KARNATAKA STATE WOMEN’S UNIVERSITY, BIJAPUR

Questionnaire

Dear users,

I have taken up a study for my Ph.D. work on “Use and Nonuse of City Central Library by Women in Digital Environment: A case study of City Central Library, Bijapur”, under the guidance of Prof. P.G. Tadasad, Professor and Chairman, Department of Library and Information Science, Akkamahadevi University, Vijayapura. In this connection, I would appreciate if you could spare a few minutes to fill the questionnaire. I assure you that the information provided by you will be used for the academic and research purpose only. I solicit your co-operation and thank you in anticipation.

Yours Sincerely,
Rajashri R. Joshi

1. Name: ________________________________________________________________

2. Age: 
   a) below 35 years    [ ]    b) 30-30    [ ]    c) 46-60 above    [ ]
   d) Above 40    [ ]

3. Gender: 
   a) Male    [ ]    b) Female    [ ]

4. Occupation: 
   a) Salaried job    [ ]    b) Self business    [ ]    c) Retired    [ ]

5. Educational qualification of parents
   a) Primary    [ ]    b) Secondary    [ ]
   c) ITI, Diploma    [ ]    d) Degree and above    [ ]
6. Indicate the reasons for your visit to the public library
a) To read newspaper [ ]
b) To Issue/ return newspaper [ ]
c).To read newspaper [ ]
d) To escort children to library [ ]
e) Just like that [ ]

8. How frequently you visit the city central library or its branches
a) Every day [ ] b) Once or twice in a week [ ]
c) Occasionally [ ] d) Never [ ]

9. Indicate your opinions about CCL and its branch libraries on a five point scale (1- Highly unsatisfactory, 2- Satisfactory, 3 – Can’t say, 4 – Satisfactory, 5 – Highly satisfactory)

<table>
<thead>
<tr>
<th>No</th>
<th>Opinion</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
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<tbody>
<tr>
<td>1.</td>
<td>Staff Knowledge</td>
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<td>2.</td>
<td>Library working hours</td>
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<td>3.</td>
<td>Seating Arrangements</td>
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<td>4.</td>
<td>Reading room</td>
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<td>Lighting</td>
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<td>6.</td>
<td>Ventilation</td>
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<td>7.</td>
<td>Library service</td>
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<td>8.</td>
<td>Cleaning</td>
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<td>9.</td>
<td>Drinking water</td>
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<td>10.</td>
<td>Toilet</td>
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</table>

10. Give your five first preferences on expected library services as indicated as below

I- Preference, II- Preference III- Preference IV- Preference V- Preference

<table>
<thead>
<tr>
<th>No</th>
<th>E- resources</th>
<th>I</th>
<th>II</th>
<th>III</th>
<th>IV</th>
<th>V</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Internet</td>
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<td>2.</td>
<td>Access to digital collection</td>
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<td>3.</td>
<td>Mobile van services</td>
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<td>4.</td>
<td>More branch libraries</td>
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<td>5.</td>
<td>Web enabled libraries services</td>
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<td>6.</td>
<td>Community information services</td>
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<td>7.</td>
<td>Out- rich activities</td>
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<td>8.</td>
<td>photo copy services</td>
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<td>9.</td>
<td>Indoor game facilities</td>
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<tr>
<td>10.</td>
<td>Put the library as the hub of the community</td>
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<tr>
<td>11.</td>
<td>Maintain status quo libraries</td>
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</table>

Signature
KARNATAKA STATE WOMENS UNIVERSITY, VIJAYAPURA

Questionnaire

Dear Sisters,

I have taken up a study for my Ph.D. work on “Use and Nonuse of City Central Library by Women in Digital Environment: A case study of City Central Library, Bijapur”, under the guidance of Prof. P.G. Tadasad, Professor and Chairman, Department of Library and Information Science, Akkamahadevi University, Vijayapura. In this connection, I would appreciate if you could spare a few minutes to fill the questionnaire. I assure you that the information provided by you will be used for the academic and research purpose only. I solicit your co-operation and thank you in anticipation.

