APPENDIX 1: QUESTIONNAIRE FOR THE BLIND/VISION-IMPAIRED USER

1. Name of Contact person: __________________________________________________________

2. Name of the concerned Institution: ________________________________________________

3. Name of the library/s used by you: ________________________________________________

4. Contact No./Telephone/Email: __________________________________________________

Tick Mark [✓] wherever necessary/required:

5. What is your Academic status:
   a) Faculty member/Designation [ ] / _______________________________________________
   b) Research Scholar (MPhil/Ph.D.) [ ]
   c) Post Graduate [ ]
   d) Graduate [ ]
   e) High School/Intermediate [ ]
   f) Any other (Please specify) ______________________________________________________

6. What is the frequency of your visits to the library?
   Daily [ ] Weekly [ ] Twice a week [ ] Occasionally (i.e. when need arise) [ ] Never [ ]

7. How much understanding or knowledge do you have of computing concepts or computers?
   Expert [ ] Good [ ] Fair [ ] Poor [ ] None [ ]

8. Do you have your own computer system with well-equipped current Assistive
   Technology facilities to work independently at home?
   Yes [ ] No [ ]

   If ‘No’, how much dependent you are on the current ICT infrastructure and Assistive
   Technology facilities available in your Institution/Library?
   a) Very much dependent [ ]
   b) Dependent [ ]
   c) Not much dependent [ ]
   d) Not at all dependent [ ]
   e) Don’t know [ ]

9. Are you satisfied with the current ICT infrastructure and Assistive Technology facilities
   available in the institution/library for you?
   Very satisfied [ ] Satisfied [ ] Neither [ ] Dissatisfied [ ]
   Very dissatisfied [ ]

10. Do you make use of the Internet facility available at the institution/library?
    Yes [ ] No [ ]
    If ‘Yes’, what is the frequency of use of Internet?
a) Everyday [ ]

b) Once in a week [ ]

c) Twice a week [ ]

d) Occasionally (When need arise) [ ]

e) Never [ ]

If ‘No’, what are the various reasons that you (i.e. non-users) do not use the Internet?
a) I don’t require [ ]

b) Still in learning phase [ ]

c) I don’t have time to use the internet [ ]

d) The internet is too complicated and hard to understand [ ]

e) There is no internet facility [ ]

f) Any other reason ________________________________

11. What are the barriers faced by you in the use/access of Internet at the institution/library?
a) Lack of sufficient ICT infrastructure and facilities [ ]

b) Lack of sufficient ICT skills and staff support [ ]

c) Poor Internet Connectivity [ ]

d) Lack of awareness about the ICT facilities available at the institution/library [ ]

e) No Barrier faced [ ]

f) Any other (please specify) ________________________________

12. What is the influence/impact of ICT tools/applications on the level of independence in your life? [Please Tick Mark ✓ for your choice/s]
a) ICT have the potential for reducing the discrimination in the society [ ]

b) ICT helps to receive specialized trainings to perform the various information-related tasks with ease [ ]

c) ICT offers a range of specialized software and hardware solutions for communicating, storage and access of information [ ]

d) ICT provides various opportunities to engage people with disabilities in all aspects of life including teaching and learning [ ]

e) Increase confidence in communicating with others via internet applications like chat, email, online discussion groups etc. [ ]

f) Increase and widen the scope to interact with the web/online environment with the help of Assistive technologies [ ]

g) Any other (please specify):______________________________

13. Do you agree that libraries can play an important role in minimizing the ‘disability divide’ among the users? (Note: ‘Disability divide’ is created due to the lack of sufficient ICT infrastructure and Assistive Technology facilities to the disabled user community).

Strongly agree [ ] Agree [ ] Neither [ ] Disagree [ ] Strongly disagree [ ]

14. What is the preferred first source of Information for you?
a) College Library [ ]

b) Department Library [ ]
c) University/ Central Library [ ]  

d) School Library [ ]  

d) Internet [ ]  

e) Teacher [ ]  

g) Any other (i.e. colleague, seniors etc.) [ ] /__________________________________________  

15. Whether you prefer the use of digital resources rather than the print resources for your academic/research work? Yes [ ] No [ ]  

If ‘yes’, Why do you prefer to use digital resources rather than the print resources?  

a) Easy to use [ ]  

b) Time saving [ ]  

c) Access to wider range of information [ ]  

d) Facilitate access to current information [ ]  

e) All of the above [ ]  

f) Any other reason _____________________________________________________________  

16. In which types of ICT based Internet services/applications are you involved? (Give ranking 1, 2, 3 etc. on the basis of your preference of use?)  

a) Database Searching [ ]  

b) E-mail [ ]  

c) Internet Browsing [ ]  

d) Real-time chat [ ]  

e) E-Journal Access [ ]  

f) E-commerce [ ]  

g) Downloading informative material [ ]  

h) For an online course [ ]  

i) Newsgroups/mailing lists/Listserv [ ]  

j) Bulletin Board [ ]  

k) Weblog (like blog with text only, photoblog, vlog, Podcasting) [ ]  

l) Downloading academic/learning content provided online [ ]  

m) Any other ________________________________________________________________  

17. For what purpose do you access/use the internet resources?  

a) Literature searching [ ]  

b) Study and updates [ ]  

c) Research and development activities [ ]  

d) Project and academic assignments [ ]  

e) Teaching/Lectures [ ]  

f) Recreation/Entertainment [ ]  

g) Any other (please specify) ____________________________________________________
18. Please tick the ways in which Internet have improved your academic or research work?
   a) Access to current up-to-date information [ ]
   b) Easier access to information [ ]
   c) Faster access to information [ ]
   d) Access to a wider range of information [ ]
   e) Any other (Please specify): ________________________________

19. What is the approach to browse the internet for information?
   a) Search Engines [ ]
   b) Through Specific Websites [ ]
   c) Library Website/Webpage [ ]
   d) Online Databases [ ]
   e) Library/Subject Portals [ ]
   f) Subject Gateways [ ]
   g) Others (please specify) ________________________________

20. In your opinion, which Search Engine is best or preferred by you for browsing relevant information? Give reason.
   a) Rediff [ ]
   b) Yahoo [ ]
   c) Alta vista [ ]
   d) Google [ ]
   e) MSN [ ]
   f) Any other ________________________________
   Reason: ______________________________________________________________

21. In your opinion whether the use of the Internet helps you to work independently and increase the level of your confidence in performing your day-to-day activities (i.e. personal/academic/entertainment/etc.) Yes [ ] No [ ]

22. How often do you ask for reference or information assistance in the library?
   a) Very often [ ]
   b) Regularly [ ]
   c) Whenever required [ ]
   d) Seldom [ ]
   e) Never [ ]

23. How do you feel about the responsiveness of ‘in-person’ assistance from library staff?
   a) Very satisfied [ ]
   b) Moderately satisfied [ ]
   c) To somewhat extent [ ]
   d) Dissatisfied [ ]
   e) Very dissatisfied [ ]
24. Have you ever asked library staff to provide information assistance via e-mail or other online tool? Yes [ ] No [ ]
   If ‘yes’, how frequently do you ask for this type of assistance from the library staff?
   Very Frequently [ ] Frequently [ ] Occasionally [ ] Rarely [ ] Very Rarely [ ]
   If ‘No’, then would you like/prefer to receive the online information assistance now?
   Yes [ ] No [ ]

25. Which of the following information services are available in the institution/library?

<table>
<thead>
<tr>
<th>Services Available</th>
<th>Used</th>
<th>Not Used</th>
</tr>
</thead>
</table>
   a) Internet Service      | [ ]  | [ ]     | [ ]     |
   b) Computer Training Service | [ ]  | [ ]     | [ ]     |
   c) Computers with Assistive Equipment | [ ]  | [ ]     | [ ]     |
   d) Photocopy assistance  | [ ]  | [ ]     | [ ]     |
   e) Resource Sharing      | [ ]  | [ ]     | [ ]     |
   f) Providing Lecture Tapes | [ ]  | [ ]     | [ ]     |
   g) Specialized reference service | [ ]  | [ ]     | [ ]     |
   h) Reformatting to other medium | [ ]  | [ ]     | [ ]     |
   i) Specialized orientation tours | [ ]  | [ ]     | [ ]     |
   j) Conducting information skills session | [ ]  | [ ]     | [ ]     |
   k) Any other service (i.e. in reference to your disability) ___________________________

26. Are you satisfied with the aforementioned information services available in the institution/library?
   Completely satisfied [ ] Very satisfied [ ] Fairly well satisfied [ ] Somewhat dissatisfied [ ] Very dissatisfied [ ]

27. Whether you avail the services of more than one institution/library for your information needs and requirements? Yes [ ] No [ ]
   If ‘Yes’, then please mention the various reasons why you need to avail the membership of more than one institution/library?
   a) Lack of sufficient electronic resources
   b) Lack of resources in accessible format
   c) Lack of proper infrastructure and facilities
   d) Lack of staff support and guidance
   e) Any other

28. Do you think user-orientation/training programmes in libraries are:
   a) Essential [ ]
   b) Very Important [ ]
   c) Important [ ]
   d) As & when required [ ]
   e) Not required [ ]
29. Whether you have undergone any special orientation or training programme arranged by the library that enhanced your skills to access the library services/collection with ease?
   Yes [ ]    No [ ]
   If ‘Yes’, please specify the areas and the year of orientation/training programme received by you?
   a) ____________________________________________________________
   b) ____________________________________________________________

30. How will you rate the performance of the library staff in terms of their skills to meet your demands related to the library and information services and technology?
   Excellent [ ]    Above average [ ]    Average [ ]    Below average [ ]    Very poor [ ]

31. Do you agree that there is a need of assistive technologies to use a computer for the people with disabilities?
   Strongly Agree [ ]    Agree [ ]    Disagree [ ]    Strongly Disagree [ ]    None [ ]

32. Does your library have the web-based catalog? Yes [ ]    No [ ]

33. What are the types of electronic information resources available in your institution/library?
   a) Audio books on CDs, DVDs [ ]
   b) Audio books on cassettes/tapes [ ]
   c) Multimedia CDs, DVDs [ ]
   d) Electronic Text [ ]
   f) Internet [ ]
   g) Digitized Catalog (online) [ ]
   h) Electronic Indexes [ ]
   i) Online Reference Works [ ]
   j) Library Website [ ]
   k) Any other _______________________________________________________

34. Which is the most commonly used electronic information resource by you? Please give ranking on the basis of your Preference i.e. 1, 2, 3 etc.
   a) Audio books on CDs, DVDs [ ]
   b) Audio books on cassettes/tapes [ ]
   c) Multimedia CDs. DVDs [ ]
   d) Electronic Text [ ]
   f) Internet [ ]
   g) Digitized Catalog (online) [ ]
   h) Electronic Indexes [ ]
   i) Online Reference Works [ ]
   j) Library Website [ ]
   k) Any other _______________________________________________________
35. Do you create the electronic/printed Information resources for your study/research work/assignments/teaching etc. on your own with the help of Assistive Technology?
   Yes [ ]    No [ ]

If ‘Yes’, How do you create these resources and whether you share these resources among your community? Please explain briefly.

