## Appendix - 1
### Name and address of ATIs

<table>
<thead>
<tr>
<th>No</th>
<th>State</th>
<th>Acronym</th>
<th>Name and Address</th>
<th>Web-address</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Andhra Pradesh</td>
<td>MCRHRDIAP</td>
<td>Dr. Marri Chenna Reddy Human Resources Development Institute of Andhra Pradesh (Dr. MCR HRDIAP) Road No.25, Jubilee Hills, Hyderabad-500034</td>
<td><a href="http://www.hrdiap.gov.in">http://www.hrdiap.gov.in</a></td>
</tr>
<tr>
<td>2</td>
<td>Arunachal Pradesh</td>
<td>ATIAP</td>
<td>Administrative Training Institute (ATI) Naharlagun D-Sector, Naharlagun District Papumpara Arunachal Pradesh-791 111</td>
<td>Not available</td>
</tr>
<tr>
<td>3</td>
<td>Assam</td>
<td>AASC</td>
<td>Assam Administrative Staff College, Jawahar Nagar, P.O.Khanpara Guwahati-781022</td>
<td><a href="http://www.aasc.gov.in">http://www.aasc.gov.in</a></td>
</tr>
<tr>
<td>5</td>
<td>Chattisgarh</td>
<td>CAA</td>
<td>Chattisgarh Academy of Administration (CAA), Indravati Khand, Mantralaya Parisar Raipur-492001</td>
<td>Not Available</td>
</tr>
<tr>
<td>6</td>
<td>Delhi</td>
<td>UTCS</td>
<td>Directorate of Training, Union Territories Civil Service (UTCS) Govt. of N.C.T of Delhi Behind Karkardooma court, East Arjun Nagar Shahdara, Delhi – 110032</td>
<td><a href="http://utcs.delhigovt.nic.in/">http://utcs.delhigovt.nic.in/</a></td>
</tr>
<tr>
<td>7</td>
<td>Goa</td>
<td>GIRDA</td>
<td>Goa Institute of Rural Development and Administration (GIRDA) Ela, Old Goa Goa</td>
<td><a href="http://sirdoldgoa.gov.in/">http://sirdoldgoa.gov.in/</a></td>
</tr>
<tr>
<td>8</td>
<td>Gujrath</td>
<td>SPIPA</td>
<td>Sardar Patel Institute of Public Administration,. Near 'Bhav Nirwar', Opp. ISRO, Satellite Road, Ahmedabad-380015</td>
<td><a href="http://spipa.gujarat.gov.in/">http://spipa.gujarat.gov.in/</a></td>
</tr>
<tr>
<td>9</td>
<td>Haryana</td>
<td>HIPA</td>
<td>Haryana Institute of Public Administration HIPA Complex, Sector-18, Gurgaon-122001</td>
<td><a href="http://hipa.nic.in">http://hipa.nic.in</a></td>
</tr>
<tr>
<td>10</td>
<td>Himachal Pradesh</td>
<td>HPIPA</td>
<td>Himachal Pradesh Institute of Public Administration Fairlawn, Shimla-171012</td>
<td><a href="http://himachal.nic.in/hipa">http://himachal.nic.in/hipa</a></td>
</tr>
<tr>
<td>No.</td>
<td>State</td>
<td>Institute</td>
<td>Address</td>
<td>Website</td>
</tr>
<tr>
<td>-----</td>
<td>----------------</td>
<td>-----------</td>
<td>---------------------------------------------------------------------------------------------------</td>
<td>------------------------------</td>
</tr>
<tr>
<td>11</td>
<td>Jammu &amp; Kashmir</td>
<td>IMPARD</td>
<td>J &amp; K Institute of Management, Public Administration &amp; Rural Development, 3rd Floor, Vikas Bhavan, Rail Head Complex, Jammu-180004</td>
<td><a href="http://www.jkimpa.nic.in">http://www.jkimpa.nic.in</a></td>
</tr>
<tr>
<td>12</td>
<td>Jharkhand</td>
<td>SKIPA</td>
<td>Shri Krishna Institute of Public Administration Meurs Road, Ranchi-834008</td>
<td><a href="http://skipa.nic.in">http://skipa.nic.in</a></td>
</tr>
<tr>
<td>13</td>
<td>Karnataka</td>
<td>ATIM</td>
<td>Administrative Training Institute, P.A.No.2, Lalitha Mahal Road, Mysore-570011</td>
<td><a href="http://www.atimysore.gov.in">http://www.atimysore.gov.in</a></td>
</tr>
<tr>
<td>14</td>
<td>Kerala</td>
<td>IMG</td>
<td>Institute of Management in Government, Vikas Bhavan P.O., Thiruvananthapuram-695033</td>
<td><a href="http://www.imgkerala.org">http://www.imgkerala.org</a></td>
</tr>
<tr>
<td>15</td>
<td>Madhya Pradesh</td>
<td>RCVPNAA</td>
<td>R.C.V.P Noronha Academy of Administration, Arera Colony, Ravishankar Nagar P.O., Post Bag No.6, Bhopal-462016</td>
<td><a href="http://www.mp.gov.in/mpacademy/">http://www.mp.gov.in/mpacademy/</a></td>
</tr>
<tr>
<td>16</td>
<td>Maharashtra</td>
<td>YASHADA</td>
<td>Yashwantrao Chavan Academy of Development Administration, Raj Bhavan Complex, Baner Road, Ganeshkhind, Pune-411007</td>
<td><a href="http://www.yashada.org">http://www.yashada.org</a></td>
</tr>
<tr>
<td>17</td>
<td>Manipur</td>
<td>SAT</td>
<td>State Academy of Training, Government of Manipur Takeytipat, (Opp. to NIC Complex, ) Imphal-795001</td>
<td>Not Available</td>
</tr>
<tr>
<td>18</td>
<td>Meghalaya</td>
<td>MATI</td>
<td>Administrative Training Institute, Main Secretariat Building, Shillong-793002</td>
<td>Not Available</td>
</tr>
<tr>
<td>19</td>
<td>Mizoram</td>
<td>ATI</td>
<td>Administrative Training Institute, Babutlang, Mizoram, Aizawl-796001</td>
<td><a href="http://mizoram.nic.in/ATI">http://mizoram.nic.in/ATI</a></td>
</tr>
<tr>
<td>20</td>
<td>Nagaland</td>
<td>ATIN</td>
<td>Administrative Training Institute, Officer's Hill, Kimho Kohima-797003</td>
<td><a href="http://www.atingl.nic.in">http://www.atingl.nic.in</a></td>
</tr>
<tr>
<td>21</td>
<td>Orissa</td>
<td>GAA</td>
<td>Gopabandhu Academy of Administration, Chandrasekharpur, Nandankan Road, Bhubaneswar-751016</td>
<td><a href="http://www.gopabandhuacademy.gov.in/">http://www.gopabandhuacademy.gov.in/</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td>22</td>
<td>Punjab</td>
<td>MGSIPA</td>
<td>Director General, M.G. State Institute of Pub. Administration, Sector 26, Madhya Marg, Chandigarh-160018</td>
<td></td>
</tr>
<tr>
<td>23</td>
<td>Rajasthan</td>
<td>HCMRIPA</td>
<td>HCM Rajasthan Institute of Public Administration, Jawaharlal Nehru Marg, Jaipur-302017</td>
<td></td>
</tr>
<tr>
<td>24</td>
<td>Sikkim</td>
<td>AATI</td>
<td>Accounts &amp; Administrative Training Institute, S.T. Lepcha Road, Gangtok-737101</td>
<td></td>
</tr>
<tr>
<td>25</td>
<td>Tamilnadu</td>
<td>AIM</td>
<td>Anna Institute of Management, 'Kanchi' 36, Greenway Road, R.A. Puram, Chennai-600028</td>
<td></td>
</tr>
<tr>
<td>27</td>
<td>Uttaranchal</td>
<td>UAoA</td>
<td>Academy of Administration, Uttaranchal Ardwell Camp, Mallital, Nainital-26300</td>
<td></td>
</tr>
<tr>
<td>28</td>
<td>Uttar Pradesh</td>
<td>UPAAM</td>
<td>Additional Director UP Academy of Administration and Management Sector-D, Aliganj Lucknow, UP</td>
<td></td>
</tr>
<tr>
<td>29</td>
<td>West Bengal</td>
<td>ATI</td>
<td>Administrative Training Institute, FC Block, Sector-III, Kolkata-700091</td>
<td></td>
</tr>
</tbody>
</table>
Appendix – 2

To,

Dear Librarian,
Allow me to introduce myself: I am in the library and information profession for the last twenty years and working as Senior Librarian at YASHADA, Pune for the last ten years. My areas of interest are Quality in Libraries and Training Needs Analysis.
I am conducting research on “Survey of State Administrative Training Institute (ATI) Libraries in India with special reference to Library Service Quality Expectations” for my doctoral dissertation. My attempt is to know the quality expectations of the library users of all the ATI libraries in India. Your library being one of the ATI libraries, I would like to collect information about your library, its management, services and other information.

I am enclosing herewith a questionnaire about the information of your library. You are requested to fill it with the information you have with you about your library. I assure you that the information and data provided will be kept confidential and used only for the academic purpose.

