This questionnaire is designed to find out the Impact of Information Technology (IT) on Technical services i.e. Housekeeping operations, services and staff.

1. **BACKGROUND INFORMATION**

1. Name_______________________ Age ☐ Years ☐ Male ☐ Female
2. Designation: ________________________________ Section: ______________________
3. Qualifications:
   - Library Science: B.LIS ☐ M.LIS ☐ Ph.D. ☐ Others(Pl.Specify)
   - Computer Application: PGDLAN/PGDCA ☐ M.Sc/MCA ☐ Ph.D. ☐ Others(Pl.Specify)
4. Total Library experience: ☐ Years; In present Library ☐ Years
5. Involvement in IT activities.

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>IT Activities</th>
<th>IT Implementation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Total number of IT/IT related training courses attended*</td>
<td>Before</td>
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<tr>
<td>2</td>
<td>Total number of IT/IT related conferences/seminars/workshops attended</td>
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<tr>
<td>3</td>
<td>Total number of IT/IT related papers presented/published</td>
<td></td>
</tr>
</tbody>
</table>

*Please list three important training courses attended below

<table>
<thead>
<tr>
<th>Sr.No</th>
<th>Course Name</th>
<th>Organisation name and place</th>
<th>Duration &amp; Dates</th>
<th>Language/Packages Covered</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
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<td>2</td>
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<td>3</td>
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</tbody>
</table>

6. Were you involved in/informed about IT implementation in your library? ☐ Yes ☐ No
   If yes, has it helped you to improve your performance? ☐ Yes ☐ No
7. Which of the following facilities do you have access in your section?

<table>
<thead>
<tr>
<th>Computer</th>
<th>Printer</th>
<th>LAN</th>
<th>Internet</th>
<th>Others(Pl.Specify)</th>
</tr>
</thead>
<tbody>
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</table>

8. Were you given training in the use of IT in your library? ☐ Yes ☐ No
   If yes, how do you feel about the training given to you?

<table>
<thead>
<tr>
<th>Extensive</th>
<th>Adequate</th>
<th>Inadequate</th>
<th>Need More Training</th>
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</thead>
<tbody>
<tr>
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</tbody>
</table>

9. Are you a computer enthusiast? ☐ Yes ☐ No
10. How many years experience have you had working with computers? ☐ Years
11. What percentage of time per day on average do you spend working at computer?

<table>
<thead>
<tr>
<th>0-25%</th>
<th>26-50%</th>
<th>51-75%</th>
<th>76-100%</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>
II. IMPACT OF INFORMATION TECHNOLOGY ON OVERALL LIBRARY

12. In your view, how much has IT improved the following aspects of your library? (pl. tick one answer only)

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Aspects</th>
<th>Very Much Improved</th>
<th>Much Improved</th>
<th>Little Improved</th>
<th>Not Improved</th>
<th>Undecided</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Efficiency (Doing faster more things)</td>
<td></td>
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<tr>
<td>2</td>
<td>Effectiveness (Doing more right things)</td>
<td></td>
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<tr>
<td>3</td>
<td>Cost effectiveness (Doing more with same cost)</td>
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<tr>
<td>4</td>
<td>Productivity</td>
<td></td>
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<tr>
<td>5</td>
<td>Services</td>
<td></td>
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<tr>
<td>6</td>
<td>Innovation (New way of work/services)</td>
<td></td>
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<tr>
<td>7</td>
<td>Utilization (Resources/service usage)</td>
<td></td>
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<tr>
<td>8</td>
<td>Work environment</td>
<td></td>
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<tr>
<td>9</td>
<td>User’s satisfaction</td>
<td></td>
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<tr>
<td>10</td>
<td>Status</td>
<td></td>
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</tbody>
</table>

III IMPACT OF INFORMATION TECHNOLOGY ON LIBRARY SERVICES

These are the statements about the impact of IT on library technical services i.e. House-keeping operations, services and staff. Please read each statement and indicate (your feeling about library services) whether you Strongly Disagree (SD), Disagree (D), Undecided (U), Agree (A) or Strongly Agree (SA) with each of the statements. Tick one answer for each statement.

