

## Prison Libraries in Ambala and Yamunanagar: A User's Survey

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### Abstract

The present study investigates the prison libraries in Ambala and Yamunanagar. The main objectives of this study are to determine the information needs of the prisoners, the purpose and frequency of using the prison library, and the satisfaction of inmates with the resources and services provided by their respective prison libraries. The Data for the present study has been collected from 94 prisoners of two prisons in Haryana (Ambala and Yamunanagar) through questionnaire method. Three questionnaires were prepared to collect data. In total 110 questionnaires were distributed among the prisoners out of which only 94 were found valid for analysis. The collected data has been analysed with the help of SPSS (Statistical Package for the Social Sciences) and Microsoft Excel by applying various statistical techniques. The results of the study indicate that majority of the respondents reported that 'Insufficient Collection' is the main reason for dissatisfaction with the library resources and services of the prison library. This study suggests that the collection of books should be strengthened keeping in view that the information needs of the prisoners.

**Keywords:** Prisoners, Prison Library, Jail library, Prison Library Resources & Services, Prisoners Information Need, User Study.

### Introduction

Traditionally, prisons have been considered as somewhat isolated, mysterious, and hideous institutions where the prisoners are kept. But during the recent couple of years, it has been figured it out by the administrators and social reformers alike that prisons are not isolated organizations but are a part of our social system. The Encyclopedia Britannica (Vol. 9, Ed. 15, 1991, p. 710) defines, 'prison as an institution for the confinement of person convicted of major crimes or felonies'.

India has one of the largest prison systems in the World and it has the fifth-largest number of prisoners in the world. At the end of 2019, India had 478600 prisoners lodged in jails. The state of Uttar Pradesh has the highest number of prisoners (101297) and the union territory of Lakshadweep has the least number of inmates

(4). (Prison Statistics, 2019)

### Prison Library

The prison library is an essential element in the rehabilitation of the prisoners relevant information, points of view, attitudes, philosophy, escapism, and sheer enjoyment which should be provided by libraries in prison. Prison libraries serve as a means of specific and special institution. As prisoners remain in isolation, the prison library should function as a social place - a place where prisoners can come in contact of with the outside World and prison staff.

The prison library is often referred to as a "normal zone" for prisoners, and its resources and services are very important for the rehabilitation, socialization, and education of inmates. For many prisoners, the library works like a window to the outside world, during their

monotonous existence within the walls. The library resources, services, and library professionals serve as gateways to a richer life as they provide mental stimulation through access to current events, sound literature, and worthy knowledge. "The prison library, moreover, has many positive ideals, in addition to possibly offering prisoners intellectual escape from the atrocities of prison life (Sullivan, 1998)".

## Prisons in Haryana

Haryana is a state in India located in the northern part of the country with 22 districts. There are 23 prisons situated in Haryana i.e. 3 central prisons, 16 District Prisons, and 4 Special Prisons. According to the official website of Haryana Prison's the total population of prisoners is 21,595 as stated below:

Population	Convicted	Undertrials	Total
Male prisoners	3261	17563	20824
Female Prisoners	90	585	675
Foreigner prisoners	4	92	96

Source: [www.haryanprisons.gov.in](http://www.haryanprisons.gov.in)

## Central Prison, Ambala

Central Prison, Ambala was established in 1872 by the Government as Sub Prison. Subsequently, this jail was converted into District jail in 1930 and Central jail in 1947. There are altogether 1123 prisoners i.e. 169 (Convicts) and 954 (undertrials). The activities conducted by the prison are:

- Modern Interview System: The inmates are allowed to converse with their family members and friends and even permitted to write letters to their relatives.
- Phoenix Software: This software provides facilities for getting information as the conviction related to convicts case-related information, personal profiles, Parole, Custody and relevant information of undertrial inmates have been updated in this software.
- Prison inmate calling system (pics), Biometric attendance system, video conferencing system, prison kitchen,

Prison library, Ambala

prison hospital, prison factory are available in Ambala prison. with the help of local NGOs different programmes are conducted in prison such as Sports activities, medical camp, yoga, cultural program, shanti (braham kumaris), shri-shri art of living camps etc.

There is a school available in the jail premises where the inmates have the opportunity to acquire education in various courses i.e. Secondary, Sr. Secondary, Vocational courses, Beauty Culture, Stitching, Electrician, Carpentry, Welding, Vocational, Plumbing etc. by the teachers from Govt., NIOS and IGNOU, ITI, Polytechnic,. For computer classes for the prisoners a computer lab is also available.

## Prison Library, Central Prison, Ambala:

A library was established in central Prison, Ambala by Hindustan Prachar Sabha. this library is attached with the Prison school. The library incharge doesn't have professional knowledge of the libraries.

