Re-Engineering of the Public Libraries in Central Coastal Districts of Andhra Pradesh

*Dr. Muppidi Srinivasa Rao

Author's Affiliation:
* Librarian (Guest Faculty), Government Degree College, Razole, Dr. B.R. Ambedkar Konaseema District, Andhra Pradesh 533242, India

Corresponding Author: Dr. Srinivasa Rao Muppidi, Librarian (Guest Faculty), Government Degree College, Razole, Dr. B.R. Ambedkar Konaseema District, Andhra Pradesh 533242, India
E-mail: srinivasmuppidi74@gmail.com

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ABSTRACT

The objective of this study is to find the status of ICT technologies in the Central coastal district central libraries, modify traditional services to digital services using internet technologies, re-engineer the library collection development, and transform the conventional libraries into digital libraries by using the digital resources. Collected data through structured questionnaire and, distributed to the user community in the district central libraries in the Krishna, West, and East Godavari district central libraries in December 2020 and January 2021 respectively. Data was collected through Interviews, Observations in the library and a structured questionnaire .The total number of a questionnaire distributed was 300 and 271respondented responded with a percentage of 90.33%.Found the results were analysed using Microsoft Excel and are mentioned in the tables and pictorial presentation in the Analysis and data interpretation chapter. Re-Engineering functionally seems to be like re-organization (www.Encyclopedia.com).Re-Engineering is primarily used by Michael Hammer and champy in the 1993's in his bestselling book entitled "Re-Engineering Corporation" which is published in 1993. It did not mean using the computer system, it was modification to the existing system (Khan, 2019). Re-Engineering is the process of modification or modernization of existing system (Athude, 2019). Re-Engineering is the process of rethinking and redesigning library or public library activities, to fulfil the user information needs and to enhance the services in the public library with innovative ideas and thoughts. It introduces automation in housekeeping operations in public libraries by using ICT Technologies.

KEYWORDS: *ICT, Re-Engineering, Cerebral Palsy, WOM, Personnel Management, Internet Technologies, Web Blogs.*

INTRODUCTION

Public libraries are at present in critical condition. Public libraries are Re-Engineering themselves as an important entity of social infrastructure, converting them into digital libraries from conventional libraries. (Smith, 2019) Re-Engineering is the latest and the most renovated concept in Management. Public libraries are looking out to change the present issues which occurred in the libraries and also to re-engineer housekeeping operations. In the present scenario, there is a need to change the public library activities and user perception of the public library functions. It is a rising of new technological implications with scientific application in the present system of Public libraries in the central coastal districts

in Andhra Pradesh. It is re-engineering the existing library system to an automated library system with the invitation of computers and its application in the housekeeping operations such as Acquisition, Circulation and so on, to fulfil and satisfy the laws of library science like a Library is a growing organism (fifth law) and save the time of the user is the fourth law of library science propounded by Dr. S.R. Ranganathan.

Re-Engineering of the public library is the new beginning or updating existing technology in the public libraries in the central coastal districts of Andhra Pradesh. Re-engineering brings drastic changes in public library system as well as housekeeping operations, storage of data and retrieve stored data. Re-Engineering of public libraries involves library automation of all housekeeping operation in the library and introduction of E-resources organising of institutional repositories (Khan, 2019)

REVIEW OF LITERATURE

Askarizad, Safari (2020), explained that the Investigating the role of semi-open spaces on the sociability of public libraries using space syntax (Case Studies: Sunrise Mountain, Desert Broom Libraries, Arizona, USA)

Athude et al. (2019), Depicted that comparison among the library material to re engineering the library and its services , it helps to re organise the library and to provide good services to the users , a Comparative study of Re-Engineering of Library Resources and Library services among NCRD'S SIP Library and Dy Patil SSB Library .

Chowdary (2006). Discussed that the Public library 2.0 towards a new mission for public libraries as a network community knowledge, implementation of latest technologies in the public library the users can easily avail themselves public library service where ever they are in the world .The latest technologies here like Cloud computing, Machine learning, big data and so on.

Kalith, (2010), described that the importance of Re-Engineering of Library and its importance of Present Scenario, up gradation or reengineering the of Library computerization of Academic Libraries in Sikkim. As the traditional concept of library is changing

towards digital library, the existing manual system should be re-engineered to cope with its changing environment Computerization of Library & Information. It is the primary step of re-engineering of Library and Information Services in Digital Era.

Khan, (2019). Differentiated re engineered library from conventional library in the living age of electronic information. Where improvements in technology are reengineering the global information industry. With the help of technology, Reengineering process has changed the entire concept of libraries from holding to access. It isn't only a remember of enhancing the techniques in processing and imparting dissemination of information to their user in the library however it's miles extra a challenge of retrospective system & services in addition to converting the pattern of facts management through utility of era and clinical control. In this converting scenario, objectives, roles, and features of libraries and librarians want to extrude and be redesigned, if librarianship as a profession is to continue to exist within the Coming society. The most important objective is to emphasize library in-residence operation and reengineer the same through innovative user-focused library services

Singh et al. (2018). Described that to offer different kinds of information, documents, books, and e-services to meet the information needs of its users. It exists to serve different communities. It works as a nearby gateway of knowledge which provides a fundamental circumstance for lifelong learning, impartial decision-making, and cultural improvement of the individual and numerous social groups. The authorities of India are presently operating on a smart city assignment to complement Indian cities. The authorities of India have signed MOU with Japan to implement the Kyoto city model for the development of Varanasi.