13. Effects of using IT in your library.

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Statements</th>
<th>SA</th>
<th>A</th>
<th>U</th>
<th>D</th>
<th>SD</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Reduced the need for more staff</td>
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<tr>
<td>2</td>
<td>Improved the speed of operations</td>
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<td>3</td>
<td>Improved accuracy, consistency and reduced errors</td>
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<td>4</td>
<td>Reduced inter-personal communications</td>
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<tr>
<td>5</td>
<td>Reduced unit costs of operations</td>
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<td>6</td>
<td>Improved collection development / management</td>
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<td>7</td>
<td>Facilitated networking and resource sharing</td>
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<td>8</td>
<td>Provide comprehensive management information support</td>
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<tr>
<td>9</td>
<td>Increased expenditure on system maintenance</td>
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<tr>
<td>10</td>
<td>Improved control over operations</td>
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<tr>
<td>11</td>
<td>Enabled enormous savings in time and efforts</td>
<td></td>
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<tr>
<td>12</td>
<td>Facilitated effective utilization of funds</td>
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<tr>
<td>13</td>
<td>Eliminated duplication of efforts</td>
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<tr>
<td>14</td>
<td>Required to perform too many steps to complete a single task</td>
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<tr>
<td>15</td>
<td>Enabled to generate variety of statistical reports</td>
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<tr>
<td>16</td>
<td>Enabled to market library services</td>
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<td>17</td>
<td>Improved standardization</td>
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<tr>
<td>18</td>
<td>Enabled rapid communication</td>
<td></td>
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<tr>
<td>19</td>
<td>Frequent systems break down /failure</td>
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<tr>
<td>20</td>
<td>Perform tasks which can not be done by manual system</td>
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<tr>
<td>21</td>
<td>Improved management attitude</td>
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<tr>
<td>22</td>
<td>Enabled nonprofessional staff to perform professional tasks</td>
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<tr>
<td>23</td>
<td>Reduced physical work/ activity/movement</td>
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<tr>
<td>24</td>
<td>Frequent virus problems (corruption of files)</td>
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<tr>
<td>25</td>
<td>Enabled to streamline complex tasks and simplify library problems</td>
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<tr>
<td>26</td>
<td>Improved capability to handle increased work load</td>
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<tr>
<td>27</td>
<td>Reduced delayed and backlogs in work</td>
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<tr>
<td>28</td>
<td>Improved the efficiency of correspondence and secretarial work</td>
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<tr>
<td>29</td>
<td>Developed integrated library management system</td>
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<tr>
<td>30</td>
<td>Increased violation of Copyright Act</td>
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</table>
## IV. IMPACT OF IT ON LIBRARY HOUSE KEEPING OPERATIONS

### 14. Acquisition

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Statements</th>
<th>SA</th>
<th>A</th>
<th>U</th>
<th>D</th>
<th>SD</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Enabled accurate and up-to-date record of orders</td>
<td></td>
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<tr>
<td>2</td>
<td>Facilitate easy book selection</td>
<td></td>
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<tr>
<td>3</td>
<td>Enabled faster pre-order duplicate checking</td>
<td></td>
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<tr>
<td>4</td>
<td>Facilitate easy preparation of purchase orders</td>
<td></td>
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<tr>
<td>5</td>
<td>Facilitate electronic ordering</td>
<td></td>
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<tr>
<td>6</td>
<td>Facilitate to send timely reminder and order cancellation letters</td>
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<tr>
<td>7</td>
<td>Enabled easy preparation of subject-wise list orders</td>
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<tr>
<td>8</td>
<td>Enabled to maintain up-to-date fund utilization of accounts</td>
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<tr>
<td>9</td>
<td>Enabled to keep updated vendor database</td>
<td></td>
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<tr>
<td>10</td>
<td>Facilitate easy accessioning and invoice processing</td>
<td></td>
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<tr>
<td>11</td>
<td>Enabled automatic generation of accession registers/list</td>
<td></td>
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<tr>
<td>12</td>
<td>Facilitated to send letters for adjustment of advances</td>
<td></td>
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<tr>
<td>13</td>
<td>Facilitated prompt notification to users</td>
<td></td>
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<tr>
<td>14</td>
<td>Facilitate to send letters to bank for foreign exchange drafts</td>
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<tr>
<td>15</td>
<td>Facilitate preparation of vendor performance report</td>
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</table>

### 15. Classification

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<tr>
<th>Sr. No.</th>
<th>Statements</th>
<th>SA</th>
<th>A</th>
<th>U</th>
<th>D</th>
<th>SD</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Enabled easy checking of previously assigned call numbers</td>
<td></td>
<td></td>
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<tr>
<td>2</td>
<td>Enabled easy construction of call numbers</td>
<td></td>
<td></td>
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<tr>
<td>3</td>
<td>Enabled to save time by avoiding frequent consultation of schemes</td>
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</table>