For any doubt and clarifications please feel free to contact me.

Thanking you in anticipation for your kind cooperation.

Manoj Kulkarni
Senior Librarian,
YASHADA Pune
Phone No (O) 020-25608245 (Resi.) 020-27650785
Mobile 9823338256
e-mail manasi2912@hotmail.com and manojkulkarniyashada@gmail.com

To,
The Librarian
Questionnaire

INFORMATION ABOUT LIBRARY STAFF, FACILITIES, COLLECTION AND SERVICES

A. Background

1. Name of the Institute: ________________________________

2. Address: ____________________________________________

       ___________________________________________________

       ___________________________________________________

       __________________________ Pin _________________

3. Year of establishment: _____________

4. E-mail ______________

5. Web address: ________________

6. Phone No.: ________________

7. Fax: ________________

8. Name of the librarian: Mr/ Ms/Dr _________________

9. Educational Qualifications: _________________________

10. Organizational set-up/structure of the library
    (Enclose organizational chart if possible)
B. Infrastructure

1. Total Area of library : ________________sq. ft./ sq. meter

2. Stack room ________ sq. ft.

3. Capacity (Maximum) to hold documents ______

4. Reading / Study room ________ sq. ft.

5. Seating capacity ________ seats


7. Capacity for periodicals / Journals_______

C. IT Infrastructure / Computerization

1. Is library automated?  Yes / No

   If yes, please state the following:

   i) No of computers in the library for library work ____________

   ii) No of PCs available to users for Internet / OPAC browsing ______

   iii) Does library has dedicated server? Yes / No
       If yes, how many terminals are connected to it? ___________

   iv) Which Library Software you are using? (State the name) __________

   v) Does library provide e-resources through digital library? Yes / No
       If yes, which digital library software you are using ______________

D. Finance

1. What is an annual budget provision for your?
   (Give approx. number if correct figures are not known)

<table>
<thead>
<tr>
<th>Amount / year</th>
<th>2005-06</th>
<th>2006-07</th>
<th>2007-08</th>
<th>2008-09</th>
</tr>
</thead>
<tbody>
<tr>
<td>Budget</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
E. Personnel

1. Total staff and number of persons working in the library.
   a. Professionnel __________ b. Non Professionnel __________

2. Does the persons form this library attends any seminars / workshops / training programmes related to the profession? Yes / No

   If yes, give details:

<table>
<thead>
<tr>
<th>Sr.</th>
<th>Name and duration / year of training programme</th>
<th>Attended by</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. Please comment on the usefulness of training programmes to the present job.

________________________________________________________________________
________________________________________________________________________

F. Collection

1. Collection details:

<table>
<thead>
<tr>
<th>No</th>
<th>Particulars</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Total number of books</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Number of journals subscribed</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Back volumes of journals</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Periodicals / Magazines</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>CDs</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Video Films</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Audio Cassettes</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>News papers received</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Reports</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>E- Documents</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Any other</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
2. How many books are added to your library every year?
   (Give approximate figure for the last four years.)

<table>
<thead>
<tr>
<th>No of books / year</th>
<th>2005-06</th>
<th>2006-07</th>
<th>2007-08</th>
<th>2008-09</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books added</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. What are the main subjects areas covered by your library?
   (Please indicate the subjects on which you collect documents)

- Accounts and Audit
- Agriculture
- Child Development
- Child Labour
- Computer
- Cooperation
- Development
- Disability
- Economics
- Education
- E-governance
- Environment
- Finance
- Governance
- Human Right
- Information Tech.
- Law
- Management
- Public Administration
- Public Health
- Research
- Right to information
- Rural Development
- Training
- Tribal Development
- Urban Development
- Water Conservation
- Women studies

Any other subject, please specify______________________________

4. Does library have data source documents? Yes / No
   If yes, please specify.
   a. Census reports
   b. Economic census
   c. NSS Reports
   d. CMIE Reports
   e. Annual Reports of various Govt. Departments
   f. Any other _________________

5. Do your library have any special collection? Yes / No
   If Yes, please specify _______________________

6. How many newspapers do you receive for your library?
   a. 1 - 3
   b. 4 – 7
   c. 8 – 10
   d. More than 10
### G. Library Users

1. **Who are the users of your library?**  
   (Please indicate and give approximate number of users)

<table>
<thead>
<tr>
<th>No</th>
<th>Category of users</th>
<th>No of users</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>In House Faculty</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Visiting Faculty</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Officers and staff of the institute</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Participants for the training programmes</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Students</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Guest Members</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Other members, please specify</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Any other</td>
<td></td>
</tr>
</tbody>
</table>

2. **Approximately, how many users visit your library daily?**

<table>
<thead>
<tr>
<th>No</th>
<th>No of visitors</th>
<th>Please tick the appropriate box</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Around 1 - 20</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Around 20 - 50</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Around 50 - 70</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Around 70 - 100</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>More than 100</td>
<td></td>
</tr>
</tbody>
</table>

### H. Services

1. **Which of the following services are provided to the users by the library?**

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Service</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>OPAC</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Current Awareness Service CAS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Selective Dissemination of Information</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Bibliographic Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Indexing and Abstracting Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Reprographic Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Newspaper Clipping</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>On Line Literature Search</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Inter library loan service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Any other service please specify</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
I. Library Management

1. Does library have a library committee? Yes / No

If yes, please indicate the following.

i) How many members are there in the committee?

ii) How frequent does the committee meet?
   a. Once in month  
   b. Once in two months
   c. Once in three months  
   d. Half yearly
   e. Once in a year

2. Does library consider users’ opinion before purchase of documents for your library? Yes / No

If yes, how users opinion is sought? (tick appropriate option)
   i. Asking user to recommend books received on approval
   ii. Through users’ meetings
   iii. Informal dialogue
   iv. Through book suggestion slips
   v. Any other method, please specify

3. How do library judge users’ information needs?
   a. Through informal dialogue
   b. By attending faculty and other meetings
   c. By observing their demands at issue counter
   d. Any other method, please specify

4. Does any of the following documents about library are available? (Enclose a copy of each document if possible)
   a. Library Policy
   b. Library manual
   c. Library committee circular etc
   d. Library rules

7. Mention the working hours and days of your library
   Time:
   Days:

8. Would you like to participate in the consortia of ATI Librarians? Yes / No

9. Do you get state Government publications regularly? Yes / No

   If yes, please specify State Government / Central Government
10. How do you ensure use of library by faculty and participants?

   a. Organize orientation programme
   b. Arrange a tour / round of library
   c. Through information broacher
   d. Formal introduction for faculty
   e. Classroom presentation
   f. Information through reading material to participants
   g. Through intranet / internet
   h. Any other, please specify__________________________

9. Any other relevant information you feel relevant about your library:

________________________________________________________________________
________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Thank you for your co-operation.

Date : Signature : 

Place : Name & Designation : 

xi
To,

Dear Library User

I am Manoj Kulkarni, working as Senior Librarian in YASHADA, Pune. I am doing Ph.D. in Pune University under the guidance of Dr. (Mrs.) Neela J. Deshpande, Reader, Department of Library & Information Science, University of Poona, Pune. My research topic is "Survey of State Administrative Training Institute (ATI) Libraries in India with special reference to Library Service Quality Expectations"

Your contribution will be helpful to me for getting the idea about what the users think about library services. The sample response indicates that it takes only 15 to 20 minutes to complete questionnaire. Your investment of a bit of time to fill the questionnaire will be greatly appreciated.

Your library is one of the ATI libraries specially selected for the library survey on quality services. The survey is important because it will:

1. help us to better understand how the ATI community rates importance of various library services and facilities.
2. provide the quality expectations of the library users of the ATIs
3. point out the areas where the librarian can concentrate for service improvement.

I am contacting you because you are part of the random sample chosen to represent the users of all ATIs. When sample survey is done it is very important to get good participation, so I hope you will give response. Let me assure you that your opinion will be kept in confidence. No identification links between response and individual will be retained.

I would certainly appreciate, if you forward fulfilled questionnaire to the address given above (self addressed and stamped envelop enclosed) immediately.

If you have any difficulty in assessing, please contact me on manasi2912@hotmail.com or (Mobile) - 9823338256 or (O) 020-25608245 or (R) 020-27650785

Thanking you,

Yours truly,
Questionnaire for Library Users - Part I
(Please □ tick appropriate option)

General Information:

1. Name __________________________________________

2. Sex
   a. Male □
   b. Female □

3. Age Group
   a. Below 35 □
   b. 35 – 40 □
   c. 41 – 45 □
   d. 46 – 50 □
   e. 51 – 55 □
   f. 56 – 60 □
   g. Above 60 □

4. Educational Qualifications
   a. Graduation □
   b. Post Graduation □
   c. M. Phil □
   d. Ph. D □
   e. Any other, Please Specify............................

5. Administrative Cadre
   a. Central Services □
   b. State Civil Services □
   c. Development Services □
   d. Any other, Please Specify.............................
6. Designation

a. Professor ☐
b. Associate Professor ☐
c. Assistant Professor ☐
d. Research Officer ☐
e. Research Assistant ☐
f. Course Associate ☐
g. Course Assistant ☐
h. Training Coordinator ☐
i. Director ☐
j. Additional Director ☐
k. Any other, Please Specify.........................