Smith (2019). Described that to approaching the turn of the millennium, we heard a lot of hand-wringing approximately whether or not public libraries could emerge as out of date and we faced regular questions on how libraries can stay relevant within the age of on-line information. Nearly two decades later, libraries have successfully converted themselves from being chiefly approximate

materials to be a community anchor for formal and casual learning, generation access, a group of workers development, and community engagement.

Kamble et al. (2016). Explained that to realize the present scenario of the public library system in India, we need to understand its Challenges and opportunities. It additionally covers the role of the important government in the improvement of public libraries in the United States of America and the present popularity of public libraries i.e. numbers, acts, provision made for monetary resources, infrastructure centres on the end few important suggestions are given for in addition development of public libraries in India.

Process of Public library Re-Engineering:
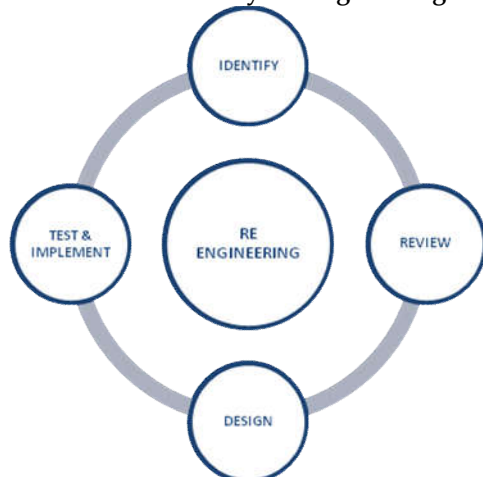
Identify: Identify the problem in the different sections of the public library
Review: Review the problem with staff in the public library for Re-Engineering the issues
Design: Design the solution for the problem and to find ways Re-Engineering the problem
Test: Test the solution before the implementation in the public library
Implement: Finally, implement and execute the solution or Re-Engineering the issue in the public libraries.

Definitions of Re-engineering:
1. **Microsoft Computer Dictionary** defined Re-Engineer (V), as 'Re thought and Redefine process and Procedures'.
2. **Hammer and Champy:** Re-engineering is defined as "The Fundamental rethinking and radical redesign of business process to achieve dramatic improvements in critical,

contemporary measures of performance such as cost, quality, service and speed".
3. **Daniel. P. Petrozoo and John C. Stepper** Define Re-Engineering in their Book Entitled " Successful Re-Engineering " that the term Re-Engineering is the concurrent redesign of Processes, organization and their supporting information system to achieve a radical improvement in time cost, quality and customers regard for the company' s products and services"(Kalitha, 2010).
4. **Encyclopaedia of Information Technology:** defines Re-Engineering as " The Examination and Modification of the system to reconstitute it in a new form and the subsequent implementation of the new form"

Implementation of Re-engineering Public libraries:

Semi-Open Space:
In recent days, public libraries are facing a problem in increasing the number of registered users and in providing updated information services to meet the cultural and recreational required information by the users or information seekers. Only public libraries are providing the public platform for the utilization of communicating with each other and users make this place more sociable. Sociable spaces are being enjoyed by the company of others to avoid loneliness. Socialization meant for promoting social interactions and to get easy accessibility on social security. Public space provides social interactions to the people to lead the quality of life. (Askarizad et al., 2020).

E-Resources:
Remote Access to E-resources from the library is a great advancement of services for the user community. It may occur in traditional or conventional libraries to be transformed into digital and virtual libraries. (Pai, 2015). We can access e-resources wherever we are, to fulfil the user information needs. The public libraries can provide all the required information to the users. E-Resources can easily to carry anywhere. E-resources can save the space of the libraries. E-Resources can utilize the number of users at the same time. E-resources are available in different formats like .PDF, .JPEG, .MOV files and so on.

E-Publishing:
Publishers have also changed their publishing model from traditional or physical form to digital form of documents or books or journals. They are creating a consortium with their e-resources. These activities lead to cost-effectiveness in to library management. (Pai, 2015)

Re-engineering Personnel (Staff) section:
This is averring that the important decision in the personnel section in the library is the Re-Engineering personnel section. It is to enhance their technical skills and update their knowledge through the faculty development programme. The personnel department (HRM) takes an initiation to train library staff in Library management software and networking skills in the library. It helps the staff to convert into a technical staff. Updating the knowledge of library staff is always producing great technological aspects in the profession of Public libraries in central coastal districts of Andhra Pradesh. (Pai, 2015)

WOM (Word of Mouth):
Marketing information about the public library services is done through word of mouth. WOM is a great re-engineering initiative to market the services in public libraries. Libraries are social institutions or Peoples University according to Carlyle. WOM is a very useful tool to market the library services and some promotional activities in the library to attract and encourage library membership in public libraries. (Pai, 2015)

Public Library 2.0:
Public library 2.0 is a concept to encourage library services extent of WWW or Internet technologies. Some promotional activities are being conducted regularly in the public libraries. These services are uploaded in web 2.0 technologies like Web Blogs and some social networking sites like Facebook, Whats app, Twitter and signal messenger and so on. (Pai, 2015). Public libraries help to reorganize the library services in the form of evolution to meet the user information needs. The Implications of advanced or emerging technologies in the field of library information science are to re-engineer the library services with computers. Public libraries are considered a bridge between knowledge originators (Publishers, Online Resources,

Authors, Researchers, Websites, and so on) and users of public libraries. The government of Andhra Pradesh has taken an initiative to implement ICT technologies in library services and to create web blogs for public libraries. (Chowdary, 2006).