### 16. Cataloguing/OPAC

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<th>Sr. No.</th>
<th>Statements</th>
<th>SA</th>
<th>A</th>
<th>U</th>
<th>D</th>
<th>SD</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Enabled easy cataloguing</td>
<td></td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>2</td>
<td>Enabled more efficient and better cataloguing</td>
<td></td>
<td></td>
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<tr>
<td>3</td>
<td>Enabled speed in cataloguing and updating</td>
<td></td>
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<tr>
<td>4</td>
<td>Enabled many by-products from the machine readable records</td>
<td></td>
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<tr>
<td>5</td>
<td>Enabled may access points and in-depth cataloguing</td>
<td></td>
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<tr>
<td>6</td>
<td>Enabled multiple users to access simultaneously from remote locations</td>
<td></td>
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<tr>
<td>7</td>
<td>Enabled to eliminate the need to maintain card catalogue</td>
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<tr>
<td>8</td>
<td>Enabled to compile union catalogue</td>
<td></td>
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<tr>
<td>9</td>
<td>Enabled import and export of data</td>
<td></td>
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<tr>
<td>10</td>
<td>Enabled generate of thesaurus/authority files</td>
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### 17. Circulation

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<tr>
<th>Sr. No.</th>
<th>Statements</th>
<th>SA</th>
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<th>U</th>
<th>D</th>
<th>SD</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Enabled speedy charging and discharging</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>2</td>
<td>Improved accuracy and control over circulation activities</td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>3</td>
<td>Facilitate easy renewal and reservation of items</td>
<td></td>
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<tr>
<td>4</td>
<td>Enable instant display of status of item on loans, reserve or at the bindery</td>
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<tr>
<td>5</td>
<td>Facilitate faster provision of details of loaned items and due-dates on user request</td>
<td></td>
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<tr>
<td>6</td>
<td>Facilitate to handle different loan periods for different categories of users and material types</td>
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<td></td>
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<tr>
<td>7</td>
<td>Facilitate to send timely recall notices and reminder letters</td>
<td></td>
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<tr>
<td>8</td>
<td>Enabled automatic notification on return of reserved item to the user</td>
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<tr>
<td>9</td>
<td>Enabled automatic blocking of circulation privileges for defaulters</td>
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<tr>
<td>10</td>
<td>Enabled automatic computation of fines and printing fine receipts</td>
<td></td>
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<tr>
<td>11</td>
<td>Enabled easy preparation of collection usage statistics</td>
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<tr>
<td>12</td>
<td>Enabled accurate circulation reports by time-period(day, week, month)</td>
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<tr>
<td>13</td>
<td>Facilitate to answer comprehensive on-line queries</td>
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<tr>
<td>14</td>
<td>Facilitate to send timely mailing letters to remote users</td>
<td></td>
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<tr>
<td>15</td>
<td>Enabled to achieve better fulfillment rate of ILL requests</td>
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</table>
## 18. Serials Control

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Statements</th>
<th>SA</th>
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<th>U</th>
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<th>SD</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Enabled accurate and up-to-date record of subscriptions and holdings</td>
<td></td>
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<tr>
<td>2</td>
<td>Facilitate to give subscription and renewal orders</td>
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<tr>
<td>3</td>
<td>Facilitate to record the receipts of journal issues of varied periodicities</td>
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<tr>
<td>4</td>
<td>Facilitate to list automatically missing issues and print reminder letters</td>
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<tr>
<td>5</td>
<td>Facilitate to prepare routing list of serials</td>
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<tr>
<td>6</td>
<td>Facilitate to maintain up-to-date fund utilization account</td>
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<tr>
<td>7</td>
<td>Facilitate to prepare list of completed volumes and binding orders</td>
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<tr>
<td>8</td>
<td>Facilitate accessioning of bound volumes and their holding updating</td>
<td></td>
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<tr>
<td>9</td>
<td>Facilitate to answer on-line queries about the status of serials</td>
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<tr>
<td>10</td>
<td>Facilitate up-to-date supplier performance report</td>
<td></td>
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<tr>
<td>11</td>
<td>Facilitate preparation of list of periodicals subscribed and received</td>
<td></td>
<td></td>
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<tr>
<td>12</td>
<td>Facilitate estimation of the budget for the next year</td>
<td></td>
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<tr>
<td>13</td>
<td>Facilitate if compilation of union catalogue</td>
<td></td>
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<tr>
<td>14</td>
<td>Facilitate cooperative acquisition of periodicals</td>
<td></td>
<td></td>
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<tr>
<td>15</td>
<td>Facilitate to generate variety of reports</td>
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</tbody>
</table>