7. How long you are member of this library?

a. Less than one year ☐
b. One to Two years ☐
c. Two to Three years ☐
d. More than three years ☐

8. How often you use the library?

a. Daily ☐
b. Weekly ☐
c. Monthly ☐
d. Quarterly ☐
e. Never ☐

9. When you visit, how much time you spent in the library?

a. Less than 1 hour ☐
b. One to two hours ☐
c. Two to three hours ☐
d. More than three hours ☐

10. For what purpose you visit the library?

a. Reading Newspaper ☐
b. Borrowing / returning of documents ☐
c. Study ☐
d. Preparation for lecture ☐
e. Browsing through internet ☐
f. Searching database ☐
g. To browse through new arrivals ☐
h. To search particular reference ☐
i. For project work
j. Preparation of course materials for training
k. Any other- Please specify ------------------------

11. Are you a member of some other library also? Yes ☐ No ☐

If yes, Please list the libraries.

a. 

b. 

12. How often do you use the Online Public Access Catalogue (OPAC) of the library?


d. Quarterly ☐ d. Never ☐

13. How you would rate the overall library services?

a. Excellent ☐
b. Very Good ☐
c. Good ☐
d. Average ☐
e. Poor ☐

14. List strengths of the library.

a. ____________________________________________

b. ____________________________________________

c. ____________________________________________

d. ____________________________________________
Questionnaire for Library Users - Part II

We are attempting to find out which are the library facilities and services important to you and how well they are provided to you. Please indicate by selecting proper option.

For example:

<table>
<thead>
<tr>
<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
</tr>
</thead>
</table>

If the library does not provide a particular service or facility, just leave the option blank.

A. Resources

1. For any information, the library of ATI should be the first choice.

<table>
<thead>
<tr>
<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
</tr>
</thead>
</table>

2. The library should have collections relevant to the objectives of the institute.

<table>
<thead>
<tr>
<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
</tr>
</thead>
</table>

3. The library should possess documents, which meets my course requirements.

<table>
<thead>
<tr>
<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
</tr>
</thead>
</table>

4. The library should purchases new materials, which are relevant to my course needs.

<table>
<thead>
<tr>
<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
</tr>
</thead>
</table>

5. The library should possesses documents like Census volumes, Economic Census, NSS Reports, CMIE Reports, Annual Reports and Administrative Reports of various departments etc

<table>
<thead>
<tr>
<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
</tr>
</thead>
</table>

6. The library should acquire CDs, VCDs and other materials, which can be borrowed by me.

<table>
<thead>
<tr>
<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
</tr>
</thead>
</table>

7. The library should receive newspapers, which covers local, regional and national news.

<table>
<thead>
<tr>
<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
</tr>
</thead>
</table>
8. The library should posses documents of state / central government publications.

<table>
<thead>
<tr>
<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
</tr>
</thead>
</table>

9. The library should preserve course materials for the use of faculty and course participants.

<table>
<thead>
<tr>
<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
</tr>
</thead>
</table>

10. The library should have documents for home lending and reference which are distinctly marked.

    | Most Important | Important | Less Important | No Importance |
    |----------------|-----------|----------------|--------------|

11. The range of range in the library meets my requirement.

    | Most Important | Important | Less Important | No Importance |
    |----------------|-----------|----------------|--------------|

12. Library should have a collection development plan and its collection should be updated frequently.

    | Most Important | Important | Less Important | No Importance |
    |----------------|-----------|----------------|--------------|

**B. Staff**

1. The library staff should be well conversant with the equipment they use in the library.

    | Most Important | Important | Less Important | No Importance |
    |----------------|-----------|----------------|--------------|

2. The library staff should offer a personalized service to locate a document when users want.

    | Most Important | Important | Less Important | No Importance |
    |----------------|-----------|----------------|--------------|

3. The librarian should consider opinions and suggestions of the users.

    | Most Important | Important | Less Important | No Importance |
    |----------------|-----------|----------------|--------------|

4. Library staff should give accurate and timely answers to queries put to them.

    | Most Important | Important | Less Important | No Importance |
    |----------------|-----------|----------------|--------------|
5. The library staff communicates by using appropriate terms which users understand.

<table>
<thead>
<tr>
<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
</tr>
</thead>
</table>

6. The library staff should be approachable, welcoming and courteous.

<table>
<thead>
<tr>
<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
</tr>
</thead>
</table>

7. The library should have knowledgeable staff to assist user.

<table>
<thead>
<tr>
<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
</tr>
</thead>
</table>

8. The library staff should understand user’s training requirements.

<table>
<thead>
<tr>
<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
</tr>
</thead>
</table>

9. General behavior of the library staff should be polite and should have positive attitude.

<table>
<thead>
<tr>
<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
</tr>
</thead>
</table>

10. The library staff should have ability to solve user’s problems.

<table>
<thead>
<tr>
<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
</tr>
</thead>
</table>

11. Library staff should be willing to leave their desks to help the users.

<table>
<thead>
<tr>
<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
</tr>
</thead>
</table>

12. Library staff should encourage the user to come back and ask for more assistance if required.

<table>
<thead>
<tr>
<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
</tr>
</thead>
</table>
C. Services

1. Library materials should be shelved promptly.

2. The library should support training, research and project work.

3. The library should keep updated list of articles from journals, magazines and newspapers for the use of faculty.

4. If the document is not available in the library, the librarian should give information about its availability in any other library.

5. The library should offer personalized services to locate document within the library.

6. New arrivals should be displayed in the library.

7. The latest issues of the journals / magazines should be displayed promptly.

8. At the circulation counter time taken for the issue of book should be minimum.

9. Books shown against the borrowers name should be always correct.
10. Services rendered by the library are consistent and up to the mark.

<table>
<thead>
<tr>
<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
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</thead>
</table>

11. Higher authorities should be available in case of difficulties and grievances.

<table>
<thead>
<tr>
<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
</tr>
</thead>
</table>

12. Complaints should be attended promptly.

<table>
<thead>
<tr>
<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
</tr>
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</table>

13. There should be suggestion boxes and complaint registers for use, if needed.

<table>
<thead>
<tr>
<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
</tr>
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</table>

14. When a document is required, it should be available at its proper place.

<table>
<thead>
<tr>
<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
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</table>

D. Guidance

1. The online catalogue should be a reliable source of information about the holdings of the library.

<table>
<thead>
<tr>
<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
</tr>
</thead>
</table>

2. The library staff should encourage using online catalogue of the library independently.

<table>
<thead>
<tr>
<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
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</table>

3. Directional signs in the library should be proper and helpful in locating documents.

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<tr>
<th>Most Important</th>
<th>Important</th>
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<th>No Importance</th>
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</table>

4. Library hours should be just as expected.

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<th>Most Important</th>
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<th>Less Important</th>
<th>No Importance</th>
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</table>
5. The library should conduct training programmes to enable trainee users to use the library more effectively.

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<tr>
<th>Most Important</th>
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<th>Less Important</th>
<th>No Importance</th>
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</table>

6. Working hours, holidays etc should be communicated promptly.

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<tr>
<th>Most Important</th>
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<th>Less Important</th>
<th>No Importance</th>
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</table>

7. Library staff should help the users to learn the use of library fruitfully and effectively.

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<thead>
<tr>
<th>Most Important</th>
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<th>Less Important</th>
<th>No Importance</th>
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</table>

8. Library orientation programmes should be organized for new users.

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<thead>
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<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
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</table>

9. There should be enough number of OPAC terminals for use within the library.

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<thead>
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<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
</tr>
</thead>
</table>

10. Library should have open access to enable the users to browse and select documents of their own choice.

<table>
<thead>
<tr>
<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
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</table>

11. Instructions for ‘OPAC’ and ‘Help’ option should be clear and easy to understand.

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<thead>
<tr>
<th>Most Important</th>
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<th>Less Important</th>
<th>No Importance</th>
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</thead>
</table>

12. Library rules, services and activities should be displayed promptly.

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<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
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</table>
E. Environment (equipment, comfort, lighting, seating, furniture etc.)

1. Library equipments should be kept in good working condition.

<table>
<thead>
<tr>
<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
</tr>
</thead>
</table>

2. Library should have software suitable to its purpose.

<table>
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<tr>
<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
</tr>
</thead>
</table>

3. If the user makes a recommendation for the purchase of new material/book, the library staff should provide with feedback on whether it is ordered and when it is received.

<table>
<thead>
<tr>
<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
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</table>

4. The library should be located at central, safe and most convenient place of the institute.

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<thead>
<tr>
<th>Most Important</th>
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<th>Less Important</th>
<th>No Importance</th>
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</table>

5. There should be proper ventilation in the library.

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<th>Most Important</th>
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<th>Less Important</th>
<th>No Importance</th>
</tr>
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</table>

6. There should be a place exclusively for the faculty to sit in the library.

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<tr>
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<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
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</table>

7. The lighting in the library should be adequate.

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<th>Most Important</th>
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<th>Less Important</th>
<th>No Importance</th>
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</thead>
</table>

8. Library furniture should be functional.

<table>
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<tr>
<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
</tr>
</thead>
</table>

9. Toilets attached to the library should be clean.

<table>
<thead>
<tr>
<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
</tr>
</thead>
</table>
10. Study area should be kept quiet.