_____________________________________________________________
________________________________________________________________________

36. Have you ever attended any library-orientation programme organized by the library?
   Yes [ ]    No [ ]

If ‘yes’, then what were the areas covered under the orientation programme of the library?

a) An introduction to the library’s resources and services [ ]
b) An introduction to the basics of database searching etc. [ ]
c) Guide and instruction on how to locate the resources and services within the library [ ]
d) Guide and instruction on how to use and access the library’s OPAC [ ]
e) Guide to use the online reference services of the library [ ]
f) Guide and instruction on how to search the library’s website [ ]
g) Instructions on the use of Assistive Devices [ ]
h) Instruction on how to utilize the interlibrary loan [ ]
i) Any other _______________________________ __________________________

37. According to you, what are the areas of training required for users that need to be taken into consideration by the institution/library?

a) Training on the access of the Internet resources and services [ ]
b) Training on the effective use of the assistive devices newly introduced by the library [ ]
c) OPAC Searching [ ]
d) Learning more about Search engines and Library portals [ ]
e) Any other _______________________________ __________________________

38. What is the degree of locomotor impairment suffered by you?

a) Inactivity of Both Leg [ ]
b) Inactivity of One Leg [ ]
c) Inactivity of Both Arm [ ]
d) Inactivity of One Arm [ ]
e) Any other _______________________________ __________________________

39. How much knowledge do you have about the Assistive Technology Products (i.e. Software/Hardware) available today for the locomotor Impaired People?
   Expert [ ]    Good [ ]    Fair [ ]    Poor [ ]    None [ ]

453
40. What Assistive equipment/devices or Hardware facilities are available in your Institution/library? [Please Tick Mark ✓].

<table>
<thead>
<tr>
<th>Available</th>
<th>Used</th>
<th>Not Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Prosthetic and Orthotic devices</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>b) Simple/Electric Wheel Chairs</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>c) Walking frames/Rolators</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>d) Adaptive furniture</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>e) Adaptive keyboards (e.g. Muppet Learning Keys, Power Pad, Unicorn Board, Touch Windows)</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>f) Adaptive pointing device</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>g) Speech-input devices (e.g. Voice Master)</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>h) TOBII Eye Tracking System</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>i) Cursor-control devices (e.g. Adaptive Firmware)</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>j) Card, Multi-Switch Adapter Box</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>l) Any other/s (specify)</td>
<td>_______________________________________________</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

41. What are the different types of software/s facilities available in your institution/library?

<table>
<thead>
<tr>
<th>Available</th>
<th>Used</th>
<th>Not Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Dragon Naturally Speaking</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>b) Voice recognition software</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>c) On-Screen Keyboard</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>d) Word prediction-completion</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>e) Abbreviation expansion</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>f) I-Learn (by NIIT, India)</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>g) Any other/s (specify)</td>
<td>_______________________________________________</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

42. Do you think there are sufficient Assistive software/hardware facilities available for you in the institution/library? Yes [ ] No [ ]

If ‘Yes’, how much satisfied you are with the available Assistive software/devices in the institution/library?

<table>
<thead>
<tr>
<th>Available</th>
<th>Used</th>
<th>Not Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Fully satisfied</td>
<td>[ ]</td>
<td></td>
</tr>
<tr>
<td>b) Satisfied</td>
<td>[ ]</td>
<td></td>
</tr>
<tr>
<td>c) To somewhat extent satisfied</td>
<td>[ ]</td>
<td></td>
</tr>
<tr>
<td>d) Not satisfied</td>
<td>[ ]</td>
<td></td>
</tr>
<tr>
<td>e) Any other</td>
<td>[ ]</td>
<td></td>
</tr>
</tbody>
</table>

If ‘No’, what do you suggest should be further added or acquired to improve the library services and facilities for the users?

_____________________________________________________________________
_____________________________________________________________________

43. What are the barriers traditionally faced by you during the access of the institution/library?

<table>
<thead>
<tr>
<th>Available</th>
<th>Used</th>
<th>Not Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Not wide enough isles between bookshelves for wheelchairs</td>
<td>[ ]</td>
<td></td>
</tr>
<tr>
<td>b) No Ramps/Wider doorways/Automatic doorways</td>
<td>[ ]</td>
<td></td>
</tr>
</tbody>
</table>
c) No Onsite disabled parking with international symbol for disabled   [  ]
d) No Wheelchair ramp with a push button for electronic doors   [  ]
e) No elevators, stairs with lower tread rises   [  ]
f) There is no use of signage for locating the information resources   [  ]
g) No facility of special adjustments computers for use only by Locomotor impaired user   [  ]
h) No large Track balls (mouse) for people with hand difficulties   [  ]
i) No self-service circulation stations   [  ]
j) There are no individual orientation sessions for disabled users   [  ]
k) Any other______________________________________________________________

44. Any suggestions for the Institutions/libraries working for the people with disabilities:

_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
APPENDIX 2: QUESTIONNAIRE FOR THE DEAF/HEARING IMPAIRED USER

1. Name of Contact person: _______________________________________________

2. Name of the concerned Institution: _______________________________________

3. Name of the library used by you: _________________________________________

4. Contact No./Telephone/Email: ___________________________________________

Tick Mark [✓] wherever necessary/required:

5. What is your Academic status:
   g) Faculty member/Designation [ ] / ______________________________
   h) Research Scholar (M.Phil/Ph.D.) [ ]
   i) Post Graduate [ ]
   j) Graduate [ ]
   k) High School/Intermediate [ ]
   l) Any other (Please specify) ___________________________________________

6. What is the frequency of your visits to the library?
   Daily [ ]   Weekly [ ]   Twice a week [ ]   Occasionally (i.e. when need arise) [ ]
   Never [ ]

7. How much understanding or knowledge do you have of computing concepts or
   computers?
   Expert [ ]   Good [ ]   Fair [ ]   Poor [ ]   None [ ]

8. Do you have your own computer system with well-equipped current Assistive
   Technology facilities to work independently at home?
   Yes [ ]   No [ ]

   If ‘No’, how much dependent you are on the current ICT infrastructure and Assistive
   Technology facilities available in your Institution/library?
   a) Very much dependent [ ]
   b) Dependent [ ]
   c) Not much dependent [ ]
   d) Not at all dependent [ ]
   e) Don’t know [ ]

9. Are you satisfied with the current ICT infrastructure and Assistive Technology facilities
   available for you in the institution/Information centre/library?
   Very satisfied [ ]   Satisfied [ ]   Neither [ ]   Dissatisfied [ ]
   Very dissatisfied [ ]

10. Do you make use of the Internet facility available at the institution/library?
    Yes [ ]   No [ ]
If ‘Yes’, what is the frequency of use of Internet?

a) Everyday [ ]
b) Once in a week [ ]
c) Twice a week [ ]
d) Occasionally (When need arise) [ ]
e) Never [ ]

If ‘No’, what are the various reasons that you (i.e. non-users) do not use the Internet?

a) Do not require [ ]
b) Don’t know how to use it [ ]
c) Still in learning phase [ ]
d) I don’t have time to use the internet [ ]
e) The internet is too complicated and hard to understand [ ]
f) Don’t have a internet facility [ ]
g) Any other/s ____________________________

11. What are the barriers faced by you in the use/access of Internet at the institution/library?

a) Lack of sufficient ICT infrastructure and facilities [ ]
b) Lack of sufficient ICT skills and staff support [ ]
c) Complexity of the content available on net [ ]
d) Poor Internet Connectivity [ ]
e) No Barrier faced [ ]
f) Any other (Please specify): ____________________________

12. What is the influence/impact of ICT tools/applications on the level of independence in your life? [Please Tick Mark ✔ for your choice/s]

a) ICT have the potential for reducing the discrimination in the society [ ]
b) ICT helps to receive specialized trainings to perform the various information-related tasks with ease [ ]
c) ICT offers a range of specialized software and hardware solutions for communicating, storage and access of information [ ]
d) ICT provides various opportunities to engage people with disabilities in all aspects of life including teaching and learning [ ]
e) Increase confidence in communicating with others via internet applications [ ]
f) like chat, email, online discussion groups etc. with the help of Assistive technologies [ ]
g) Any other (please specify): ____________________________

13. Do you agree that libraries can play an important role in minimizing the ‘disability divide’ among the users? (Note: ‘Disability divide’ is created due to the lack of sufficient ICT infrastructure and Assistive Technology facilities to the disabled user community).

Strongly agree [ ] Agree [ ] Neither [ ] Disagree [ ] Strongly disagree [ ]

14. What is the preferred first source of Information for you?

a) College Library [ ]
b) Department Library [ ]
15. Whether you prefer the use of digital resources rather than the print resources for your academic/research work?  
   Yes [ ] No [ ]

   If ‘yes’, Why do you prefer to use digital resources rather than the print resources?
   a) Easy to use [ ]
   b) Time saving [ ]
   c) Access to wider range of information [ ]
   d) Facilitate access to current information [ ]
   e) All of the above [ ]
   f) Any other reason ____________________________________________________________

16. In which types of ICT based Internet services/applications are you involved? (Give ranking 1, 2 and 3 on the basis of your preference of use?)
   a) Database Searching [ ]
   b) E-mail [ ]
   c) Internet Browsing [ ]
   d) Real-time chat [ ]
   e) E-Journal Access [ ]
   f) Downloading informative material [ ]
   g) For an online course [ ]
   h) Newsgroups/mailing lists/Listserv [ ]
   i) Bulletin Board [ ]
   j) Downloading academic/learning content provided online [ ]
   k) Any other ________________________________________________________________

17. For what purpose do you access/use the internet resources? (Can tick more than one option).
   a) Literature searching [ ]
   b) Study and updates [ ]
   c) Research and development activities [ ]
   d) Project and academic assignments [ ]
   e) Teaching/Lectures [ ]
   f) Recreation/Entertainment [ ]
   g) Any other (please specify) ____________________________________________________
18. Please tick the ways in which Internet have improved your academic or research work?
   a) Access to current up-to-date information [ ]
   b) Easier access to information [ ]
   c) Faster access to information [ ]
   d) Access to a wider range of information [ ]
   e) Any other (Please specify): _______________________________________________