Timings	9.00 am to 12.30 pm from Monday to Saturday 9.00am to 11.00pm during holidays
Total Collection	About 1800 books on different subjects
Period of loan	5 days
Average number of books issued daily	30 books
Books issued in 2020	650(six hundred fifty)
Books issued in 2021	700(seven hundred)
Lost books	About 100 books
Sitting capacity	10 people at a time

About 1800 books on religions, education, health, cultural and social issues, character building, law and other subjects are available in Hindi, English and Punjabi languages. Register system is being used for circulation. Prisoner's Correctional educational programs are being conducted by the library such as religious program, literacy program, life skill training, health awareness program, Counseling session for drug & alcohol addicts, recreational programs, sports and community-based program etc.

### **District Prison, Yamunanagar**

According to prison officials, District Prison, Yamuna Nagar was established by the Government in 2009. There is the total of 796 prisoners i.e. 203 (Convicts) and 593 (undertrials). The ongoing activities of this prison are Educational and Vocational Programs, Meditational And Recreational Programs, Public Address System, Prison Creche, Prisoner Inmates Calling System(PICS), Modern Mulakat System, Prisoner's De-Addiction and Reformative Programs, Prison

Factory:- Wooden Furniture, Steel Almirah/ Furniture, Weaving of Cloth, Tailoring, Electrical Section, Aloe -Vera Juice Machine, Aloe -Vera Products.

NIOS & IGNOU centre is established at the prison. Inmates are grabbing the opportunity of education from NIOS/IGNOU centre. The other illiterate inmates are being taught by the educated inmates under Sarva Shiksha Abhiyan. Prisoner's reformative activities such as education, meditation camps, De-addiction camps, religious camps, sports activities, and counseling programs are regularly conducted in the Yamunanagar Prison so that the behavior of the inmates can be modified and they can become better citizens.

(<http://haryanaprison.gov.in/sites/default/files/documents/djynr.pdf>) access on 22.07.2021

### **Prison Library, District Prison, Yamunanagar**

A library was established in 2012 at District Prison, Yamuna Nagar. The library incharge doesn't have professional knowledge of the library.

Prison library, Yamunanagar	
Library timings	Monday to Saturday
Total Collection	About 1500 books on different subjects
Period of loan	15days
Number of books issued daily	Around 150-200 books

About 1500 books on religion, education, health, social issues, culture, character building, law and

other activities in Hindi, English and Punjabi are available in this prison library. Register system

is used for circulation of books. Prisoner's correctional educational programs are conducted by the library such as religious program, literacy program, life skill training, health awareness program, job skill training/ self-employment training, recreational program and sports and community based program, etc. Various vocational courses are also being conducted for inmates to make them skilled workers, such as, plumber, electrician etc.

## Review of Literature

The present study is conducted on prison libraries in Ambala and Yamunanagar. The literature reviewed for the present research demonstrates that although studies on this subject have been conducted in foreign countries, only a few studies have been conducted on prison libraries in India.

Sharda and Tiwari (2021) conducted a study entitled "Information Needs of Inmates using Library of District Jail, Gautam Buddha Nagar: A Case Study". In this paper, the authors have tried to describe how libraries can extend their help for the overall development of the prisoners. The main objective of this study is to explore the information needs of the inmates and their level of satisfaction with the library services provided by the jail library. The interview method was used for this purpose. This paper is divided into two parts. first is, a brief historical description has been provided about how prison libraries have been used by prisoners. In second part, a case study of District Jail Library, Gautam Buddha Nagar, Greater Noida has been deliberated in detail. The library is set up by the Ranganathan Society for Social Welfare and Library Development under the BIMTECH Pustakalaya Project. This study highlights library resources, services, and physical facilities available for inmates in the District Jail, Gautam Buddha Nagar. The study also investigated about the satisfaction of prisoners with the the library resources, services, and physical facilities provided in prison. It was

concluded that prison libraries can play a major role in the reformation and rehabilitation process of prisoners.

Obiano and others (2020) conducted a study on "Availability and use of library resources in the rehabilitation of inmates in correctional centers in Imo and Abia states, Nigeria". The study adopted a survey research design. The population of the study comprised 3,854 prisoners from the five prisons in Imo and Abia States, Nigeria. Purposive and proportionate random sampling techniques were used. This study has found that a good number of resources like textbooks, magazines, fiction books, chairs, and lightings were available but some materials like newspapers, newspaper racks, audio cassettes, videotapes, DVD, library software were not found at all. However, the ones found were utilized to a high extent.

Farjana, Islam, and Mahfuz (2020) conducted a study entitled "Exploring the Current Status of a Prison Library: A Case Study of Naogaon District Prison Library". This study focuses on the present condition of the Naogaon district prison library. The main objectives of the study were to identify the present condition of the Naogaon district prison library, problems faced by the library, and the relationship of prison library with other libraries. A structured questionnaire was distributed to the respondents. The survey data were collected from 24 prisoners and prison staff. Primary data were also collected from prisoners and prison authorities through direct interviews. The paper identified the lack of library professionals and reading materials, lack of awareness programs, overcrowded accommodation, absence of library policy, lack of library funds, and absence of separate reading area as the major problems of Naogaon prison library.

