Appendix I

Dear Respondent,

I intend to collect some valuable information from you in connection with my research work on 'Human Relations in University Libraries in Kerala'. Kindly fill the questionnaire attached along with this. Your responses will be used for academic purposes only and will be kept confidential.

Thanking you,

Yours faithfully,

MEENA.V
Research Scholar
Department of Library & Information Science
University of Calicut

PART A

(Please indicate your response with a tick mark)

- Name of the Institution:
- Designation:
- Department/Section:
- Age group:
  - Up to 30 years
  - 30-45 years
  - 45 and above
- Gender:
  - Male
  - Female
- No of years of service:
  - Up to 5 years
  - 5-10 years
  - 10-15 years
  - 15-20 years
  - 20 years and above
- Educational qualification:
  - Professional
  - Certificate/Diploma in Library Science
  - BLISc
  - MLISc
  - ADIS
  - M.Phil (Library Science)
  - Ph.D (Library Science)
  - Any other (Please specify)
- Computer Literacy:
  - Yes
  - No
PART B

Please record your response according to the following scale

using a (√) mark

<table>
<thead>
<tr>
<th>Strongly Agree (SA)</th>
<th>Agree (A)</th>
<th>Neither Agree nor Disagree</th>
<th>Strongly Disagree (SD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>(NA) Disagree (D)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. Space available to perform my job is adequate
   (SA) (A) (NA) (D) (SD)
2. Tools and equipment required to perform my job are inadequate
   (SA) (A) (NA) (D) (SD)
3. Air and light are comfortable at my place of work
   (SA) (A) (NA) (D) (SD)
4. There are adequate provisions for non-job related facilities like rest rooms, drinking water and toilet facilities
   (SA) (A) (NA) (D) (SD)
5. My working area is unhygienic
   (SA) (A) (NA) (D) (SD)
6. Our library is the best possible place to work under the existing conditions
   (SA) (A) (NA) (D) (SD)
7. I understand work rules fully
   (SA) (A) (NA) (D) (SD)
8. The thrust of the library is to maintain friendly relations among its personnel
   (SA) (A) (NA) (D) (SD)
9. I do not get orientation about the latest developments in the related field
   (SA) (A) (NA) (D) (SD)
10. The library lacks team spirit
    (SA) (A) (NA) (D) (SD)
11. We get along well
    (SA) (A) (NA) (D) (SD)
12. We do not help each other in our jobs in the library
    (SA) (A) (NA) (D) (SD)
13. We encourage each other to improve the quality of our job performance
    (SA) (A) (NA) (D) (SD)
14. The employees of the library consider pay raises as fair and adequate
    (SA) (A) (NA) (D) (SD)
15. Support from library in service matters is inadequate
    (SA) (A) (NA) (D) (SD)
16. The library has a good leave programme
    (SA) (A) (NA) (D) (SD)
17. The library does not assist employees in their continuing educational programme
   (SA) (A) (NA) (D) (SD)

18. Having to work in shifts I get preference in the allotment of quarters
   (SA) (A) (NA) (D) (SD)

19. I do not have free access to the products/services of the library like the internet
   (SA) (A) (NA) (D) (SD)

20. Economic rewards are the best in the business
   (SA) (A) (NA) (D) (SD)

21. Duty leave facility for attending career improvement programmes is satisfactory
   (SA) (A) (NA) (D) (SD)

22. All the individuals in the library do not understand the objectives and policies of the library
   (SA) (A) (NA) (D) (SD)

23. Library does not formulate clear policies in all its area of operation
   (SA) (A) (NA) (D) (SD)

24. I am always informed of important changes before they occur
   (SA) (A) (NA) (D) (SD)

25. Management treats all staff equally
   (SA) (A) (NA) (D) (SD)

26. Management is bureaucratic in style
   (SA) (A) (NA) (D) (SD)

27. The employees who receive advancements and promotions are not the most deserving in the library
   (SA) (A) (NA) (D) (SD)

28. The qualified employees are allowed transfer to better jobs within the library
   (SA) (A) (NA) (D) (SD)

29. Library personnel are not posted in various positions according to their ability to perform
   (SA) (A) (NA) (D) (SD)

