

Original Research

Usage of Public Library Services in Long Beach City, California-USA during Covid-19 Pandemic: An Analysis

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Received: 11 October 2020

Accepted: 20 December 2020

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Abstract

A study was conducted to analyze the usage of 12 public libraries in Long Beach city, California, USA. The paper analyzed the awareness of public library services during the covid-19 Pandemic in main and its neighborhood libraries. The methodology adopted for the study was the survey method in which questionnaires and interviews were used as Data collection Techniques. A total of 36 respondents participated in the study. It was concluded that all the patrons are aware of the public libraries' alternative services; they utilize them effectively. Show that the maximum users of long beach public library are highly satisfied with the various services offered to them 29(80.56%) during the COVID-19 Pandemic. Public library are considered to be the most essential since they improve the literacy rate. It was evaluated through user perspective result-based because they are the ultimate users of the public library services.

Keywords: Public library, User, User study, Library services, Long Beach Public Library (LBPL), Resources, Covid-19 pandemic, patrons.

Introduction

According to ALA (2019) "the word "library" seems to be used in many different aspects now, from the brick-and-mortar public library to the digital library. Public libraries are indeed changing and dynamic places where librarians help people find the best source of information, whether it is a book, a website, or database entry. In *The Librarian's Book of Lists* (Chicago: ALA, 2010) George Eberhart offers this definition:

"A library is a collection of resources in a variety of formats that is (1) organized by information professionals or other experts who (2) provide convenient physical, digital, bibliographic, or intellectual access and (3) offer targeted services and programs (4) with the mission of educating, informing, or entertaining a variety of audiences (5) and the goal of stimulating individual learning and advancing society as a whole." It provides physical or digital access to material and maybe a physical location or a virtual space.

A library collection includes books, periodicals, newspapers, manuscripts, films, maps, prints, documents, microforms, CD'S, cassettes, videotapes, DVDs, Blu-ray Discs, e-books, audiobooks, databases, table games, video games, and other formats. The present study attempts

to analyze the impact of the covid-19 Pandemic in usage of public library services and to find out the problems and constraints the public faces in accessing the public library with some purposeful suggestions for its development.

Types of Libraries

Libraries are broadly classified into four main categories they are as follows

Academic libraries serve colleges and universities.

Public libraries serve cities and towns of all types.

School libraries serve students from Kindergarten to grade 12.

Special libraries are in specialized environments, such as hospitals, corporations, museums, the military, private businesses, and the government.

Public Library

A public library provides services to the general public. If the library is part of a countywide library system, citizens with an active library card from around that county can use the library branches associated with the library system (Nielit, 2016). However, a library can serve only their city if they are not members of the county public library system. Much of the materials located within a public library are available for borrowing. The library staff decides upon the number of items patrons can borrow and the details of borrowing time allotted (Thanuskodi, 2013). Typically, libraries issue library cards to community members wishing to borrow books. Often visitors to a city can obtain a public library card. Public libraries are not a new idea. They have offered similar services for nearly 200 years; the Scoville Library in Salisbury, Connecticut, first received \$100 from the town coffers on April 9, 1810, making it arguably the first public library in the world. Public Libraries are not rare, either. It is common knowledge that there are more public libraries in the United States than there are Starbucks.

Long Beach Public Library (LBPL)

The LBPL has provided free and equal access to information, education, innovation, and community since 1896. During those 122 years, LBPL has grown to encompass 12 unique libraries across our diverse city, and we continue to provide access to essential services and amenities that enrich our neighborhoods and empower our visitors. The 12 libraries of LBPL are as follows

- Billie Jean King Main Library
- Alamitos Neighborhood Library
- Bach neighborhood Library
- Bay Shore neighborhood Library
- Brewitt Neighborhood Library
- Burnett Neighborhood Library
- Dana neighborhood Library
- El Dorado neighborhood Library
- Harte neighborhood Library
- Los Altos neighborhood Library
- Mark Twain neighborhood Library
- 12. Michelle Obama neighborhood Library

LBPL operates Family Learning Centers to support lifelong learning, academic and career success. Their Studios are tech hubs inspiring new ideas and creative problem-solving. They provide access to computers, high-speed internet, and digital tools to close the digital divide in Long Beach. Also, they support literacy, language learning, civic engagement, and social success. LBPL is a place of transformative experiences.