Yours Sincerely,
Rajashri R. Joshi

A. General Information

1. Full Name :_________________________________________________

2. Locality :_____________________________________________________

3. Age :_________________________________________________________

4. Educational Qualification : a) Elementary Education: [ ] b) Secondary Education: [ ]
   c) PUC/Diploma/ ITI/ etc: [ ] d) Graduation and above: [ ]

5. Category: a) G.M [ ] b) OBC [ ] c) SC/ST [ ]

6. Marital status: a) Married [ ] b) Unmarried [ ]

7. Status of your family: a) Joint Family: [ ] b) Nucleus: [ ]
8. Do you have children?
   a). Under age of 12 []  b). Between the age of 13-19 []
   c). No children living at home []
9. Since how many years you are put-up in Bijapur: ____________________________
10. Occupation:
    a). Housewife []  b). Working women []
    C). Student []  b). Retired/Senior citizen []
11. Monthly Income of the family (In Rs.): ________
12. Facilities available at your home:  (You can tick multiple answers)
    d). Mobile []  e). Internet []
13. Language known:
    e). Marathi []  f). Marwari []  g). Other (specify):______________
14. Are you a member of any of the following organization?
    a). Mahila Mandala []  b). Rotary clubs: []
    c). Self Help groups: []
    d). Any other (specify): __________

Section .B

15. Every day how do you spend your leisure time normally?

   (4-Always, 3-Usually, 2-Often, 1-Seldom, 0- Never)

<table>
<thead>
<tr>
<th>Sl no</th>
<th>Activity</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
<th>0</th>
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<tbody>
<tr>
<td>1</td>
<td>Gym</td>
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<td>2</td>
<td>See Movies</td>
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<td>3</td>
<td>Visit Temples</td>
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<td>4</td>
<td>Music / Dance classes</td>
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<td>5</td>
<td>Exhibition cum sale</td>
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<td>6</td>
<td>Go to park</td>
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<td>7</td>
<td>See historical monuments</td>
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<td>8</td>
<td>Visit hotels / Restaurant / Fast food</td>
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<td>9</td>
<td>Coffee shops</td>
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<tr>
<td>Sl.No</td>
<td>Activities</td>
<td>Home</td>
<td>Public Library</td>
<td>Work Place</td>
<td>College</td>
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<tr>
<td>1</td>
<td>Newspaper</td>
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<td>2</td>
<td>Magazines</td>
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<tr>
<td>3</td>
<td>Short stories</td>
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<tr>
<td>4</td>
<td>Novels/ Fiction</td>
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<td>5</td>
<td>Non-fiction</td>
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<td>6</td>
<td>Épics</td>
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<tr>
<td>7</td>
<td>Religious reading</td>
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</tbody>
</table>

16. On a routine day when do you get free time / Leisure Time?

   a) Morning hours (7.00 am - 9.00 am) [ ]
   b) Late Morning (10.00 am - 12.00 noon) [ ]
   c) After noon (12.00 noon - 4.00 pm) [ ]
   d) Evening (4.00 pm - 7.00 pm) [ ]
   e) Night (8.00 pm - 11.00 pm) [ ]

17. Do you have reading habit?

   a) Yes: [ ]
   b) No: [ ]

18. If yes, what do you read?

   a) Newspaper [ ]
   b) Magazines [ ]
   c) Short stories [ ]
   d) Novels/ Fiction [ ]
   e) Non-fiction [ ]
   f) Épics [ ]
   g) Religious reading [ ]
   h) Fantasy/ Science-fiction [ ]
   i) Comics [ ]

19. Where do you read these?
20. How much time you spend in reading?: ------------------------------------------

21. Why do you read books?
   e). Self-improvements [ ]  f). Others (plz specify): ________________________

22. When you feel that you need information what will you do?
   a). Ask husband [ ]  b). Talk to family members [ ]
   c). Talk to neighbors / friends [ ]  d). Talk to colleagues [ ]  e). Find on your own [ ]

23. If your answer is ‘find on your own’ what do you do?
   a). Go to the public library [ ]  b). Go to any library [ ]
   c). Refer books / News / Journals [ ]  d). Make internet search [ ]
   e). Others (pls specify): ________________________

24. Do you use Internet?  a) Yes: [ ]  b) No: [ ]

25. If your answer is yes, then what is the purpose to use the Internet?
   1). E-Mail [ ]  2). Chatting [ ]
   3). Get the information through GOOGLE [ ]  4). Face Book / Twitter [ ]
   5). Downloading songs / Videos [ ]