Services for the visually impaired:
Re–Engineering provides all the services for visually impaired people. Disability is a term that covers the limitation of regular activity impairments. A problem of body functions is called impairment. Difficulty to execute a work called activity limitations (WHO). The public library needs to provide audio material, voice recognition gadgets and a route maps to find Braille materials for to visually impaired users.

Acts for Disabilities enacted by the Government of India:
The Government of India enacted three acts for physically challenged people such as
1. Equal opportunities, protection of rights act – 1995
2. The national trust for welfare, persons with autism cerebral palsy, mental retardation and multiple disability act, - 1999(It has a provision for legal guardianship of the 4 categories and creates enabling environment.)
3. Rehabilitation council of India act, 1992 deals with the development of manpower for providing rehabilitation service - 2009
(Cerebral Palsy = It is a group of disorders that effect a person's ability to move and maintain balance postures)

All the public, Special and academic libraries should provide special facilities for disabled persons. Taking some services like Ramp way, Wheel chair facility, and Provide information if they need to their door steps.

Re-Engineering Public library services to visually impaired users are as mentioned below:
• Braille Books: All the public libraries should maintain some Braille books, and resource material for the support of visually impaired people.
• Screen Magnifiers: Screen Magnifiers are supporting to reading of partial visually impaired persons, the public libraries all so provide some screen magnifiers to partially impaired persons.

- Voice Recognise Softwares: Voice recognition software or Dictation software capturing the word format in the sense Mp3, WAV files are transcripts in to word format through using software like Audext, Sonix (Rayini, 2017)

OBJECTIVES OF THE STUDY

- Implementation of ICT Technologies in the Public Libraries
- Re-Engineering of Library Facilities in the central coastal districts of Andhra Pradesh
- Re-Engineering the Library Collection development with E-Resources.
- To inculcate E resource reading habitation and Facilitate reading resources to the children

METHODOLOGY

The success of any public library depends on the utilization of library facilities and resources by the users. The data analysis described the users' opinions and attitudes on the function of a particular library. I conducted a pilot study on the three central coastal districts of Andhra Pradesh that's Krishna, West Godavari, and East Godavari districts. I distributed 300 questionnaires to the users of the Public library and the respondents were 271 with a percentage of 90.33%.

DATA ANALYSIS AND INTERPRETATION

Demographic Information
The demographic examination provides different kinds of factors. It is relegated to socio, economic information articulated statically. Andhra Pradesh consists of 13 districts. The questionnaire was distributed among the users in two different groups i.e. male and female. Data were collected from the district central libraries in the central coastal districts of Andhra Pradesh as a pilot study of users. The utilization of ICT Technologies in public libraries, and the same was presented in the following table. The Universe sample size is 300 Questionnaire, and was distributed to 100 each of the three districts that are Krishna, west Godavari and east Godavari district central library for collecting data.

Table 1: Gender Information

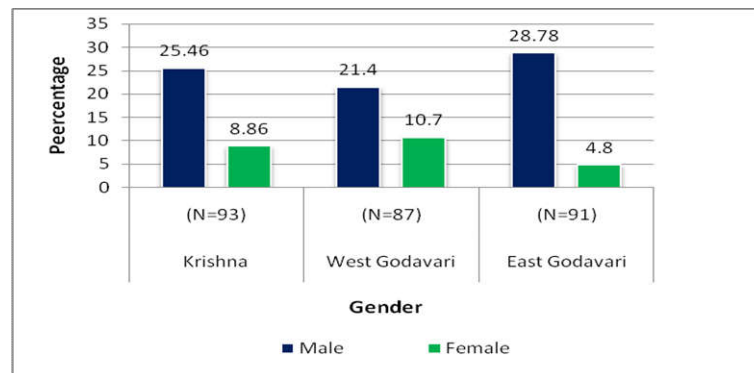| Gender	Krishna (N=93)	West Godavari (N=87)	East Godavari (N=91)	Total (N=271)
Male	69 (25.46)	58 (21.4)	78 (28.78)	205 (75.65)
Female	24 (8.86)	29 (10.7)	13 (4.8)	66 (24.35)
Total	93 (34.32)	87 (32.1)	91 (33.58)	271 (100)

Figure 1: Gender Information

Table 1, Represents Gender information in the central coastal districts of Andhra Pradesh, The Highest respondents of the male category were from East Godavari district central library with 28.78% and followed by Krishna district central library with 25.46%. The lowest male respondents attended were from West Godavari district central library with 21.4%. Female respondents were the highest respondents from West Godavari District Central library with 10.7%, followed by Krishna district with 8.86%.The lowest numbers of female respondents were from East Godavari district central libraries with 4.8%.