LBPL was the Recipient of the National Medal for Museum and Library Service in the year 2017. It is the nation's highest honor for institutions that make significant and exceptional contributions with innovative approaches to their communities. LBPL has presented this award in acknowledgment of the dynamic programming, services, and community outreach they provide which touches the lives of individuals and helps their communities thrive.

Characteristics

Public libraries share five fundamental characteristics:

They are generally supported by taxes (usually local, though any level of government can and may contribute);

A board governs them to serve the public interest;

They are open to all, and every community member can access the collection;

They are entirely voluntary in that no one is ever forced to use the services provided;

They provide essential services without charge.

Importance of Public Libraries

The public libraries services are vital for the general public by providing various information in the following ways:

Public library serve as community organizations that provide free services and events to the public, such as reading groups and toddler storytime.

For many communities, a public library is a source of connection to a vast world, obtainable knowledge and understanding, and entertainment

Public libraries are protected and funded by the public they serve.

Review of Literature

Thanuskodi (2012) reports findings from a survey conducted on the efficacy of library services in District Central Library Tamilnadu, India, that District Central Library is the best place to Acquire knowledge from the General public. Users spend their valuable time in public library to gain knowledge. In public library a suitable number of users are spending one to two hours daily; this circumstance has to be facilitated by providing more attractive services. The study also states that the District Central Library is lagging in providing user-specific information thus imperatively states that the public library should redesign its approach and organize need-based awareness and training. Donnelly (2015) has studied the regional variations in average distance to public libraries in the United States. Average population-weighted distances and the total population living within one-mile segments of the nearest public library were calculated at a regional level for metropolitan and non-metropolitan areas and a state level. This study used GIS to calculate the average distance to the nearest public library, and population centroids for census areas were used to calculate weighted distances.

Sunilkumar and kumara (2015) have assessed the job-oriented information-seeking

behavior of public library users in Mysore. This study was conducted in 18 branch public libraries in Mysore city. The result of the study revealed that the majority 166 (90.21 percentage) of respondents are male, about 76 (41.30 percentage) users are P.G Degree, nearly 58 (31.52 percentage) users mentioned U.G degree 'more number of users visit the library daily. Regarding searching for job-related information, more number 88 (47.82 percentage) of users use newspaper. Nearly 64 (34.78 percentage) respondents use employment news'. Finally, the study indicates that the users are satisfied with the job-oriented information available in the library.

Gilbert (2015) surveyed the user satisfaction with public library services in Mubi Adamawa State. The study examines the types of services rendered and the resources available. The study would help to improve information on users' needs and services using a survey design and random sampling method, with a well-structured questionnaire data were collected from 100 respondents comprising 20 civil servants, 15 businessmen/women, and 40 students. The study reveals that most of the materials are outdated. However, relevant and imbalanced collection means their needs are not adequate. The library is faced with the problem of information retrieval tools, and the services provided by the library are not adequate. It was recommended that at least 10-15% of the annual educational grant in the state should be allocated to the public library development, and the library should adopt a defined classification scheme on which materials can be classified and organized systematically on the shelves. This study carried out (46.7%) of the users satisfied with the library collection. 38.67% of the respondents were satisfied with the organization of the library materials. (33.3%) of the responses of the users are encouraging the attitude of the library staff

Hawkins, Morris & Sumsion (2001) studied the socio-economic features of public library users in the United Kingdom. The study aimed to assess the value of the public library services to the user and society to explore how the approaches developed in the USA could be applied in the UK's public libraries and assess the impact of such approaches. The results indicated that persons in the age group of 25-54 used non-fiction books for job-related searches. Adolescents in the age group of 15 - 19 were found using books based on their need for study and career opportunities. Children of preschool age had limited reading skills, and picture books were stimulators of their imagination. Library use was found to fall off after 11 as children were pursuing more social activities. Still, they used library for study purposes, and reading for pleasure lost its attraction at this age. Library use among the young adults depended on whether or not the individual was in formal education. Those who were in formal education tended to use the range of services offered by the public libraries.

