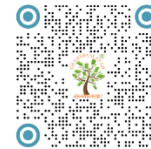


Original Article

## BUILDING INFORMATION-RESILIENT COMMUNITIES THROUGH PUBLIC LIBRARIES AND COMMUNITY INFORMATION CENTRES: A STUDY OF RAIGARH, CHHATTISGARH

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### ABSTRACT

Reliable information has become essential for education, employment, health, government services, digital participation and informed decision-making. Public libraries and Community Information Centres (CICs) can strengthen communities by providing access to information, digital facilities, guidance and locally useful services. The present study examined the relationship between Library and Community Information Centre support and information resilience among respondents in Raigarh, Chhattisgarh. The analysis used the supplied dataset of 100 respondents, including 50 rural and 50 urban respondents and an equal number of male and female respondents. Information resilience was represented through six dimensions: information access, credibility evaluation, digital information skills, emergency information access, social trust and connection, and service navigation. Descriptive statistics, independent-samples t-test, Pearson's correlation and simple linear regression were used. The mean Library and CIC Support Score was 37.09 (SD = 6.69), while the mean Overall Information Resilience Score was 118.66 (SD = 15.35). Forty-nine percent of respondents had high information resilience and 50% had moderate information resilience. Urban respondents reported significantly higher Library and CIC Support Scores than rural respondents,  $t(98) = 2.34, p = .021$ . However, the rural-urban difference in overall information resilience was not statistically significant,  $t(98) = 1.63, p = .107$ . Library and CIC support had a very strong positive relationship with overall information resilience ( $r = .942, p < .001$ ). Regression analysis showed that support scores accounted for 88.8% of the variation in information resilience within the dataset. The study concludes that stronger library and community information support is closely associated with greater capacity to access, evaluate and use information and recommends stronger rural access, digital services, information-literacy programmes and local service navigation support in Raigarh.

**Keywords:** Public libraries, Community Information Centres, information resilience, information literacy, digital access, community information services, Raigarh, Chhattisgarh

### INTRODUCTION

Access to reliable information has become an important condition for participation in contemporary society. People need information for education, employment, agriculture, health, financial decisions, government programmes and emergency situations. Digital technology has increased the speed and volume of information available to the public, but it has also created new problems. Information may be inaccurate, misleading, difficult to understand or available only to people who possess suitable devices, connectivity and digital skills.

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For this reason, the main challenge is no longer the simple availability of information. Individuals must also be able to locate useful information, judge whether it is credible, understand its meaning and use it for practical decisions. A community that can maintain these abilities during both normal conditions and periods of disruption may be described as information-resilient.

Public libraries can contribute to this capacity because their role extends beyond book circulation. The IFLA-UNESCO Public Library Manifesto 2022 describes the public library as a local information centre and emphasizes equal access, media and information literacy, digital literacy, education, civic participation and access to knowledge [IFLA and UNESCO \(2022\)](#). The updated manifesto reflects the growing need for libraries to support both physical and digital access to information.

Community Information Centres perform a closely related function. Their services are generally focused on immediate local needs such as agriculture, employment, education, health, banking, government schemes and community programmes. Indian research has repeatedly argued that rural public libraries and community resource centres can support development when information is selected and delivered according to local needs [Kumar \(2005\)](#), [Sarkar \(2019\)](#).

The Government of India's National Mission on Libraries similarly aims to modernize public library systems, improve infrastructure, strengthen digital content-based services and build professional capacity [Ministry of Culture, Government of India. \(2026\)](#). These developments show that public libraries are increasingly understood as part of wider information infrastructure.

The present study focuses on Raigarh, Chhattisgarh. It examines the statistical relationship between perceived Library and CIC Support and Overall Information Resilience and also considers rural-urban differences in access and resilience.

## CONCEPT OF INFORMATION RESILIENCE

Information resilience refers to the ability of individuals and communities to obtain, evaluate, understand and use reliable information despite changes, uncertainty or disruption in the information environment. It is broader than internet availability because effective information use also requires credibility judgement, digital skills, social trust and the ability to connect with relevant services.