ICT Facilities

ICT stands for information communication facilities, it comprises computers, printers , scanners and internet facility in the district central public libraries.

Table 2: ICT Facilities

ICT Facilities	Krishna (N=93)	West Godavari (N=87)	East Godavari (N=91)	Total (N=271)
Computers	14 (5.17)	16 (5.9)	19 (7.01)	49 (18.08)
Printers	12 (4.43)	14 (5.17)	16 (5.9)	42 (15.50)
Scanners	12 (4.43)	9 (3.32)	11 (4.06)	32 (11.81)
Photocopiers	14 (5.17)	12 (4.43)	11 (4.06)	37 (13.65)
UPS	13 (4.8)	12 (4.43)	8 (2.95)	33 (12.18)
CD-ROMs	8 (2.95)	5 (1.85)	5 (1.85)	18 (6.64)
Television	8 (2.95)	6 (2.21)	9 (3.32)	23 (8.49)
LCD Projector	7 (2.58)	4 (1.48)	8 (2.95)	19 (7.01)
Others	5 (1.85)	9 (3.32)	4 (1.48)	18 (6.64)
Total	93 (34.32)	87 (32.1)	91 (33.58)	271 (100)

Table 2 Describes the ICT Facilities in central coastal district libraries in Andhra Pradesh. The highest facilitator of computer service is the East Godavari district central library with 7.01%, followed by The Krishna district central library with 5.17%. The lowest facilitator computer service is West Godavari district central library with nearly 6 %(5.9).Printing facility: The highest facilitator of printing facility among the central districts of Andhra Pradesh is East Godavari District central library with 5.9%, followed by West Godavari library with 5.17%. The lowest facilitator of printing service is Krishna district library with 4.43.Reprographic or Photocopier facility: The highest provider among the central coastal district central library is Krishna district library with 5.17%, followed by west Godavari district central library with 4.43%, and the lowest service provider is East Godavari district central library with 4.06%.UPS (Uninterruptable Power Supply) service: Within central coastal district central library, the highest service is provided by Krishna district central library with nearly 5%(4.8), followed by West Godavari district with 4.43%, and the lowest ups services provider in central coastal district central library is East Godavari with nearly 3%(2.95).CD/DVD Rom facility: In central coastal district central libraries in Andhra Pradesh, the highest service provider is Krishna district central library with 2.95% , followed by West Godavari, East Godavari district central libraries with 1.85% respectively. Television service: The highest provider of television service within the central coastal districts of Andhra Pradesh is East Godavari district central library with 3.32%, followed by Krishna district central library with nearly 3% (2.95). The lowest Television service provider is West Godavari district central library with 2.21%. LCD Projector service : In central coastal districts in Andhra Pradesh, the highest services provider is East Godavari library with nearly 3%(2.95), followed by Krishna district library with 2.58%, and the lowest service provider is West Godavari district central library with 1.48%.

The other ICT services are also provided by district central libraries in central coastal districts of Andhra Pradesh. The highest other ICT service provider is West Godavari District central library with 3.32%, followed by Krishna district central library with nearly 2%(1.95), and the lowest other service provider is East Godavari district central library with 1.48%.
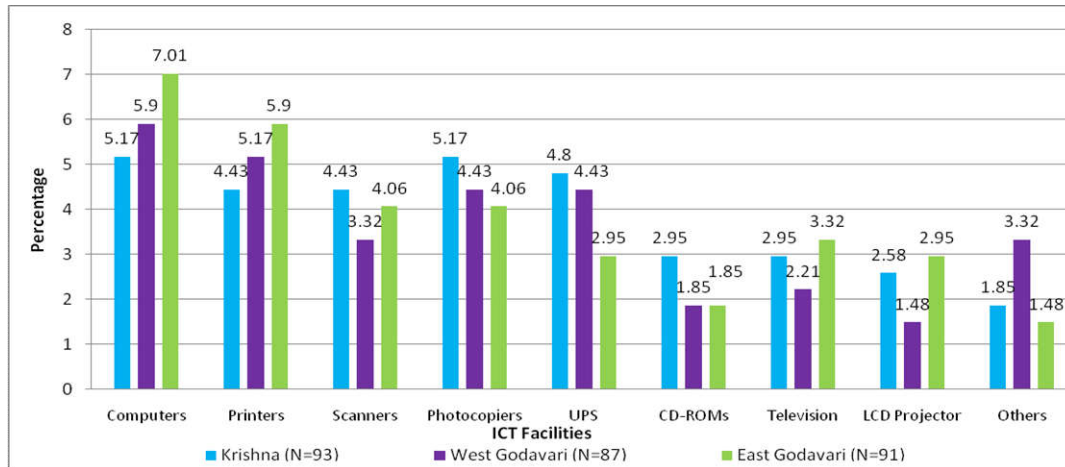

Figure 2: ICT Facilities

Table 3: Internet Browsing Facility

Internet Borrowing Facility	Krishna	West Godavari	East Godavari	Total
	(N=93)	(N=87)	(N=91)	(N=271)
	32.84	30.26	31.37	94.46