30. I am not allowed to set my own pace on the job
    (SA) (A) (NA) (D) (SD)

31. I am free to use my own ideas while performing my job
    (SA) (A) (NA) (D) (SD)

32. I am not able to learn new skills on my present job
    (SA) (A) (NA) (D) (SD)

33. I am able to further my education while with the library
    (SA) (A) (NA) (D) (SD)

34. I am not able to use my abilities fully on this job
    (SA) (A) (NA) (D) (SD)
35. I am responsible for decisions related to my job (SA) (A) (NA) (D) (SD)
36. I am responsible for planning and organizing my job (SA) (A) (NA) (D) (SD)
37. I have the authority to take decisions in emergency situations (SA) (A) (NA) (D) (SD)
38. Decisions taken by me in emergency situations are usually ratified (SA) (A) (NA) (D) (SD)
39. I am not included in the planning and goal setting phase of my institution (SA) (A) (NA) (D) (SD)
40. Accomplishment of tasks results in personal satisfaction (SA) (A) (NA) (D) (SD)
41. Library management is receptive to suggestions and recommendations made by all staff members (SA) (A) (NA) (D) (SD)
42. I enjoy my present work (SA) (A) (NA) (D) (SD)
43. Here, the librarian takes a decision and it is passed on to the subordinates to be implemented (SA) (A) (NA) (D) (SD)
44. Here, the librarian takes a decision after making consultations with the staff members (SA) (A) (NA) (D) (SD)
45. Staff participation in the management of the library is encouraged (SA) (A) (NA) (D) (SD)
46. The librarian of my library is a competent leader (SA) (A) (NA) (D) (SD)
47. The librarian of my library leads from the front (SA) (A) (NA) (D) (SD)
48. The librarian does not exhibit good communication skills (SA) (A) (NA) (D) (SD)
49. The librarian places high value on making group decisions that stick and wants group members to follow orders without raising questions (SA) (A) (NA) (D) (SD)
50. Librarian concentrates on motivating and developing individuals while achieving the highest possible level of task accomplishment (SA) (A) (NA) (D) (SD)
51. Informal links are maintained with the librarian apart from the formal relationship (SA) (A) (NA) (D) (SD)
52. The seniors in the library take active interest in their juniors and help them to learn the job (SA) (A) (NA) (D) (SD)

53. The seniors are not keen to guide the juniors and prepare them for the future responsibilities

54. The juniors take advantage of the delegation of authority as an opportunity for development

55. The employees in my library are afraid to express or discuss their personal problems with their superiors

56. Superiors allow employees to make decisions on their jobs

57. The superiors like employees to make decisions without first checking with them

58. Staff meetings are convened regularly

59. Informal discussions about work seldom take place

60. Relevant information is accessible to all for enhancing their performance

61. The atmosphere in the library is very friendly and the employees spend enough time in informal social relations

62. Suggestions and guidance can be obtained from the superiors

63. Employees do not have any concern for one another and do not help each other spontaneously when such help is needed

64. Seniors in the library are aware of the problems faced by the people at lower level regarding their work

65. Employees in my library do not make an effort to find their strengths and weaknesses from their colleagues and superiors

66. Superiors do not seek subordinate participation in the day to day affairs

67. Superiors are courteous, pleasant and easy to approach

68. Superiors do not welcome criticism

69. Clear and understandable instructions are given by superiors
70. I am provided with all the information I need to do my job well by my superior

(SA) (A) (NA) (D) (SD)

71. Superiors are reliable

(SA) (A) (NA) (D) (SD)

72. Superiors do not give honest answers to the questions asked by the library staff

(SA) (A) (NA) (D) (SD)

73. Superiors are effective organizers

(SA) (A) (NA) (D) (SD)

74. Superiors are not competent to evaluate the work done by the library staff

(SA) (A) (NA) (D) (SD)

75. Superiors are good man-managers

(SA) (A) (NA) (D) (SD)

76. Superiors possess the technical qualifications to do their jobs well

(SA) (A) (NA) (D) (SD)

77. Superiors are not considerate to the needs and interests of the library staff

(SA) (A) (NA) (D) (SD)

78. Superiors genuinely look for the interests of the people in their areas

(SA) (A) (NA) (D) (SD)

79. Good performance hardly gets appreciated in my library

(SA) (A) (NA) (D) (SD)

80. Superiors reward those who perform their jobs well

(SA) (A) (NA) (D) (SD)
Appendix II

Interview Schedule

1. Name of the institution
2. Gender
3. Educational qualification
4. Librarian since when
5. Period of service
6. Experience in any other post
7. What are the services provided by your library?
8. Does your library follow job rotation?
9. Does the top management of your library ensure that the employees enjoy their work?
10. Are you satisfied with your present job?
11. Is your library functioning effectively?
12. Do the employees have opportunities for personal growth and development?
13. Do the library staff cooperate in the ventures undertaken by the library?
14. Does the library management motivate the staff?
15. Are the employees giving their best to the organization?
16. Does the library maintain personnel policies which facilitate employee development?
17. Do you believe in delegation of power in different levels of management?
18. Do you take interest in the off-the-job problems of the employees?
19. Do you give credit for the work done by subordinates?