Das (2012) depicts the picture of public libraries under the Chhaygaon development block area. The present scenario of the public libraries as it exists today is not satisfactory. The public libraries under the study area are suffering from funding problems very much. Besides financial problems, the area's public libraries are also suffering from many other burning problems, which are also significant causes for limiting the growth and development of libraries in the Chhaygaon development block area. Thavamani (2014) studied the Information use pattern of Connemara public library, Chennai. The majority of 88.50 percentage respondents are satisfied with the availability of the information sources like newspapers and magazines section being situated separately in the library. The study results also indicate that most users, 92 (46 percentages), are college students. Therefore, the users have a reasonable opinion about the reference sources.

Xin, Jianxiong and Jinmin (2013) pointed out the services of selected public libraries in the underdeveloped regions in China. The study reviewed the public library system in Shanxi and suggested measures like resource sharing to reach rural areas of China in terms of public library services. The paper called for the joint efforts of the government, library professionals, and the general public to improve the condition of public libraries in the underprivileged regions of China. Adebayo (2012) discussed the roles of public libraries in Nigeria and examined various ways public libraries can help curb unemployment among youths by providing them with timely and accurate information. He explained public libraries' problems and prospects, highlighting issues like inadequate budgets, lack of public awareness, non-availability of latest resources, and the need for training for library staff.

In the article, Dhar (2010) explained starting with the historical background of education in Jammu and Kashmir State. Then, the article gives an overview of the growth, development, functions, and services of Public Libraries in Jammu and Kashmir State, covering both pre and post-independence periods. It also highlights the current scenario of public libraries in the state. Parvathamma and Reddy (2009) analyzed information sources use and services in the public libraries of Bidar District, Karnataka State. Data collected from 152 respondents revealed that most users are men in 11-30 years. The respondents spend less than one hour, and inconvenient timing was why they do not visit quite often. Newspapers and magazines were the most read information sources, and fictions were the most borrowed documents.

Objectives of the study

- To know the overview of public library resources in long beach city California USA
- To collect and analyze the various services provided by the Long Beach public library.
- To analyze the impacts of covid19 on public library usage.
- To examine the awareness of public library resources during the covid19 Pandemic.
- To offer suggestions for the effective utilization of public library resources.
- To know the general satisfaction level of the public library users during the pandemic.

Methodology

The survey research design was used for the study. The structured questionnaire has been framed for data collection and distributed to the public library users in long beach city, California state USA. In addition, a questionnaire has been prepared in such a way that the respondents could easily understand the questions. As a result, 47 questionnaires were distributed among the respondents, and collected only 36 out of 47 responses. This constitutes 76.60 % (36/47*100) of the total response.

Limitations of the study

1. This study covers only users of public Libraries in Long Beach city, California, USA.
2. The users of public libraries during the Covid-19 Pandemic were the only consideration for the study.
3. the parents answered for the services that had been provided for their kids under age 10
4. The study covers only 36 users out of 47 questionnaires distributed

Findings

Data Analysis is the primary process in the research. With the help of primary data

collected, analysis has been made, leading to a conclusion of the study. A Structured questionnaire was distributed among 47 publics who are residing in the city of Long Beach, California, USA. The snowball method of sampling has been adopted in collecting data, of which 36 have been received.

