)
Newspapers	75%
Novels & Story Books	70%
Reference Books & Journals	72%
Non-book Materials	71%

These findings emphasize that both traditional print media and multimedia resources remain essential components of user satisfaction in public libraries. Newspapers, in particular, are crucial for enhancing awareness and supporting socially driven learning needs.

Service Evaluation and Satisfaction Levels

Most respondents acknowledge the efficiency of operational services such as speed of work and availability of resources, contributing to 94% reporting satisfaction in at least one service dimension. However, concerns remain regarding staff shortages, which may hinder timely assistance and personalized support. The effect of library engagement on users' lives appears significantly positive. 95% report personal, intellectual, or socio-economic improvements from regular reading, including enhanced happiness, knowledge, career preparedness, political awareness, and environmental understanding. This demonstrates the library's role as a transformative public institution promoting empowerment and social well-being. Finally, the culmination of user perceptions reveals that 89% are satisfied overall, with 55% expressing high satisfaction regarding resources, infrastructure, and service quality.

Suggestions

Based on the above findings the following actionable suggestions are proposed to enhance service quality and user experience:

i. Promote Gender-Inclusive Library Engagement

Since male users constitute a significantly higher proportion compared to female users, targeted outreach programmes like women-focused literacy initiatives, book clubs, handicraft exhibition and awareness sessions should be introduced to increase female participation. This will help reduce the evident gender disparity in library usage.

ii. Strengthen Services for Senior and Middle-Aged Users

Library usage declines sharply with increasing age, with only 9% representation from individuals above 41 years. Age-friendly programs, health awareness collections, and recreational reading initiatives should be introduced to expand engagement among older adults.

iii. Expand Educational and Academic Support Collections

As 62% of users prefer educational and personal development resources, and 69% of users are within the 11–25 years age group, libraries should invest in academic books, competitive exam materials, and digital learning aids to cater to students' needs more effectively.

iv. Improve Staffing Capacity and Professional Support

Findings show users identified insufficient staff support for meeting library needs. Libraries should recruit trained library professionals and provide user-assistance training to enhance service delivery and improve visitor satisfaction.

v. Strengthen Outreach to Inactive members.

15% of surveyed individuals are inactive members. Awareness campaigns, membership



drives, and simplified registration procedures may increase active membership and overall community engagement.

vi. Enhance Digital and Non-Book Resources

With 71% acknowledging the importance of non-book materials, upgrading multimedia collections, offering e-resources, and introducing ICT access will broaden access to diverse learning tools.

vii. Improve Library Infrastructure and Reading Environment

A majority of users spend short durations (up to 1 hour), suggesting possible space or comfort limitations. Enhancements such as quiet study zones, comfortable seating arrangements, Proper lighting and ventilation could encourage longer and more productive user engagement.

viii. Diversify Collections for Cultural & Recreational Interest

Users still show strong demand for novels, magazines, and general knowledge materials. Ensuring updated and diverse recreational reading materials can elevate satisfaction for non-academic visitors.

ix. Implement Skill Development & Career Guidance Initiatives

Since reading is perceived to contribute to economic growth and job opportunities, public libraries should consider introducing the following initiatives:

- Career counselling spaces
- Job information boards

Soft-skills and digital literacy workshops

x. Focus on Continuous Service Quality Assessment

While 89% of users are satisfied, 11% reported dissatisfaction. Establishing feedback mechanisms, periodic surveys, and user-experience evaluations will ensure continuous improvement of library services.

Conclusion

The study clearly establishes that public libraries in Nadia district continue to play an essential role in supporting education, knowledge enhancement, and personal development among diverse user groups. A high proportion of young students, and economically modest users rely heavily on libraries for academic and informational needs, while overall satisfaction levels remain remarkably strong. The availability of traditional resources such as newspapers, fiction, reference materials, along with non-book media, significantly contributes to user engagement and reading satisfaction. However, certain limitations including imbalance gender participation, reduced usage among older age groups, and staffing constraints indicate areas where strategic improvements are necessary. Strengthening infrastructure, expanding digital access, and enhancing user-centric services will enable public libraries in Nadia district to better align with contemporary information demands. The study reaffirms the critical role of public libraries in social, educational, and developmental functions in Nadia district while highlighting the importance of continuous improvement to sustain and elevate user satisfaction.



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