[Patin \(2020\)](#) showed that public libraries can contribute to community resilience during disasters through information and communication, social capital and community competence. [Bertot et al. \(2006\)](#) similarly demonstrated that public Internet access in libraries can become essential for e-government and emergency needs. These studies suggest that information institutions can influence how communities respond when normal information pathways are weak or disrupted.

For the present study, information resilience is represented through six dimensions: Information Access, Credibility Evaluation, Digital Information Skills, Emergency Information Access, Social Trust and Connection, and Service Navigation. Together, these dimensions describe a person's ability to find useful information, judge its reliability and convert it into effective action.

## ROLE OF PUBLIC LIBRARIES AND COMMUNITY INFORMATION CENTRES INFORMATION ACCESS

Public libraries organize access to books, newspapers, digital resources, internet facilities and other information sources. Community Information Centres can make this information more locally relevant by focusing on specific social and livelihood needs.

## INFORMATION AND MEDIA LITERACY

Access alone does not guarantee correct use. Libraries can help users search effectively, compare sources and judge credibility. De Paor and Heravi (2020) emphasized the contribution of librarianship and information literacy to countering fake news and misinformation.

## DIGITAL INCLUSION

Many educational, banking, employment and government services now require online access. Public libraries and CICs can reduce exclusion by providing digital access and basic support to users who lack devices, connectivity or confidence in online systems.

## GOVERNMENT AND COMMUNITY SERVICE NAVIGATION

[Bertot et al. \(2006\)](#) found that public library internet access can function as a critical pathway to e-government services. In the Indian context, community information services can also help users understand and locate government schemes, education opportunities, employment information and local services.

## **RURAL AND LOCAL INFORMATION**

Rural communities may have highly specific information needs related to agriculture, health, markets, employment and government programmes. [Kumar \(2005\)](#), [Sharma \(2007\)](#), [Gadagin and Kamble \(2008\)](#), [Dharani Kumar and Biradar \(2014\)](#), and [Sarkar \(2019\)](#) all highlight the continuing importance of community-oriented information systems for rural development.

## **EMERGENCY INFORMATION**

Libraries and local information centres can help maintain access to verified contacts, public notices, relief information and service directions during emergencies. [Patin \(2020\)](#) shows that public libraries can become trusted community institutions during disasters.

## **REVIEW OF RELATED LITERATURE**

### **GOPINATH (1992)**

Gopinath examined community information services within the Indian public-library system and argued that public libraries needed to respond more directly to contemporary community information needs. The study emphasized an information-policy perspective and the importance of moving beyond a purely collection-centred model.

### **KUMAR (2005)**

Kumar studied Rural Library and Community Resource Centres in India, particularly in states with library legislation. The study focused on rural information needs, government programmes and the possible role of NGOs and proposed a model for Rural Library and Community Resource Centres.

### **BERTOT ET AL. (2006)**

Bertot, Jaeger, Langa and McClure examined public access computing and internet access in public libraries. They found that libraries played a significant role in e-government and emergency situations, including access to benefits, public services and assistance after disasters.

### **ONGUS AND KEMPARAJU (2007)**

Ongus and Kemparaju examined the opportunities and challenges associated with electronic information services in Indian public libraries. They noted increasing and diversified public demand and argued for more effective electronic services, including initiatives capable of reaching rural communities.

### **SHARMA (2007)**

Sharma studied the information-seeking behaviour of 667 rural respondents in Gwalior district. Television was a major information source, while familiarity with the internet was very limited. The findings underline the need for accessible and locally appropriate information systems in rural areas.

### **GADAGIN AND KAMBLE (2008)**

Gadagin and Kamble reviewed the role of Community Information Centres in rural development in Karnataka. They emphasized the use of information and communication technology to strengthen citizen capacity and improve access to government and development information.

### **DHARANI KUMAR AND BIRADAR (2014)**

Dharani Kumar and Biradar surveyed 700 respondents from 14 taluks of Shivamogga district. Their study demonstrated varied rural information needs and the continuing relevance of rural libraries and community information services for different occupational groups.

### **SARKAR (2019)**

Sarkar examined public libraries and Community Information Services in blocks of the Sundarban region of West Bengal. The study discussed Community Library-cum-Information Centres and highlighted the role of public libraries in providing locally relevant information.