Biju and Johnson (2018) conducted a study entitled "User satisfaction in prison libraries in Kerala". The main objective of the study was to trace the educational qualification of prisoners,

their continuing education after imprisonment, and their satisfaction or dissatisfaction with the services provided by prison libraries in Kerala. Data for this study was gathered from 500 prisoners of eight selected prisons in Kerala through the questionnaire method. The study reveals that most of the prisoners' qualification is below matriculation. So, some of them are continuing their education by using the prison libraries. Most of them are satisfied with the library services. However, they are struggling to locate the books due to improper arrangement and lack of library automation.

Tamilmani, Kumar and Shukla (2018) reviewed "the library service conditions to educate prison inmates in Coimbatore". The main objectives of the study are to identify the role of prison library in reforming and rehabilitation of inmates and help to identify the efforts required by the library associations and policy makers in the development and growth of the prison library. The data were collected from the prisoners, library staff and also from the Welfare Officer through questionnaire methods. The data collected on the basis of the responses was analyzed. The study revealed that the information needs of the prisoners are not being met adequately by the library because of the insufficient library stock. It also shows that the library staff do not have professional knowledge of library and that there is lack of attention by the government and other sectors towards this issue. The study recommends that the prison libraries should provide more skills to improve the prisoners knowledge, which in turn will help them in improving their life in the outside world after the imprisonment period.

### Objectives of the study

The objectives of the study are as follows:

1. To determine the information needs of the prisoners of Ambala and Yamunanagar.
2. To know the frequency and purpose of using the prison library.
3. To access the benefits of prisoners by visiting the prison library.
4. To access the satisfaction level with resources & services, staff and infrastructure available in the prison library.
5. To know the suggestions of the prisoners regarding their respective libraries

### Research Methodology

The present study is an attempt to access the information needs and the satisfaction level of the prisoners. Data were collected from the two prisons namely, Central Prison, Ambala, and District Prison, Yamunanagar of Haryana. The questionnaire method was used for data collection and the sample size was calculated by using Solvin formula:

$$n = N / (1 + Ne^2)$$

Where  $n$ = sample size,

$N$ = Population size,

$e$ = the margin of error (0.05)

Three questionnaires were prepared to collect data: First questionnaire to collect information from the library users (prisoners), the second questionnaire to gather information from the Librarian and the third questionnaire to gather information from prison officials. Total 110 questionnaires were distributed among the prisoners out of which 94 were found fit for analysis. Collected questionnaires were analyzed with the help of SPSS (Statistical Package for the Social Sciences) and MS Excel by applying various statistical techniques.

### Data Analysis

Table 1: Distribution of Respondents

Prison	Respondents	Percentage (%)
Ambala	54	57.4



Yamunanagar	40	42.6
Total	94	100.0

Table 1 shows that the majority of the respondents i.e. 54(57.4%) are from Central

Prison, Ambala, and 40(42.6%) respondents are from District prison, Yamunanagar.

**Table 2: Demographic Profile of Respondents**

	Respondents	Percentage (%)
<b>Gender</b>		
Female	58	61.7
Male	36	38.3
Total	94	100.0
<b>Age Group</b>		
16-30 Years	32	34.0
31-45 Years	45	47.9
46-60 Years	15	16.0
60 Years and above	2	2.1
Total	94	100.0
<b>Marital status</b>		
Single	16	17.0
Married	78	83.0
Total	94	100.0
<b>Level of education</b>		
Primary	21	22.3
High School	14	14.9
Sr. Sec .School	27	28.7
Graduate	22	23.4
Post Graduate	3	3.2
Ph.D.	3	3.2
Professional	1	1.1
Never Attended School	3	3.2
Total	94	100.0

Table 2 shows the demographic profile of the prisoners. The majority of the respondents i.e. 58(61.7%) are females and 36(38.3%) are males. The majority of the respondents i.e. 45(47.9%) are in the age group of '31-45 years' followed by 32(34%) and 15(16%) who are in the age group of 'below 30' years and '46-60 years' respectively. Whereas least number of respondents i.e. 2(2.1%) are in the age group of 'more than 60 years'.

The marital status of the respondents shows that most of the respondents i.e. 78 (83%) are married followed by 16(17%) are single. Most of the respondents i.e. 27 (28.7%) have completed their 'Sr. Secondary education' followed by 22 (23.4%), 21(22.3%) and 14 (14.9%) have studied 'up to graduates', 'Primary level education' and 'High School standard education' respectively.

**Table 3: Professional Background of Prisoners**

Status	Respondents	Percentage (%)
Student	27	28.7
Housewife	19	20.2
Professional/Businessman	24	25.5
Unemployed	13	13.8
Employed	11	11.7
Total	94	100.0

Table 3 shows that the majority of the respondents i.e. 27(28.7%) were students followed by 24(25.5%), 19(20.2%), 13(13.8%) who were 'Professional/Businessman',

'Housewife' and 'Unemployed' respectively before coming to the prison. However, 11(11.7%) respondents were 'Employed' before coming to prison.