## 19. Networking

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Statements</th>
<th>SA</th>
<th>A</th>
<th>U</th>
<th>D</th>
<th>SD</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Facilitate the establishment of library networks</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>2</td>
<td>Enabled to participate in resource sharing library networks</td>
<td></td>
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<tr>
<td>3</td>
<td>Facilitate better exchange and sharing of resources</td>
<td></td>
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<tr>
<td>4</td>
<td>Enabled to promote co-ordination and co-operative activities</td>
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<tr>
<td>5</td>
<td>Facilitate optimum utilization of resources</td>
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</table>

## 20. Management Information

<table>
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<th>Sr. No.</th>
<th>Statements</th>
<th>SA</th>
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<th>U</th>
<th>D</th>
<th>SD</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Facilitate better presentation of proposal and reports</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>2</td>
<td>Facilitate better quality in decision making</td>
<td></td>
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<tr>
<td>3</td>
<td>Enabled easy monitoring and evaluation of operations</td>
<td></td>
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<tr>
<td>4</td>
<td>Facilitated easy preparation of binding lists</td>
<td></td>
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<tr>
<td>5</td>
<td>Facilitate easy stock inventory verification</td>
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</tbody>
</table>

## IV IMPACT OF IT ON INFORMATION SERVICES

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Statements</th>
<th>SA</th>
<th>A</th>
<th>U</th>
<th>D</th>
<th>SD</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Improved the quality of services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Introduced new range of services not possible before</td>
<td></td>
<td></td>
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<tr>
<td>3</td>
<td>Enabled more complex and more specific searches by combination of search terms</td>
<td></td>
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<tr>
<td>4</td>
<td>Provide easier and wider access to information resources</td>
<td></td>
<td></td>
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<tr>
<td>5</td>
<td>Provide rapid access to bibliographic information on-line</td>
<td></td>
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<tr>
<td>6</td>
<td>Greatly improved accessibility through increased access points</td>
<td></td>
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</tr>
<tr>
<td>7</td>
<td>Enabled extended services to remote locations</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>8</td>
<td>Enabled multiple users to access simultaneously</td>
<td></td>
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<tr>
<td>9</td>
<td>Provide more specialized, need-based and value added services</td>
<td></td>
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<tr>
<td>10</td>
<td>Provide more comprehensive retrospective literature at less cost</td>
<td></td>
<td></td>
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<tr>
<td>11</td>
<td>Facilitate compilation of bibliographic services on specific topic</td>
<td></td>
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</tr>
<tr>
<td>12</td>
<td>Enabled direct access by end users</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Increased users expectations for better services</td>
<td></td>
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<tr>
<td>14</td>
<td>Increased users need for staff assistance more frequently</td>
<td></td>
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<tr>
<td>15</td>
<td>Improved users opinion on library services</td>
<td></td>
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</tr>
</tbody>
</table>
## V. IMPACT OF IT ON LIBRARY STAFF

22. Sr. No. | Statements                                                                 |
---|---
1  | Made it mandatory to learn to use modern technologies                     |
2  | Upgraded my knowledge and skills                                           |
3  | Forced to employ new staff with IT skills                                  |
4  | De-skilled the job of cataloguers                                          |
5  | Brought major changes in my work                                           |
6  | Reduced my work load                                                       |
7  | Created fear of loss of job                                                |
8  | Added more responsibilities to my job                                      |
9  | Made my work more interesting                                              |
10 | Improved my morale and motivation                                          |
11 | Caused techno-stress (fear of new technology)                               |
12 | Created a better quality of working environment                            |
13 | Improved my competence and performance                                     |
14 | Created health problems (Pl. specify)                                      |
15 | Offered new challenges and better opportunities for professional growth    |
16 | Provided more variety in my work                                           |
17 | Became detrimental to creative thinking                                    |
18 | Enabled to devote more of my time for user services                        |
19 | Increased my job satisfaction                                              |
20 | Improved my status                                                         |

23. Please give your comments on the use of IT in your library.

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IMPACT OF IT APPLICATIONS ON TECHNICAL & USERS SERVICES IN UNIVERSITY LIBRARIES IN HARYANA AND PUNJAB

This questionnaire is designed to find out the Impact of Information Technology (IT) on library users services.