Table 3 describes about the Internet facility provided among the central coastal district central libraries. The highest service is provided by Krishna district central library with nearly 33%(32.84), followed by East Godavari District central library with 31.37%, and the lowest internet facility provider is West Godavari district central library with 30.26%.
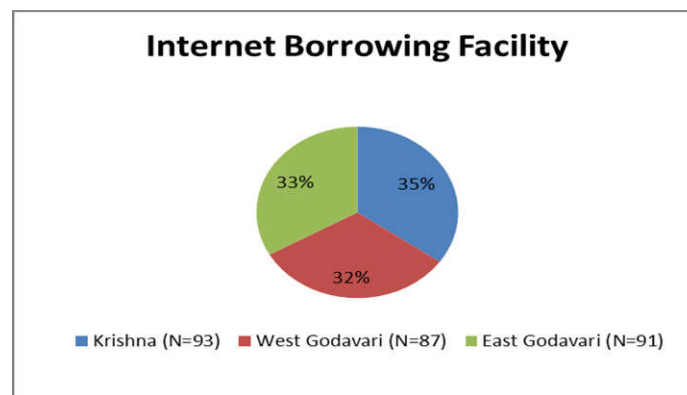

Figure 3: Internet Browsing Facility

Table 3: Utilization of Internet Facility

| Utilization of Internet	Krishna	West Godavari	East Godavari	Total
	(N=93)	(N=87)	**(N=91)**	**(N=271)**
Career Development	5 (1.85)	7 (2.58)	7 (2.58)	19 (7.02)
Updating resumes	8 (2.95)	4 (1.48)	7 (2.58)	19 (7.02)
Updating Knowledge	11 (4.06)	12 (4.43)	6 (2.21)	29 (10.70)
Using E- Contents	9 (3.32)	8 (2.95)	7 (2.58)	24 (8.85)
E-Mail Checking	18 (6.64)	11 (4.06)	15 (5.54)	44 (16.24)
To Chat with Friends	4 (1.48)	5 (1.85)	6 (2.21)	15 (5.54)
Visiting Social Networking Sites	10 (3.69)	9 (3.32)	8 (2.95)	27 (9.96)
Watching Videos	5 (1.85)	3 (1.11)	8 (2.95)	16 (5.91)
Attending Webinars	3 (1.11)	5 (1.85)	6 (2.21)	14 (5.17)
Online Examinations	6 (2.21)	7 (2.58)	5 (1.85)	18 (6.65)
Others	14 (5.17)	16 (5.9)	16 (5.9)	46 (16.97)
Total	93 (34.32)	87 (32.11)	91 (33.57)	271 (100.00)
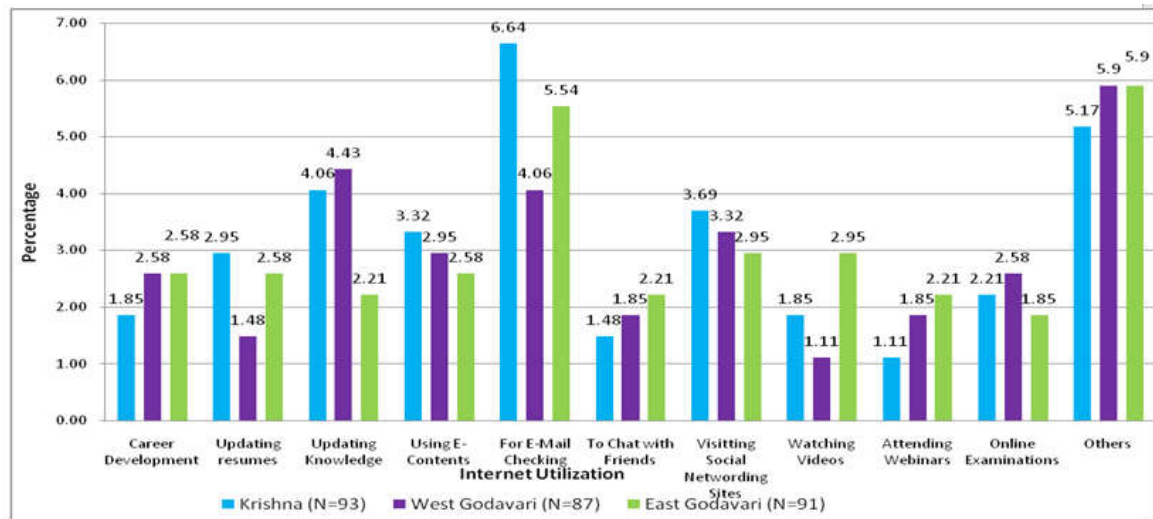
Figure 4: Utilization of Internet Facility

Table 3 describes the Utilization of Internet technologies in the central coastal districts of Andhra Pradesh, The highest number of respondents visit the library for availing themselves of the other services with a percentage of nearly 17 %(16.97) in the district central library, followed by E-mail checking with 16.24%. The lowest respondents visit for internet technologies utilization with 5.17% along with attending Webinars. The remaining respondents opt for updating knowledge with 10.70%, Visiting social networking sites with nearly 10%(9.90), using E-contents with 8.85%, career development and updating resumes with 7.02%, online Examinations with 6.65%, Watching Videos with 5.91%, and chat with friends with 5.54% respectively.