26. Have you ever used these below Medias?
   1) E-Book [ ]  3) E-News Papers [ ]  2) E-Magazines [ ]

27. How do you use the Internet?
   1) Computer [ ]  3) Laptop [ ]
   2) Mobile [ ]
Section - C

28. Are you aware of City Central Library Vijayapur or Any of its branches?
   a)Yes: [ ] b)No: [ ]

29. What is your opinion about City Central Library Bijapur?
   a) Place to take rest after marketing [ ]
   b) Place to read [ ]
   c) Place to socialize [ ]
   d) Place for lifelong learning [ ]
   e) Place for personal study [ ]
   f) Place for recreation / reading [ ]
   g) Place to find information not available elsewhere [ ]
   h) A mere building / location [ ]

27. Are you a registered member of City Central Library or its branches?
   a)Yes [ ] b) No [ ]

28. If you are registered then name the branch: __________________

29. Have you ever visited CCLV / Brach libraries during the last one year?
   a) Yes [ ] b) No [ ]

30. If yes how frequently you have visited City central library or its branches
   a) Every day [ ] b) At least once a week [ ]
   c) At least once in fortnight [ ] d) At least once in a month [ ]
   e) Few times during the last six months [ ]
   f) May be once or twice during the last one year [ ]

31. If you have not visited at least once during the last one year, which of the following reasons are describe
   a) I did not have time [ ]
   b) Library working hours not convenient [ ]
   c) I buy reading material and read them at home [ ]
   d) I get what I need from elsewhere [ ]
e). I get information from the internet [ ]

f). The library is far away [ ]

g). Library, not a place for women to visit [ ]

h). In the past I did not find what I needed [ ]

i). Library would not have what I needed [ ]

j). I don’t need a library [ ]

k). Too difficult for me to get to the library [ ]

l). Poor service [ ]

m). No transportation [ ]

n). Too busy and crowded [ ]

o). Too noisy place [ ]

32). What are the reasons for you to use the library (check all that apply)

A) To borrow novels [ ]

C). To borrow non-other fiction [ ]

D). For reference /research [ ]

E). To use children’s library with my children [ ]

F). To return borrowed books [ ]

G). To read magazine [ ]

H). To read newspaper [ ]

I). To get information for a school project of my children [ ]

J). to use government publications [ ]

K). to get income tax forms [ ]

L). to study [ ]

K). to look for information on a given subject [ ]
M). To meet a friend
N). To see an art of work, displays, notice boards
O). Obtain help from library staff
P). Other: please specify: __________________________

33). How long does it take for you to travel from your home to library
   A) By walk: less than ten minutes
   B). By walk: 15-20 minutes
   C). By vehicle: less than ten minutes
   D). By vehicle: 15-20 minutes

34). How long do you normally stay at the City central library or its branches
   A) 10-15 minutes
   B). Around 30 minutes
   C). An hour
   D). More than one hour

35). What time of the day you usually enter the library?
   A) Morning (7am-9am)
   B) Morning hours (10am-4pm)
   C). After noon (12pm-4pm)
   D). Evening (4pm-8pm)
   E) Night (8pm-11pm)

36). Mark the reasons that explain why you did not get what you were looking for on your last visit
   A) Item was checked out
   B). Library had no material on the subject
   C). I could not find the material
   D). Staff could not find the material
37). Do you usually find the books and other material that you are looking for in the library?
   A) Always [ ]     B) Sometimes [ ]
   C) Rarely [ ]     D) Never [ ]

38). How “user friendly” is this library?
   A) Highly friendly [ ]     B) Very friendly [ ]
   C) Friendly [ ]     D) Unfriendly [ ]

39) Are you aware of circulation services?
   a) Yes [ ]     b) No [ ]

40) If yes have you ever availed this service?
   a) Yes [ ]     b) No [ ]

41) Are you satisfied with circulation service?
   a) Highly satisfied [ ]     b) Satisfied [ ]
   c) Unsatisfied [ ]     d) Highly unsatisfied [ ]

41) Are you aware of Xerox service?
   a) Yes [ ]     b) No [ ]

42) If yes have you ever availed this service?
   a) Yes [ ]     b) No [ ]

43) Are you satisfied with Xerox service?
   a) Highly satisfied [ ]     b) Satisfied [ ]
   c) Unsatisfied [ ]     d) Highly unsatisfied [ ]