20. Do you welcome suggestions which are good for the organization?

21. Is there any programme to know job performance feedback of the library staff?

22. Do you frequently check upon your subordinates?

23. Do you permit them to alter the ways in which they performed?

24. Do you delegate authority to the workgroup and permit involvement in decision making?

25. Is acceptance of decision by subordinates essential for implementation?
Appendix III

Dear Sir/Madam,

I intend to collect valuable information from you as a user of ------------ Library in connection with my research work on 'Human Relations in University Libraries in Kerala'. I assure that your responses will be used for academic purposes only. Your views will be kept confidential.

Thanking you,

Yours faithfully,

MEENA.V
Research Scholar
Dept. of Library & Information Science
University of Calicut

PART A

(Please indicate your response with a tick mark)

Name of the library :

Age :
  : Below 25
  : 25-40 years
  : 40-50 years
  : 50 and above

Gender :
  : Male  Female

Status :
  : Student
  : Research Scholar
  : Teacher
  : Others

Qualification :
  : Degree
  : P.G
  : Research Degree
  : Professional Degree
  : Technical Degree
  : Any other (please specify)

Faculty/Section :
Experience as a user of this library

- Below 2 years
- 2-4 years
- 4-8 years
- 8-12 years
- 12+

Frequency of library visit

- Daily
- Once in a week
- Once in a fortnight
- Once in a month
- Rarely

Hours spent in the library in a week

- Half an hour
- One hour
- Two hours
- Three hours and above

Purpose of visit

- Study
- Reference
- General reading
- Research purpose
- To read newspaper
- To collect old question papers
- Any other (Please specify)

At the library, do you

- Help yourself
- Get the help of library staff
- Get the help of friends/colleagues

Do you make use of any other library

- Yes
- No

If yes, please elaborate
PART B
Please record your response according to the following scale using a (√) mark

Strongly Agree (SA) Agree (A) Neither Agree nor Disagree (NA) Disagree (D) Strongly Disagree (SD)

1. The collection of the library in my field of interest is adequate
   (SA) (A) (NA) (D) (SD)

2. The library does not generally encourages suggestions and opinions of the users while procuring reading materials
   (SA) (A) (NA) (D) (SD)

3. There is a long gap of time between the request made by the user and the availability of the document
   (SA) (A) (NA) (D) (SD)

4. The library processes (places on shelves for use of readers) the material acquired in a reasonable period of time to the maintenance section
   (SA) (A) (NA) (D) (SD)

5. The quality of reading materials is poor
   (SA) (A) (NA) (D) (SD)

6. The library has comprehensive and up-to-date collection in the following information sources:
   Subject books  (SA) (A) (NA) (D) (SD)
   General books   (SA) (A) (NA) (D) (SD)
   Subject reference books (SA) (A) (NA) (D) (SD)
   Magazines (General)  (SA) (A) (NA) (D) (SD)
   Newspapers      (SA) (A) (NA) (D) (SD)
   Patents/Standards  (SA) (A) (NA) (D) (SD)
   Manuscripts     (SA) (A) (NA) (D) (SD)
   Bound volumes/Back volumes  (SA) (A) (NA) (D) (SD)
   Subject journals (SA) (A) (NA) (D) (SD)
   Microfilm/Microfiche  (SA) (A) (NA) (D) (SD)
   Floppy/CDs/DVDs (SA) (A) (NA) (D) (SD)
   Audio-visual materials  (SA) (A) (NA) (D) (SD)

7. The classification scheme followed in the library is easy to understand
   (SA) (A) (NA) (D) (SD)

8. The card catalogue is not helpful at all
   (SA) (A) (NA) (D) (SD)

9. The computerized catalogue is very helpful
   (SA) (A) (NA) (D) (SD)

10. The display of new books is very useful
    (SA) (A) (NA) (D) (SD)

11. The arrangement of reference books is not at all helpful
    (SA) (A) (NA) (D) (SD)

12. The arrangement of periodicals has to be more systematic
    (SA) (A) (NA) (D) (SD)
13. It is not easy to locate materials from the shelves