Utilization of E-Resources

Table 4: Utilization of E-resources

Utilization of E- Resources		Krishna	West Godavari	East Godavari	Total
		(N=93)	(N=87)	(N=91)	(N=271)
E-books	Frequently	12 (4.43)	12 (4.43)	11 (4.06)	35 (12.92)
	Rarely	7 (2.58)	9 (3.32)	5 (1.85)	21 (7.75)
E- journals	Frequently	11 (4.06)	7 (2.58)	7 (2.58)	25 (9.23)
	Rarely	9 (3.32)	8 (2.95)	2 (0.74)	19 (7.01)
Audio and Video materials	Frequently	9 (3.32)	7 (2.58)	10 (3.69)	26 (9.59)
	Rarely	8 (2.95)	9 (3.32)	11 (4.06)	28 (10.33)
CD/DVDs	Frequently	9 (3.32)	9 (3.32)	6 (2.21)	24 (8.86)
	Rarely	7 (2.58)	4 (1.48)	9 (3.32)	20 (7.38)
Others	Frequently	12 (4.43)	10 (3.69)	14 (5.17)	36 (13.28)
	Rarely	9 (3.32)	12 (4.43)	16 (5.9)	37 (13.65)
Total		93 (34.31)	87 (32.1)	91 (33.58)	271 (100)

Table 4, explains the utilization of E-Resources in the central coastal district libraries in Andhra Pradesh. The highest frequently used e-resources is other than e-resource mentioned with 13.28% and followed by E-books with nearly 13% (12.92). The lowest frequently used e-resource is CD/DVD with nearby 9 %(8.86), Audio and video material with 9.59%, and E-journals with 9.23% respectively. The highest rarely used materials, other than e-resources are with 13.65% and followed by audio-video materials with 10.33 %. The lowest rarely utilized e-resource is E-Journal with 7.01%, remaining with nearly 8% (7.75). CD/DVD is rarely used with 7.38% respectively.
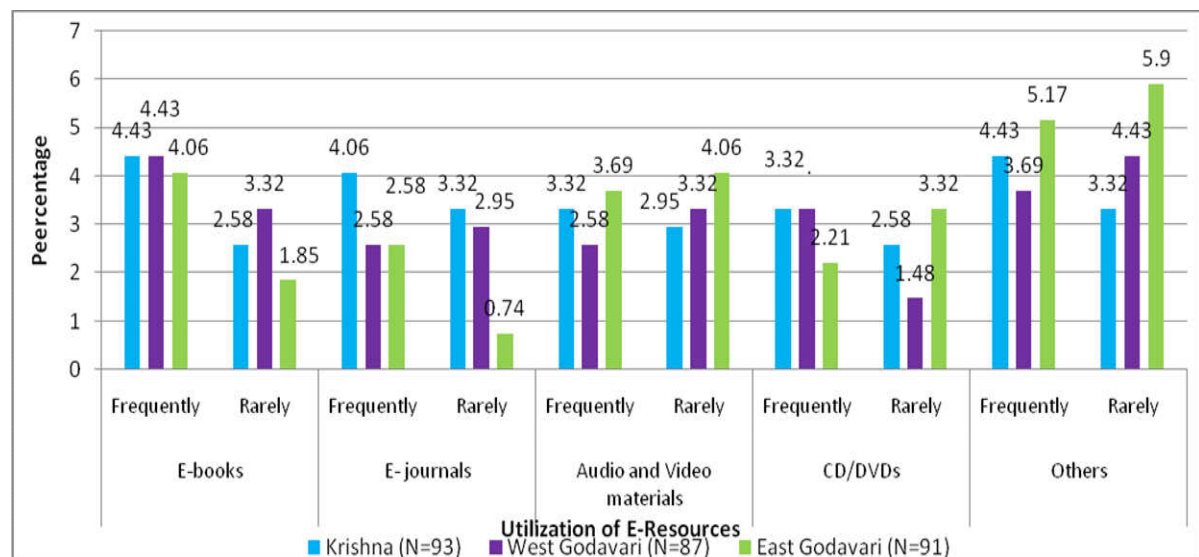

Figure 5: Utilization of E-resources

Table 5: Satisfaction of E-resources

Satisfaction on E-Resources		Krishna (N=93)	West Godavari (N=87)	East Godavari (N=91)	Total (N=271)
e-books	Good	9 (3.32)	9 (3.32)	8 (2.95)	26 (9.59)
	Satisfaction	7 (2.58)	4 (1.48)	8 (2.95)	19 (7.01)
	Poor	3 (1.1)	4 (1.48)	4 (1.48)	11 (4.06)
e- journals	Good	8 (2.95)	9 (3.32)	4 (1.48)	21 (7.75)
	Satisfaction	4 (1.48)	7 (2.58)	5 (1.85)	16 (5.9)
	Poor	2 (0.74)	3 (1.1)	4 (1.48)	9 (3.32)
Audio and Video materials	Good	7 (2.58)	5 (1.85)	9 (3.32)	21 (7.75)
	Satisfaction	11 (4.06)	4 (1.48)	7 (2.58)	22 (8.12)
	Poor	4 (1.48)	5 (1.85)	4 (1.48)	13 (4.8)
CD/DVDs	Good	9 (3.32)	5 (1.85)	7 (2.58)	21 (7.75)
	Satisfaction	8 (2.95)	4 (1.48)	6 (2.21)	18 (6.64)
	Poor	3 (1.1)	6 (2.21)	4 (1.48)	13 (4.8)
Others	Good	10 (3.69)	8 (2.95)	9 (3.32)	27 (9.96)
	Satisfaction	5 (1.85)	6 (2.21)	8 (2.95)	19 (7.01)
	Poor	3 (1.1)	8 (2.95)	4 (1.48)	15 (5.54)
Total		93 (34.29)	87 (32.11)	91 (33.59)	271 (100)