44) Are you aware of reference service?
   a) Yes [ ]     b) No [ ]

45) If yes have you ever availed this service?
   a) Yes [ ]     b) No [ ]
46) Are you satisfied with reference service?
   a) Highly satisfied [  ] b) Satisfied [  ]
   c) Unsatisfied [  ] d) Highly unsatisfied [  ]

47). Are you aware of Inter library LoanService?
   a) Yes [  ] b) No [  ]

48). If yes have you ever availed this service?
   a) Yes [  ] b) No [  ]

49). Are you satisfied with ILL service?
   a) Highly satisfied [  ] b) Satisfied [  ]
   c) Unsatisfied [  ] d) Highly unsatisfied [  ]

50). Are you aware of Internet Services?
   a) Yes [  ] b) No [  ]

51). If yes have you ever used this service?
   a) Yes [  ] b) No [  ]

52). Are you satisfied with Internet service?
   a) Highly satisfied [  ] b) Satisfied [  ]
   c) Unsatisfied [  ] d) Highly unsatisfied [  ]

52). Please rate your overall satisfaction with City Central Library services, regarding the following :(please circle your choice in each category).

<table>
<thead>
<tr>
<th>Sl no</th>
<th>Services</th>
<th>Very satisfactory</th>
<th>Satisfactory</th>
<th>Unsatisfactory</th>
<th>Very Unsatisfactory</th>
<th>Don’t use//know</th>
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<tbody>
<tr>
<td>1</td>
<td>Staff helpfulness</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
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<tr>
<td>2</td>
<td>Staff knowledge</td>
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<tr>
<td>3</td>
<td>Opening hours</td>
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<td>Parking</td>
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<td>5</td>
<td>Seating</td>
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<tr>
<td>Sl no</td>
<td>What don’t you like about City Central Library</td>
<td>Strongly disagree</td>
<td>disagree</td>
<td>Can’t say</td>
<td>agree</td>
<td>Strongly agree</td>
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<tr>
<td>1</td>
<td>I Never find anything interesting there</td>
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<td>2</td>
<td>There are too many rules</td>
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<td>3</td>
<td>People working there aren’t friendly</td>
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<td>4</td>
<td>It’s hard for me to get there</td>
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<tr>
<td>5</td>
<td>Programs aren’t interesting</td>
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<tr>
<td>6</td>
<td>There aren’t enough computer</td>
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<tr>
<td>7</td>
<td>I don’t feel welcome there</td>
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<tr>
<td>8</td>
<td>I don’t need the public library</td>
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</tbody>
</table>
55). If you have not visited the City Central library or its branches, whether someone else brought you the books from City Central Library

A) Yes [ ] B) No [ ]

56). If yes who brought you the books

A) Husband [ ] B) Family Members [ ]
C) Children [ ] D) Neighbors [ ]

57). From which library they brought the books?

A). City Central library or its branches [ ]
B). From the library at their work places [ ]

58). Do you get the books from elsewhere?

A) School libraries [ ] B) College libraries [ ]
C) University libraries [ ] E) From their work place libraries [ ]

59). Do you get reading material from circulating Libraries

A) Yes [ ] B) No [ ]

60). Are you member of any circulating library

A) Yes [ ] B) No [ ]

61). Indicate the facilities you get from circulating Libraries

A) Membership fees [ ]
B) Privileges [ ]

62). Indicate the reasons for becoming member of the circulating library?

a) Service at the door [ ]
b) Needed magazine will be delivered to home [ ]
c) No membership procedure [ ]

63). Over all how satisfied are you with circulating library?

a) Very satisfied [ ] b) Satisfied [ ]
c) Unsatisfied [ ] d) Very unsatisfied [ ]
64). Do you motivate your children or younger once to visit City Central Library?
   a) Yes [ ] b) No [ ]

65) Do you visit City Central Library/branch library with your children?
   a) Yes [ ] b) No [ ]

66) Have you ever motivated others to visit the libraries to get the benefits of library?
   a) Yes [ ] b) No [ ]

67). Indicate the members motivated by you?
   a). Neighbors [ ] b). Family Members [ ]
   C). Friends [ ] d). Colleagues [ ]

68). Apart from you whether any of your family members visit the CCLV/Branches?
   a) Yes [ ] b) No [ ]