### **PATIN (2020)**

Patin examined the role of public libraries in community resilience during disasters. The study showed that libraries can contribute to information and communication, social capital, economic development and community competence and can become trusted information points during crises.

### **DE PAOR AND HERAVI (2020)**

De Paor and Heravi reviewed fake news, information literacy and librarianship. They concluded that librarians and information-literacy initiatives can help communities recognize misinformation and navigate increasingly complex digital information environments.

### **RESEARCH GAP**

Previous studies establish the relevance of public libraries and community information services for rural development, e-government, digital access, information literacy and disaster response. Indian studies have also examined community information needs and public-library use in rural areas.

However, the concept of information resilience has rarely been examined through an integrated set of capacities covering information access, credibility evaluation, digital skills, emergency information, social trust and service navigation. Earlier studies often examine these functions separately.

There is also limited empirical research focusing specifically on Raigarh, Chhattisgarh. The present study addresses this gap by statistically examining Library and CIC Support in relation to Overall Information Resilience and by comparing rural and urban respondents.

### **OBJECTIVES OF THE STUDY**

- 1) To study the level of Public Library and Community Information Centre support among respondents in Raigarh, Chhattisgarh.
- 2) To study the level and dimensions of information resilience among respondents.
- 3) To compare Library and CIC Support Scores of rural and urban respondents.
- 4) To compare Overall Information Resilience Scores of rural and urban respondents.
- 5) To examine the relationship between Library and CIC Support and different dimensions of information resilience.
- 6) To examine the relationship between Library and CIC Support and Overall Information Resilience.
- 7) To determine the extent to which Library and CIC Support predicts Overall Information Resilience.

### **HYPOTHESES**

**H01:** There is no significant difference between rural and urban respondents in their Library and CIC Support Scores.

**H02:** There is no significant difference between rural and urban respondents in their Overall Information Resilience Scores.

**H03:** There is no significant relationship between Library and CIC Support and Overall Information Resilience.

### **RESEARCH METHODOLOGY**

#### **RESEARCH APPROACH**

The study follows a quantitative approach because the main variables are represented by numerical scores.

#### **RESEARCH DESIGN**

A descriptive, comparative and correlational design was used. Descriptive statistics summarized the pattern of support and information resilience. Independent-samples t-tests were used for rural-urban comparisons, while Pearson correlation and simple linear regression were used to examine the statistical association between Library and CIC Support and information resilience.

#### **STUDY AREA**

The study is focused on Raigarh, Chhattisgarh.

## DATASET AND SAMPLE

The analysis is based on the supplied dataset containing 100 respondents. The dataset includes 50 rural and 50 urban respondents and 50 male and 50 female respondents. The spreadsheet does not document the field sampling procedure; therefore, no specific sampling method is claimed in this analytical paper.

## VARIABLES

The main predictor variable is Library and Community Information Centre Support. The main outcome variable is Overall Information Resilience. Six dimensions of information resilience are Information Access, Credibility Evaluation, Digital Information Skills, Emergency Information Access, Social Trust and Connection, and Service Navigation.

## MEASURES AVAILABLE IN THE DATASET

The dataset contains Public Library Visits per Month, CIC Visits per Month, Digital Access Level, a Library and CIC Support Score, six information-resilience dimension scores and an Overall Information Resilience Score.

## STATISTICAL TECHNIQUES

Frequency, percentage, mean, standard deviation, independent-samples t-test, Pearson's product-moment correlation and simple linear regression were used. Statistical significance was evaluated at the .05 level.

## DATA ANALYSIS AND INTERPRETATION

### SAMPLE DISTRIBUTION

**Table 1**

| Table 1 Distribution of Respondents |        |        |            |
|-------------------------------------|--------|--------|------------|
| Category                            | Group  | Number | Percentage |
| Locality                            | Rural  | 50     | 50.0       |
| Locality                            | Urban  | 50     | 50.0       |
| Gender                              | Male   | 50     | 50.0       |
| Gender                              | Female | 50     | 50.0       |
| Total Sample                        | -      | 100    | 100.0      |

The sample was evenly distributed by locality and gender. This balanced structure permits direct descriptive comparison of rural and urban respondents without unequal group-size effects.