Table 5 explains about the user satisfaction level on e-resources. The highest respondents have as "Good " for e-resource available in district central libraries of central coastal districts in Andhra Pradesh with nearly 9.96%, followed by E-books with 9.59%, and the lowest respondents opted E-Journals with 7.75% and CD/DVD with 7.75% respectively. The highest respondents have opted "satisfaction" on audio/video material with 8.125%, followed by E-books with 7.01% and the other e-resources with 7.01%. The lowest respondents' opted satisfaction for E-Journals with 5.9% and remaining for CD/DVD with 6.64%. The highest respondents have opted "poor" for some other services with 5.54%, followed by Audio-video and CD/DVD each with 4.8%, the lowest respondents opted Poor for E-Journals with 3.32%, and the remaining respondents opted E-Books with 4.06%.
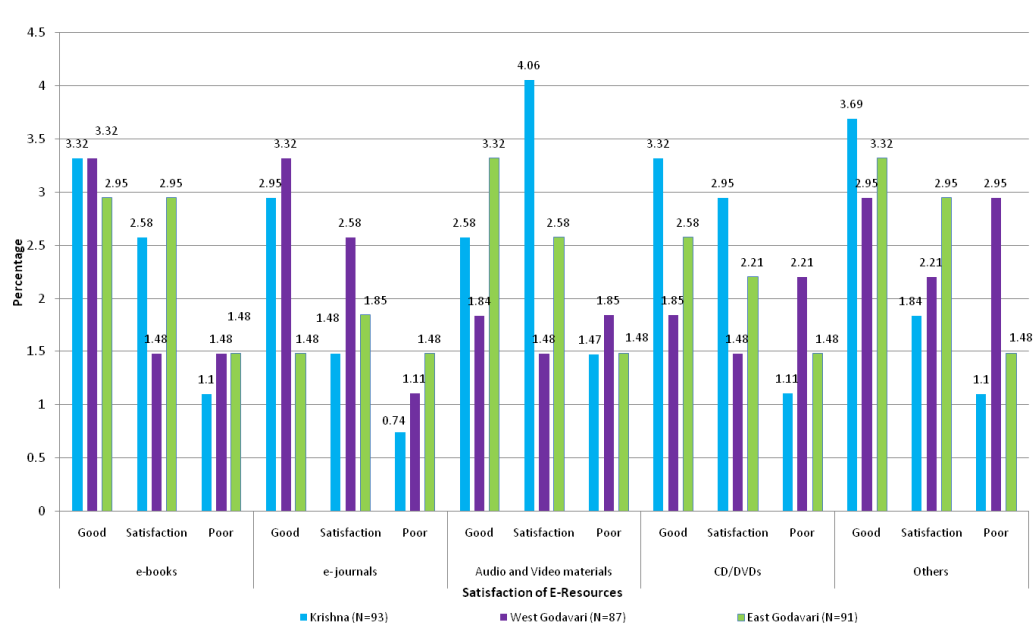

Figure 6: Satisfaction of E-resources Table 6: Library Services

Table 6: Library services in the district central public libraries

Library Services	Krishna (N=93)	West Godavari (N=87)	East Godavari (N=91)	Total (N=271)
Circulation Service	24 (8.86)	20 (7.38)	21 (7.75)	65 (23.99)
Reference Service	9 (3.32)	12 (4.43)	11 (4.06)	32 (11.81)
Current Awareness Service	11 (4.06)	9 (3.32)	8 (2.95)	28 (10.33)
ILL (Inter Library Loan)	4 (1.48)	2 (0.74)	1 (0.37)	7 (2.58)
Indexing & Abstracting	6 (2.21)	3 (1.11)	2 (1.48)	11 (4.06)
Bibliographic Service	9 (3.32)	3 (1.11)	4 (1.48)	16 (5.90)
Online Service	7 (2.58)	7 (2.58)	8 (2.95)	22 (8.12)
Reprography Service	6 (2.21)	10 (3.69)	15 (5.54)	31 (11.44)
Children Literacy Service	4 (1.48)	6 (2.21)	7 (2.58)	17 (6.27)
Others	13 (4.80)	15 (5.54)	14 (5.17)	42 (15.50)
Total	93 (35.32)	87 (32.10)	91 (33.58)	271 (100.00)

