APPENDICES

QUESTIONNAIRE FOR LIBRARIAN

TOPIC: AN EVALUATIVE STUDY OF DIGITAL RESOURCES AND USERS SERVICE IN CENTRAL UNIVERSITY LIBRARIES OF NORTHERN INDIA.

1. Name of the University : ...........................................................
2. Contact Number : ............................................................... 
3. E-mail : ............................................................................
4. Librarian’s Name : ............................................................... 
   & Contract Number ..............................................................
5. Library Staff : ........................................................................

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Category</th>
<th>2010</th>
<th>2012</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Senior Professionals (Librarian/Dy. Librarian)</td>
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<tr>
<td>2.</td>
<td>Professionals (Assistant Librarian, Information Officer, Senior Technical Assistant)</td>
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<td>3.</td>
<td>Semi Professionals (Cataloguer, Classifier, Junior Technical Assistant)</td>
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<td>4.</td>
<td>Non Professionals (Library Assistant)</td>
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6. Do you agree with the reasons of need of digital library?

1. To make ready the rare and fragile material : Yes/No
2. Help in search automatically and suitably : Yes/No
3. Make possibilities of preservation of material by making digital copy : Yes/No
4. Help in promoting and marketing of library resources : Yes/No
5. Increase in the utilisation of documents : Yes/No

7. Have your library following infrastructure?
   (a) Hardware : Yes/No
   (b) CD/DVD server : Yes/No
   (c) CD/DVD writer : Yes/No
   (d) Software : Yes/No
   (e) Scanner : Yes/No
   (f) OCR Software : Yes/No
   (g) Accessibility : Yes/No
   (h) Fiber Optic connectivity : Yes/No

8. Have your library following hardware and software components?
   (a) Computer P.C. with high capacity hard disc : Yes/No
   (b) Workstation P.C. : Yes/No
   (c) Scanners, Cameras : Yes/No
   (d) Printer : Yes/No
   (e) Output devices, CD-ROM, DVD : Yes/No
   (f) High speed LAN, WAN, Internet connectivity : Yes/No

9. Software:
   (a) Operating software : Yes/No
   (b) OCR software : Yes/No
   (c) Scanning software : Yes/No
   (d) DL open source software, e.g. DSpace, Greenstone, EPrints etc. : Yes/No
(e)  Web designing software like Java, XML etc.  : Yes/No
(f)  Digital database like Oracle, MySQL etc.  : Yes/No

10. **Library resources available:**

(a)  OPAC  : Yes/No
(b)  Reference resources  : Yes/No
(c)  Databases  : Yes/No
(d)  CD/DVD  : Yes/No

11. **Which software library use:**

(a)  LibSys  : Yes/No
(b)  SOUL  : Yes/No
(c)  Koha  : Yes/No
(d)  Winisis  : Yes/No
(e)  Libsoft  : Yes/No
(f)  CDS/ISIS  : Yes/No

12. **Use of Digital library Institutional repository software:**

(a)  Greenstone  : Yes/No
(b)  DSpace  : Yes/No
(c)  EPrints  : Yes/No
(d)  Fedora  : Yes/No

13. **E-resources available in library:**

(a)  E-books  : Yes/No
(b) E-Journals : Yes/No
(c) Online databases : Yes/No
(d) WWW : Yes/No
(e) Internet : Yes/No
(f) OPAC/Web-OPAC : Yes/No
(g) Digital copies : Yes/No
(h) CD-ROM databases : Yes/No
(i) E-magazine : Yes/No
(j) E-Thesis : Yes/No
(k) E-Reports : Yes/No
(l) E-Patents : Yes/No
(m) E-Standards : Yes/No
(n) Bibliographical databases : Yes/No

14. Services available in library:
(a) Photocopy service : Yes/No
(b) OPAC : Yes/No
(c) CAS service : Yes/No
(d) SDI service : Yes/No
(e) Print out service : Yes/No
(f) Bulletin Board services : Yes/No
(g) Online resources available : Yes/No
(h) Referral services : Yes/No
(i) Document Delivery services : Yes/No
(j) Bibliographical services : Yes/No

15. Searching digital resources on databases:

<table>
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<tr>
<th>S. No.</th>
<th>Faculty</th>
<th>Research Scholars</th>
<th>P. G. Students</th>
<th>U. G. Students</th>
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<tbody>
<tr>
<td>1.</td>
<td>Publishers Websites</td>
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<td>2.</td>
<td>Library Websites</td>
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<td>3.</td>
<td>INFLIBNET Websites</td>
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<td>4.</td>
<td>Index &amp; Abstract databases</td>
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16. Need for Orientation programmes:

(a) Training for accessing knowledge : Yes/No

(b) Orientation for searching database : Yes/No

(c) No need of any orientation programmes : Yes/No

(d) Frequency of orientation programme
   (i) Monthly : Yes/No
   (ii) Quarterly : Yes/No
   (iii) Half yearly : Yes/No
   (iv) Annually : Yes/No
   (v) First year of course programme : Yes/No

17. Does the library computerised?

(a) Fully : Yes/No

(b) Partly : Yes/No

If fully: Specify activities:

(a) Acquisition : Yes/No

(b) Circulation : Yes/No
18. Are the computers networked? : Yes/No

19. How many terminals are provided? : 10/30/50/100/200/300

20. Is your library digitalised? : Yes/No
   If Yes--
   (i) Have you digitalised any document : Yes/No
   (ii) No of computers in the Unit : Yes/No
   (iii) Software used for digitisation : Yes/No

21. Status of resource sharing:
   (a) Whether the researchers and students
       are satisfied with digital collection. : Yes/No
       If No, how you manage to satisfy them:
       (i) By seeking help of the staff : Yes/No
       (ii) By seeking help with neighbour libraries : Yes/No
       (iii) Does your library a member of Consortia : INDEST/UGC INFONET/Others