## DESCRIPTIVE STATISTICS OF MAJOR VARIABLES

**Table 2**

| Table 2 Descriptive Statistics of Major Study Variables |       |       |         |         |
|---------------------------------------------------------|-------|-------|---------|---------|
| Variable                                                | Mean  | SD    | Minimum | Maximum |
| Age                                                     | 36.58 | 11.22 | 18      | 55      |
| Public Library Visits/Month                             | 7.38  | 4.29  | 0       | 16      |
| CIC Visits/Month                                        | 4.21  | 2.69  | 0       | 10      |
| Digital Access Level                                    | 3.11  | 1.45  | 1       | 5       |
| Library & CIC Support Score                             | 37.09 | 6.69  | 25      | 49      |
| Information Access                                      | 20.27 | 3.10  | 12      | 25      |

|                                |        |       |    |     |
|--------------------------------|--------|-------|----|-----|
| Credibility Evaluation         | 19.92  | 3.29  | 12 | 25  |
| Digital Information Skills     | 21.12  | 3.46  | 14 | 25  |
| Emergency Information Access   | 18.68  | 3.27  | 11 | 25  |
| Social Trust & Connection      | 19.19  | 3.14  | 10 | 25  |
| Service Navigation             | 19.48  | 2.93  | 12 | 25  |
| Overall Information Resilience | 118.66 | 15.35 | 83 | 147 |

Respondents visited a public library an average of 7.38 times per month and a CIC 4.21 times per month. The mean Library and CIC Support Score was 37.09, indicating an overall moderate-to-high level of perceived support. Among the six resilience dimensions, Digital Information Skills recorded the highest mean (21.12), whereas Emergency Information Access had the lowest mean (18.68). The mean Overall Information Resilience Score was 118.66.

### LEVEL OF LIBRARY AND CIC SUPPORT

**Table 3**

| Table 3 Distribution According to Library and CIC Support Level |           |            |
|-----------------------------------------------------------------|-----------|------------|
| Support Level                                                   | Frequency | Percentage |
| Low                                                             | 14        | 14.0       |
| Moderate                                                        | 47        | 47.0       |
| High                                                            | 39        | 39.0       |
| Total                                                           | 100       | 100.0      |

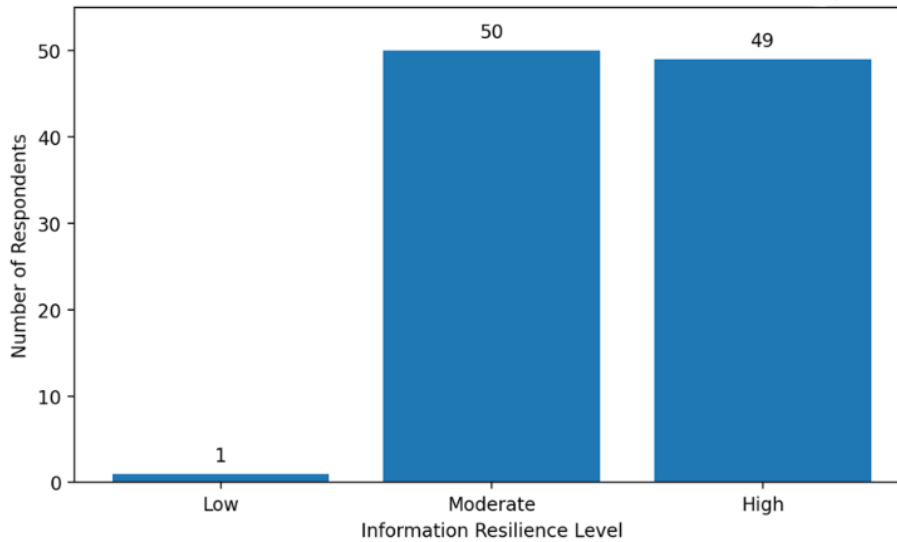
The largest group of respondents (47%) reported a moderate level of Library and CIC support, while 39% reported high support. Only 14% fell in the low-support category. Thus, 86% of the respondents experienced at least a moderate level of support.