**Table 4: Years of Imprisonment**

Years	Respondents	Percentage (%)
Below 2 years	63	67.0
2-4 Years	22	23.4
4-6 Years	6	6.4
6-8 Years	2	2.1
10 Years and above	1	1.1
Total	94	100.0

Table 4 shows that the majority of the respondents i.e. 63(67%) are living in the prison since less than 2 years followed by 22(23.4%) respondents who are living in prison since 2-4

years. However 6(6.4%), 2(2.1%) and 1(1.1%) respondents are living in prison since 4-6 years, 6-8 years and above 10 years respectively.

**Table 5: Current status of prisoners**

Status	Respondents	Percentage (%)
Remand/Undertrial	77	81.9
Convicted but not yet sentenced	1	1.1
Sentenced	16	17.0
Total	94	100.0

Table 5 shows the current status of the prisoners. The majority of the prisoners i.e. 77(81.9%) are on remand/undertrial followed by 16(17%) who

were sentenced whereas only 1(1.1%) prisoner is convicted but not yet sentenced.

**Table 6: Information Needs of Prisoners**

Information Need	Strongly Disagree		Disagree		Neither Agree Nor Disagree		Agree		Strongly Agree		Mean	Std. Deviation	Rank
	N	%	N	%	N	%	N	%	N	%			

Recreational	2	2.1%	3	3.2%	3	3.2%	24	25.5%	62	66.0%	4.50	.877	1
Legal	0	0.0%	2	2.1%	5	5.3%	34	36.2%	53	56.4%	4.47	.699	2
Religion	0	0.0%	1	1.1%	5	5.3%	52	55.3%	36	38.3%	4.31	.623	3
Educational	1	1.1%	7	7.4%	8	8.5%	32	34.0%	46	48.9%	4.22	.963	4
Health	0	0.0%	1	1.1%	17	18.1%	38	40.4%	38	40.4%	4.20	.770	5
Financial need to vocational	4	4.3%	9	9.6%	13	13.8%	42	44.7%	26	27.7%	3.82	1.077	6

Table 6 shows that majority of the respondents need information related to ‘Recreational’ activities as ranked 1<sup>st</sup> with mean value i.e. 4.50 (SD=0.87) and followed by ‘Legal’, ‘Religion’ and ‘Educational needs’ with the mean values

i.e. 4.47 (SD=0.69), 4.31(SD=0.62) and 4.22 (SD=0.96) and ranked 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> respectively. However ‘Financial need to vocational need’ is the least required need and ranked last having mean i.e. 3.82 (SD=1.07).

**Table 7: Frequency of using prison Library**

Visits	Respondents	Percent
Daily	54	57.4
Weekly	10	10.6
Monthly	5	5.3
Occasionally	25	26.6
Total	94	100.0

Table 7 shows that majority of the respondents i.e. 54 (57.4%) visit the library ‘daily’ followed by 25 (26.6%) and 10.6% prisoners who visit the library ‘Occasionally’ and ‘Weekly’ respectively. However, the least number of

respondents i.e. 5(5.3%) visit the library ‘Monthly’.

**Table 8: Purpose of using Prison Library**

Purpose	Not at All		Rarely		Sometimes		Frequently		Always		Mean	Std. Deviation	Rank
	N	%	N	%	N	%	N	%	N	%			
Reading Books	1	1.1%	4	4.3%	5	5.3%	41	43.6%	43	45.7%	4.29	.838	1
Borrow/Return Books	0	0.0%	5	5.3%	19	20.2%	40	42.6%	30	31.9%	4.01	.861	2
Reading Magazine/Newspapers	3	3.2%	16	17.0%	19	20.2%	27	28.7%	29	30.9%	3.67	1.177	3



Consult Reference material	1	1.1%	12	12.8%	40	42.6%	28	29.8%	13	13.8%	3.43	.922	4
Book Exhibition	8	8.5%	14	14.9%	17	18.1%	44	46.8%	11	11.7%	3.38	1.137	5
Consult audio/ video material	1	1.1%	14	14.9%	51	54.3%	19	20.2%	9	9.6%	3.22	.857	6
Use computer (if available)	5	5.3%	11	11.7%	46	48.9%	23	24.5%	9	9.6%	3.21	.960	7
Avail Photocopy/ printing service (if available)	7	7.4%	13	13.8%	47	50.0%	9	9.6%	18	19.1%	3.19	1.129	8

Table 8 shows that majority of the respondents prefer to visit the library for 'Reading Books' as ranked 1<sup>st</sup> with mean value i.e. 4.29 (SD=0.83) followed by the respondents who visit the library for 'Borrow/Return the Books', 'Reading Magazines/Newspapers', 'Consult Reference material' and 'Book Exhibition' having mean values 4.01 (SD=0.86) and 3.67 (SD=1.17), 3.43 (SD=0.92) and 3.38 (SD=1.13) and ranked 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> and 5<sup>th</sup> respectively. However, least number of respondents visit the library for 'Use of computer' and 'Avail Photocopy/Printing Service' as ranked 7<sup>th</sup> and 8<sup>th</sup> with mean values 3.21 (SD=0.96) and 3.19 (SD= 1.12).