19. What is the approach to browse the internet for information?
   a) Search Engines [ ]
   b) Through Specific Websites [ ]
   c) Library Website/Webpage [ ]
   d) Online Databases [ ]
   e) Library/Subject Portals [ ]
   f) Subject Gateways [ ]
   g) Others (please specify) ________________________________________________

20. In your opinion, which Search Engine is best or preferred by you for browsing relevant information? Give reason.
   a) Rediff [ ]
   b) Yahoo [ ]
   c) Alta vista [ ]
   d) Google [ ]
   e) MSN [ ]
   f) Any other ____________________________

21. In your opinion whether the use of the Internet helps you to work independently and increase the level of your confidence in performing your day-to-day activities (i.e. personal/academic/entertainment/etc.) Yes [ ] No [ ]

22. How often do you ask for reference or information assistance in the institution/library?
   a) Very often [ ]
   b) Regularly [ ]
   c) Whenever required [ ]
   d) Seldom [ ]
   e) Never [ ]

23. How do you feel about the responsiveness of ‘in-person’ assistance from the staff?
   a) Very satisfied [ ]
   b) Moderately satisfied [ ]
   c) To somewhat extent [ ]
   d) Dissatisfied [ ]
   e) Very dissatisfied [ ]
24. Have you ever asked the library staff to provide information assistance via e-mail or other online tool? Yes [ ] No [ ]

If ‘yes’, how frequently do you ask for this type of assistance from the library staff? Very Frequently [ ] Frequently [ ] Occasionally [ ] Rarely [ ]
Very Rarely [ ]

If ‘No’, then would you like/prefer to receive the online information assistance now? Yes [ ] No [ ]

25. Which of the following information services are available in the institution/library? Services Available Used Not Used
a) Internet Service [ ] [ ] [ ]
b) Computer Training Service [ ] [ ] [ ]
c) Computers with Assistive Equipment [ ] [ ] [ ]
d) Photocopy assistance [ ] [ ] [ ]
e) Resource Sharing [ ] [ ] [ ]
f) Providing Video Tapes [ ] [ ] [ ]
g) Specialized reference service [ ] [ ] [ ]
h) Reformatting to other medium [ ] [ ] [ ]
i) Specialized orientation tours [ ] [ ] [ ]
j) Conducting information skills session [ ] [ ] [ ]
k) Assistance in Computer aided learning [ ] [ ] [ ]
l) Equipments for e.g. CD-ROMS, optical disks etc. [ ] [ ] [ ]
m) Any other service (i.e. in reference to your disability): ____________________________

26. Are you satisfied with the aforementioned information services available in the institution/library? Completely satisfied [ ] Very satisfied [ ] Fairly well satisfied [ ]
Somewhat dissatisfied [ ] Very dissatisfied [ ]

27. Whether you avail the services of more than one institution/library for your information needs and requirements? Yes [ ] No [ ]

If ‘Yes’, then please mention the various reasons why there is need to avail the membership of more than one institution/library? a) Lack of sufficient electronic resources b) Lack of resources in accessible format c) Lack of proper infrastructure and facilities d) Lack of staff support and guidance e) Any other
28. Do you think user-orientation/training programmes in libraries are?
   a) Essential [ ]
   b) Very Important [ ]
   c) Important [ ]
   d) As & when required [ ]
   e) Not required [ ]

29. Whether you have undergone any special orientation or training programme arranged by the library that enhanced your skills to access the library services/collection with ease?
   Yes [ ] No [ ]
   If ‘Yes’, please specify the areas and the year of orientation/training programme received by you?
   c) __________________________________________________________________________
   d) __________________________________________________________________________

30. How will you rate the performance of the library staff in terms of their skills to meet your demands related to the library and information services and technology?
   Excellent [ ] Above average [ ] Average [ ] Below average [ ] Very poor [ ]

31. Do you agree that there is a need of assistive technologies to use a computer for the people with disabilities?
   Strongly Agree [ ] Agree [ ] Disagree [ ] Strongly Disagree [ ] None [ ]

32. Does your library have the web-based catalog? Yes [ ] No [ ]

33. What are the types of electronic information resources available in the institution/library?
   a) Electronic Text [ ]
   b) Captioned videos/Media program [ ]
   c) Internet [ ]
   d) Digitized Catalog (online) [ ]
   e) Electronic Indexes [ ]
   f) Online Reference Works [ ]
   g) Library Website [ ]
   h) Any other _____________________________ _____________________________

34. Which is the most commonly used electronic information resource by you? Please give ranking on the basis of your Preference i.e. 1, 2, 3 etc.
   a) Electronic Text [ ]
   b) Internet [ ]
   c) Captioned videos/Media program [ ]
   d) Digitized Catalog (online) [ ]
   e) Electronic Indexes [ ]
   f) Online Reference Works [ ]
   g) Library Website [ ]
   h) Any other _____________________________ _____________________________

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35. Do you create the electronic/printed Information resources for your study/research work/assignments/teaching etc. on your own with the help of Assistive Technology?
   Yes [ ]  No [ ]

   If ‘Yes’, How do you create these resources and whether you share these resources among your community? Please explain briefly.
   ____________________________________________________________
   ____________________________________________________________

36. Have you ever attended any library-orientation programme organized by the library?
   Yes [ ]  No [ ]

   If ‘yes’, then what were the areas covered under the orientation programme?
   a) An introduction to the library’s resources and services [ ]
   b) An introduction to the basics of database searching [ ]
   c) Guide and instruction on how to locate the resources and services within the library [ ]
   d) Guide and instruction on how to use and access the library’s OPAC [ ]
   e) Guide to use the online reference services of the library [ ]
   f) Guide and instruction on how to search the library’s website [ ]
   g) Instructions on the use of Assistive Devices [ ]
   h) Instruction on how to utilize the interlibrary loan [ ]
   i) Any other ________________________________ ________________________________

37. According to you, what are the areas of training required for users that need to be taken into consideration by the library?
   a) Training on the access of the Internet resources and services [ ]
   b) Training on the effective use of the assistive devices newly introduced by the library [ ]
   c) OPAC Searching [ ]
   d) Learning more about Search engines and Library portals [ ]
   e) Training on the access of the web resources dealing specifically the Hearing Impaired people [ ]
   f) Any other ______________________________________________________________

38. What are the barriers traditionally faced by you during the access of the institution/library of your institution?
   a) No use of signage for locating the information resources [ ]
   b) No announcements with visual indication [ ]
   c) There is no visual alert/warning system [ ]
   d) There are no clear large print signages in bold text with good Lightening [ ]
   e) No arrangement of Assistive Listening Device (ALD) amplification System [ ]
   f) No special computers for use only by disabled users [ ]
   g) No Induction loop system for hearing impaired persons [ ]
h) No self-service circulation stations
i) No individual orientation sessions for the hearing impaired users
j) No Sign language interpreter at the reference desk
k) Any other __________________________________________________________

39. What is the degree of hearing impairment suffered by you?
a) Mild [ ] __________%  
b) Moderate [ ] __________%  
c) Severe [ ] __________%  
d) Complete [ ] __________%  
e) Any other [ ] __________%

40. How much knowledge do you have about the Assistive Technology Devices (i.e. Software/Hardware) available today for the Deaf/Hearing Impaired People? 
Expert [ ] Good [ ] Fair [ ] Poor [ ] None [ ]

41. What Assistive equipment/devices or Hardware facilities are available in your institution/library? (Please Tick Mark [✓]).

<table>
<thead>
<tr>
<th></th>
<th>Available</th>
<th>Used</th>
<th>Not Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) TTY/TDD (Telecommunication aids)</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>b) Portable speech synthesizer</td>
<td>[ ]</td>
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<tr>
<td>c) Alarming devices/signal systems</td>
<td>[ ]</td>
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<td>[ ]</td>
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<tr>
<td>d) Computer Workstation with Central modem for TTY Communication</td>
<td>[ ]</td>
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<td>[ ]</td>
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<tr>
<td>e) Computer-Assisted Note taking (CAN) or Computer Assisted Real Time (CART)</td>
<td>[ ]</td>
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<td>[ ]</td>
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<tr>
<td>f) Assistive listening system (e.g. FM systems, Infrared systems including Microphone, Headset, Telecoil etc.)</td>
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<td>[ ]</td>
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<tr>
<td>g) Closed captioned decoders</td>
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<td>[ ]</td>
<td>[ ]</td>
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<tr>
<td>h) Hearing aids/Cochlear implants/Hearing Assistance dogs</td>
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<td>[ ]</td>
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<tr>
<td>i) Phonic Ear</td>
<td>[ ]</td>
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<tr>
<td>j) Check-out desk amplification systems (e.g. Counter Loops)</td>
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<td>[ ]</td>
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<tr>
<td>k) One-to-one corded amplifier</td>
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<td>[ ]</td>
<td>[ ]</td>
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<tr>
<td>l) Light signaler</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
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<tr>
<td>m) Telephone amplification devices</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
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<tr>
<td>n) Sign language interpreter</td>
<td>[ ]</td>
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</tr>
<tr>
<td>o) TV Amplifiers/TV Decoders</td>
<td>[ ]</td>
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<td>[ ]</td>
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<tr>
<td>p) Audio Induction Loop (a listening enhancement system)</td>
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<td>[ ]</td>
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<tr>
<td>q) Others (specify)</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>
42. What are the different types of software/s facilities available in your institution/library?