### LEVEL OF INFORMATION RESILIENCE

**Table 4**

| Table 4 Distribution According to Overall Information Resilience |           |            |
|------------------------------------------------------------------|-----------|------------|
| Resilience Level                                                 | Frequency | Percentage |
| Low                                                              | 1         | 1.0        |
| Moderate                                                         | 50        | 50.0       |
| High                                                             | 49        | 49.0       |
| Total                                                            | 100       | 100.0      |

Only one respondent belonged to the low-resilience category. Half of the respondents showed moderate information resilience, while 49% were in the high category. The distribution therefore indicates that almost the entire sample had at least moderate capacity to access, evaluate and use information.

**Figure 1****Figure 1 Distribution of Information Resilience Levels (N = 100)****RURAL-URBAN COMPARISON OF LIBRARY AND CIC SUPPORT****Table 5****Table 5 Comparison of Library and CIC Support Scores by Locality**

| Locality | N  | Mean  | SD   | t-value | p-value | Decision    |
|----------|----|-------|------|---------|---------|-------------|
| Rural    | 50 | 35.56 | 6.41 | 2.34    | .021    | Significant |
| Urban    | 50 | 38.62 | 6.67 |         |         |             |

Urban respondents obtained a higher mean Library and CIC Support Score ( $M = 38.62$ ,  $SD = 6.67$ ) than rural respondents ( $M = 35.56$ ,  $SD = 6.41$ ). The independent-samples t-test was significant,  $t(98) = 2.34$ ,  $p = .021$ . Therefore,  $H_{01}$  is rejected. The data indicate that urban respondents reported significantly stronger support than rural respondents.

**RURAL-URBAN COMPARISON OF OVERALL INFORMATION RESILIENCE****Table 6****Table 6 Comparison of Overall Information Resilience by Locality**

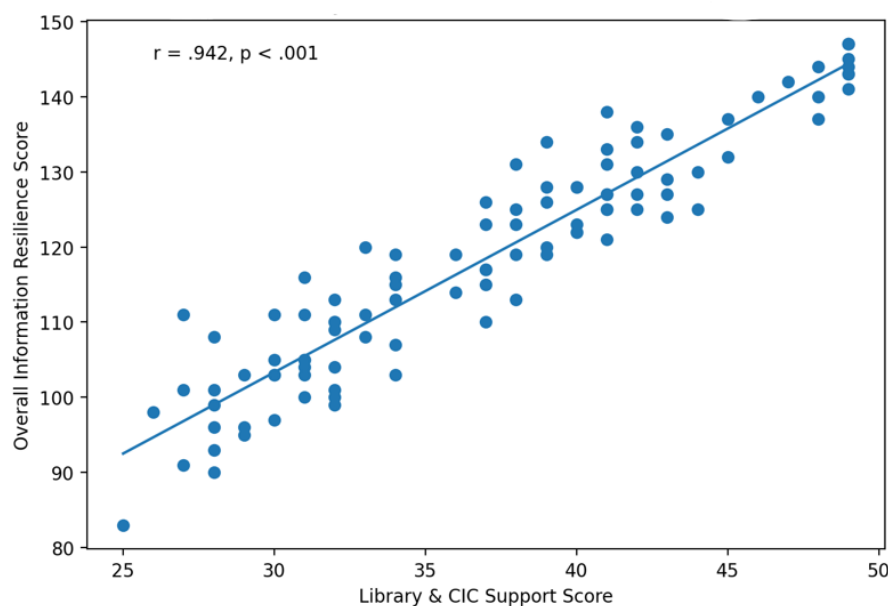
| Locality | N  | Mean   | SD    | t-value | p-value | Decision        |
|----------|----|--------|-------|---------|---------|-----------------|
| Rural    | 50 | 116.18 | 14.73 | 1.63    | .107    | Not Significant |
| Urban    | 50 | 121.14 | 15.71 |         |         |                 |

Urban respondents had a somewhat higher mean Overall Information Resilience Score ( $M = 121.14$ ,  $SD = 15.71$ ) than rural respondents ( $M = 116.18$ ,  $SD = 14.73$ ). However, this difference was not statistically significant,  $t(98) = 1.63$ ,  $p = .107$ .  $H_{02}$  is therefore not rejected. The available data do not provide sufficient evidence of a statistically significant locality difference in overall information resilience.