**Table 9: Reasons for not visiting the Library Regularly**

Reason	Strongly Disagree		Disagree		Neither Agree Nor Disagree		Agree		Strongly Agree		Mean	Std. Deviation	Rank
	N	%	N	%	N	%	N	%	N	%			
Lack of time	1	1.1%	14	14.9%	4	4.3%	62	66.0%	13	13.8%	3.77	.909	1
Insufficient Collection	3	3.2%	10	10.6%	24	25.5%	47	50.0%	10	10.6%	3.54	.935	2
Inconvenient Arrangement of Books	3	3.2%	18	19.1%	26	27.7%	36	38.3%	11	11.7%	3.36	1.025	3
Having own books	5	5.3%	13	13.8%	35	37.2%	28	29.8%	13	13.8%	3.33	1.051	4
Non-availability of internet	3	3.2%	19	20.2%	35	37.2%	18	19.1%	19	20.2%	3.33	1.111	5

Inconvenient Working Hours	5	5.3 %	15	16.0 %	29	30.9 %	36	38.3 %	9	9.6%	3.31	1.027	6
Poor staff service	6	6.4 %	15	16.0 %	45	47.9 %	18	19.1 %	10	10.6%	3.12	1.014	7
Poor service of Photostat/ Printing	3	3.2 %	18	19.1 %	44	46.8 %	18	19.1 %	11	11.7%	3.17	.980	8

Table 9 shows that majority of the respondents reported 'Lack of Time' as the main reason for not visiting the library regularly and this category ranked 1st with a mean value 3.77 (SD=0.90) followed by 'Insufficient Collection', 'Inconvenient Arrangement of Books' and 'Having own books' as reported by respondents

having mean values 3.54 (SD=0.93), 3.36 (SD=1.02) and 3.33 (SD=1.05) and ranked 2<sup>nd</sup>, 3<sup>rd</sup>, and 4<sup>th</sup> respectively. However 'Poor staff service' and 'Poor service of Photostat/ Printing' are ranked 7<sup>th</sup> and 8<sup>th</sup> as reported by respondents having mean values i.e. 3.12 (SD=1.01) and 3.17 (SD=0.98) respectively.

**Table 10: Advantages of Visiting the Prison Library**

Benefits	Very Little Extent		Little Extent		Some Extent		Great Extent		Very Great Extent		Mean	Std. Deviation	Rank
	N	%	N	%	N	%	N	%	N	%			
Get information for health /Business/commerce/Community	12	12.8 %	42	44.7 %	16	17.0 %	12	12.8 %	12	12.8 %	2.68	1.229	1
Obtained new ideas	15	16.0 %	38	40.4 %	20	21.3 %	14	14.9 %	7	7.4 %	2.57	1.150	2
Get information for further learning	16	17.0 %	42	44.7 %	18	19.1 %	8	8.5 %	10	10.6 %	2.51	1.189	3
Developed new skills	13	13.8 %	48	51.1 %	16	17.0 %	14	14.9 %	3	3.2 %	2.43	1.011	4

Table 10 shows that majority of the respondents have given the opinion that they 'get helpful information for Health/Business/Community' from the prison library as ranked 1<sup>st</sup> with the mean value 2.68 (SD=1.22) followed by 'obtain new ideas' and 'get information for further

learning' as 2<sup>nd</sup> and 3<sup>rd</sup> having mean values 2.57 (SD=1.15) and 2.51 (SD=1.18) ranked respectively. However, the least number of respondents think that prison library helps in 'developing new skills' ranked as 4<sup>th</sup> with a mean value of 2.43(SD=1.01).

**Table 11: Information sources used by the Prisoners**

Information sources	Never		Very Rarely		Rarely		Occasionally		Frequently		Very Frequently		Mean	Std. Deviation	Rank
	N	%	N	%	N	%	N	%	N	%	N	%			
Books	13	13.8%	1	1.1%	3	3.2%	9	9.6%	26	27.7%	42	44.7%	3.70	1.709	1
Newspapers	12	12.8%	1	1.1%	9	9.6%	6	6.4%	28	29.8%	38	40.4%	3.61	1.693	2
Magazines	15	16.0%	5	5.3%	4	4.3%	15	16.0%	29	30.9%	26	27.7%	3.23	1.756	3
Reference Sources	19	20.2%	7	7.4%	18	19.1%	30	31.9%	9	9.6%	11	11.7%	2.38	1.587	4

Table 11 shows that majority of the respondents i.e. 42(44.7%) read 'Books' very frequently, as ranked 1<sup>st</sup> having a mean value of 3.70 (SD=1.70) followed by 38(40.4%) and 26 (27.7%) respondents who read 'Newspapers'

and 'Magazines' very frequently having mean values 3.61 (SD=1.69) & 3.23 (SD=1.75) and ranked 2<sup>nd</sup> and 3<sup>rd</sup> respectively. However 'Reference Sources' has been ranked 4<sup>th</sup> with the least mean value i.e. 2.38 (SD=1.58).