<table>
<thead>
<tr>
<th>Available</th>
<th>Used</th>
<th>Not Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) TTY emulating software</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>b) Dragon Dictate (convert speech to text)</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>c) Big Mac (Picture Software)</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>d) Cheap Talker (Picture Software)</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>e) I Communicator (translates contents in real-time like speech to text, speech/text to video sign-language and Speech/Text to Computer Generated Voice)</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>f) Video Captioning Software</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>g) Others (specify)</td>
<td>______________________________________________________</td>
<td></td>
</tr>
</tbody>
</table>

43. Do you think there are sufficient Assistive Software/Hardware facilities available for you in the institution/library?  
   Yes [ ]  No [ ]

   If ‘Yes’, how much satisfied you are with the available Assistive software/devices in the institution/library?
   a) Fully satisfied [ ]
   b) Satisfied [ ]
   c) To somewhat extent satisfied [ ]
   d) Not satisfied [ ]
   e) Any other [ ]

   If ‘No’, what do you suggest should be further added or acquired to improve the library services and facilities for the users?
   ______________________________________________________
   ______________________________________________________

44. Do you agree that the ‘Sign Language Videos’ can be an ideal solution to make the acoustic (i.e. sound related) information fully accessible on the web for easier use by the deaf/hearing impaired people? Strongly Agree [ ]  Agree [ ]  Disagree [ ]  Strongly Disagree [ ]  None [ ]

45. Any suggestions for the libraries working for the people with disabilities?
   ______________________________________________________
   ______________________________________________________
APPENDIX 3: QUESTIONNAIRE FOR THE USER WITH LOCOMOTOR DISABILITY

1. Name of Contact person: ______________________________________________________

2. Name of the concerned Institution: ___________________________________________

3. Name of the library/s used by you: _____________________________________________

4. Contact No./Telephone/Email: ________________________________________________

Tick Mark [✓] wherever necessary/required:

5. What is your Academic status:
   a) Faculty member/Designation [ ] /___________________________________________
   b) Research Scholar (M.Phil/Ph.D.) [ ]
   c) Post Graduate [ ]
   d) Graduate [ ]
   e) High School/Intermediate [ ]
   f) Any other (Please specify) ________________________________________________

6. What is the frequency of your visits to the library?
   Daily [ ] Weekly [ ] Twice a week [ ] Occasionally (i.e. when need arise) [ ]
   Never [ ]

7. How much understanding or knowledge do you have of computing concepts or computers?
   Expert [ ] Good [ ] Fair [ ] Poor [ ] None [ ]

8. Do you have your own computer system with well-equipped current Assistive Technology facilities to work independently at home?
   Yes [ ] No [ ]

   If ‘No’, how much dependent you are on the current ICT infrastructure and Assistive Technology facilities available in your Institution/Library?
   a) Very much dependent [ ]
   b) Dependent [ ]
   c) Not much dependent [ ]
   d) Not at all dependent [ ]
   e) Don’t know [ ]

9. Are you satisfied with the current ICT infrastructure and Assistive Technology facilities available in the institution/library for you?
   Very satisfied [ ] Satisfied [ ] Neither [ ] Dissatisfied [ ]
   Very dissatisfied [ ]

10. Do you make use of the Internet facility available at the institution/library?
    Yes [ ] No [ ]
If ‘Yes’, what is the frequency of use of Internet?

a) Everyday [ ]
b) Once in a week [ ]
c) Twice a week [ ]
d) Occasionally (When need arise) [ ]
e) Never [ ]

If ‘No’, what are the various reasons that you (i.e. non-users) do not use the Internet?

a) I don’t require [ ]
b) Still in learning phase [ ]
c) I don’t have time to use the internet [ ]
d) The internet is too complicated and hard to understand [ ]
e) There is no internet facility [ ]
f) Any other reason ___________________________________________________

11. What are the barriers faced by you in the use/access of Internet at the institution/library?

a) Lack of sufficient ICT infrastructure and facilities [ ]
b) Lack of sufficient ICT skills and staff support [ ]
c) Poor Internet Connectivity [ ]
d) Lack of awareness about the ICT facilities available at the institution/library [ ]
e) No Barrier faced [ ]
f) Any other (please specify) _____________________________________________

12. What is the influence/impact of ICT tools/applications on the level of independence in your life? [Please Tick Mark ✓ for your choice/s]

a) ICT have the potential for reducing the discrimination in the society [ ]
b) ICT helps to receive specialized trainings to perform the various information-related tasks with ease [ ]
c) ICT offers a range of specialized software and hardware solutions for communicating, storage and access of information [ ]
d) ICT provides various opportunities to engage people with disabilities in all aspects of life including teaching and learning [ ]
e) Increase confidence in communicating with others via internet applications like chat, email, online discussion groups etc. [ ]
f) Increase and widen the scope to interact with the web/online environment with the help of Assistive technologies [ ]
g) Any other (please specify):_________________________________________

13. Do you agree that libraries can play an important role in minimizing the ‘disability divide’ among the users? (Note: ‘Disability divide’ is created due to the lack of sufficient ICT infrastructure and Assistive Technology facilities to the disabled user community).

Strongly agree [ ] Agree [ ] Neither [ ] Disagree [ ] Strongly disagree [ ]
14. What is the preferred first source of Information for you?
   a) College Library [   ]
   b) Department Library [   ]
   c) University/ Central Library [   ]
   d) School Library [   ]
   d) Internet [   ]
   e) Teacher [   ]
   g) Any other (i.e. colleague, seniors etc.) [   ] /__________________________________________

15. Whether you prefer the use of digital resources rather than the print resources for your academic/research work? Yes [   ] No [   ]
   If ‘yes’, Why do you prefer to use digital resources rather than the print resources?
   a) Easy to use [   ]
   b) Time saving [   ]
   c) Access to wider range of information [   ]
   d) Facilitate access to current information [   ]
   e) All of the above [   ]
   f) Any other reason _______________________________________________________

16. In which types of ICT based Internet services/applications are you involved? (Give ranking 1,2, 3 etc. on the basis of your preference of use?)
   a) Database Searching [   ]
   b) E-mail [   ]
   c) Internet Browsing [   ]
   d) Real-time chat [   ]
   e) E-Journal Access [   ]
   f) E-commerce [   ]
   g) Downloading informative material [   ]
   h) For an online course [   ]
   i) Newsgroups/mailing lists/Listserv [   ]
   j) Bulletin Board [   ]
   k) Weblog (like blog with text only, photo blog, vlog, Podcasting) [   ]
   l) Downloading academic/learning content provided online [   ]
   m) Any other _____________________________________________________________

17. For what purpose do you access/use the internet resources?
   a) Literature searching [   ]
   b) Study and updates [   ]
   c) Research and development activities [   ]
   d) Project and academic assignments [   ]
   e) Teaching/Lectures [   ]
   f) Recreation/Entertainment [   ]
   g) Any other (please specify) ________________________________________________
18. Please tick the ways in which Internet have improved your academic or research work?
   a) Access to current up-to-date information [ ]
   b) Easier access to information [ ]
   c) Faster access to information [ ]
   d) Access to a wider range of information [ ]
   e) Any other (Please specify): ________________________________________________

19. What is the approach to browse the internet for information?
   a) Search Engines [ ]
   b) Through Specific Websites [ ]
   c) Library Website/Webpage [ ]
   d) Online Databases [ ]
   e) Library/Subject Portals [ ]
   f) Subject Gateways [ ]
   g) Others (please specify) ____________________________________________________

20. In your opinion, which Search Engine is best or preferred by you for browsing relevant information? Give reason.
   a) Rediff [ ]
   b) Yahoo [ ]
   c) Alta vista [ ]
   d) Google [ ]
   e) MSN [ ]
   f) Any other ______________________________________________________________

21. In your opinion whether the use of the Internet helps you to work independently and increase the level of your confidence in performing your day-to-day activities (i.e. personal/academic/entertainment/etc.)    Yes [ ]    No [ ]

22. How often do you ask for reference or information assistance in the library?
   a) Very often [ ]
   b) Regularly [ ]
   c) Whenever required [ ]
   d) Seldom [ ]
   e) Never [ ]

23. How do you feel about the responsiveness of ‘in-person’ assistance from library staff?
   a) Very satisfied [ ]
   b) Moderately satisfied [ ]
   c) To somewhat extent [ ]
   d) Dissatisfied [ ]
   e) Very dissatisfied [ ]
24. Have you ever asked library staff to provide information assistance via e-mail or other online tool?  
Yes [ ]  No [ ]  
If ‘yes’, how frequently do you ask for this type of assistance from the library staff?  
Very Frequently [ ]  Frequently [ ]  Occasionally [ ]  Rarely [ ]  Very Rarely [ ]  
If ‘No’, then would you like/prefer to receive the online information assistance now?  
Yes [ ]  No [ ]

25. Which of the following information services are available in the institution/library?  

<table>
<thead>
<tr>
<th>Services Available</th>
<th>Used</th>
<th>Not Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Internet Service</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>b) Computer Training Service</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>c) Computers with Assistive Equipment</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>d) Photocopy assistance</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>e) Resource Sharing</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>f) Providing Lecture Tapes</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>g) Specialized reference service</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>h) Reformatting to other medium</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>i) Specialized orientation tours</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>j) Conducting information skills session</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>k) Any other service (i.e. in reference to your disability) ____________________________</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

26. Are you satisfied with the aforementioned information services available in the institution/library?  
Completely satisfied [ ]  Very satisfied [ ]  Fairly well satisfied [ ]  
Somewhat dissatisfied [ ]  Very dissatisfied [ ]

27. Whether you avail the services of more than one institution/library for your information needs and requirements?  
Yes [ ]  No [ ]  
If ‘Yes’, then please mention the various reasons why you need to avail the membership of more than one institution/library?  

a) Lack of sufficient electronic resources  
b) Lack of resources in accessible format  
c) Lack of proper infrastructure and facilities  
d) Lack of staff support and guidance  
e) Any other

28. Do you think user-orientation/training programmes in libraries are:  

a) Essential [ ]  
b) Very Important [ ]  
c) Important [ ]  
d) As & when required [ ]  
e) Not required [ ]

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29. Whether you have undergone any special orientation or training programme arranged by the library that enhanced your skills to access the library services/collection with ease?
   Yes [ ]  No [ ]
   If ‘Yes’, please specify the areas and the year of orientation/training programme received by you?