Table1

Gender wise Distribution

S.No	Gender	Number of Users	Percentage
1.	Male	15	41.67
2.	Female	21	58.33
Total		36	100

A "gender-equal society" is a "society in which both men and women, as equal members, have the opportunity to participate in all kinds of social activities at will, equally enjoy political, economic and cultural benefits, and share responsibilities." Table1 shows that the questionnaire has been distributed to both males and females. Moreover, data has been collected from the respondents 21(58.33%) are Females, and 15(41.67%) are Males.

Table2

Age wise Distribution

S.No	Age	Number Of Users	Percentage
1.	10-19	3	8.33
2.	20-29	11	30.56
3.	30-39	13	36.11
4.	40 and above	9	25
Total		36	100

It is important to note that age is not the only factor in Americans' engagement with public libraries, nor the most important. Their library engagement typology found that Americans' relationships with public libraries are part of their broader information and social landscapes. People who have extensive economic, social, technological, and cultural resources are also more likely to use and value libraries as part of those networks. Deeper connections with public libraries are also often associated with key life moments such as having a child, seeking a job, being a student, and going through a situation in which research and data can help inform a decision. As a result, the picture of Teenager Americans' engagement with public libraries is complex and sometimes contradictory, as we examine their habits and attitudes at different life stages. Table-2 Show that the age group ranges from 30-39 years is 13(36.11%), followed by 11 members (30.56%) in the age range of 20-29, 9(25%) members are in the age range of 40, and above, and 3(8.33%) members in the age range of 10-19 years old.

Table 3

Marital Status

S.No	Marital Status	Number of Users	Percentage
1.	Married	12	33.33
2.	Un Married	21	58.34
3.	Others	3	8.33
Total		36	100

Table 3 shows the marital status of the respondents. Among them, 21(58.34%) are unmarried; it includes kids and teenagers, 12 respondents (33.33%) are married, followed by 3 (8.33%) respondents belong to other categories such as divorced, separated, and widowed.

Table 4

Status of Users

S.No	User Status	Number of Users	Percentage
1.	Student	8	22.22
2.	Employed	4	11.11
3.	Unemployed	11	30.56
4.	Retired Person	4	11.11
5.	House Wife	9	25
Total		36	100

Table 4 provides the data regarding the distribution of users depends on their status among them, 11(30.56%) are unemployed, followed by 9 (25%) respondents Housewife, 8 (22.22%) respondents belong to the student group, followed by employed and retired person status group in which each group has 4(11.11%) respondents. It shows that unemployed status persons used more than other statuses imply that they spent time on library relating to carrier opportunities and developing knowledge and updating information relating to their field. On the other hand, the status of Employed and retired person shares equal percentage.

Table 5

Purpose of visiting Public Library in General

S.No	purpose	Number Of Users	Percentage
1.	To Read Newspaper	1	2.77
2.	To Read Magazine	3	8.33
3.	To complete Assignments	3	8.33
4.	To borrow and Return Materials	14	38.89
5.	To Attend Various Sessions	9	25
6.	E-learning	2	5.56
7.	For research Purpose	2	5.56
8.	Others(spend leisure time)	2	5.56
Total		36	100

Table 5 shows the information regarding the purpose of visiting public libraries by the user. In general, among them, 14(38.89%) are visiting to borrow and return materials, followed by 9 (25%) respondents are to attend various sessions (i.e., Craftwork, Lego event, sewing

session, storytime etc.) 3(22.22%) respondents are visiting to read magazines and 3(22.22%) for completing assignments. This service has been availed only by the students when their purpose of visiting the public library has been examined, followed by visiting purpose is to spend leisure time, research, and e-learning. Each group has 2(5.56%) respondents. It shows that 50% of retired persons did the purpose of visiting in leisure time. Only 1(2.77%) respondents will read newspapers, which shows that people are getting e-news through applications on their mobile nowadays. It is the slightest preference for their purpose of visit to their public library.