**RELATIONSHIP BETWEEN LIBRARY SUPPORT AND INFORMATION-RESILIENCE DIMENSIONS****Table 7**

| <b>Table 7 Correlation of Library and CIC Support with Information-Resilience Dimensions</b> |                  |                |                             |
|----------------------------------------------------------------------------------------------|------------------|----------------|-----------------------------|
| <b>Information-Resilience Dimension</b>                                                      | <b>Pearson r</b> | <b>p-value</b> | <b>Interpretation</b>       |
| Information Access                                                                           | .783             | < .001         | Strong Positive             |
| Credibility Evaluation                                                                       | .769             | < .001         | Strong Positive             |
| Digital Information Skills                                                                   | .747             | < .001         | Strong Positive             |
| Emergency Information Access                                                                 | .741             | < .001         | Strong Positive             |
| Social Trust & Connection                                                                    | .678             | < .001         | Moderate-to-Strong Positive |
| Service Navigation                                                                           | .808             | < .001         | Strong Positive             |
| Overall Information Resilience                                                               | .942             | < .001         | Very Strong Positive        |

Library and CIC Support was significantly related to every information-resilience dimension. The strongest dimension-level association was with Service Navigation ( $r = .808$ ,  $p < .001$ ), followed by Information Access ( $r = .783$ ), Credibility Evaluation ( $r = .769$ ), Digital Information Skills ( $r = .747$ ) and Emergency Information Access ( $r = .741$ ). The correlation with Social Trust and Connection was also substantial ( $r = .678$ ). Most importantly, Library and CIC Support had a very strong positive correlation with Overall Information Resilience ( $r = .942$ ,  $p < .001$ ). H03 is therefore rejected.

**Figure 2****Figure 2 Relationship between Library & CIC Support and Overall Information Resilience**

## REGRESSION ANALYSIS

Table 8

| Table 8 Simple Linear Regression Predicting Overall Information Resilience |        |
|----------------------------------------------------------------------------|--------|
| Statistic                                                                  | Value  |
| R                                                                          | .942   |
| R <sup>2</sup>                                                             | .888   |
| Adjusted R <sup>2</sup>                                                    | .887   |
| F(1, 98)                                                                   | 776.42 |
| Regression Coefficient (B)                                                 | 2.162  |
| Standard Error of B                                                        | .078   |
| t-value                                                                    | 27.86  |
| p-value                                                                    | < .001 |

The simple linear regression model was statistically significant,  $F(1, 98) = 776.42$ ,  $p < .001$ . The  $R^2$  value of .888 indicates that approximately 88.8% of the variation in Overall Information Resilience was statistically associated with variation in Library and CIC Support within the supplied dataset. The regression equation was:

$$\text{Overall Information Resilience} = 38.474 + 2.162 (\text{Library \& CIC Support Score})$$

The coefficient indicates that a one-point increase in Library and CIC Support Score was associated with an average increase of approximately 2.16 points in Overall Information Resilience. Because the study is observational, this predictive relationship should not be interpreted as definite proof of causation.

## PROPOSED INFORMATION-RESILIENCE MODEL FOR RAIGARH

The findings suggest that Library and CIC Support may contribute to information resilience through several connected capacities. The following analytical model summarizes the relationship examined in the study:

Figure 3

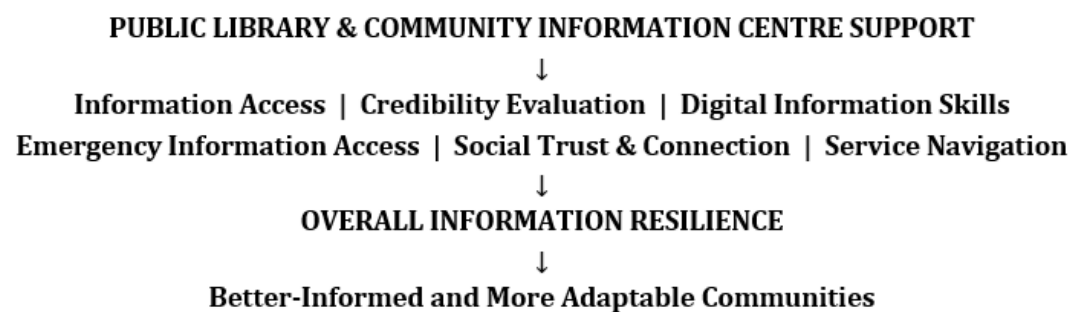


Figure 3 Analytical model developed from the variables and findings of the present study.