<table>
<thead>
<tr>
<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
</tr>
</thead>
</table>

11. Library should use proper IT gadgets so as to have more efficient working.

<table>
<thead>
<tr>
<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
</tr>
</thead>
</table>

12. Services offered by the library should have unique and communicative touch.

<table>
<thead>
<tr>
<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
</tr>
</thead>
</table>

13. A regular user of the library should get his/her due recognition.

<table>
<thead>
<tr>
<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
</tr>
</thead>
</table>

14. In the institute the library should be considered as a place for knowledge and wisdom.

<table>
<thead>
<tr>
<th>Most Important</th>
<th>Important</th>
<th>Less Important</th>
<th>No Importance</th>
</tr>
</thead>
</table>

Other expectations from the library, if any...

_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________

Place:

Date:                      Signature
## Appendix - 4

### Ranking of the “Most Important” Statements

<table>
<thead>
<tr>
<th>Rank</th>
<th>Statement</th>
<th>Dimension</th>
<th>Count</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Study area should be kept quiet.</td>
<td>Environment</td>
<td>162</td>
<td>77</td>
</tr>
<tr>
<td>2</td>
<td>The library staff should be well conversant with the equipment they use in the library.</td>
<td>Staff</td>
<td>147</td>
<td>70</td>
</tr>
<tr>
<td>3</td>
<td>In the institute the library should be considered as a place for knowledge and wisdom</td>
<td>Environment</td>
<td>141</td>
<td>67</td>
</tr>
<tr>
<td>4</td>
<td>The library should purchases new materials, which are relevant to my course needs.</td>
<td>Resources</td>
<td>140</td>
<td>67</td>
</tr>
<tr>
<td>5</td>
<td>The library should possesses documents like Census volumes, Economic Census, NSS Reports, CMIE Reports, Annual Reports and Administrative Reports of various departments etc.</td>
<td>Resources</td>
<td>139</td>
<td>66</td>
</tr>
<tr>
<td>6</td>
<td>Library equipments should be kept in good working condition.</td>
<td>Environment</td>
<td>137</td>
<td>65</td>
</tr>
<tr>
<td>7</td>
<td>General behavior of the library staff should be polite and should have positive attitude.</td>
<td>Staff</td>
<td>136</td>
<td>65</td>
</tr>
<tr>
<td>8</td>
<td>The library should have collections relevant to the objectives of the institute.</td>
<td>Resources</td>
<td>135</td>
<td>64</td>
</tr>
<tr>
<td>9</td>
<td>The lighting in the library should be adequate.</td>
<td>Environment</td>
<td>134</td>
<td>64</td>
</tr>
<tr>
<td>10</td>
<td>The library should keep updated list of articles from journals, magazines and newspapers for the use of faculty.</td>
<td>Services</td>
<td>130</td>
<td>62</td>
</tr>
<tr>
<td>11</td>
<td>Library should have software suitable to its purpose.</td>
<td>Environment</td>
<td>130</td>
<td>62</td>
</tr>
<tr>
<td>12</td>
<td>The library should possess documents, which meets my course requirements.</td>
<td>Resources</td>
<td>128</td>
<td>61</td>
</tr>
<tr>
<td>13</td>
<td>The library should receive newspapers, which covers local, regional and national news.</td>
<td>Resources</td>
<td>127</td>
<td>60</td>
</tr>
<tr>
<td>14</td>
<td>Library materials should be shelved promptly.</td>
<td>Services</td>
<td>127</td>
<td>60</td>
</tr>
<tr>
<td>15</td>
<td>The library staff should be approachable, welcoming and courteous.</td>
<td>Staff</td>
<td>126</td>
<td>60</td>
</tr>
<tr>
<td>16</td>
<td>The latest issues of the journals / magazines should be displayed promptly.</td>
<td>Services</td>
<td>126</td>
<td>60</td>
</tr>
<tr>
<td></td>
<td>Library should have a collection development plan and its collection should be updated frequently.</td>
<td>Resources</td>
<td>125</td>
<td>60</td>
</tr>
<tr>
<td>---</td>
<td>--------------------------------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>18</td>
<td>The library should possess documents of state / central government publications.</td>
<td>Resources</td>
<td>124</td>
<td>59</td>
</tr>
<tr>
<td>19</td>
<td>The librarian should consider opinions and suggestions of the users.</td>
<td>Staff</td>
<td>123</td>
<td>59</td>
</tr>
<tr>
<td>20</td>
<td>There should be proper ventilation in the library.</td>
<td>Environment</td>
<td>123</td>
<td>59</td>
</tr>
<tr>
<td>21</td>
<td>The library staff should offer a personalized service to locate a document when users want.</td>
<td>Staff</td>
<td>122</td>
<td>58</td>
</tr>
<tr>
<td>22</td>
<td>Toilets attached to the library should be clean.</td>
<td>Environment</td>
<td>122</td>
<td>59</td>
</tr>
<tr>
<td>23</td>
<td>New arrivals should be displayed in the library.</td>
<td>Services</td>
<td>118</td>
<td>56</td>
</tr>
<tr>
<td>24</td>
<td>The online catalogue should be a reliable source of information about the holdings of the library.</td>
<td>Guidance</td>
<td>116</td>
<td>55</td>
</tr>
<tr>
<td>25</td>
<td>Books shown against the borrower’s record should be always correct.</td>
<td>Services</td>
<td>114</td>
<td>54</td>
</tr>
<tr>
<td>26</td>
<td>Library furniture should be functional.</td>
<td>Environment</td>
<td>114</td>
<td>54</td>
</tr>
<tr>
<td>27</td>
<td>The library should preserve course materials for the use of faculty and course participants.</td>
<td>Resources</td>
<td>112</td>
<td>53</td>
</tr>
<tr>
<td>28</td>
<td>The library should have knowledgeable staff to assist user.</td>
<td>Staff</td>
<td>111</td>
<td>53</td>
</tr>
<tr>
<td>29</td>
<td>The library should support training, research and project work.</td>
<td>Services</td>
<td>109</td>
<td>52</td>
</tr>
<tr>
<td>30</td>
<td>Directional signs in the library should be proper and helpful in locating documents.</td>
<td>Guidance</td>
<td>108</td>
<td>51</td>
</tr>
<tr>
<td>31</td>
<td>The library should acquire CDs, VCDs and other materials, which can be borrowed by the user.</td>
<td>Resources</td>
<td>107</td>
<td>51</td>
</tr>
<tr>
<td>32</td>
<td>Library should use proper IT gadgets so as to have more efficient working.</td>
<td>Environment</td>
<td>107</td>
<td>51</td>
</tr>
<tr>
<td>33</td>
<td>Library staff should give accurate and timely answers to queries put to them.</td>
<td>Staff</td>
<td>106</td>
<td>50</td>
</tr>
<tr>
<td>34</td>
<td>Library hours should be just as expected.</td>
<td>Guidance</td>
<td>101</td>
<td>48</td>
</tr>
<tr>
<td>35</td>
<td>The library should be located at central, safe and most convenient place of the institute.</td>
<td>Environment</td>
<td>100</td>
<td>48</td>
</tr>
<tr>
<td></td>
<td>Services rendered by the library should be consistent.</td>
<td>Services</td>
<td>97</td>
<td>46</td>
</tr>
<tr>
<td>---</td>
<td>------------------------------------------------------</td>
<td>---------</td>
<td>------</td>
<td>------</td>
</tr>
<tr>
<td>37</td>
<td>For any information, the library of ATI should be the first choice.</td>
<td>Resources</td>
<td>94</td>
<td>45</td>
</tr>
<tr>
<td>38</td>
<td>The library staff should encourage using online catalogue of the library independently.</td>
<td>Guidance</td>
<td>94</td>
<td>45</td>
</tr>
<tr>
<td>39</td>
<td>Services offered by the library should have unique and communicative touch.</td>
<td>Environment</td>
<td>94</td>
<td>45</td>
</tr>
<tr>
<td>40</td>
<td>If the user makes a recommendation for the purchase of new material/book, the library staff should provide with feedback on whether it is ordered and when it is received.</td>
<td>Environment</td>
<td>91</td>
<td>43</td>
</tr>
<tr>
<td>41</td>
<td>Library staff should encourage the user to come back and ask for more assistance if required.</td>
<td>Staff</td>
<td>90</td>
<td>43</td>
</tr>
<tr>
<td>42</td>
<td>Complaints should be attended promptly.</td>
<td>Services</td>
<td>90</td>
<td>43</td>
</tr>
<tr>
<td>43</td>
<td>Library rules, services and activities should be displayed promptly.</td>
<td>Guidance</td>
<td>89</td>
<td>42</td>
</tr>
<tr>
<td>44</td>
<td>The library staff communicates by using appropriate terms which users understand.</td>
<td>Staff</td>
<td>87</td>
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<tr>
<td>46</td>
<td>The library staff should understand user’s training requirements.</td>
<td>Staff</td>
<td>86</td>
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<td>Library staff should be willing to leave their desks to help the users.</td>
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<td>48</td>
<td>Library should have open access to enable the users to browse and select documents of their own choice.</td>
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<td>36</td>
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<td>51</td>
<td>The library should offer personalized services to locate document within the library.</td>
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<td>53</td>
<td>Working hours, holidays etc should be communicated promptly.</td>
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<td>54</td>
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<td></td>
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<tr>
<td>56</td>
<td>There should be a place exclusively for the faculty to sit in the library.</td>
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<td>The library should have documents for home lending and reference which are distinctly marked.</td>
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<td>32</td>
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<td>A regular user of the library should get his/her due recognition.</td>
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<td>27</td>
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<td>61</td>
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<td>The library should conduct training programmes to enable trainee users to use the library more effectively.</td>
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<td>24</td>
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<td>63</td>
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<td>Rank</td>
<td>Statement</td>
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<tr>
<td>2</td>
<td>Library staff should give accurate and timely answers to queries put to them.</td>
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<td>46</td>
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<td>For any information, the library of ATI should be the first choice.</td>
<td>Resources</td>
<td>97</td>
<td>46</td>
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<td>Services offered by the library should have unique and communicative touch.</td>
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<td>5</td>