Table 6

Time spent in Public Library during usual days

S.No	Time spent	No of Users	Percentage
1.	Less than an hour	4	11.11
2.	One –two hours	11	30.56
3.	Two-three hours	14	38.89
4.	More than three hours	7	19.44
Total		36	100

As library is a place where a wealth of knowledge can be earned, most people spent 2-3 Hours Table 8 shows that the 14(38.89%) respondents spent 2-3 hours in the library. Followed by 11(30.56%) spent 1-2 hours. Seven (19.44%) users spend more than three hours visiting public library by attending sessions, surfing the net, and searching for materials to be borrowed. Finally, 4 (11.11%) are spending less than an hour.

Table 7

Frequency of visiting Library in General

S.No	Frequency of visiting	No of Users	Percentage
1.	Daily	2	5.56
2.	Once or Twice in a week	12	33.33
3.	Fort Night	8	22.22
4.	Once in a month	9	25
5.	As and when Required	5	13.89
Total		36	100

The frequency of library visits has been associated with the services that are offered. The services include collecting, organizing, and maintaining books and other materials such as CDs, DVDs, Audio Books, and other resources, facilities, and services offered by the public library. Table 9 shows that the 12(33.33%) respondents visit the public library once or twice a week. Followed by 9(25%) visits once a month. Eight (22.22%) users visit the public library fortnightly, and five are visiting the public library as and when they are required. Two (5.56%) are visiting daily. It shows that these respondents are retired and spending their Leisure time in the public library.

Table 8

Search strategy Followed for book selection

S.No	Search strategy	No of Users	Percentage
1.	Author	11	30.56
2.	Title	12	33.33
3.	Subject	9	25
4.	Publisher	4	11.11
Total		36	100

Table-8 shows the search strategy that the respondents have used. Twelve (33.33%) use the title strategy while selecting books. Followed by 11(30.56%) will search books based on the author name. 9 (25%) Respondents will use search strategy based on subject, 4(11.11%) respondents used publisher wise search strategy methods. So the above table implies that they will prefer to search the Books based on the title and Author relatively.

Table 9

Type of Books Borrowed from Library

S.No	Type of Books	No of Users	Percentage
1.	Fiction	14	38.89
2.	Non Fiction	12	33.33
3.	References	6	16.67
4.	Biographies	4	11.11
Total		36	100

Table 9 shows the type of books borrowed from the library. 14(38.89%) borrows fiction. Followed by 12(33.33%) will borrow Non-Fiction books. 6 (16.67%) Respondents will get Reference books, 4(11.11%) respondents used to borrow Biographies of Eminent persons.

Table 10

Kind of Materials checked out Most of the Time

S.No	Kind of Materials	No of Users	Percentage
1.	Book's	16	44.44
2.	DVD'S	7	19.45
3.	Audio Books	8	22.22
4.	CD'S	5	13.89
Total		36	100

Table 10 depicts the kind of material that has been borrowed most of the time from the library. 16(44.44%) borrows Books. Followed by 8(22.22%) will check out audiobooks. 7(19.45%) of Respondents will get DVD's, 4(11.11%) respondents used to borrow Biographies of Eminent persons.

Table 11

Mode of awareness about various services Offered during COVID-19 Pandemic

S.No	Mode of Awareness	No of Users	Percentage
1.	e-Mail	9	25
2.	Mobile App	6	16.67
3.	Social Networking	13	36.11
4.	LBPL Website	8	22.22
Total		36	100

Table 11 shows the Mode of awareness about various services offered during the Covid-19 Pandemic. Thirteen (36.11%) respondents are aware of the library services by social networking. Nine (25%) of the respondents are aware of the E-mail services to the registered mail id given when filling membership form. Followed by 8 (22.22%) are aware of the LBPL website, and 6 (16.67) are aware by using the LBPL mobile Application.

Table 12

Need of Librarian Assistance during COVID-19 Pandemic

S.No	Need of Assistance	No of Users	Percentage
1.	Never	2	5.56
2.	Rare	6	16.67
3.	Often	16	44.44
4.	Every time	12	33.33
Total		36	100

Table 12 shows the need for librarian assistance during the COVID-19 Pandemic. Sixteen (44.44%) respondents require librarian's assistance often. Twelve (33.33%) of the respondents require librarian's assistance every time they use library services. Followed by 6 (16.67%) require librarians' very rarely assistance while using library services, and 2(5.56%) never requires librarians' assistance during the Pandemic.