69). How do they visit?
   a) As a regular hobby [ ] b) As a leisure activity [ ]
   c) As and when they need information [ ] d) As a part of their project work [ ]

70). In your opinion which of the following community services is most beneficial to the community (Ran from 1 (the highest) to 6 (lowest))
   a) Parks [ ] b) Swimming pools [ ]
   c) Arenas [ ] d) Libraries [ ]
   e) Sports complex [ ] f) Art gallery/ Museums [ ]

71) How important is the library as a community service?
   a) Very important [ ]
   b) Important [ ]
   c) Somewhat Important [ ]
   d) Unimportant [ ]

72). In your opinion whether CCL/its branches provide any service in the digital environments?
   a) Yes [ ] b) No [ ]
73) Mention in which field you would like to see the improvement?
_________________________________________________________
_________________________________________________________
_________________________________________________________

74). Mention in which areas you would like to see the collection to be improved?
________________________________________________
________________________________________________

75) Mention in which areas you would like to see the facilities to be improved
________________________________________________
________________________________________________
________________________________________________

76). Mention in which area you would like to see the services to be improved
________________________________________________
________________________________________________
________________________________________________

77). Any other information that you wish to provide?
________________________________________________
________________________________________________
________________________________________________
KARNATAKA STATE WOMEN’S UNIVERSITY, BIJAPUR

Dear Children

I have taken up a study for my Ph.D. work on “Use and Nonuse of City Central Library by Women: In Digital Environment: A case study of City Central Library, Vijayapura”, under the guidance of Prof. P.G. Tadasad, Professor and Chairman, Department of Library and Information Science, Karnataka State Women’s University, Bijapur. In this connection, I would appreciate if you could spare a few minutes to fill the questionnaire. I assure you that the information provided by you will be used for the academic and research purpose only. I solicit your co-operation and thank you in anticipation.

1) Name : ___________________________________________

2) Age : ___________________________________________

3) Gender   Boy [ ]   Girl [ ]

4) Nature of school   Government [ ]   Private [ ]

5) Educational qualification of parents:
   A  Both non-graduates [ ]
   B  Either of them is a graduate [ ]
   C  Both graduates [ ]

6) What is your first feeling when you have heard the word library
   Place to read [ ]   Place for learned people [ ]
   Place for recreational reading [ ]   Place where books are kept [ ]
   Place not meant for children [ ]   Sacred place [ ]
   Place to read [ ]   Place for learned people [ ]
   Place for recreational reading [ ]   Place where books are kept [ ]
   Place not meant for children [ ]   Sacred place [ ]
   Place to read [ ]   Place for learned people [ ]
   Place for recreational reading [ ]   Place where books are kept [ ]
   Place not meant for children [ ]   Sacred place [ ]
7). **Indicate the reasons for your visit to library**

- Read newspapers  [ ]
- Read magazines  [ ]
- Read comics  [ ]
- Return borrowed books  [ ]
- Prepare project work  [ ]
- Just like that  [ ]

8). **How frequently do you visit the public library**

- Daily  [ ]
- Once or Twice a week  [ ]
- Occasionally  [ ]
- Rarely  [ ]

9). **Do you think that branch libraries are user friendly?**

- Friendly  [ ]
- Very Friendly  [ ]
- Unfriendly  [ ]
- Unfriendly  [ ]

10). **what is your opinion about public library**

(Please check appropriate once. (1-Highly unsatisfactory, 2-Unsatisfactory, 3-Can’t say, 4-Satisfactory, 5-Highly Satisfactory))

<table>
<thead>
<tr>
<th>Opinion</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
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</thead>
<tbody>
<tr>
<td>Opinion</td>
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<tr>
<td>Staff helpfulness</td>
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<td>Staff knowledge</td>
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<tr>
<td>Working hours</td>
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<td>Seating arrangement</td>
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<td>Reading room</td>
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<td>Lighting</td>
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<td>Ventilation</td>
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<td>Library services</td>
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<tr>
<td>Cleaning</td>
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<td>Drinking water</td>
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<td>Toilet</td>
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<tr>
<td>Newspaper</td>
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<tr>
<td>Magazine</td>
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<tr>
<td>Children’s collection</td>
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<tr>
<td>Arrangements of books</td>
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</tbody>
</table>
11). Indicate the reasons for disliking libraries