30. How will you rate the performance of the library staff in terms of their skills to meet your demands related to the library and information services and technology?
   Excellent [ ]  Above average [ ]  Average [ ]  Below average [ ]  Very poor [ ]

31. Do you agree that there is a need of assistive technologies to use a computer for the people with disabilities?
   Strongly Agree [ ]  Agree [ ]  Disagree [ ]  Strongly Disagree [ ]  None [ ]

32. Does your library have the web-based catalog? Yes [ ]  No [ ]

33. What are the types of electronic information resources available in your institution/library?
   a) Audio books on CDs, DVDs [ ]
   b) Audio books on cassettes/tapes [ ]
   c) Multimedia CDs, DVDs [ ]
   d) Electronic Text [ ]
   f) Internet [ ]
   g) Digitized Catalog (online) [ ]
   h) Electronic Indexes [ ]
   i) Online Reference Works [ ]
   j) Library Website [ ]
   k) Any other ________________________________

34. Which is the most commonly used electronic information resource by you? Please give ranking on the basis of your Preference i.e. 1, 2, 3 etc.
   a) Audio books on CDs, DVDs [ ]
   b) Audio books on cassettes/tapes [ ]
   c) Multimedia CDs. DVDs [ ]
   d) Electronic Text [ ]
   e) Internet [ ]
   f) Digitized Catalog (online) [ ]
   g) Electronic Indexes [ ]
   h) Online Reference Works [ ]
   i) Library Website [ ]
   j) Any other ________________________________
35. Do you create the electronic/printed Information resources for your study/research work/assignments/teaching etc. on your own with the help of Assistive Technology?
   Yes [  ]  No [  ]
If ‘Yes’, How do you create these resources and whether you share these resources among your community? Please explain briefly.
________________________________________________________________________
________________________________________________________________________

36. Have you ever attended any library-orientation programme organized by the library?
   Yes [  ]  No [  ]
If ‘yes’, then what were the areas covered under the orientation programme of the library?
   a) An introduction to the library’s resources and services [  ]
   b) An introduction to the basics of database searching etc. [  ]
   c) Guide and instruction on how to locate the resources and services within the library [  ]
   d) Guide and instruction on how to use and access the library’s OPAC [  ]
   e) Guide to use the online reference services of the library [  ]
   f) Guide and instruction on how to search the library’s website [  ]
   g) Instructions on the use of Assistive Devices [  ]
   h) Instruction on how to utilize the interlibrary loan [  ]
   i) Any other ______________________________________________________________

37. According to you, what are the areas of training required for users that need to be taken into consideration by the institution/library?
   a) Training on the access of the Internet resources and services [  ]
   b) Training on the effective use of the assistive devices newly introduced by the library [  ]
   c) OPAC Searching [  ]
   d) Learning more about Search engines and Library portals [  ]
   e) Any other ___________________________________________________________

38. What is the degree of locomotor impairment suffered by you?
   a) Inactivity of Both Leg [  ]
   b) Inactivity of One Leg [  ]
   c) Inactivity of Both Arm [  ]
   d) Inactivity of One Arm [  ]
   e) Any other ___________________________________________________________

39. How much knowledge do you have about the Assistive Technology Products (i.e. Software/Hardware) available today for the locomotor Impaired People?
   Expert [  ]  Good [  ]  Fair [  ]  Poor [  ]  None [  ]
40. What Assistive equipment/devices or Hardware facilities are available in your Institution/library? [Please Tick Mark✔].

<table>
<thead>
<tr>
<th></th>
<th>Available</th>
<th>Used</th>
<th>Not Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Prosthetic and Orthotic devices</td>
<td>[ ]</td>
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<td>[ ]</td>
</tr>
<tr>
<td>b) Simple/ Electric Wheel Chairs</td>
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<td>[ ]</td>
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<tr>
<td>c) Walking frames/Rolators</td>
<td>[ ]</td>
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<td>[ ]</td>
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<tr>
<td>d) Adaptive furniture</td>
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<tr>
<td>e) Adaptive keyboards (e.g. Muppet Learning Keys, Power Pad, Unicorn Board, Touch Windows)</td>
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<tr>
<td>g) Adaptive pointing device</td>
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<tr>
<td>h) Speech-input devices (e.g. Voice Master)</td>
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<tr>
<td>i) TOBII Eye Tracking System</td>
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<tr>
<td>j) Cursor-control devices (e.g. Adaptive Firmware)</td>
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<tr>
<td>k) Card, Multi-Switch Adapter Box</td>
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<tr>
<td>l) Any other/s (specify)</td>
<td>__________________________________________________</td>
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</tbody>
</table>

41. What are the different types of software/s facilities available in your institution/library?

<table>
<thead>
<tr>
<th></th>
<th>Available</th>
<th>Used</th>
<th>Not Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Dragon Naturally Speaking</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>b) Voice recognition software</td>
<td>[ ]</td>
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<tr>
<td>c) On-Screen Keyboard</td>
<td>[ ]</td>
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<tr>
<td>d) Word prediction-completion</td>
<td>[ ]</td>
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<tr>
<td>e) Abbreviation expansion</td>
<td>[ ]</td>
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<td>[ ]</td>
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<tr>
<td>f) I-Learn (by NIIT, India)</td>
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<tr>
<td>g) Any other/s (specify)</td>
<td>__________________________________________________</td>
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</tbody>
</table>

42. Do you think there are sufficient Assistive software/hardware facilities available for you in the institution/library? Yes [ ] No [ ]

If ‘Yes’, how much satisfied you are with the available Assistive software/devices in the institution/library?

<p>| | |</p>
<table>
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</thead>
<tbody>
<tr>
<td>a) Fully satisfied</td>
<td>[ ]</td>
</tr>
<tr>
<td>b) Satisfied</td>
<td>[ ]</td>
</tr>
<tr>
<td>c) To somewhat extent satisfied</td>
<td>[ ]</td>
</tr>
<tr>
<td>d) Not satisfied</td>
<td>[ ]</td>
</tr>
<tr>
<td>e) Any other</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

If ‘No’, what do you suggest should be further added or acquired to improve the library services and facilities for the users?

_________________________________________________________________________
43. What are the barriers traditionally faced by you during the access of the institution/library?

a) Not wide enough isles between bookshelves for wheelchairs  [  ]
b) No Ramps/Wider doorways/Automatic doorways  [  ]
c) No Onsite disabled parking with international symbol for disabled  [  ]
d) No Wheelchair ramp with a push button for electronic doors  [  ]
e) No elevators, stairs with lower tread rises  [  ]
f) There is no use of signage for locating the information resources  [  ]
g) No facility of special adjustments computers for use only by Locomotor impaired user  [  ]
h) No large Track balls (mouse) for people with hand difficulties  [  ]
i) No self-service circulation stations  [  ]
j) There are no individual orientation sessions for disabled users  [  ]
k) Any other______________________________________________________________

44. Any suggestions for the Institutions/libraries working for the people with disabilities?

_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
APPENDIX 4: QUESTIONNAIRE FOR THE INSTITUTION/LIBRARY SERVING THE

BLIND/VISION IMPAIRED PEOPLE

1. Name of the Institution/Library: __________________________________________

2. Name of Contact person: Dr./Mr./Ms. ______________________________________

3. Designation: __________________________________________________________

4. Contact No./Telephone/Email: __________________________________________

5. Timings of the Institution/Library:  ______________________________________

6. Type of Disability/s covered/served: ______________________________________

Tick Mark (✓) wherever necessary/required.

7. In your opinion, whether the use of information resources of your Institution has increased by the people with disabilities in the past five years?
   Yes [ ]  No [ ]

8. Whether the internet facility is available in the Institution/Library for the disabled users?
   Yes [ ]  No [ ]

   If ‘Yes’, what is the mode of connection?
   Broadband [ ]  Dial up [ ]  Wi-Fi [ ]  VSAT technology [ ]

9. Do the disabled users make use of Internet facility available at the Institution/Library?
   Yes [ ]  No [ ]

   If ‘No’, what are the various reasons for not using the Internet?
   a) Lack of ICT infrastructure and facilities [ ]
   b) Lack of ICT skills and technical support [ ]
   c) Lack of sufficient assistive technology [ ]
   d) Accessibility problems in Internet use [ ]
   e) Rising complex city of ICT Infrastructure [ ]
   f) Any other __________________________________________________________

10. Do you agree that the ‘digital divide’ greatly affects the users with disabilities leading to ‘disability divide’ among them?
    Strongly Agree [ ]  Agree [ ]  Undecided [ ]  Disagree [ ]
    Strongly Disagree [ ]

    If ‘agree’, what are the emerging issues that are giving rise to ‘disability divide’ among the users?
   a) Lack of knowledge in personal computing [ ]
   b) Lack of knowledge in Internet-related technologies [ ]
   c) Lack of ICT skills and support from the staff [ ]
d) Lack of Assistive technologies and skills to use them [ ]
e) Insufficient ICT facilities and services in the libraries for the users with disabilities [ ]
f) Lack of awareness about the ICT facilities available for the users in the library [ ]
g) Any other ______________________________________________________________

11. According to you, what are the various efforts that Information centers/libraries can take to minimize the disability divide in digital age? Give Ranking on the basis of your preference i.e. 1, 2, 3 etc.
   a) By actively participating in the promotion of Information literacy including ICT skills and Internet use [ ]
   b) By providing computers with Assistive technology facility [ ]
   c) By providing training and support to the users for the effective use of ICT and Assistive Technologies [ ]
   d) By providing sufficient ICT infrastructure and facilities to the users [ ]
   e) By developing Consortia for the Disabled community [ ]
   f) By developing collection in various formats suitable for the users i.e. digital document creation [ ]
   g) By providing Data conversion facility to the users [ ]
   h) Any other _____________________________________________________________

12. Do you keep yourself updated with the changing technology in the area of Disability?
   Yes [ ] No [ ]
   
   If ‘yes’, To what extent it is important in the management of latest ICT infrastructure and services for the users with disabilities in the library?
   Very important [ ] Important [ ] Moderately important [ ] Of little importance [ ] Unimportant [ ]

13. What is the total number of information sources available in your Institution/Library?
   a) Audio collection ________________________________________________________
   b) Video collection _______________________________________________________
   c) Multimedia collection __________________________________________________
   d) Electronic text _________________________________________________________
   e) Braille collection _______________________________________________________
   f) Any other _____________________________________________________________
   g) Total collection _______________________________________________________ 

14. How dependent would you say your users are on your digital collection (i.e. electronic information resources) available in the Institution/Library for their academic or research work they conduct?
   a) Very much dependent [ ]
   b) Dependent [ ]
   c) Not much dependent [ ]
d) Not at all dependent [   ]
e) Don’t know [   ]

15. Does your Institution/Library publicize its services and resources for the users with disabilities?  Yes [   ]  No [   ]
If ‘Yes’, what are the various tools/methods used by you to make the users aware of the Institution/Library services and facilities available to meet their needs?
Annual reports [   ]  Promotional Presentations [   ]
Brochure [   ]  Training workshops [   ]
Library orientation [   ]  University/College Prospectus [   ]
Library Website [   ]  Routine Mailing [   ]
Any other __________________________________________________________

16. What methods are used to assess the need for library and information services to persons with disabilities (for e.g. by usage data, observation etc.)?
_______________________________________________________________________
_______________________________________________________________________

17. Do you agree that the library should include the potential users in the discussion at the time of inclusion of new technology or library service for the people with disabilities?
Strongly agree [   ]  Inclined to agree [   ]  Neither [   ]  Inclined to disagree [   ]
Strongly disagree [   ]
If ‘Disagree’, please give the appropriate reason in the support of your response?
_______________________________________________________________________
_______________________________________________________________________