Table 13

Satisfied with the services offered by the public library During COVID-19

S.No	Satisfied with the services Offered	No of Users	percentage
1.	Yes	34	94.44
2.	No	2	5.56
Total		36	100

Table 13 shows the satisfaction level of the public library users during the COVID-19 Pandemic. 34(94.44%) respondents are satisfied with the public library services .2(5.56%) of the respondents are dissatisfied with some particular services offered during the Pandemic. It implies that the Long Beach Public Library offers an outstanding service to satisfy the Users during the Pandemic.

Table 14

Changes preferred in library services During Pandemic

S.No	Changes Preferred	No of Users	percentage
1.	Yes	24	66.67
2.	No	12	33.33
Total		36	100

If Yes in what ways

S.No	Changes Recommended Ways	No of Users	Percentage
1.	Contactless Pickup in all Branches	3	12.5
2.	Exterior or Outdoor drop facility in all branches	4	16.67
3.	Extended pick-up time	5	20.83
4.	All The Above	12	50
Total		24	100

Table 14 shows the changes that the respondents prefer. Moreover, what are all the changes they recommended to do during the Pandemic. In that table, 24 (66.67%) respondents require changes in the services. These 24 respondents suggested some recommendations. They are 12 respondents(50%) who suggested providing pick-up facility and exterior or outdoor drop facility in all the branches and extending the pick-up time, which now they are offering only for limited hours. Five (20.83%) respondents were recommended for an extended pick-up facility followed by 4 (16.67%) are recommended for exterior or outdoor dropbox at all the branches. And three (12.5%) respondents would have contactless pick up in all the branches. These are the changes they recommended. Twelve (33.33%) respondents do not require any changes in the library services during the Pandemic.

Table 15

Problems faced by Library users in its services during COVID-19 Pandemic

S.No	Problems Faced	No of Users	Percentage
1.	lack of knowledge for people in selecting a book	7	19.45
2.	non availability of wi-fi service	5	13.89
3.	lack of face-to-face interaction during a training program.	4	11.11
4.	lack of support from library staff	3	8.33
5.	did not make use of quiet study rooms and cubicles	5	13.89
6.	not making use of 3d digital and music studio	3	8.33
7.	missing class room events and workshops	9	25
Total		36	100

Table 15 shows the problems that the users of public library face during the Pandemic. Among the 9 (25%) said that they miss the classroom events and workshops because of the

closure during the Pandemic. They are followed by 7 (19.45%) lacking their knowledge in selecting books. Five (13.89%) persons said they faced the problem due to the non-availability of Wi-Fi services. Furthermore, 5 (13.89%) persons face problems with their reading as they can not use quiet study rooms and silent cubicles. Four (11.11%) persons show that they will miss the face-to-face interaction during the training program. Three (8.33%) respondents say that they may lack support from the library staff, and 3(8.33%) miss their classroom events and workshops.

Table 16

Most Useful service offered During COVID-19 pandemic

S.No	Most Useful service	No of Users	Percentage
1.	outdoor drop box facility	2	5.56
2.	to go contactless pick up	5	13.89
3.	virtual video service for different age groups	2	5.56
4.	zip book facility	1	2.78
5.	encouraging children to make use of libraries by summer reading 2020	3	8.33
6.	mobile library facility	2	5.56
7.	all the above	21	58.33
Total		36	100

Table 16 shows the public library services users considered the most valuable services during the Pandemic. Among the respondents, 21(58.33%) considered all the services helpful during the Pandemic closure. They include Outdoor DropBox facility, contactless pick up, Virtual Video service for different age groups, Zip Book Facility, Encouraging children to use Libraries by Summer Reading 2020, Mobile Library Facility. Followed by 5 (13.89%) said that the To Go contactless pickup service is the best. Three (8.33%) respondents believed the Encouraging children using Libraries by Summer Reading 2020 program was the most useful services. For two (5.56%) respondents, Outdoor DropBox facility, Virtual Video service for different age groups, Mobile Library Facility are the best services they are availing. One (2.78%) feels like the ZIP Book facility is the best service they get from the public library.