I. BACKGROUND INFORMATION

1. Designation(faculty)/Course(students): _____________________ Dept: ___________

2. Qualification: Grd., PG, MPhil, Ph.d ; Age ______ Male ______ Female ______

3. Are you residing in University campus? Yes No

4. How often do you visit university library?
   Daily Once a week Once a fortnight Once a month Occasionally Never

5. How long have you been using your library? ______ Years

6. Were you given training in the use of new technologies in your library? Yes No
   If yes, how do you feel about the training given to you?
   Extensive Adequate Inadequate Need More Training

7. Which of the following facilities do you have access in your department?
   Computer OPAC(Computer Catalogue) Campus Network Internet Others(Pl. specify)

II. IMPACT OF INFORMATION TECHNOLOGY ON LIBRARY SERVICES

8. It has improved the following.

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Aspects</th>
<th>Very Much Improved</th>
<th>Much Improved</th>
<th>Little Improved</th>
<th>Not Improved</th>
<th>Deteriorated</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Information sources/collection</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Innovation(new ways of service)</td>
<td></td>
<td></td>
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<tr>
<td>4</td>
<td>Utilization of resources/service</td>
<td></td>
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<tr>
<td>5</td>
<td>Staff attitude(helpfulness)</td>
<td></td>
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<tr>
<td>6</td>
<td>Staff competence(knowledge &amp; expertise)</td>
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<tr>
<td>7</td>
<td>User-friendliness</td>
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<tr>
<td>8</td>
<td>Efficiency</td>
<td></td>
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</tbody>
</table>

III IMPACT OF INFORMATION TECHNOLOGY ON LIBRARY SERVICES

9. These are the statements about the impact of IT on library services. Please read each statement and indicate(your feeling about library services) whether you Strongly Disagree (SD), Disagree (D), Undecided (U), Agree(A) or Strongly Agree (SA) with each of the statements. Tick one answer for each statement.

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Statements</th>
<th>SA</th>
<th>A</th>
<th>U</th>
<th>D</th>
<th>SD</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Improved the quality of services</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>2</td>
<td>Introduced new services</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>3</td>
<td>Introduced OPAC(online public access catalogue)</td>
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<tr>
<td>4</td>
<td>There are an adequate number of public access terminals</td>
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<tr>
<td>5</td>
<td>Enabled direct access to information</td>
<td></td>
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<tr>
<td>6</td>
<td>OPAC provided powerful search facility by combination of terms</td>
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<td>7</td>
<td>OPAC has increased the success rate of finding more relevant materials</td>
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<td>8</td>
<td>Campus network enabled easy access to OPAC from remote locations(depts.)</td>
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<tr>
<td>9</td>
<td>Campus network enabled many users to access OPAC simultaneously</td>
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<tr>
<td>10</td>
<td>Enabled to borrow, return and reserve documents quickly</td>
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<tr>
<td>11</td>
<td>Reference / information enquiries answered satisfactorily</td>
<td></td>
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<tr>
<td>12</td>
<td>Enormously saved time and efforts</td>
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</tbody>
</table>
**IV. IMPACT OF INFORMATION TECHNOLOGY ON USER SATISFACTION**

10. How would you rate the following library services using the scale Poor (P), Average (A), Good (G), Very Good (VG) and Excellent (E).

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Services</th>
<th>P</th>
<th>A</th>
<th>G</th>
<th>VG</th>
<th>E</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>OPAC (Online Public Access Catalogue)</td>
<td></td>
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<tr>
<td>2</td>
<td>Access to Online External (outside) databases</td>
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<tr>
<td>3</td>
<td>Internet Access</td>
<td></td>
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<tr>
<td>4</td>
<td>Reference (enquiry) services</td>
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<tr>
<td>5</td>
<td>Bibliography service</td>
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<tr>
<td>6</td>
<td>Current Awareness Service (CAS)</td>
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<tr>
<td>7</td>
<td>Indexing / Abstracting</td>
<td></td>
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<tr>
<td>8</td>
<td>Inter-library loan</td>
<td></td>
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<tr>
<td>9</td>
<td>Reservation services</td>
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<tr>
<td>10</td>
<td>Overall satisfaction with your library services</td>
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</table>

11. Do you expect any IT based new services from your library? If so, Pl. list them below.

_____________________________________________________________________________________

12. Have you faced any problems relating to use of IT facilities/services? If so, Pl. list them below.

_____________________________________________________________________________________

13. Please give your comments on the use of IT in your library.

_____________________________________________________________________________________

_____________________________________________________________________________________

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