Table 6 Described that library services offering to the users in the central coastal districts of Andhra Pradesh. The highest respondents are utilizing " Circulation Services" in the district central libraries with the percentage of nearly 24 % (23.99), followed by the other services in the library with 15.50%. The lowest services which is available in the public library is Inter library Loan (ILL) with 2.58%, some of the respondents have opted for "Reference services" with nearly 12 % (11.81), Reprography services with 11.44%,Current Awareness Services(CAS) with 10.33%, online services 8.12% , Children literacy services with 6.27%,Bibliograpic Services Nearly with 6% (5.90), indexing and abstracting services with 4.06% respectively.
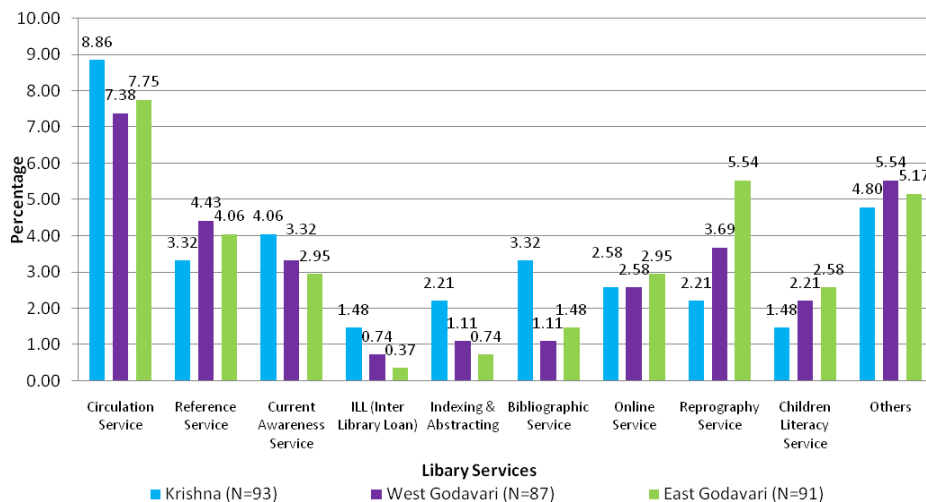

Figure 7: Library services in the district central public libraries.

Table 7: Users Overall satisfaction on Resources

Overall Satisfaction	Krishna (N=93)	West Godavari (N=87)	East Godavari (N=91)	Total (N=271)
Good	43 (15.87)	39 (14.39)	49 (18.08)	131 (48.34)
Satisfied	36 (13.28)	29 (10.7)	27 (9.96)	92 (33.95)
Poor	14 (5.17)	19 (7.01)	15 (5.54)	48 (17.71)
Total	93 (34.32)	87 (32.1)	91 (33.58)	271(100)

Table 7 reflects the overall satisfaction levels of services in the central coastal districts of Andhra Pradesh. The highest number of respondents have opted for 'Good' in East Godavari district central library with 18.08%, followed by Krishna district central library with nearly 16% (15.87). The lowest respondents have opted "well" is West Godavari District.The highest respondents have opted for satisfaction (satisfied) on overall satisfaction from Krishna district central library with 13.28%, followed by West Godavari district with nearly 11% (10.70). The lowest respondents have opted in East Godavari District central library with nearly 10%(9.96).The highest respondents have opted for "poor" , in overall services in West Godavari District central library with 7.01%, followed by East Godavari District central library with 5.54%. The lowest respondents have opted for "poor" in overall satisfaction in Krishna district central library with 5.17%.
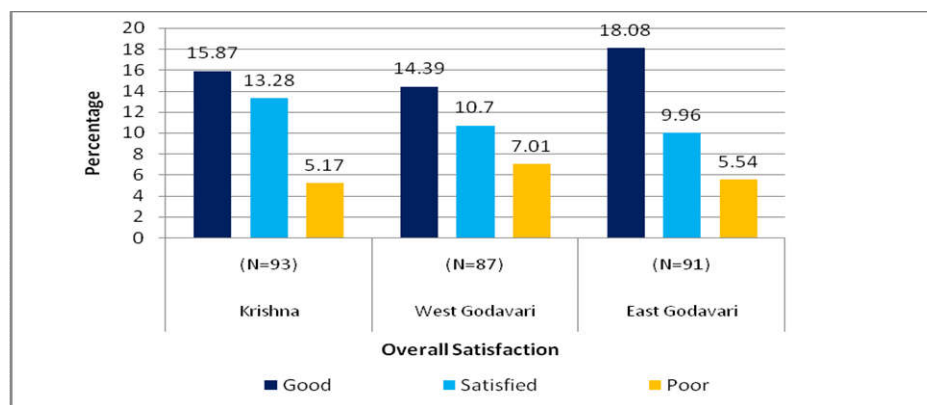

Figure 8: Overall statisfaction in district central public library users point of view

DISCUSSIONS AND CONCLUSION

Successfully maintenance of the public library depends up on their library trinity that is books, reader (user) and Staff. Re-Engineering is a concept highly used in management science. Public libraries were started and maintained for 100 years. All the public libraries in the state are traditional libraries. There is a need to re-engineering all the sections like Circulation, Acquisition, Technical Processing, and collection development with intervention of ICT technologies in the public libraries of central coastal districts of Andhra Pradesh. Intervention of ICT technologies in present public library system can fulfil the basic laws of library science that is mainly "save the time of the user (4th Law)" , "Library is Growing Organism (5th Law)". The Library Professional can provide the right information for the right user or reader of the public library. In this paper, it is discussed on the importance of ICT, and the connotation of Internet Technologies in COVID-19 pandemic situation (creation of awareness of social distancing among the people). The Government of India has signed MOU with Kyoto Model Public library development, (presently Varanasi Public library has been selected for the development of Kyoto model Public library) (Singh, 2018).

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