Table 17

Satisfaction on overall LBPL services during COVID-19 Pandemic

S.No	Satisfactory Level	No of Users	Percentage
1.	Highly Satisfied	29	80.56
2.	Satisfied	7	19.44
3.	Dissatisfied	0	0
4.	Highly Dissatisfied	0	0
Total		36	100

Table 17 shows the overall satisfaction level of Long Beach Public Library services' users during the COVID-19 Pandemic. The results also uncovered that 29 (80.56%) respondents are Highly satisfied, and 7(19.44%) respondents are satisfied with the service offered. In addition, there are no dissatisfied and highly dissatisfied respondents, which explicitly shows that Long

Beach Public Library provides an excellent service to its users.

Discussion

Most of the respondents were Female 21(58.33%). This shows females using more Library services than the others by engaging them with library services by attending various sessions, collecting books for them, etc. Maximum respondents 13(36.11%) fall in the age group range 30-39. Most of the respondents, 21(58.34%) marital status are unmarried, including kids, teenagers, and unmarried adults, so the respondents in the status are high. The user status of the maximum number of respondents, 11(30.56%), is unemployed as they do not have jobs. They are searching for development programs, carrier opportunities and updating current awareness and subject knowledge. All the users are aware of the Long Beach Public Library services during the COVID-19 Pandemic, which shows the excellent sign of usage of public library services by the users. All the respondents are a member of LBPL. They can become a member free of cost since there are no membership fees. Hence all become members.

In COVID-19 Pandemic, one can become a full-access library card member by filling out an application form online. After that, the applicant needs to call the library and schedule an appointment to pick up the card when the applicant needs to show the picture ID and proof of address. So that the user can avail all the resources offered by LBPL, in common days most of the peoples 14(38.89%) purpose of the visit is to Borrow and return materials next to that for attending various sessions 9(25%). Considering this in this COVID – 19 pandemic, they continue to provide this service by providing contactless pick-up facilities and virtual video sessions based on the age group. In the general maximum amount of respondents, 14(38.89%), will spend 2-3 hours in the library while visiting, and the frequency of visiting is 12 (33.33%). Respondents said that they would visit once are twice a week. Twelve (33.33%) of respondents will follow the Title search strategy for book selection.

Most of the respondents (14, 38.89%) here are borrowing Fiction books. While collecting data, it comes to know that students are reading more fiction as it is one of the regular work at their school daily a child needs to read a book and parents need to acknowledge that so it might be one reason for fiction borrowings. Among books, DVDs, Audiobooks, and CDs are the most common materials that 16 (44.44%) people used to checkout. One member can check out 25 Books, 5 DVD'S, 25 CD'S, 25 Audio Books with the specification of 3 items in each subject at a time. They return the books anywhere in the 12 libraries, which come under Long Beach Public Library. Suppose they want to renew the checked-out items. It can be done over a call or renew through the mobile app or by the person. All the respondents (36, 100%) visiting public library uses free Wi-Fi services. It is one of the good signs that LBPL is providing to its customers free of cost. During COVID -19 Pandemic LBPL offers various services. They announced those things in various modes among those the most popular mode 13 (36.11%) respondents are Aware with the help of social media (Facebook and Instagram), which is one of the popular media in current days.