<td>Library staff should encourage the user to come back and ask for more assistance if required.</td>
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<td>46</td>
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<td>7</td>
<td>Library hours should be just as expected.</td>
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<td>A regular user of the library should get his/her due recognition.</td>
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<td>The library should have knowledgeable staff to assist user.</td>
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<td>Library staff should be willing to leave their desks to help the users.</td>
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<tr>
<td>12</td>
<td>Library should use proper IT gadgets so as to have more efficient working.</td>
<td>Environment</td>
<td>90</td>
<td>43</td>
</tr>
<tr>
<td>13</td>
<td>The library should be located at central, safe and most convenient place of the institute.</td>
<td>Environment</td>
<td>90</td>
<td>43</td>
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<tr>
<td>14</td>
<td>There should be a place exclusively for the faculty to sit in the library.</td>
<td>Environment</td>
<td>90</td>
<td>43</td>
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<tr>
<td>15</td>
<td>The library staff should understand user’s training requirements.</td>
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<td>42</td>
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<tr>
<td>16</td>
<td>Books shown against the borrower’s record should be always correct.</td>
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<td>88</td>
<td>42</td>
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<tr>
<td></td>
<td>The library should support training, research and project work.</td>
<td>Services</td>
<td>88</td>
<td>42</td>
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<tr>
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<td>-------------------------------------------------------------</td>
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<td>18</td>
<td>New arrivals should be displayed in the library.</td>
<td>Services</td>
<td>87</td>
<td>41</td>
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<tr>
<td>19</td>
<td>The library should preserve course materials for the use of faculty and course participants.</td>
<td>Resources</td>
<td>87</td>
<td>41</td>
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<tr>
<td>20</td>
<td>Directional signs in the library should be proper and helpful in locating documents.</td>
<td>Guidance</td>
<td>87</td>
<td>41</td>
</tr>
<tr>
<td>21</td>
<td>Library furniture should be functional.</td>
<td>Environment</td>
<td>85</td>
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<tr>
<td>22</td>
<td>The library staff should encourage using online catalogue of the library independently.</td>
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<td>84</td>
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<tr>
<td>23</td>
<td>The library should posses documents of state / central government publications.</td>
<td>Resources</td>
<td>82</td>
<td>39</td>
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<tr>
<td>24</td>
<td>The library should acquire CDs, VCDs and other materials, which can be borrowed by the user.</td>
<td>Resources</td>
<td>82</td>
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<tr>
<td>25</td>
<td>The librarian should consider opinions and suggestions of the users.</td>
<td>Staff</td>
<td>80</td>
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<tr>
<td>26</td>
<td>The library should receive newspapers, which covers local, regional and national news.</td>
<td>Resources</td>
<td>78</td>
<td>37</td>
</tr>
<tr>
<td>27</td>
<td>The latest issues of the journals / magazines should be displayed promptly.</td>
<td>Services</td>
<td>78</td>
<td>37</td>
</tr>
<tr>
<td>28</td>
<td>There should be proper ventilation in the library.</td>
<td>Environment</td>
<td>78</td>
<td>37</td>
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<tr>
<td>29</td>
<td>The catalogue should be a reliable source of information about the holdings of the library.</td>
<td>Guidance</td>
<td>78</td>
<td>37</td>
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<tr>
<td>30</td>
<td>The library staff should be approachable, welcoming and courteous.</td>
<td>Staff</td>
<td>77</td>
<td>37</td>
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<tr>
<td>31</td>
<td>Library materials should be shelved promptly.</td>
<td>Services</td>
<td>76</td>
<td>36</td>
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<tr>
<td>32</td>
<td>Toilets attached to the library should be clean.</td>
<td>Environment</td>
<td>76</td>
<td>36</td>
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<tr>
<td>33</td>
<td>Library should have a collection development plan and its collection should be updated frequently.</td>
<td>Resources</td>
<td>74</td>
<td>35</td>
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<tr>
<td></td>
<td>The library should keep updated list of articles from journals, magazines and newspapers for the use of faculty.</td>
<td>Services</td>
<td>73</td>
<td>35</td>
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<tr>
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<tr>
<td>35</td>
<td>The library should possess documents, which meets my course requirements.</td>
<td>Resources</td>
<td>73</td>
<td>35</td>
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<tr>
<td>36</td>
<td>General behavior of the library staff should be polite and should have positive attitude.</td>
<td>Staff</td>
<td>72</td>
<td>34</td>
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<tr>
<td>37</td>
<td>The library staff should offer a personalized service to locate a document when users want.</td>
<td>Staff</td>
<td>71</td>
<td>34</td>
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<tr>
<td>38</td>
<td>The lighting in the library should be adequate.</td>
<td>Environment</td>
<td>69</td>
<td>33</td>
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<tr>
<td>39</td>
<td>Library equipments should be kept in good working condition.</td>
<td>Environment</td>
<td>68</td>
<td>32</td>
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<tr>
<td>40</td>
<td>Library should have software suitable to its purpose.</td>
<td>Environment</td>
<td>67</td>
<td>32</td>
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<tr>
<td>41</td>
<td>The library should have collections relevant to the objectives of the institute.</td>
<td>Resources</td>
<td>66</td>
<td>31</td>
</tr>
<tr>
<td>42</td>
<td>The library should possesses documents like Census volumes, Economic Census, NSS Reports, CMIE Reports, Annual Reports and Administrative Reports of various departments etc.</td>
<td>Resources</td>
<td>64</td>
<td>30</td>
</tr>
<tr>
<td>43</td>
<td>In the institute the library should be considered as a place for knowledge and wisdom</td>
<td>Environment</td>
<td>61</td>
<td>29</td>
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<tr>
<td>44</td>
<td>The library should purchases new materials, which are relevant to my course needs.</td>
<td>Resources</td>
<td>61</td>
<td>30</td>
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<tr>
<td>45</td>
<td>The library staff should be well conversant with the equipment they use in the library.</td>
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<td>28</td>
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<td>46</td>
<td>Study area should be kept quiet.</td>
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<td>43</td>
<td>20</td>
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<tr>
<td>47</td>
<td>The range of collection in the library meets my requirement.</td>
<td>Resources</td>
<td>119</td>
<td>57</td>
</tr>
<tr>
<td>48</td>
<td>The library should have documents for home lending and reference which are distinctly marked.</td>
<td>Resources</td>
<td>118</td>
<td>56</td>
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<tr>
<td>49</td>
<td>Complaints should be attended promptly.</td>
<td>Services</td>
<td>115</td>
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<td>50</td>
<td>There should be enough number of OPAC terminals for use within the library.</td>
<td>Guidance</td>
<td>115</td>
<td>55</td>
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<tr>
<td></td>
<td>There should be suggestion boxes and complaint registers for use, if needed.</td>
<td>Services</td>
<td>111</td>
<td>53</td>
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<tr>
<td>52</td>
<td>Library staff should help the users to learn the use of library fruitfully and effectively.</td>
<td>Guidance</td>
<td>110</td>
<td>52</td>
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<tr>
<td>53</td>
<td>If the document is not available in the library, the librarian should give information about its availability in any other library.</td>
<td>Services</td>
<td>109</td>
<td>52</td>
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<tr>
<td>54</td>
<td>The library staff communicates by using appropriate terms which users understand.</td>
<td>Staff</td>
<td>108</td>
<td>51</td>
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<td>51</td>
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<td>57</td>
<td>Instructions for ‘OPAC’ and ‘Help’ option should be clear and easy to understand.</td>
<td>Guidance</td>
<td>106</td>
<td>50</td>
</tr>
<tr>
<td>58</td>
<td>Services rendered by the library should be consistent.</td>
<td>Services</td>
<td>105</td>
<td>50</td>
</tr>
<tr>
<td>59</td>
<td>If the user makes a recommendation for the purchase of new material/book, the library staff should provide with feedback on whether it is ordered and when it is received.</td>
<td>Environment</td>
<td>104</td>
<td>50</td>
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<tr>
<td>60</td>
<td>At the circulation counter time taken for the issue of book should be minimum.</td>
<td>Services</td>
<td>104</td>
<td>50</td>
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<tr>
<td>61</td>
<td>Higher authorities should be available in case of difficulties and grievances.</td>
<td>Services</td>
<td>104</td>
<td>50</td>
</tr>
<tr>
<td>62</td>
<td>Library rules, services and activities should be displayed promptly.</td>
<td>Guidance</td>
<td>103</td>
<td>49</td>
</tr>
<tr>
<td>63</td>
<td>Working hours, holidays etc should be communicated promptly.</td>
<td>Guidance</td>
<td>103</td>
<td>49</td>
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</table>
## Ranking of “Less Important” statements