14. Indexing of periodicals is properly undertaken

15. Very often books needed for my study was not available in the library

16. Though in the catalogue, often books needed for my study could not be located

17. The shelf arrangement in the library is proper

18. The library is not located in a convenient place

19. The working hours of the library is convenient

20. The physical maintenance of reading materials is poor

21. The seating arrangement in the library is not adequate

22. The lighting and ventilation arrangement is proper

23. The documents in the library collection are not free from dust

24. Library provides clean drinking water facility

25. Library has good facility for primary needs

26. The library does not offer an atmosphere for serious reading

27. Cabins should be provided by the library for serious reading

28. The loan period of books is inadequate

29. Fine collected by the library is reasonable

30. Number of borrower’s tickets issued is not sufficient

31. The reservation facility is very useful for the readers

32. Renewal facility by phone or letter is helpful for the readers

33. The attitude of the library staff is very cordial
34. The library staff are co-operative
(SA) (A) (NA) (D) (SD)

35. The library staff are helpful by nature
(SA) (A) (NA) (D) (SD)

36. The interaction between the user and the library staff is not good
(SA) (A) (NA) (D) (SD)

37. Services are provided by the library staff without any discretion
(SA) (A) (NA) (D) (SD)

38. Positive human relations is an essential aspects found in the professionals working in the library
(SA) (A) (NA) (D) (SD)

39. Library staff helps the users in locating documents
(SA) (A) (NA) (D) (SD)

40. Library staff are not user-friendly
(SA) (A) (NA) (D) (SD)

41. The services provided by the library staff are to my expectations
(SA) (A) (NA) (D) (SD)

42. The behaviour of the library staff affects my library use
(SA) (A) (NA) (D) (SD)

43. I think I could get better service if I knew the staff
(SA) (A) (NA) (D) (SD)

44. I am not making use of the library to the maximum
(SA) (A) (NA) (D) (SD)

45. Library staff do not exhibit good communication skills
(SA) (A) (NA) (D) (SD)

46. Internal relations between the library staff and their superiors affects the provision of service by the library staff
(SA) (A) (NA) (D) (SD)

47. Indicate your level of satisfaction with regard to the following:

<table>
<thead>
<tr>
<th></th>
<th>Very much satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Dissatisfied</th>
<th>Very much dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>General environment of the library</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Circulation section</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Periodical section</td>
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<tr>
<td>Maintenance section</td>
<td></td>
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<tr>
<td>Reference section</td>
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<tr>
<td>Documentation section</td>
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<tr>
<td>Internet section</td>
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<tr>
<td>Overall facilities</td>
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</tr>
</tbody>
</table>
48. Distribute 100 points to the following facilities/services offered by the university library according to their relative importance

<table>
<thead>
<tr>
<th>Facility/service</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lending of books</td>
<td>:</td>
</tr>
<tr>
<td>Periodicals</td>
<td>:</td>
</tr>
<tr>
<td>Bibliographic service</td>
<td>:</td>
</tr>
<tr>
<td>Internet service</td>
<td>:</td>
</tr>
<tr>
<td>Reference service</td>
<td>:</td>
</tr>
<tr>
<td>Referral service</td>
<td>:</td>
</tr>
<tr>
<td>Indexing service</td>
<td>:</td>
</tr>
<tr>
<td>Selective dissemination of information</td>
<td>:</td>
</tr>
<tr>
<td>Current Awareness Service</td>
<td>:</td>
</tr>
<tr>
<td>Newspaper Clippings Service</td>
<td>:</td>
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<tr>
<td>Reservation service</td>
<td>:</td>
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<tr>
<td>Photocopying service</td>
<td>:</td>
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<tr>
<td>Inter-library loan service</td>
<td>:</td>
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<tr>
<td>Document delivery service</td>
<td>:</td>
</tr>
<tr>
<td>Information provision</td>
<td>:</td>
</tr>
<tr>
<td>Online search service</td>
<td>-------</td>
</tr>
</tbody>
</table>

49. On the whole, how did you find the library?

- Excellent / Good / Average / Poor / Very Poor

50. Please record your personal opinion about your perception about the library and human relations which exists in your library and give suggestions for the improvement of the same.