**Table 12: Satisfaction with the Collection**

Type of collection	Very Dissatisfied		Dissatisfied		Undecided		Satisfied		Very Satisfied		Mean	Std. Deviation	Rank
	N	%	N	%	N	%	N	%	N	%			
General Books	4	4.3%	7	7.4%	7	7.4%	51	54.3%	25	26.6%	3.91	1.012	1
Newspapers	4	4.3%	13	13.8%	20	21.3%	39	41.5%	18	19.1%	3.57	1.083	2
Children Fiction Books	7	7.4%	11	11.7%	35	37.2%	26	27.7%	15	16.0%	3.33	1.111	3
Audio/video material	5	5.3%	11	11.7%	39	41.5%	31	33.0%	8	8.5%	3.28	.966	4
Young Fiction Books	5	5.3%	17	18.1%	39	41.5%	18	19.1%	15	16.0%	3.22	1.089	5
Current Magazines	8	8.5%	16	17.0%	36	38.3%	23	24.5%	11	11.7%	3.14	1.103	6
Reference books	8	8.5%	16	17.0%	43	45.7%	19	20.2%	8	8.5%	3.03	1.031	7

Table 12 shows that the majority of the respondents are satisfied with the collection of 'General Books' as ranked 1<sup>st</sup> having highest

mean value i.e. 3.91 (SD=1.012) followed by 'Newspapers', 'Children Fiction Books' 'Audio/Video Material' and 'Young Fiction

Books' ranked as 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> and 5<sup>th</sup> with mean values i.e. 3.57 (SD=1.08), 3.33 (SD=1.11), 3.28 (SD=0.96) and 3.22(SD=0.1.09) respectively.

However very few respondents are satisfied with the 'Reference books' who are ranked as 7<sup>th</sup> with mean value 3.03 (SD=1.03).

**Table 13: Satisfaction with the Prison Library Services**

Table 13 shows that the majority of the respondents i.e. 61(64.9%) are satisfied with the 'working hours'

Services	Very Dissatisfied		Dissatisfied		Undecided		Satisfied		Very Satisfied		Mean	Std. Deviation	Rank
	N	%	N	%	N	%	N	%	N	%			
Library Services													
Working Hours	3	3.2%	13	13.8%	4	4.3%	61	64.9%	13	13.8%	3.72	.977	1
Reservation of books	2	2.1%	11	11.7%	32	34.0%	33	35.1%	16	17.0%	3.53	.980	2
Library catalogue	4	4.3%	8	8.5%	33	35.1%	34	36.2%	15	16.0%	3.51	1.003	3
Circulation	4	4.3%	11	11.7%	28	29.8%	42	44.7%	9	9.6%	3.44	.968	4
Reference Service	2	2.1%	8	8.5%	45	47.9%	25	26.6%	14	14.9%	3.44	.922	5
Workshop, Seminar, training, and other activities	4	4.3%	15	16.0%	25	26.6%	42	44.7%	8	8.5%	3.37	.994	6
Counseling/ Consultancy	3	3.2%	19	20.2%	29	30.9%	28	29.8%	15	16.0%	3.35	1.075	7
Career guidance (if provided)	8	8.5%	19	20.2%	33	35.1%	19	20.2%	15	16.0%	3.15	1.173	8
Photocopy/Printing (if available)	4	4.3%	25	26.6%	42	44.7%	16	17.0%	7	7.4%	2.97	.955	9

of the library as ranked 1<sup>st</sup> with a mean value 3.72 (SD=0.97) followed by 'Reservation of books' and 'Library catalogue' which have been ranked 2<sup>nd</sup> and 3<sup>rd</sup> with mean values. 3.53 (SD=.98) and 3.51 (SD=1.00) respectively.

However, the satisfaction level with the 'Career guidance' and 'photocopy/printing' services is low among the prisoners as ranked 8<sup>th</sup> and 9<sup>th</sup> with mean values 3.15 (SD=1.17) and 2.97 (SD=.95) respectively.

**Table 14: Satisfaction with Prison Library Staff**

Satisfaction with Library	Very Dissatisfied	Dissatisfied	Undecided	Satisfied	Very Satisfied	Mean	Std. Deviation	Rank

Staff	N	%	N	%	N	%	N	%	N	%			
Staff Helpfulness	0	0.0%	8	8.5%	23	24.5%	42	44.7%	21	22.3%	3.81	.883	1
Staff Knowledge	1	1.1%	13	13.8%	13	13.8%	48	51.1%	19	20.2%	3.76	.969	2
Librarian's Responsiveness	5	5.3%	8	8.5%	23	24.5%	36	38.3%	22	23.4%	3.66	1.093	3

Table 14 shows that majority of the respondents are satisfied with the 'Staff Helpfulness' as ranked 1<sup>st</sup> with a mean value of 3.81 (SD=0.88) followed by 'Staff Knowledge' and 'Librarian's

Responsiveness' ranked 2<sup>nd</sup> and 3<sup>rd</sup> with mean values 3.76 (SD=0.96) and 3.66 (SD=1.09) respectively