<table>
<thead>
<tr>
<th>Rank</th>
<th>Statement</th>
<th>Dimension</th>
<th>Count</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>1</td>
<td>The library should conduct training programmes to enable trainee users to use the library more effectively.</td>
<td>Guidance</td>
<td>51</td>
<td>24</td>
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<td>18</td>
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<td>15</td>
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<tr>
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<td>15</td>
</tr>
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<td>7</td>
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<td>Library staff should encourage the user to come back and ask for more assistance if required.</td>
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<td>9.5</td>
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<td>9</td>
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<tr>
<td>16</td>
<td>The library should have documents for home lending and reference which are</td>
<td>Resources</td>
<td>18</td>
<td>8.6</td>
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<td></td>
<td>Statement</td>
<td>Section</td>
<td>Page 17</td>
<td>Page 18</td>
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</tr>
<tr>
<td>17</td>
<td>There should be suggestion boxes and complaint registers for use, if needed.</td>
<td>Services</td>
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<td>18</td>
<td>The library should acquire CDs, VCDs and other materials, which can be borrowed by the user.</td>
<td>Resources</td>
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<td>7.1</td>
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<td>19</td>
<td>There should be enough number of OPAC terminals for use within the library.</td>
<td>Guidance</td>
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<td>6.7</td>
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<td>20</td>
<td>The library staff communicates by using appropriate terms which users understand.</td>
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<td>21</td>
<td>Library should have open access to enable the users to browse and select documents of their own choice.</td>
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<td>6.2</td>
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<td>22</td>
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<td>6.2</td>
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<tr>
<td>23</td>
<td>The range of collection in the library meets my requirement.</td>
<td>Resources</td>
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</tr>
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<td>24</td>
<td>The library staff should offer a personalized service to locate a document when users want.</td>
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<td>5.7</td>
</tr>
<tr>
<td>25</td>
<td>Services offered by the library should have unique and communicative touch.</td>
<td>Environment</td>
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<td>5.2</td>
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<td>26</td>
<td>If the user makes a recommendation for the purchase of new material/book, the library staff should provide with feedback on whether it is ordered and when it is received.</td>
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<td>5.2</td>
</tr>
<tr>
<td>27</td>
<td>Library hours should be just as expected.</td>
<td>Guidance</td>
<td>10</td>
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<tr>
<td>28</td>
<td>The library should be located at central, safe and most convenient place of the institute.</td>
<td>Environment</td>
<td>10</td>
<td>4.8</td>
</tr>
<tr>
<td>29</td>
<td>For any information, the library of ATI should be the first choice.</td>
<td>Resources</td>
<td>9</td>
<td>4.3</td>
</tr>
<tr>
<td>30</td>
<td>Library rules, services and activities should be displayed promptly.</td>
<td>Guidance</td>
<td>9</td>
<td>4.3</td>
</tr>
<tr>
<td>31</td>
<td>Directional signs in the library should be proper and helpful in locating documents.</td>
<td>Guidance</td>
<td>8</td>
<td>3.8</td>
</tr>
<tr>
<td>32</td>
<td>The library should possess documents, which meets my course requirements.</td>
<td>Resources</td>
<td>7</td>
<td>3.3</td>
</tr>
<tr>
<td>33</td>
<td>The library should support training, research and project work.</td>
<td>Services</td>
<td>7</td>
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</tr>
<tr>
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<td>34</td>
<td>The library should purchases new materials, which are relevant to my course needs.</td>
<td>Resources</td>
<td>6</td>
<td>2.9</td>
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<td>35</td>
<td>Library should have a collection development plan and its collection should be updated frequently.</td>
<td>Resources</td>
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<td>2.9</td>
</tr>
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<td>The librarian should consider opinions and suggestions of the users.</td>
<td>Staff</td>
<td>6</td>
<td>2.9</td>
</tr>
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<td>Toilets attached to the library should be clean.</td>
<td>Environment</td>
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<td>2.9</td>
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<td>38</td>
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<td>2.9</td>
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<td>Resources</td>
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<td>The library should have knowledgeable staff to assist user.</td>
<td>Staff</td>
<td>6</td>
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<td>41</td>
<td>Library should use proper IT gadgets so as to have more efficient working.</td>
<td>Environment</td>
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</tr>
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</tr>
<tr>
<td>43</td>
<td>The library should keep updated list of articles from journals, magazines and newspapers for the use of faculty.</td>
<td>Services</td>
<td>5</td>
<td>2.4</td>
</tr>
<tr>
<td>44</td>
<td>The library staff should be approachable, welcoming and courteous.</td>
<td>Staff</td>
<td>5</td>
<td>2.4</td>
</tr>
<tr>
<td>45</td>
<td>There should be proper ventilation in the library.</td>
<td>Environment</td>
<td>5</td>
<td>2.4</td>
</tr>
<tr>
<td>46</td>
<td>In the institute the library should be considered as a place for knowledge and wisdom</td>
<td>Environment</td>
<td>4</td>
<td>1.9</td>
</tr>
<tr>
<td>47</td>
<td>The library should possesses documents like Census volumes, Economic Census, NSS Reports, CMIE Reports, Annual Reports and Administrative Reports of various departments etc.</td>
<td>Resources</td>
<td>4</td>
<td>1.9</td>
</tr>
<tr>
<td>48</td>
<td>The library should have collections relevant to the objectives of the institute.</td>
<td>Resources</td>
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<td>1.9</td>
</tr>
<tr>
<td>49</td>
<td>Library should have software suitable to its purpose.</td>
<td>Environment</td>
<td>4</td>
<td>1.9</td>
</tr>
<tr>
<td>50</td>
<td>The latest issues of the journals / magazines should be displayed promptly.</td>
<td>Services</td>
<td>4</td>
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<tr>
<td></td>
<td>Description</td>
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<td>Importance</td>
<td>Score</td>
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<td>51</td>
<td>Services rendered by the library should be consistent.</td>
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<td>The library should receive newspapers, which covers local, regional and national news.</td>
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<td>1.4</td>
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</tr>
<tr>
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<td>The library should posses documents of state / central government publications.</td>
<td>Resources</td>
<td>3</td>
<td>1.4</td>
</tr>
<tr>
<td>55</td>
<td>Books shown against the borrower’s record should be always correct.</td>
<td>Services</td>
<td>3</td>
<td>1.4</td>
</tr>
<tr>
<td>56</td>
<td>Library furniture should be functional.</td>
<td>Environment</td>
<td>3</td>
<td>1.4</td>
</tr>
<tr>
<td>57</td>
<td>Complaints should be attended promptly.</td>
<td>Services</td>
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<td>1.4</td>
</tr>
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<td>58</td>
<td>Study area should be kept quiet.</td>
<td>Environment</td>
<td>1</td>
<td>0.5</td>
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<td>59</td>
<td>The library staff should be well conversant with the equipment they use in the library.</td>
<td>Staff</td>
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</tr>
<tr>
<td>60</td>
<td>Library equipments should be kept in good working condition.</td>
<td>Environment</td>
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<td>61</td>
<td>General behavior of the library staff should be polite and should have positive attitude.</td>
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<td>0.5</td>
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<td>62</td>
<td>The lighting in the library should be adequate.</td>
<td>Environment</td>
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<td>0.5</td>
</tr>
<tr>
<td>63</td>
<td>New arrivals should be displayed in the library.</td>
<td>Services</td>
<td>1</td>
<td>0.5</td>
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### Ranking of the “No Importance” statements