(Please check appropriate once. 1-Strongly disagree, 2-Disagree, 3-Can’t say, 4-Agree, 5-Strongly Agree)

<table>
<thead>
<tr>
<th>Reasons</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
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</thead>
<tbody>
<tr>
<td>I never find anything interesting there</td>
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<tr>
<td>There are too many rules</td>
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<td>There aren’t computers and internet</td>
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<td>Shabby look</td>
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<tr>
<td>Don’t need public library</td>
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</tbody>
</table>

12). Indicate the Reasons for not visiting public libraries

- Do not have time [ ]
- Inconvenient working hours [ ]
- Parents do not allow [ ]
- Nothing is available [ ]
- News Paper subscribed at home [ ]
- No Internet [ ]
- Don’t need library [ ]

13) How much importance you assign it to public library

(Please check appropriate once. 1-Not at all convincing, 2- Not very convincing, 3-Can’t say, 4-Somewhat convincing , 5-Very convincing)

<table>
<thead>
<tr>
<th>Opinion</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
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</thead>
<tbody>
<tr>
<td>Librarians help all kinds of users find information from all sources</td>
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<tr>
<td>Library : Place for education</td>
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<td>Library : place for lifelong learning</td>
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<td>Library technology: Information from around the world</td>
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<td>Importance of public library technology: In a typical library</td>
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<td>libraries are trained experts in finding the right information</td>
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<tr>
<td>Libraries can help all kind of people in many ways</td>
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<td>libraries play an essential role in our democracy</td>
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<td>The library is a safe and welcoming community space</td>
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</tbody>
</table>
14). Give your preference on expected library services as indicated as below

<table>
<thead>
<tr>
<th>Preference</th>
<th>I(^{th}) Preference</th>
<th>II(^{nd}) Preference</th>
<th>III(^{rd}) Preference</th>
<th>IV(^{th}) Preference</th>
<th>V(^{th}) Preference</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet</td>
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<td>E-resources</td>
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<tr>
<td>General knowledge Books</td>
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<td>Educational Material</td>
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<tr>
<td>Comics</td>
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<tr>
<td>Reference books</td>
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<tr>
<td>Xerox</td>
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<td>Radio</td>
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<td>TV</td>
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<td>Indoor games facilities</td>
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</tbody>
</table>
1. Full Name : ________________________________________
2. Educational Qualification : ________________________________________
3. Are you a member of any of the following associations/institutions
   a. MahilaMandal ( )  
   b. SHGs ( )  
   c. BhajanaMandal ( )  
   d. Rotary club ( )  
   e. AkkanaBalaga ( )  
   f. Any other (Pls indicate) ______
4. Do you think that women are using the City Central Library or its branches
   a. Strongly agree ( )
   b. Agree ( )
   c. Tend to agree ( )
   d. Tend to disagree ( )
   e. Disagree ( )
   f. Strongly disagree ( )
5. What are the reasons you cite for your opinion?
   a. ________________________________
   b. ________________________________
   c. ________________________________
   d. ________________________________
   e. ________________________________
6. How important do you think the role of public libraries as community service in the
digital environment?
   a. Highly important ( )
   b. Important ( )
   c. Unimportant ( )
   d. Highly unimportant ( )
7. Do you think that public libraries are responding to the needs of women in the digital age
   a. Strongly agree ( )
   b. Agree ( )
   c. Tend to agree ( )
   d. Tend to disagree ( )
8. In your opinion how women can be attracted towards City Central Library?
   a. __________________________
   b. __________________________
   c. __________________________
   d. __________________________
   e. __________________________

9. In your opinion, in which areas improvements are required in CCL?
   a. __________________________
   b. __________________________
   c. __________________________
   d. __________________________
   e. __________________________

10. In your opinion, in which areas of collection development improvements are required in CCL?
    a. __________________________
    b. __________________________
    c. __________________________
    d. __________________________
    e. __________________________

11. What facilities you expect as a user in CCL or its branches?
    a. __________________________
    b. __________________________
    c. __________________________
    d. __________________________
    e. __________________________

12. What services you expect as a user in CCL or its branches?
    a. __________________________
    b. __________________________
    c. __________________________
    d. __________________________
    e. __________________________

13. Any suggestions/information you would like to add
    a. __________________________
    b. __________________________
    c. __________________________
    d. __________________________
    e. __________________________