18. Does your Institution/Library have a written policy that describes services to persons with disabilities?  (This can be a formal or informal policy).
Yes [   ]  No [   ]
If ‘yes’, kindly provide the Policy document or URL link to access the policy document (i.e. for specific type of disability or disabilities in general)?
_______________________________________________________________________
_______________________________________________________________________

19. Whether your Institution/Library is involved in any kind of Research and Development activities for the people with disabilities especially in the area of Assistive Technology? Please mention the other areas of Research.
_______________________________________________________________________
_______________________________________________________________________

20. Are you a participant or member of any network or consortia for the disabled?
Yes [   ]  No [   ]  If ‘yes’, please List.
21. Does your Institution/Library have specialized staff for serving the disabled?
   Yes [   ] No [   ]

   If ‘No’, Do you agree that there is need for the specialized staff for serving the disabled?
   Strongly Agree [   ] Agree [   ] Undecided [   ] Disagree [   ]
   Strongly Disagree [   ]

22. Does your Institution/Library staff get trained for serving the disabled through seminars, workshops etc.?
   Yes [   ] No [   ]

23. Have you organized or going to organize any training programme for the development of skills and awareness of the users with disabilities?
   Yes [   ] No [   ]

   If ‘yes’, please list title and year of the programme:

24. Does the Institution/Library run an orientation programme for the users with disabilities?
   Yes [   ] No [   ]

25. Does your Institution/Library offer any online training programme for the library staff in the area of disability awareness?
   Yes [   ] No [   ]

   If ‘yes’, what are your suggestions or opinion on the effectiveness of the online training programme for you?
   a) It helps to increase the awareness and knowledge of the subject [   ]
   b) It helps to provide customer-focused service to all the users [   ]
   c) It assist the library staff to learn more about the information needs of the users with disabilities [   ]
   d) It helps in policy formulation and helps to enhance library’s collection to better serve the disabled users [   ]
   e) Any other ______________________________________________________________

26. Does your Institution/Library have a webpage/website describing the services/facilities available for people with disabilities? Yes [   ] No [   ]

   If ‘yes’, please mention the link of the webpage/website. (Also, Proceed to Ques. 27)

27. Whether the webpage/website is regularly updated? Yes [   ] No [   ]

   If ‘yes’, please mention the period at which it is being updated regularly by the Institution/Library?
28. Does the Institution/Library’s website/webpage is developed in-house or by the outside agency (i.e. web page designers are hired for the purpose)?
   In-house [ ]     Outside agency [ ]
   If developed ‘In-house’, whether your Institution/Library follows any standard or have adopted any guidelines like Web Content Accessibility Guidelines (WCAG) published by WAI etc. for making the web accessible for the people with disabilities?
   Yes [ ]     No [ ]
   If yes, please mention the standard followed by your library?
_____________________________________________________________________

29. Does your Institution/Library have the web-based catalog?
   Yes [ ]     No [ ]
   If yes, is the Institution/Library’s web-based catalog equipped with Screen Reader [ ]

30. What OPAC software is in use?
_____________________________________________________________________

31. Have you ever checked your website for the accessibility problems with the freely available automatic checkers on the web (for e.g. WebExact) for the people with disabilities?
   Yes [ ]     No [ ]

32. What is the number (i.e. 1, 2, 3 etc.) of ICT Infrastructure and Assistive facilities provided by the Institution/Library?
   a) Total number of PCs with library software ___________________________
   b) Number of computers with Internet connectivity _______________________
   c) Scanners with OCR (Optical Character Recognition) ____________________
   d) Number of Barcode readers ___________________________
   e) Computers with Voice output/Screen readers/ Screen magnification _______________
   f) Computers with OCR (Optical Character Recognition) _____________________
   g) Any other ___________________________

33. What are the types of electronic information resources available in your Institution/Information centre/library? (Please Tick mark [✓] the following).
   a) Audio books on CDs, DVDs [ ]
   b) Audio books on cassettes [ ]
c) Analog Tapes

d) DAISY collection (Audio with navigation facility)

e) Electronic Text

f) Internet

g) Digitized Catalog

h) Electronic Indexes

i) Databases of DTBs (Digital Talking Books)

j) Web-Braille System

k) Online Reference Works

l) Library Website

m) Any other ___________________________________________________________

34. Which of the following information services and facilities are available in your institution/Information centre/library?

a) Internet Service

b) Computer Training Service

c) Specialized Reference Service

d) Transcription Services (i.e. Braille format to Audio, Graphics Transcription etc.)

e) Talking Dictionaries

f) Talking Library Catalogs with Voice Output and Screen magnification

g) Audio Books Recording Studio

h) Resource Sharing/Inter Library Loan

i) Braille Production Press

j) Large Print Production Service

k) Specialized Orientation Tours

l) Braille Translation

m) Other (please specify):  ___________________________________________________

35. Do you think that the aforementioned information services and facilities available in the institution/Information centre/library are:

Adequate [ ] Inadequate [ ] Don't know [ ] Any other ______________________

36. What accommodations are being made by your institution/library to create the accessible environment for the blind/vision impaired users?

a) Ramps/Wider doorways/Automatic doorways

b) Onsite disabled parking with international symbol for disabled

c) More elevators, stairs with lower tread rises

d) Special computers for use only by vision impaired users

e) Individual orientation sessions for the blind/vision impaired users

f) Any other  _____________________________________________________________
37. According to you what are the areas of training required for the information managers/librarians to provide the best services to the users with disabilities?
   a) Disability awareness training among the information management staff [ ]
   b) The production of DAISY books [ ]
   c) The ICT related training to handle the latest technology/products [ ]
   d) How to use specialized AT devices in electronic environment [ ]
   e) Training on how website should be designed and be accessed by the people with disabilities [ ]
   f) Any other [ ]

38. What Assistive equipment/devices or Hardware facilities are available in your institution/Information centre/library for the Blind/Vision impaired people? [Please Tick Mark✔]
   a) Scanner/Reader [ ] k) Braille Printer [ ]
   b) Hand-held scanner [ ] l) Braille Typewriter [ ]
   c) Talking Calculators [ ] m) CCTV [ ]
   d) Screen enlargement [ ] n) Speech synthesis [ ]
   e) Keyboard Overlay [ ] o) Tactile Image Enhancer [ ]
   f) Tape Recorder [ ] p) Magnifying glasses [ ]
   g) Reading Pen [ ] q) Heavy Lenses [ ]
   h) Voice Eyes [ ] r) Chroma CCD (color/text magnification system) [ ]
   i) Reading edge [ ]
   j) Other (specify) _______________________________________________________

39. What are the different types of software/s facilities available in your institution/Information centre/library for the Blind/Vision Impaired People? [Please Tick Mark✔]
   a) SAFA (Screen Reader) [ ]
   b) JAWS (Screen Reader) [ ]
   c) Window-Eyes (Screen Reader) [ ]
   d) HAL/Super Nova (Screen Reader) [ ]
   e) IBM’s Homepage Reader (spoken web access including graphics, tables & columns) [ ]
   f) ALVA Display [ ]
   g) Zoom Text magnifier/reader [ ]
   h) Kurzweil 1000 (For reading, writing & learning) [ ]
   i) Kurzweil 3000 (For reading, writing & learning) [ ]
   j) The WYNN [ ]
   k) Open Book [ ]
   l) Dragon Naturally Speaking (STT) [ ]
   m) Text Aloud (TTS) software [ ]
   n) Optical Character Recognition Software [ ]
   o) Doc Reader (Talking word processor) [ ]
   p) Duxbury (Braille Translation Software) [ ]
q) Others (specify) __________________________________________________________

40. How do you rate your digital infrastructure and Assistive Technology facilities available in the Institution/Library?
   Excellent [  ]  Very Good [  ]  Good [  ]  Average [  ]  Poor [  ]

41. According to you, what considerations should be taken by the web designers during the design of the website/webpage for the Users with vision impairment?
   a) The use of HTML standards should be avoided that can’t be validated and makes braille translation difficult [  ]
   b) The page design, navigation should be simple, consistent and clear throughout the site to be read by screen readers [  ]
   c) Use of less graphics and all images should be accompanied by alternative text [  ]
   d) Use of frames on a site should be avoided as some access devices cannot read the information held in frames [  ]
   e) Browsing Shortcuts (BSs) mechanism can be introduced to enable users to move efficiently to various elements of a webpage [  ]
   f) Access tools like Java applets, JavaScript and plug-ins should be avoided as these are inaccessible to screen readers [  ]
   g) Any other __________________________________________________________

42. Any other suggestions?
   __________________________________________________________
   __________________________________________________________
APPENDIX 5: QUESTIONNAIRE FOR THE INSTITUTION/LIBRARY SERVING THE DEAF/HEARING IMPAIRED PEOPLE

1. Name of the Institution/Library: __________________________________________
2. Name of Contact person: Dr./Mr./Ms. ______________________________________
3. Designation: ____________________________________________________________
4. Contact No./Telephone/Email:_____________________________________________
5. Timings of the Institution/Library: _________________________________________
6. Type of Disability/s covered/served: ________________________________________

**Tick Mark (✓) wherever necessary/required**

7. In your opinion, whether the use of information resources of your Institution has increased by the people with disabilities in the past five years?
   Yes [   ] No [   ]

8. Whether the internet facility is available in the Institution/ Library for the Hearing impaired people?
   Yes [   ] No [   ]
   If ‘Yes’, what is the mode of connection?
   Broadband [   ] Dial up [   ] Wi-Fi [   ] VSAT technology [   ]

9. Do the Hearing impaired people make use of Internet facility available at the Institution/Library?
   Yes [   ] No [   ]
   If ‘No’, what are the various reasons for not using the Internet?
   a) Lack of ICT infrastructure and facilities [   ]
   b) Lack of ICT skills and technical support [   ]
   c) Lack of sufficient assistive technology [   ]
   d) Accessibility problems in Internet use [   ]
   e) Rising complex city of ICT Infrastructure [   ]
   f) Any other _____________________________________________________________

10. How do you rate your digital infrastructure and Assistive Technology facilities available in the Institution/Organization?
    Excellent [   ] Very Good [   ] Good [   ] Average [   ] Poor [   ]

11. Do you agree that the ‘digital divide’ greatly affects the users with disabilities leading to ‘disability divide’ among them?
    Strongly Agree [   ] Agree [   ] Undecided [   ] Disagree [   ]
    Strongly Disagree [   ]
If ‘agree’, what are the emerging issues that are giving rise to ‘disability divide’ among the users?