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<thead>
<tr>
<th>Rank</th>
<th>Statement</th>
<th>Dimension</th>
<th>Count</th>
<th>Percentage</th>
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<tr>
<td>1</td>
<td>The library should conduct training programmes to enable trainee users to use the library more effectively.</td>
<td>Guidance</td>
<td>8</td>
<td>3.8</td>
</tr>
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<td>2</td>
<td>The library should be located at central, safe and most convenient place of the institute.</td>
<td>Environment</td>
<td>6</td>
<td>2.9</td>
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<tr>
<td>3</td>
<td>At the circulation counter time taken for the issue of book should be minimum.</td>
<td>Services</td>
<td>6</td>
<td>2.9</td>
</tr>
<tr>
<td>4</td>
<td>There should be a place exclusively for the faculty to sit in the library.</td>
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<td>6</td>
<td>2.9</td>
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<tr>
<td>5</td>
<td>A regular user of the library should get his/her due recognition.</td>
<td>Environment</td>
<td>5</td>
<td>2.4</td>
</tr>
<tr>
<td>6</td>
<td>Higher authorities should be available in case of difficulties and grievances.</td>
<td>Services</td>
<td>4</td>
<td>1.9</td>
</tr>
<tr>
<td>7</td>
<td>There should be enough number of OPAC terminals for use within the library.</td>
<td>Guidance</td>
<td>4</td>
<td>1.9</td>
</tr>
<tr>
<td>8</td>
<td>The library staff should offer a personalized service to locate a document when users want.</td>
<td>Staff</td>
<td>3</td>
<td>1.4</td>
</tr>
<tr>
<td>9</td>
<td>The library should preserve course materials for the use of faculty and course participants.</td>
<td>Resources</td>
<td>3</td>
<td>1.4</td>
</tr>
<tr>
<td>10</td>
<td>Library staff should encourage the user to come back and ask for more assistance if required.</td>
<td>Staff</td>
<td>3</td>
<td>1.4</td>
</tr>
<tr>
<td>11</td>
<td>The library staff should have ability to solve user’s problems.</td>
<td>Staff</td>
<td>3</td>
<td>1.4</td>
</tr>
<tr>
<td>12</td>
<td>The library staff should understand user’s training requirements.</td>
<td>Staff</td>
<td>3</td>
<td>1.4</td>
</tr>
<tr>
<td>13</td>
<td>Study area should be kept quiet.</td>
<td>Environment</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>14</td>
<td>Library furniture should be functional.</td>
<td>Environment</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Library should use proper IT gadgets so as to have more efficient working.</td>
<td>Environment</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
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<td>---</td>
<td>---</td>
</tr>
<tr>
<td>16</td>
<td>The library staff should encourage using online catalogue of the library independently.</td>
<td>Guidance</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>17</td>
<td>Services offered by the library should have unique and communicative touch.</td>
<td>Environment</td>
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<td>1</td>
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<tr>
<td>18</td>
<td>Library staff should be willing to leave their desks to help the users.</td>
<td>Staff</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>19</td>
<td>Working hours, holidays etc should be communicated promptly.</td>
<td>Guidance</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>20</td>
<td>Library staff should help the users to learn the use of library fruitfully and effectively.</td>
<td>Guidance</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>21</td>
<td>The library should have documents for home lending and reference which are distinctly marked.</td>
<td>Resources</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>22</td>
<td>Library orientation programmes should be organized for new users.</td>
<td>Guidance</td>
<td>12</td>
<td>5.7</td>
</tr>
<tr>
<td>23</td>
<td>The library staff should be well conversant with the equipment they use in the library.</td>
<td>Staff</td>
<td>1</td>
<td>0.5</td>
</tr>
<tr>
<td>24</td>
<td>In the institute the library should be considered as a place for knowledge and wisdom</td>
<td>Environment</td>
<td>1</td>
<td>0.5</td>
</tr>
<tr>
<td>25</td>
<td>New arrivals should be displayed in the library.</td>
<td>Services</td>
<td>1</td>
<td>0.5</td>
</tr>
<tr>
<td>26</td>
<td>The catalogue should be a reliable source of information about the holdings of the library.</td>
<td>Guidance</td>
<td>1</td>
<td>0.5</td>
</tr>
<tr>
<td>27</td>
<td>Books shown against the borrower’s record should be always correct.</td>
<td>Services</td>
<td>1</td>
<td>0.5</td>
</tr>
<tr>
<td>28</td>
<td>The library should support training, research and project work.</td>
<td>Services</td>
<td>1</td>
<td>0.5</td>
</tr>
<tr>
<td>29</td>
<td>Directional signs in the library should be proper and helpful in locating documents.</td>
<td>Guidance</td>
<td>1</td>
<td>0.5</td>
</tr>
<tr>
<td>30</td>
<td>The library should acquire CDs, VCDs and other materials, which can be borrowed by the user.</td>
<td>Resources</td>
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<tr>
<td>31</td>
<td>Library hours should be just as expected.</td>
<td>Guidance</td>
<td>1</td>
<td>0.5</td>
</tr>
<tr>
<td>32</td>
<td>Services rendered by the library should be consistent.</td>
<td>Services</td>
<td>1</td>
<td>0.5</td>
</tr>
<tr>
<td>33</td>
<td>For any information, the library of ATI should be the first choice.</td>
<td>Resources</td>
<td>1</td>
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<tr>
<td></td>
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<td>----------------------------------------------------------------</td>
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</tr>
<tr>
<td>34</td>
<td>Library rules, services and activities should be displayed promptly.</td>
<td>Guidance</td>
<td>1</td>
<td>0.5</td>
</tr>
<tr>
<td>35</td>
<td>The library staff communicates by using appropriate terms which users understand.</td>
<td>Staff</td>
<td>1</td>
<td>0.5</td>
</tr>
<tr>
<td>36</td>
<td>Library should have open access to enable the users to browse and select documents of their own choice.</td>
<td>Guidance</td>
<td>1</td>
<td>0.5</td>
</tr>
<tr>
<td>37</td>
<td>There should be suggestion boxes and complaint registers for use, if needed.</td>
<td>Services</td>
<td>1</td>
<td>0.5</td>
</tr>
<tr>
<td>38</td>
<td>If the document is not available in the library, the librarian should give information about its availability in any other library.</td>
<td>Services</td>
<td>1</td>
<td>0.5</td>
</tr>
<tr>
<td>39</td>
<td>Instructions for ‘OPAC’ and ‘Help’ option should be clear and easy to understand.</td>
<td>Guidance</td>
<td>1</td>
<td>0.5</td>
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<tr>
<td>40</td>
<td>The range of collection in the library meets my requirement.</td>
<td>Resources</td>
<td>1</td>
<td>0.5</td>
</tr>
<tr>
<td>41</td>
<td>The library should purchase new materials, which are relevant to my course needs.</td>
<td>Resources</td>
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<td>42</td>
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<td>Resources</td>
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<td>43</td>
<td>Library equipments should be kept in good working condition.</td>
<td>Environment</td>
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<td>44</td>
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<td>Staff</td>
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<td>0</td>
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<td>45</td>
<td>The library should have collections relevant to the objectives of the institute.</td>
<td>Resources</td>
<td>0</td>
<td>0</td>
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<tr>
<td>46</td>
<td>The lighting in the library should be adequate.</td>
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<td>Services</td>
<td>0</td>
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<td>Environment</td>
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<td></td>
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<td>Resources</td>
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<td>0</td>
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<td>Services</td>
<td>0</td>
<td>0</td>
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<td></td>
<td></td>
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<td>The library staff should be approachable, welcoming and courteous.</td>
<td>Staff</td>
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<td>0</td>
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<td>Staff</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>61</td>
<td>If the user makes a recommendation for the purchase of new material/book, the library staff should provide with feedback on whether it is ordered and when it is received.</td>
<td>Environment</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>62</td>
<td>Complaints should be attended promptly.</td>
<td>Services</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>63</td>
<td>The library should offer personalized services to locate document within the library.</td>
<td>Services</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
Appendix -5

Library Users’ Charter

The library Users’ Charter should include:

- Vision and Mission Statement of the library
- Details of various operations by the library
- Details of user category who can use the library;
- Details of services provided to each user group;
- Details of grievance redressal mechanism and how to access it; and
- Expectations from the library users

Guidelines for Library Users’ Charters

The need for a Library Users’ Charter arises from the complex nature of various services and procedures for services on the part of the User. In order to offer the quality of service by the ATI library a library users’ charter is prepared.

- To be useful, the Charter must be simple;

- The Charter must be framed not only by senior experts, but by interaction with the cutting edge staff who will finally implement it and with the users (individual organizations);

- Merely announcing the Charter will not change the way we function. It is important to create conditions through interaction and training for generating a responsive climate;

- Begin with a statement of the service(s) being offered;

- A mention be made against each service the entitlement of the user, service standards and remedies available to the user in case of the non-adherence to standards;
• Procedures/cost/charges should be made available on line/display boards/booklets inquiry counters etc at places specified in the Charter;

• Indicate clearly, that while these are not justiciable, the commitments enshrined in the Charter are in the nature of a promise to be fulfilled with oneself and with the user;

• Frame a structure for obtaining feedback and performance audit and fix a schedule for reviewing the Charter every six months at least;

**Library Users’ Charter General Structure**

A brief statement regarding the services concerned;

User Interface of the service concerned to be addressed;

Commitment to Standards (Time frame, Quality of service);

The Staff : What to except from them? Where are they located?

Keeping the users informed: What information do they need?

If things go wrong (remedial measures) : What could go wrong;

   Whom to contact;

   What to expect to set it right.

How users can help the library management?
Model Library Users’ Charter

OUR MISSION
The library’s mission is to support the ongoing training programmes, research projects and cater to the documentary as well as informational requirements of the participants during and after the training programmes.