The model does not claim that libraries are the only source of community resilience. Rather, it shows the pathway through which organized information support may strengthen people's capacity to find, evaluate and apply information.

## MAJOR FINDINGS

- 1) The analysis included 100 respondents, with equal representation of rural and urban respondents and equal representation of male and female respondents.
- 2) Respondents visited public libraries an average of 7.38 times per month and CICs an average of 4.21 times per month.
- 3) The mean Library and CIC Support Score was 37.09 (SD = 6.69).

- 4) Forty-seven percent of respondents reported moderate support and 39% reported high support.
- 5) The mean Overall Information Resilience Score was 118.66 (SD = 15.35).
- 6) Fifty percent of respondents had moderate information resilience and 49% had high information resilience.
- 7) Digital Information Skills recorded the highest mean among the six resilience dimensions, while Emergency Information Access recorded the lowest mean.
- 8) Urban respondents reported significantly higher Library and CIC Support than rural respondents,  $t(98) = 2.34$ ,  $p = .021$ .
- 9) The rural-urban difference in Overall Information Resilience was not statistically significant,  $t(98) = 1.63$ ,  $p = .107$ .
- 10) Library and CIC Support was positively and significantly related to every information-resilience dimension.
- 11) The strongest dimension-level association was between Library and CIC Support and Service Navigation ( $r = .808$ ,  $p < .001$ ).
- 12) Library and CIC Support had a very strong positive relationship with Overall Information Resilience ( $r = .942$ ,  $p < .001$ ).
- 13) The regression model accounted for 88.8% of the variation in Overall Information Resilience within the dataset.
- 14) H01 and H03 were rejected, while H02 was not rejected.

## DISCUSSION

The findings provide strong empirical support for the importance of public libraries and Community Information Centres in the information environment of Raigarh. The very high correlation between Library and CIC Support and Overall Information Resilience suggests that respondents who experience stronger information support also tend to demonstrate greater capacity to access information, evaluate credibility, use digital information, locate emergency information and navigate public services.

This result is consistent with the broader understanding of public libraries reflected in the IFLA-UNESCO Public Library Manifesto 2022. The manifesto emphasizes equal access, information and digital literacy, lifelong learning and community participation. The present results suggest that these functions can be understood as components of information resilience rather than as isolated library services.

The strong relationship with Service Navigation is especially relevant. Many public services and benefits are increasingly accessed through digital systems. Bertot et al. (2006) showed that public library internet access can become an important pathway to e-government services. In Raigarh, strengthening community guidance around government schemes, digital applications and verified service information may therefore have practical value.

The significant rural-urban difference in Library and CIC Support requires attention. Rural respondents reported lower perceived support even though their overall resilience was not significantly lower. This may indicate that rural residents also draw on informal networks, mobile technology, personal experience and other information channels. However, the lower formal support score suggests an equity issue that should be addressed through stronger rural outreach and digital infrastructure.

Emergency Information Access had the lowest average dimension score. This provides a specific area for service development. Libraries and CICs can maintain verified local information about health facilities, district administration contacts, disaster assistance, helplines and emergency procedures.

The regression result is statistically very strong, but it should be interpreted carefully. A cross-sectional dataset can demonstrate association and prediction but cannot establish that Library and CIC Support alone causes information resilience. Education, socioeconomic conditions, occupation, mobile use and social networks may also contribute.