a) Lack of knowledge in personal computing  

b) Lack of knowledge in Internet-related technologies  

c) Lack of ICT skills and support from the staff  

d) Lack of Assistive technologies and skills to use them  

e) Insufficient ICT facilities and services in the libraries for the users with disabilities  

f) Lack of awareness about the ICT facilities available for the users in the institution/library  

g) Any other ____________________________________________________________  

12. According to you, what are the various efforts that any Institution/organization/libraries can take to minimize the disability divide in digital age?

a) By actively participating in the promotion of Information literacy including ICT skills and Internet use  

b) By providing computers with Assistive technology facility  

c) By providing training and support to the users for the effective use of ICT and Assistive Technologies  

d) By providing sufficient ICT infrastructure and facilities to the users  

e) By developing Consortia for the Disabled community  

f) By developing collection in various formats suitable for the users i.e. digital document creation  

g) By providing Data conversion facility to the users  

h) Any other ____________________________________________________________  

13. Do you keep yourself updated with the changing technology in the area of Disability?
   Yes [ ] No [ ]

If ‘yes’, To what extent it is important in the management of latest ICT infrastructure and services for the users with disabilities in the library?
   Very important [ ] Important [ ] Moderately important [ ] Of little importance [ ] Unimportant [ ]

14. What is the total number of information sources available in your Institution/Library?
   a) Video collection ____________________________  
   b) Multimedia collection ____________________________  
   c) Electronic text ____________________________  
   d) Any other ____________________________  
   e) Total collection ____________________________  

15. How dependent would you say your users are on your digital collection (i.e. electronic information resources) available in the Institution/Library for their academic and other work they conduct?
   a) Very much dependent [ ]
b) Dependent [ ]

c) Not much dependent [ ]

d) Not at all dependent [ ]

e) Don’t know [ ]

16. Does your Institution/Information Centre/Library publicize its services and resources for the people with disabilities?
Yes [ ]  No [ ]

If ‘Yes’, what are the various tools/methods used by you to make the users aware of the Institution/Library services and facilities available to meet their needs?
Annual reports [ ]  Promotional Presentations [ ]
Brochure [ ]  Training workshops [ ]
Library orientation [ ]  University/College Prospectus [ ]
Library Website [ ]  Routine Mailing [ ]
Any other __________________________________________________________

17. What methods are used to assess the need for the information services to persons with disabilities (for e.g. by usage data, observation etc.)?
_______________________________________________________________________
_______________________________________________________________________

18. Do you agree that the institution/library should include the potential users in the discussion at the time of inclusion of new technology or library service for the people with disabilities?
Strongly agree [ ]  Inclined to agree [ ]  Neither [ ]  Inclined to disagree [ ]  Strongly disagree [ ]

If ‘Disagree’, please give the appropriate reason in the support of your response?
_______________________________________________________________________
_______________________________________________________________________

19. Does your Institution/Library have a written policy that describes services to persons with disabilities? (This can be a formal or informal policy).
Yes [ ]  No [ ]

If ‘yes’, kindly provide the Policy document or URL link to access the policy document (i.e. for specific type of disability or disabilities in general)?
_______________________________________________________________________
_______________________________________________________________________

20. Whether your Institution/Library is involved in any kind of Research and Development activities for the people with disabilities especially in the area of information storage and access in the digital environment? Please mention the other areas of Research.
_______________________________________________________________________
_______________________________________________________________________

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21. Are you a participant or member of any network or consortia for the disabled?
Yes [ ] No [ ]
If ‘yes’, please List.
____________________________________________________________________

22. Does your Institution/ Library have specialized staff for serving the disabled?
Yes [ ] No [ ]
If ‘No’, Do you agree that there is need for the specialized staff for serving the disabled?
Strongly Agree [ ] Agree [ ] Undecided [ ] Disagree [ ]
Strongly Disagree [ ]

23. Does your Institution/ Library staff get trained for serving the disabled through seminars, workshops etc.?
Yes [ ] No [ ]

24. Have you organized or going to organize any training programme for the development of skills and awareness of the users with disabilities?
Yes [ ] No [ ]
If ‘yes’, please list title and year of the programme:
____________________________________________________________________

25. Does the Institution/ Library run an orientation programme for the users with disabilities?
Yes [ ] No [ ]

26. Does your Institution/ Library offer any online training programme for the library staff in the area of disability awareness?
Yes [ ] No [ ]
If ‘yes’, what are your suggestions or opinion on the effectiveness of the online training programme for you?
a) It helps to increase the awareness and knowledge of the subject [ ]
b) It helps to provide customer-focused service to all the users [ ]
c) It assist the library staff to learn more about the information needs of the users with disabilities [ ]
d) It helps in policy formulation and helps to enhance library’s collection to better serve the disabled users [ ]
e) Any other ______________________________________________________________

27. Does your Institution/Library have a webpage/website describing the services/facilities available for people with disabilities?
Yes [ ] No [ ]
If ‘yes’, please mention the link of the webpage/website. (Also, Proceed to Ques. 28)
____________________________________________________________________
28. Whether the webpage/website is regularly updated? Yes [ ] No [ ]
   If ‘yes’, please mention the period at which it is being updated regularly by the
   Institution/Library?
   a) Weekly [ ]
   b) Monthly [ ]
   c) Bi-monthly [ ]
   d) Half-yearly [ ]
   e) Yearly [ ]

29. Does the Institution/Library’s website/webpage is developed in-house or by the outside
    agency (i.e. web page designers are hired for the purpose)?
    In-house [ ] Outside agency [ ]
    If developed ‘In-house’, whether your Institution/Library follows any standard or have
    adopted any guidelines like Web Content Accessibility Guidelines (WCAG) published by
    WAI etc. for making the web accessible for the people with disabilities?
    Yes [ ] No [ ]
    If yes, please mention the standard followed by your library?

30. Does your Institution/Library have the web-based catalog?
    Yes [ ] No [ ]

31. What OPAC software is in use?

32. Have you ever checked your website for the accessibility problems with the freely
    available automatic checkers on the web (for e.g. Web Exact) for the people with
    disabilities?
    Yes [ ] No [ ]

33. What is the number (i.e. 1, 2, 3 etc.) of ICT Infrastructure and Assistive facilities
    provided by the Library? (TDD/TTY stands for Telecommunications Device for the
    Deaf/Tele Typewriter)
    a) Total number of PCs with library software ______________________
    b) Number of computers with Internet connectivity __________________
    c) Scanners with OCR (Optical Character Recognition) __________________
    d) Number of Barcode readers __________________
    e) Telephone connectivity (TDD/TTY) __________________
    f) Scanners with OCR (Optical Character Recognition) ____________________
    g) Any other ____________________________
34. What are the types of electronic information resources available in your Institution/Resource centre/library? (Please tick mark [✓] the following).
   a) Video resources (multimedia CDs, DVDs)  [ ]
   b) Sign language CDs, DVDs for hearing impaired  [ ]
   c) Captioned videos/media program  [ ]
   d) Electronic Text  [ ]
   e) Internet  [ ]
   f) Digitized Catalog  [ ]
   g) Electronic Indexes  [ ]
   h) Web-Captioned Videos  [ ]
   i) Online Reference Works  [ ]
   j) Library Website  [ ]
   k) Any other ____________________________________________

35. Which of the following information services and facilities are available in your Institution/Resource centre/library?
   a) Internet Service  [ ]
   b) Computer Training Service  [ ]
   c) Specialized Reference Service  [ ]
   d) Transcription Services (i.e. Text transcripts of the audio or captions in a video)  [ ]
   e) Resource Sharing/Inter Library Loan  [ ]
   f) Sign language Interpretation Services  [ ]
   g) TTY Lending Service  [ ]
   h) Video Captioning Services  [ ]
   i) Message relay service  [ ]
   j) Specialized Orientation Tours  [ ]
   k) Other (please specify): ________________________________

36. Do you think that the aforementioned information services and facilities available in the Institution/Information centre/Library are:
   Adequate [ ] Inadequate [ ] Don't know [ ] Any other __________________________

37. What accommodations are being made by your Institution/library to create the accessible environment for the Hearing impaired people?
   a) Use of signage for locating the information resources  [ ]
   b) Announcements with visual indication  [ ]
   c) Setting up visual alert/warning system  [ ]
   d) Clear large print signage in bold text with good lightening  [ ]
   e) Arrangement of Assistive Listening Device (ALD) amplification system  [ ]
   f) Special computers for use only by disabled clients  [ ]
   g) Induction loop system for hearing impaired persons  [ ]
   h) Accessible self-service circulation stations  [ ]
38. According to you what are the areas of training required for the Information managers/librarians to provide the best services to the people with disabilities?

a) Disability awareness training among the Information management staff
b) The ICT related training to handle the latest technology/products
c) How to use specialized AT devices in electronic environment
d) Training on how website should be designed and made accessed for the people with disabilities
39. What Assistive equipment/devices or Hardware facilities are available in your Institution/Information centre/Library for the Deaf/Hearing impaired People? [Please Tick Mark

a) TTY/TDD (Telecommunication aids)
b) Portable speech synthesizer
c) Alarming devices/signal systems
d) Computer Workstation with Central modem for TTY Communication
e) Assistive listening system (e.g. FM systems, Infrared systems including Microphone, Headset, Telecoil etc.)
f) Closed captioned decoders
g) Hearing aids/Cochlear implants/Hearing assistance dogs
h) Phonic Ear
i) Check-out desk amplification systems (e.g. Counter Loops)
j) Telephone amplification devices
k) Sign language interpreter
l) TV Amplifiers/TV Decoders
m) Audio Induction Loop (a listening enhancement system)
40. What are the different types of software/s facilities available in your library for the Deaf/Hard of Hearing People?

a) TTY emulating software
b) Dragon Dictate (convert speech to text)
c) Big Mac (Picture Software)
d) Cheap Talker (Picture Software)
e) I Communicator (translates contents in real-time like speech to text, speech/text to video sign-language and Speech/Text to Computer Generated Voice)
f) Video Captioning Software
g) Others (specify) _________________________________________________________
______________________________________________________________________

41. Any other suggestions?
______________________________________________________________
______________________________________________________________
______________________________________________________________
______________________________________________________________
APPENDIX 6: QUESTIONNAIRE FOR THE INSTITUTION/LIBRARY SERVING THE
PEOPLE WITH LOCOMOTOR DISABILITY