22. Conceptual Model of Digital library

Whether digital preservation:
   (i) Reduce printing cost : Yes/No
   (ii) Easy to handle and transit : Yes/No
   (iii) Availability of single copy in printed form : Yes/No
   (iv) Save space : Yes/No
   (v) Retrieve easily : Yes/No
   (vi) Security of information is possible : Yes/No
(vii) Worldwide accessibility: Yes/No
(viii) Reduce postal charges: Yes/No

23. What criteria you adopted in selection of documents?

(i) Utility based: Yes/No
(ii) Historical value: Yes/No
(iii) Expenditure involved: Yes/No
(iv) Space problem: Yes/No
(v) Edition and contents: Yes/No
(vi) Indexing and abstracting: Yes/No
(vii) Availability: Yes/No
(viii) Research purpose/Original work: Yes/No
(ix) Language: Foreign/National
(x) Reputation of publisher: Yes/No
(xi) System requirement: Yes/No

24. Do you agree that collection of digital resources face many problems?

(i) Continuous increase in price: Yes/No
(ii) Frequent obsolescence of software/hardware: Yes/No
(iii) Lack of training to handle digital resources: Yes/No
(iv) Lack of expertise: Yes/No
(v) Collection and maintaining digital resources: Yes/No
(vi) Maintenance of online Catalogue: Yes/No
(vii) Finding information from hidden web: Yes/No
(viii) Lack of fulltime computer professionals: Yes/No
(ix) Lack of coordination among computer professionals and outside organisation: Yes/No
(x) Lack of interest in interact by users: Yes/No
QUESTIONNAIRE FOR USERS

1. Which search engine you used more?
   (a) Google : Yes/No
   (b) Yahoo : Yes/No
   (c) Rediff : Yes/No
   (d) Alta Vista : Yes/No
   (e) MSN : Yes/No
   (f) Lycos : Yes/No
   (g) Hotmail : Yes/No
   (h) Other : Yes/No

2. What is your purpose of using OPAC?
   (a) Availability of documents : Yes/No
   (b) Location of documents : Yes/No
   (c) Bibliographical details of documents : Yes/No
   (d) Check the number of copies available : Yes/No

3. Are you aware about OPAC? : Yes/No/Somewhat

4. Do you use OPAC? : Yes/No
   (a) Faculty : Yes/No
   (b) Research Scholars : Yes/No
   (c) P. G. Students : Yes/No
   (d) U. G. Students : Yes/No

5. Do you are following ICT tools?
   (a) CD-ROM : Yes/No
   (b) DVD : Yes/No
   (c) Printer : Yes/No
(d) Scanner : Yes/No  
(e) Smart card : Yes/No  
(f) Laptop : Yes/No  
(g) Fax : Yes/No  
(h) Pen drive : Yes/No  
(i) I-Pad : Yes/No

6. Do you avail following ICT services?

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<th>Most Frequently</th>
<th>Frequently</th>
<th>Occasionally</th>
<th>Not used</th>
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<tbody>
<tr>
<td>(a) E-mail</td>
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<td>(b) E-books</td>
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<td>(c) E-journals</td>
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<td>(d) Databases</td>
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<td>(e) WWW</td>
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<td>(f) FTP</td>
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<td>(g) Mailing List</td>
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<td>(h) Search Engines</td>
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<tr>
<td>(i) Chatting</td>
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<td>(j) Web OPAC</td>
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<td>(k) Video Sharing</td>
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<td>(l) Audio Sharing</td>
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<td>(m) Video Conferencing</td>
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<td>(n) Blogs</td>
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<td>(o) RSS</td>
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7. For what reasons you prefer digital resources?

(a) Sufficient quantity of e-resources to meet user’s need : Yes/No  
(b) Subject relevance : Yes/No  
(c) Cost effectiveness : Yes/No  
(d) Authenticity of information : Yes/No  
(e) Currency of information : Yes/No  
(f) Easy access : Yes/No
8. Which databases you consult more?

(a) E-journals : Yes/No  
(b) Full-text databases : Yes/No  
(c) Bibliographical databases : Yes/No  
(d) Others : Yes/No

9. Do you satisfied with relevancy and quality of e-resources?

<table>
<thead>
<tr>
<th>Item</th>
<th>Satisfied</th>
<th>Semi Satisfied</th>
<th>Not Satisfied</th>
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</thead>
<tbody>
<tr>
<td>1. All types of reading material</td>
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<tr>
<td>2. All types of e-resources</td>
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<td>3. Information infrastructure</td>
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<td>4. Websites</td>
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<td>5. Access and assistance</td>
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Tick mark [✓] against item

10. Which source is helpful to you in search of digital resources (e-journals)?

(a) Library staff : Yes/No  
(b) Websites : Yes/No  
(c) Friends/colleagues : Yes/No  
(d) Users orientation programme : Yes/No  
(e) Users focus (University rules and regulations in guidelines) : Yes/No

11. What are the barriers faced by you in accessing e-resources?

(a) Less opening hours : Yes/No  
(b) Lack of proper guidance : Yes/No  
(c) Lack of printing facilities : Yes/No  
(d) Insufficient e-resources : Yes/No  
(e) Technical problems : Yes/No  
(f) Electricity failure : Yes/No  
(g) Inadequate hardware’s and software’s : Yes/No  
(h) Lack of knowledge of accessing : Yes/No
12. Do you visit library?

(a) Always : Yes/No
(b) Frequently : Yes/No
(c) Occasionally : Yes/No
(d) Rarely : Yes/No
(e) Never : Yes/No

13. Give your suggestions for the improvement of library, if any.

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________