During this COVID-19 Pandemic, 16(44.44%) respondents are often required librarian assistance to know the rules and regulations. 34 (94.44%) respondents are satisfied with the services provided by the Long Beach Public Library. It shows that they are providing outstanding public service. However, 24 (66.67%) respondents said that they need some changes in their preferences. Among the preferences of this, 24 (50%) 12 respondents need contactless pick-up service and exterior outdoor drop box services at all the locations. Also,

they need extended time for pick-up facility. Nine (25%) of respondents' main problem during this Pandemic is that they cannot attend classroom events and workshops. By considering this, they started a virtual video service in this Pandemic. Twenty-one respondents think that the LBPL is providing the most valuable services during this Pandemic. The various services are described as under Outdoor Drop Facility: People can drop the checked-out items in the dropbox even after hours in all the libraries as a book collection bin. These dropped books are quarantined for five days. After that, the materials will be backdated to the day they were returned, so the users will not be fined if their return date passes during the quarantining period.

To go contactless Pick Up: In this service, patrons can pick up books, DVDs, CDs, and Audiobooks. The process needs to place items on hold online or by phone by calling any of the 4 LBPL Libraries providing this service. After that, when the hold is available, the patron will receive a mail or phone call. After that patron needs to call a select location to schedule a pick-up day, no holds can be picked up without calling. Arrive at the select library during the scheduled pick-up time, and the patron should call the library after arrival. The patron has to wait and follow the staff's instructions until the items are placed on the pick-up table. The staff will check the items and bring it in a paper bag with the checkout receipt attached to it. Staff will let the patrons know when they can approach. This pick up process includes no physical contact between staff and patrons for their safety purpose during this COVID-19 Pandemic. A face covering and a 6 feet distance from others are also mandatory during this Pick up.

Virtual video Service: Through video, they are conducting many video classes they are as follows

Craft Tuesday: In that, they create different craft designs

The Big Dig: Grown up Wednesday

Teen Thursday: In this, the targeted audience were the Teenagers

Story Time Friday: In this event, all participants can attend with their entire family

Science Saturday: In this online session, they will teach some science experiments to the kids. Likewise, they are conducting online sessions for all the working days.

Sunday and Monday are weekly Holidays for the public library.

Zip Book facility: LBPL members with a sound standing card can avail of the Zip Book facility. If the particular book users are searching for is not available in the LBPL catalog, they can order it through the Zip book facility. They need to fill the application form available on the website they can order through Amazon for this service. The condition is that the cost should not exceed \$50. It cannot be returned in the book drop box need to return it in person. If it is damaged or not correctly returned, the member will be marked as ineligible for a future order. Patrons can request 5 Items per month using this Zip book facility. If the title is available in the LBPL catalog, they can acquire it by Inter Library Loan facility.

Summer Reading 2020: They encourage kids to read books during their summer holidays. It was like a competition, and they will announce the Grand prize winners for this summer reading 2020. Based on the age group, adults, kids, and teens will announce the results and provide attractive gifts.

Mobile Library Facility: It is a homebound reader service that will send the book through the post with prepaid postage with that the user can return the books. This service is provided to older people and sick people who wish to use the public library service. The study shows that 29(80.56%) respondents are highly satisfied with services offered during the COVID-19 Pandemic. There are no dissatisfied or highly dissatisfied respondents. It shows the positive

sign on Long Beach Public Library.

Conclusion

The study provides a panoramic view of the usage of public library resources during COVID-19 Pandemic in Long Beach city public Library – California, USA. There exists a substantial awareness about the services that are offered during the Pandemic. The Long Beach city patrons are also willing to use the services offered during the Pandemic. The views on usage show a healthy trend on availing the resources offered by the public library. Using public library resources is to gain the current information, update knowledge and engage kids in reading and various activities. Full fill the need of patrons in the Long Beach city is the study purpose. The majority of the respondents are aware of the various alternate services offered during the COVID-19 Pandemic. As the USA is one of the developed nations, it shows the public library services are very best. The public library has always been the door to learning for a great majority of the population they serve. They are the knowledge centers that contribute to lifelong learning. The suggestion made by the patrons is to provide these unique services not only in the selected locations but to provide them in all the 12 branches of Long Beach Public Library.

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