1. Name of the Institution/Library: __________________________________________
2. Name of Contact person: Dr./Mr./Ms. __________________________ __________
3. Designation: __________________________ ________ __________________________
4. Contact No./Telephone/Email: __________________________________________
5. Timings of the Institution/Library: _________________________________________
6. Type of Disability/s covered/served: _________________________________________
   Tick Mark (✓) wherever necessary/required.
7. In your opinion, whether the use of information resources of your Institution has
nencreased by the people with disabilities in the past five years?
   Yes [ ] No [ ]
8. Whether the internet facility is available in the Institution/Library for the disabled users?
   Yes [ ] No [ ]
   If ‘Yes’, what is the mode of connection?
   Broadband [ ] Dial up [ ] Wi-Fi [ ] VSAT technology [ ]
9. Do the disabled users make use of Internet facility available at the Institution/Library?
   Yes [ ] No [ ]
   If ‘No’, what are the various reasons for not using the Internet?
   a) Lack of ICT infrastructure and facilities [ ]
   b) Lack of ICT skills and technical support [ ]
   c) Lack of sufficient assistive technology [ ]
   d) Accessibility problems in Internet use [ ]
   e) Rising complex city of ICT Infrastructure [ ]
   f) Any other __________________________________________________________
10. How do you rate your digital infrastructure and Assistive Technology facilities available
    in the Institution/Library?
    Excellent [ ] Very Good [ ] Good [ ] Average [ ] Poor [ ]
11. Do you agree that the ‘digital divide’ greatly affects the users with disabilities leading to
    ‘disability divide’ among them?
    Strongly Agree [ ] Agree [ ] Undecided [ ] Disagree [ ]
    Strongly Disagree [ ]
    If ‘agree’, what are the emerging issues that are giving rise to ‘disability divide’ among
    the users?
    a) Lack of knowledge in personal computing [ ]
b) Lack of knowledge in Internet-related technologies

c) Lack of ICT skills and support from the staff

d) Lack of Assistive technologies and skills to use them

e) Insufficient ICT facilities and services in the libraries for the users with disabilities

f) Lack of awareness about the ICT facilities available for the users in the library

g) Any other ____________________________

12. According to you, what are the various efforts that libraries can take to minimize the disability divide in digital age? Give Ranking on the basis of your preference i.e. 1, 2, 3 etc.

a) By actively participating in the promotion of Information literacy Including ICT skills and Internet use

b) By providing computers with Assistive technology facility

c) By providing training and support to the users for the effective use of ICT and Assistive Technologies

d) By providing sufficient ICT infrastructure and facilities to the users

e) By developing Consortia for the Disabled community

f) By developing collection in various formats suitable for the users i.e. digital document creation

g) By providing Data conversion facility to the users

h) Any other ____________________________

13. Do you keep yourself updated with the changing technology in the area of Disability?

Yes [ ] No [ ]

If ‘yes’, to what extent it is important in the management of latest ICT infrastructure and services for the users with disabilities in the library?

Very important [ ] Important [ ] Moderately important [ ] Of little importance [ ] Unimportant [ ]

14. What is the total number of information sources available in your Institution/Library?

a) Audio collection ______________________________________

b) Video collection ______________________________________

c) Multimedia collection ______________________________________

d) Electronic text ______________________________________

e) Braille collection ______________________________________
f) Any other ______________________________________

g) Total collection ______________________________________

15. How dependent would you say your users are on your digital collection (i.e. electronic information resources) in Institution/Library for their academic or research work they conduct?
16. Does your Institution/Library publicize its services and resources for the users with disabilities? Yes [ ] No [ ]

If ‘Yes’, what are the various tools/methods used by you to make the users aware of the Institution/Library services and facilities available to meet their needs?

- Annual reports [ ]
- Promotional Presentations [ ]
- Brochure [ ]
- Training workshops [ ]
- Library orientation [ ]
- University/College Prospectus [ ]
- Library Website [ ]
- Routine Mailing [ ]
- Any other ________________________________

17. What methods are used to assess the need for library and information services to persons with disabilities (for e.g. by usage data, observation etc.)?

_______________________________________________________________________
_______________________________________________________________________

18. Do you agree that the library should include the potential users in the discussion at the time of inclusion of new technology or library service for the people with disabilities?

- Strongly agree [ ]
- Inclined to agree [ ]
- Neither [ ]
- Inclined to disagree [ ]
- Strongly disagree [ ]

If ‘Disagree’, please give the appropriate reason in the support of your response?

_______________________________________________________________________
_______________________________________________________________________

19. Does your Institution/Library have a written policy that describes services to persons with disabilities? (This can be a formal or informal policy).

- Yes [ ]
- No [ ]

If ‘yes’, kindly provide the Policy document or URL link to access the policy document (i.e. for specific type of disability or disabilities in general)?

_______________________________________________________________________
_______________________________________________________________________

20. Whether your Institution/Library is involved in any kind of Research and Development activities for the people with disabilities especially in the area of information storage and access in the digital environment? Please mention the other areas of Research.

_______________________________________________________________________
_______________________________________________________________________
21. Are you a participant or member of any network or consortia for the disabled?
   Yes [ ]    No [ ]    If ‘yes’, please List.

22. Does your Institution/Library have specialized staff for serving the disabled?
   Yes [ ]    No [ ]

   If ‘No’, Do you agree that there is need for the specialized staff for serving the disabled?
   Strongly Agree [ ]  Agree [ ]  Undecided [ ]  Disagree [ ]
   Strongly Disagree [ ]

23. Does your Institution/Library staff get trained for serving the disabled through seminars, workshops etc.?
   Yes [ ]    No [ ]

24. Have you organized or going to organize any training programme for the development of skills and awareness of the users with disabilities?
   Yes [ ]    No [ ]

   If ‘yes’, please list title and year of the programme:

25. Does the Institution/Library run an orientation programme for the users with disabilities?
   Yes [ ]    No [ ]

26. Does your Institution/Library offer any online training programme for the library staff in the area of disability awareness?
   Yes [ ]    No [ ]

   If ‘yes’, what are your suggestions or opinion on the effectiveness of the online training programme for you?
   a) It helps to increase the awareness and knowledge of the subject [ ]
   b) It helps to provide customer-focused service to all the users [ ]
   c) It assist the library staff to learn more about the information needs of the users with disabilities [ ]
   d) It helps in policy formulation and helps to enhance library’s collection to better serve the disabled users [ ]
   e) Any other ___________________________________________

27. Does your Institution/Library have a webpage/website describing the services/facilities available for people with disabilities?
   Yes [ ]    No [ ]

   If ‘yes’, please mention the link of the webpage/website. (Also, Proceed to Ques. 28)
28. Whether the webpage/website is regularly updated? Yes [ ] No [ ]
   If ‘yes’, please mention the period at which it is being updated regularly by the Institution/Library?
   a) Weekly [ ]
   b) Monthly [ ]
   c) Bi-monthly [ ]
   d) Half-yearly [ ]
   e) Yearly [ ]

29. Does the Institution/Library’s website/webpage is developed in-house or by the outside agency (i.e. web page designers are hired for the purpose)?
   In-house [ ] Outside agency [ ]

   If developed ‘In-house’, whether your Institution/Library follows any standard or have adopted any guidelines like Web Content Accessibility Guidelines (WCAG) published by WAI etc. for making the web accessible for the people with disabilities?
   Yes [ ] No [ ]
   If yes, please mention the standard followed by your library?

30. Does your Institution/Library have the web-based catalog?
   Yes [ ] No [ ]

31. What OPAC software is in use?

32. What is the number (i.e. 1, 2, 3 etc.) of ICT Infrastructure and Assistive facilities provided by the Library?
   a) Total number of PCs with library software ___________________________
   b) Number of computers with Internet connectivity ___________________________
   c) Scanners with OCR (Optical Character Recognition) ___________________________
   d) Number of Barcode readers ___________________________
   e) Any other ___________________________

33. What are the types of electronic information resources available in your Institution/Information Centre/library? (Please tick mark [✔] the following).
   a) Audio books on CDs, DVDs [ ]
   b) Audio books on cassettes [ ]
   c) Analog Tapes [ ]
   d) Video sources (multimedia CDs, DVDs) [ ]
   e) Electronic Text [ ]
   f) Internet [ ]
   g) Digitized Catalog [ ]
   h) Electronic Indexes [ ]
i) Online Reference Works [ ]
j) Library Website [ ]
k) Any other

34. Which of the following information services and facilities are available in your Institution/Information centre/library?
   a) Internet Service [ ]
b) Computer Training Service [ ]
c) Specialized Reference Service [ ]
d) Resource Sharing/Inter Library Loan [ ]
e) Specialized Orientation Tours [ ]
f) Book pick-up and delivery services for the Physically challenged users [ ]
g) Other (please specify): ___________________________________________________

35. Do you think that the aforementioned information services and facilities available in the Institution/Information centre/library are:
   Adequate [ ] Inadequate [ ] Don't know [ ] Any other ________________

36. What accommodations are being made by your Institution/Information centre/library to create the accessible environment for the people with locomotor disability?
   a) Wide enough isles between bookshelves for wheelchairs [ ]
b) Ramps/Wider doorways/Automatic doorways [ ]
c) Onsite disabled parking with international symbol for disabled [ ]
d) Elevators/Lifts [ ]
e) Use of signage for locating the information resources [ ]
f) Special adjustments computers for use only by physically challenged [ ]
g) Large Track balls (mouse) for people with hand difficulties [ ]
h) Accessible self-service circulation stations [ ]
i) Individual orientation sessions for disabled users [ ]
j) Any other

37. According to you what are the areas of training required for the Information managers/librarians to provide the best services to the people with disabilities?
   a) Disability awareness training among the information management staff [ ]
b) The ICT related training to handle the latest technology/products [ ]
c) How to use specialized AT devices in electronic environment [ ]
d) Training on how website should be designed and be accessed by the people with disabilities [ ]
e) Any other [ ]

38. What Assistive equipment/devices or Hardware facilities are available in your Institution/library for the People with Locomotor Disability? [Please Tick Mark ✔].
a) Prosthetic and Orthotic devices [ ]
b) Simple/Electric Wheel Chairs

c) Walking frames/Rolators

d) Adaptive furniture

e) Adaptive keyboards (e.g. Muppet Learning Keys, Power Pad, Unicorn Board, and Touch Windows)

f) Adaptive pointing device

g) Speech-input devices (e.g. Voice Master)

h) Cursor-control devices (e.g. Adaptive Firmware Card, Multi-Switch Adapter Box)

i) Others (specify) _____________________________________________________________

39. What are the different types of software/s facilities available in your Institution/library for the People with Locomotor Disability?

a) Dragon Naturally Speaking

b) Voice recognition software

c) On-Screen Keyboard

d) Word prediction-completion

e) Abbreviation expansion

f) I-Learn (by NIIT, India)

g) Others (specify) _____________________________________________________________

40. Any other suggestions?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________