## PRACTICAL AND EDUCATIONAL IMPLICATIONS

- 1) Public libraries in Raigarh should be developed as community information-support centres rather than being limited to circulation and reading functions.
- 2) Community information services should include education, employment, government schemes, health information, digital public services and verified local information.
- 3) The significant rural-urban difference in perceived support indicates a need for stronger rural service coverage and outreach.
- 4) Information-literacy programmes can help users identify reliable information and reduce vulnerability to misinformation and online fraud.
- 5) Digital-access facilities and basic assistance can improve inclusion for users who lack personal devices or stable connectivity.
- 6) Libraries and CICs can support informed citizenship by making public-service information easier to understand and navigate.

## SUGGESTIONS

- 1) Strengthen community-oriented information services in public libraries across Raigarh.
- 2) Give priority to rural access because rural respondents reported significantly lower Library and CIC Support Scores.
- 3) Improve internet connectivity, public computers and assisted digital access in rural libraries and CICs.
- 4) Organize regular information-literacy and digital-literacy programmes for community users.
- 5) Provide simple guidance on identifying reliable websites, misinformation and online fraud.
- 6) Maintain updated information about government schemes, jobs, educational opportunities, health services and local public facilities.
- 7) Create an emergency-information corner or verified digital page containing district-level contacts, hospitals, public safety numbers and disaster assistance information.
- 8) Train library and CIC staff in digital services, e-government navigation and community information provision.
- 9) Promote collaboration among public libraries, Panchayats, schools, colleges, district administration and local organizations.
- 10) Provide important community information in simple English and Hindi, and use locally understandable language wherever possible.
- 11) Consider mobile and outreach library services for communities located far from established facilities.
- 12) Conduct periodic user surveys to identify changing information needs and underused services.
- 13) Include senior citizens, job seekers, farmers and digitally disadvantaged users in information-resilience programmes.
- 14) Future evaluation should examine the effect of specific library services rather than only overall support scores.

## LIMITATIONS OF THE STUDY

- 1) The analysis is limited to the supplied dataset of 100 respondents from Raigarh, Chhattisgarh.
- 2) The spreadsheet contains final composite scores; item-level responses were not available for recalculating scale reliability.
- 3) The field sampling procedure is not documented in the supplied dataset, so no specific sampling technique is claimed.
- 4) Information resilience may also be influenced by education, income, occupation, mobile-phone use, social networks and previous digital experience; these were not included in the regression model.
- 5) The study is cross-sectional and observational. Therefore, the strong statistical association between Library and CIC Support and Information Resilience should not be interpreted as proof of causation.

## SCOPE FOR FURTHER RESEARCH

- 1) Future research may use larger samples drawn from different blocks of Raigarh district.
- 2) Comparative studies may be conducted between Raigarh and other districts of Chhattisgarh.
- 3) Separate studies may examine students, farmers, women, senior citizens, job seekers and other community groups.
- 4) Specific components of support, such as staff assistance, internet availability, e-government assistance and information-literacy training, may be examined independently.
- 5) Multiple regression may include education, occupation, income and digital-access variables to understand their combined contribution to information resilience.
- 6) Longitudinal research may examine whether improvements in library and CIC services are followed by measurable improvements in community information resilience.

## CONCLUSION

The present study examined the role of Public Libraries and Community Information Centres in relation to information resilience among respondents in Raigarh, Chhattisgarh. The findings show that almost all respondents had moderate or high information resilience and that Library and CIC Support was positively related to every measured dimension of resilience.

The strongest result was the very high positive relationship between Library and CIC Support and Overall Information Resilience. The regression model also showed that support scores accounted for a substantial proportion of variation in resilience scores within the dataset. These findings support a broader understanding of public libraries as information-access points, digital-support centres, information-literacy institutions and connectors between citizens and community services.

A significant rural-urban difference was found in Library and CIC Support, with urban respondents reporting stronger support. This finding indicates a need for greater attention to rural access, infrastructure and outreach. At the same time, the absence of a significant rural-urban difference in overall resilience suggests that communities also develop information capacity through informal and digital channels beyond libraries.

An information-resilient community is one in which people can find needed information, evaluate its credibility, use digital systems, obtain verified information during emergencies and navigate available services. Strengthening public libraries and Community Information Centres can therefore form an important part of the information infrastructure of Raigarh. Continued investment in rural access, digital facilities, local information, user education and professional support can make these institutions more effective partners in building informed and adaptable communities.

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