SERVICES OFFERED
- Bibliographical
- Reference
- Newspaper clipping
- Article indexing service
- On line search of library database
- Audio visual and Internet facility
- Display of ongoing training programme related documents
- Photocopy
- Document Lending

COMMITMENT TO STANDARDS (TIME FRAME FOR SERVICES)
- Library Time: 9.00 AM to 10.00 PM on all working days; Sundays Closed
- Information about the availability of document: 10 Minutes
- Document Issue: 5 Minutes
- Membership Process – For participants: 5 Minutes
- Membership Process – for Guest Members: 20 Minutes

Personal attendance to every library user is our aim

THE STAFF:
- Librarian: For Guest Membership, Book Club, Reference Service, Inter Library Loan and any problem
- Assistant Librarian: Purchase of books and Trainee Membership
- Library Assistant I: Lending of documents, personal help
- Library Assistant II: Journals, Newspaper

KEEPING THE USERS INFORMED:
For participants:
- 4 documents for room reading
- Membership during training period only
- Return documents on the last day of training before lunch.

For Faculty:
- 10 books for 30 days duration

For Guest Members: (Only for Government of Maharashtra Employees)
- 2 books for 30 days duration
- Rs. 250/- Fees and Rs. 400/- deposit (Non refundable)

FOR NON CONFORMANCE TO THIS CHARTER PLEASE CONTACT:
- Dy. Director General and HoD, Library

HOW USERS CAN HELP THE LIBRARY MANAGEMENT?
- Please follow library rules and discipline
### Appendix- 6

Minimum illuminance for various library activities

<table>
<thead>
<tr>
<th>No</th>
<th>Area of the library</th>
<th>Minimum Illuminance required (lux)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Lending library</td>
<td></td>
</tr>
<tr>
<td></td>
<td>General</td>
<td>200</td>
</tr>
<tr>
<td></td>
<td>Counters</td>
<td>300</td>
</tr>
<tr>
<td></td>
<td>Book shelves</td>
<td>100</td>
</tr>
<tr>
<td></td>
<td>Reading room</td>
<td>200</td>
</tr>
<tr>
<td></td>
<td>Reading tables</td>
<td>200</td>
</tr>
<tr>
<td>2</td>
<td>Catalogue</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Card</td>
<td>100</td>
</tr>
<tr>
<td></td>
<td>Microfiche/visual display unit</td>
<td>100</td>
</tr>
<tr>
<td>3</td>
<td>Reference libraries</td>
<td></td>
</tr>
<tr>
<td></td>
<td>General</td>
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</tr>
<tr>
<td></td>
<td>Counters</td>
<td>300</td>
</tr>
<tr>
<td></td>
<td>Book shelves</td>
<td>100</td>
</tr>
<tr>
<td></td>
<td>Study tables and carrels</td>
<td>300</td>
</tr>
<tr>
<td></td>
<td>Map room</td>
<td>200</td>
</tr>
<tr>
<td>4</td>
<td>Display and exhibit area</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Exhibits insensitive to light</td>
<td>200</td>
</tr>
<tr>
<td></td>
<td>Exhibits sensitive to light</td>
<td>50</td>
</tr>
<tr>
<td>5</td>
<td>Library work room</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Book repair and binding</td>
<td>300</td>
</tr>
<tr>
<td></td>
<td>Catalogue and sorting</td>
<td>300</td>
</tr>
<tr>
<td></td>
<td>Remote book store</td>
<td>100</td>
</tr>
</tbody>
</table>

**Contact details of suppliers of Lux meter**

<table>
<thead>
<tr>
<th>Conin Prakriti Instrumentation</th>
</tr>
</thead>
<tbody>
<tr>
<td>16, Rajendra Nagar</td>
</tr>
<tr>
<td>P O Mohan Nagar</td>
</tr>
<tr>
<td>Ghaziabad 201 007</td>
</tr>
<tr>
<td></td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Conin Prakriti Instrumentation</th>
</tr>
</thead>
<tbody>
<tr>
<td>S – 35, Okhla Industrial Area</td>
</tr>
<tr>
<td>Phase II</td>
</tr>
<tr>
<td>New Delhi 110 020</td>
</tr>
<tr>
<td>Tel. 011 682 0882 or 461563</td>
</tr>
<tr>
<td>Fax 011 461563</td>
</tr>
</tbody>
</table>

Source:
Appendix –7

Guidelines for Preparation of Disaster Management Plan for the ATI Libraries

- Select the safest and secure place for library.
- Book Insurance against fire and earthquake.
- Establish smoke detectors and fire alarms
- Arrange training for the staff as how to behave in emergency situation.
- Emergency exit and guiding indications towards it
- Alternative door for entry and exit
- Display important phone numbers for emergency.
- Put fire extinguishers at important places
- Switch off the main supply of electricity when library is closed.
- Keep only one entrance and exit for library so that unauthorized trespassers are checked.
- For the safety of documents RFID should be used
- Keep safe distance from walls for staff as well as racks of documents
- Maintain safe distance between two seats of users in the study room to avoid epidemic like Swine Flew etc.
- Use clamp for book racks for the safety from earthquake.
- Prepare cleanliness schedule for avoiding dust
- Fumigate entire library frequently to prevent mouse, silverfish etc.
- Do not allow to take bags inside the library.
- Check electric wiring routinely.
- Conduct mock practices for emergency
- Keep back up of all documents elsewhere.
- Check library users’ identity.
- Draw instructions on the disposal of packing material when books are bought in bulk.
Appendix - 8
Service Quality Audit Scale for ATI Libraries

Name of the Library: ________________________________________________

Resources
1. The availability of documents related to the training programmes
   Identify any two training programmes from last two months. From the timetable select any two subjects and search from the catalogue how many titles of the subject are available. Give credits on the basis of the relevance and most up-to-date titles. For one relevant title from the one programme give one mark. Thus for 4 relevant titles give 4 marks. Titles should be selected randomly. Relevance should be decided on the merits and contents of the document.

2. The frequency of purchase of new materials.
   Check the regularity of adding titles. The titles added every month should get more credit marks. Give one mark for addition in each quarter.

3. Availability of latest data documents (Census volumes, Economic Census, NSS Reports, CMIE Reports, Annual Reports and Administrative Reports of various departments etc)
   From the library catalogue the availability of data source could be identified. The latest addition should be appreciated by giving full marks.

4. Relevance of collections to the objectives of the institute.
   The title list of addition in a year should be checked against the objectives of the institute.

5. Availability of latest journals
   The consideration of availability of journals received in the library.

Services
6. Availability of updated list of articles from journals, magazines and newspapers.
   The new addition list made available to the library users either through mail, through system or a hard copy made available in the library.

7. Promptness of shelving of documents
   When the documents are shelved? Are the documents kept pending for shelving for more than one day?

8. Display of latest issues of the journals / magazines and books
   Check whether the journals magazines and books displayed are latest according to the record of receipt of journals / magazines.

   To assess to what extent titles owned by the library are actually available to the users if required. Draw a representative (random) sample of titles owned by the library. Record, for each title in the sample, whether a copy of that title is available.

10. Computerized library services
    Various services like CAS, SDI, New Arrival, Document Lending etc should be given to the users through computers.
Staff

11 Competency of library staff to operate the equipment available in the library.

Check the competency of the staff to operate each equipment individually. For support check the training record of every individual. [4] ........

12 Receiving opinions and suggestions of the users.

Check the mechanism of receiving users’ suggestions for the document purchase. How far they are considered and actually documents are purchased? [4] ........

13 Availability of a personalized service to locate a document on demand.


14 Quality of library staff. (polite, positive, helping, approachable, welcoming and courteous)

Collect information from the user surveys about the behaviour of library staff. [4] ........

15 Responsiveness

Does staff give prompt answer to the quarries of the users? [4] ........

Guidance.

16 Reliability of the catalogue as source of information.

Check the titles purchased, added, for correctness of the title, author and availability. If the document is issued it should reflect in the catalogue. [4] ........

17 Help rendered by the directional signs in locating documents

Check how far the titles can be located on the basis of the directional signs. [4] ........

18 Open hours of the library.

The library should be open before and after office hours for the connivance of the users. [4] ........

19 Display of rules and services

The rules and services offered by the library should be prominently displayed for the users for their information. [4] ........

20 User orientation for the use of library

There should be a mechanism to introduce to the library system, circulation procedure to the new users. [4] ........

Environment

21 Silence in the study area.

The study geographical location and other facilities in the study area should ensure silence in the study area. [4] ........

22 What is the general impression about library

Location, Ambiance, Cleanliness of racks, flooring, equipment etc. [4] ........

23 Condition of the equipment in the library.

Check the physical condition of the equipment available in the library. Are all equipment are in use? [4] ........

24 Lighting in the library.

Check the adequacy of the light arrangement at various places like circulation counter, study area, book stacks, work area for the staff etc. [4] ........

xlvi
25 **Library software and its use.**

Do library have software? Are all functions of the software used? [4] .......

### Marks and Grade

<table>
<thead>
<tr>
<th>No</th>
<th>Service Quality Dimension</th>
<th>Marks</th>
<th>Obtained</th>
<th>Marks out of 100</th>
<th>Grade</th>
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<td>91 – 100</td>
<td>A +</td>
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</tr>
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<td>2</td>
<td>Services</td>
<td>20</td>
<td>76 – 90</td>
<td>A</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Staff</td>
<td>20</td>
<td>60 – 75</td>
<td>B</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Guidance</td>
<td>20</td>
<td>50 – 75</td>
<td>C</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Environment</td>
<td>20</td>
<td>50 – 1</td>
<td>D</td>
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<td><strong>Total</strong></td>
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