**Table 15: Satisfaction towards Prison Library's Infrastructure**

Satisfaction towards Infrastructure	Very Dissatisfied		Dissatisfied		Undecided		Satisfied		Very Satisfied		Mean	Std. Deviation	Rank
	N	%	N	%	N	%	N	%	N	%			
Lighting and ventilation	3	3.2%	12	12.8%	11	11.7%	36	38.3%	32	34.0%	3.87	1.119	2
Seating arrangement	6	6.4%	11	11.7%	8	8.5%	35	37.2%	34	36.2%	3.85	1.218	3
Availability of computers (if available)	6	6.4%	22	23.4%	32	34.0%	22	23.4%	12	12.8%	3.13	1.109	9

Table 15 shows that the majority of the respondents are satisfied with the 'Lighting and ventilation' of the library as ranked 1<sup>st</sup> with a mean value of 3.87 (SD=1.11) followed by the respondents who are satisfied with 'Seating

arrangement' as ranked 2<sup>nd</sup> with mean value 3.85 (SD=1.21). However, the least number of respondents are satisfied with the 'Availability of computers' as ranked 3<sup>rd</sup> with the mean value of 3.13 (SD=1.10).

**Table 16: Reasons for Dissatisfaction with the Prison Library's resources and Services**

Reasons	Strongly Disagree		Disagree		Neither Agree Nor Disagree		Agree		Strongly Agree		Mean	Std. Deviation	Rank
	N	%	N	%	N	%	N	%	N	%			

Insufficient Collection	2	2.1 %	9	9.6 %	12	12.8 %	52	55.3 %	19	20.72 %	3.82	.939	1
Non-availability of internet	3	3.2 %	7	7.4 %	26	27.7 %	32	34.0 %	26	27.7 %	3.76	1.044	2
Not easy to locate the books	1	1.1 %	10	10.6 %	10	10.6 %	64	68.1 %	9	9.6 %	3.74	.816	3
Inconvenient Working Hours	1	1.1 %	11	11.7 %	11	11.7 %	62	66.0 %	9	9.6 %	3.71	.838	4
Poor service of Photostat/ Printing	3	3.2 %	9	9.6 %	30	31.9 %	32	34.0 %	20	21.3 %	3.61	1.029	5
Improper Arrangement of Books	4	4.3 %	14	14.9 %	11	11.7 %	58	61.7 %	7	7.4 %	3.53	.980	6
Poor staff service	4	4.3 %	7	7.4 %	37	39.4 %	34	36.2 %	12	12.8 %	3.46	.958	7

Table 16 shows that majority of the respondents reported that ‘Insufficient Collection’ is the main reason for dissatisfaction with the library resources and services of the prison library as ranked 1<sup>st</sup> with the mean value 3.82 (SD=0.93) followed by ‘Non-availability of the internet’, ‘Not easy to locate the books’ and ‘Inconvenient Working Hours’ with the mean values i.e. 3.76 (SD=0.1.04), 3.74 (SD=0.81) and 3.71 (SD=0.8) has been ranked 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> respectively. However reports of ‘Improper Arrangement of Books’ and ‘Poor staff service’ have been ranked at 6<sup>th</sup>, at 7<sup>th</sup> with mean values i.e. 3.46 (SD=0.95) and 3.77 (SD=0.88) respectively.

### Findings

- Majority of the respondents i.e. 54(57.4%) are from Central Prison, Ambala, and 40(42.6%) respondents are from District prison, Yamunanagar. (Table-1)

### Demographic Profile

- 58(61.7%) are females and 36(38.3%) are males. (Table-2)
- Majority of the respondents i.e. 45(47.9%) belong to the age group of 31-45 years whereas the least number of respondents i.e. 2(2.1%) belongs to the age group of more than 60 years. (Table-2)
- Majority of the respondents i.e. 78 (83%) are married followed by 16(17%) are single. (Table-2)
- Majority of the respondents i.e. 27 (28.7%) have completed their Sr. Secondary education whereas the least number of respondent i.e. 1 (1.1%) has completed Professional education. (Table-2)
- Majority of the respondents i.e. 27(28.7%) were students whereas the least number of respondents i.e. 11(11.7%) were Employed before coming to the prison. (Table-3)



- Majority of the respondents i.e. 63(67%) have been living in the prison for less than 2 years whereas the least number of respondents i.e. 1(1.1%) has been living in the prison for more than 10 years. (Table-4)
- Majority of the respondents i.e. 77(81.9%) are on Remand/undertrial whereas only 1(1.1%) prisoner is convicted but not yet sentenced. (Table-5)
- Majority of the respondents i.e. 62(66.0%) have Recreational needs in the prison as ranked 1<sup>st</sup> whereas 'Financial need to vocational need' is the least required needs as ranked last. (Table-6)

## Library Usage

- Majority of the respondents i.e. 54 (57.4%) visit the library 'daily' whereas the least number of respondents i.e. 5(5.3%) visit the library 'Monthly'. (Table-7)
- Highest number of the respondents i.e. 43(45.7%) visit the library for 'Reading Books' and 30(31.9%) visit the library for Issue/Return the Books as ranked 1<sup>st</sup> and 2<sup>nd</sup> respectively. However, the least number of respondents visits the library for 'Use of computer' and 'Avail Photocopy/Printing Service' as ranked 7<sup>th</sup> and 8<sup>th</sup> respectively. (Table-8)
- 'Lack of Time' is the 1<sup>st</sup> ranked reason for not visiting the library regularly with the mean value i.e. 3.77 as replied by 66% of respondents. Whereas 'Poor staff service' and 'Poor service of Photostat/ Printing' as ranked 7<sup>th</sup> and 8<sup>th</sup> reasons respectively. (Table-9)
- Majority of the respondents i.e. 42(44.7%) read 'Books' very frequently and 38(40.4%) respondents read 'Newspaper' very frequently as ranked 1<sup>st</sup> and 2<sup>nd</sup> respectively.

However, the least number of respondents read 'Reference Sources' as ranked 4<sup>th</sup>. (Table-11)

## Benefits of Prison Library

- Majority of the respondents have given the opinion that they 'get helpful information for Health/Business/Community' and 'Obtain new ideas' from the prison library These responses have been ranked 1<sup>st</sup> and 2<sup>nd</sup> respectively. However the least number of respondents are of the opinion that prison library helps in 'developing new skills' and ranked 4<sup>th</sup>. (Table-10)

## Collection

- Majority of the respondents i.e. 51(54.3%), 39(41.5%) and 26(27.7%) are satisfied with the collection of 'General Books', 'Newspapers' and 'Children Fiction Books' which have been ranked 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> with the mean values 3.91, 3.57 and 3.33 respectively. Whereas a very small number of respondents are satisfied with the 'Reference books' as ranked 7<sup>th</sup>. (Table-12)

## Facilities and Services

- Highest number of the respondents i.e. 61(64.9%) are satisfied with the 'working hours' of the library which has been ranked 1<sup>st</sup> with a mean value i.e. 3.72 (SD=0.97) followed by 'Reservation of books' and 'Library catalogue' ranked as 2<sup>nd</sup> and 3<sup>rd</sup> respectively. However, the satisfaction level with the 'Career guidance' and 'photocopy/printing' services is low among the prisoners and ranked as 8<sup>th</sup> and 9<sup>th</sup> (Table-13)

## Staff

- Highest number of respondents 42(44.7%) and 48(51.1%) are satisfied with 'Staff Helpfulness' and 'Staff

Knowledge' as ranked 1<sup>st</sup> and 2<sup>nd</sup> respectively. Whereas, 36(38.3%) respondents are satisfied with 'Librarian's Responsiveness' as ranked 3<sup>rd</sup>. (Table-14)

## Infrastructure

- Highest number of the respondents are satisfied with the 'Lighting and ventilation' and Seating arrangement' and ranked as 1<sup>st</sup> and 2<sup>nd</sup> respectively. However the least number respondents are satisfied with the 'Availability of computers' and ranked as 3<sup>rd</sup>. (Table-15)
- Highest number of the respondents reported that 'Insufficient Collection' is the main reason for dissatisfaction with the library resources and services of the prison library as ranked 1<sup>st</sup> with a mean value of 3.82 (SD= 0.93). However 'Improper Arrangement of Books' and 'Poor staff service' have been ranked at 6<sup>th</sup> and 7<sup>th</sup> respectively as reported by respondents. (Table-16)

## Conclusion

Findings of the study reveal that the prisoner's need information mostly on Recreation followed by legal issues, Religion, health conditions and literacy education. lack of time and Insufficient collection is the main reason of not visiting the library frequently. Majority of the respondents are of the opinion that they get helpful information for Health/Business/Community and further learning from prison library. Library can play an important role in making a positive change by providing good facilities to the inmates. This study shows that the inmates are well aware of the system and services of the prison library. From the above analysis it is concluded that the inmates are utilizing the library well but the available resources are neither sufficient nor updated. The library and prison department should make some alternate arrangement to fulfill the library user's

requirements, as this is the only place for the inmates to retrospect.

However, the inmates of prison Ambala have also suggested that:

- Library working hours should be enhanced.
- Document collection in the libraries should be strengthened with more new documents.
- Monthly magazines and daily newspapers should be provided on regular basis.
- Books on religion, fiction, chankyaniti, great personalities and freedom fighters should be added.

According to the library incharge, books on religion and literature are demanded by the inmates. The library incharge suggested that the Government should provide special budget for automation.

prison official's also communicated the future plans for providing library services to the prisoners as following:

- to make prison library services better & encourage the inmates to learn more and more;
- to liaise with local NGOs for better library facilities;
- to try to facilitate the inmates with better books/equipments;
- to provide latest books & equipments to the inmates to enhance their knowledge.

Prison officials concluded that there is improvement in the behaviour of prisoners as a result of using the library. They have become sober, polite, humorous, obedient, disciplined and motivated. Nowadays, the prison library has become a strong hub of improvement for the inmates.

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