Appendix
Appendix

ALIGARH MUSLIM UNIVERSITY, ALIGARH
DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE

Dear Friends,

I would like to conduct a study on “Use of Collection and Services in IARI Library and GBPUAT Library: A Comparative Study” as a part of my research work. In this regard, I request you to help me by filling the questionnaire and providing some valuable suggestions.

I will be highly grateful to you for this kind cooperation.

Yours Sincerely

Tanveer Haider Naqvi
Research Scholar

Questionnaire

(A) PERSONAL DATA
(a) Name (In Block Letter):
(b) Name of the Institution:
(c) Designation:
(d) Sex:
(e) Level of Study:
(f) Research/Study Topic:
(g) Departmental Address:

(B) FREQUENCY OF VISIT TO THE LIBRARY
Please, indicate your frequency of visit to the library.
(a) Daily [ ]
(b) 2-3 times in a week [ ]
(c) Once in a month [ ]
(d) Occasionally [ ]
(e) Never [ ]
(C) PURPOSE
Please, indicate the purpose of visit to the library.
(a) To update knowledge [ ]
(b) To consult document for research [ ]
(c) To borrow books [ ]
(d) For all the purposes [ ]
(e) Any other (Please Specify) .........................................................................

PART-A: USE OF LIBRARY COLLECTION

1. Please indicate the frequency of use of different categories of information sources.
(As- Most Frequently = MF, Frequently = F, Somewhat Frequently = SF,
Occasionally = O & Never = N).

<table>
<thead>
<tr>
<th>Category</th>
<th>MF</th>
<th>F</th>
<th>SF</th>
<th>O</th>
<th>N</th>
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<tbody>
<tr>
<td>(a) Books/Monograph</td>
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<tr>
<td>(b) Reference Materials</td>
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<td>(c) Periodicals</td>
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<td>(d) Research Reports/Bulletins</td>
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<td>(e) Thesis/Dissertations</td>
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<td>(f) Seminars/Conf. Proceedings/Workshops</td>
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<tr>
<td>(g) Book Reviews</td>
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<td>(h) Reprints/Maps/Globes</td>
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<td>(i) News Letters</td>
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<tr>
<td>(j) Standards/Patents/Specifications</td>
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<td>(k) Microfisches/Records/Tapes</td>
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<td>(l) CD-ROMs</td>
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<td>(a) Books/Monograph</td>
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<td>(b) Reference Materials</td>
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<td>(c) Periodicals</td>
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<td>(d) Research Reports/Bulletins</td>
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<td>(f) Seminars/Conf. Proceedings/Workshops</td>
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<td>(g) Book Reviews</td>
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<td>(h) Reprints/Maps/Globes</td>
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<td>(i) News Letters</td>
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<td>(j) Standards/Patents/Specifications</td>
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<td>(k) Microfisches/Records/Tapes</td>
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<td>(l) CD-ROMs</td>
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</table>
3. How much satisfied are you with your library collections. Please indicate your rating against each type of information sources. (As- Strongly Satisfied = 4, Satisfied = 3, Somewhat Satisfied = 2, Neutral = 1 & Dissatisfied = 0).

(a) Books/Monograph [ ]
(b) Reference Materials [ ]
(c) Periodicals [ ]
(d) Research Reports/Bulletins [ ]
(e) Thesis/Dissertations [ ]
(f) Seminars/Conf. Proceedings/Workshops [ ]
(g) Book Reviews [ ]
(h) Reprints/Maps/Globes [ ]
(i) News Letters [ ]
(j) Standards/Patents/Specifications [ ]
(k) Microfisches/Records/Tapes [ ]
(l) CD-ROMs [ ]

4. Use of Electronic Collection

4.1 Do you use electronic sources. Yes [ ] No [ ]

4.2 If yes, please indicate your rating against each type of E-sources (As- Most Frequently = 4, Frequently = 3, Somewhat Frequently = 2, Occasionally = 1 & Never = 0).

(a) E-Books [ ]
(b) E-Journals [ ]
(c) CD-ROM Databases [ ]
(d) Online Databases [ ]
(e) E-Dictionaries [ ]
(f) E-Encyclopedias [ ]
(g) Others (Please Specify) ..............................................................

4.3 If no, please indicate why you are not using E-sources.
(a) Lack of Skills [ ]
(b) Costly [ ]
(c) Lack of Time [ ]
(d) Poor Facility [ ]
(e) Others (Please Specify) ..............................................................
4.4 Do you face any problem in using E-sources.

(a) Technical Problem [ ] [ ]
(b) Connectivity Problem [ ] [ ]
(c) Downloading Problem [ ] [ ]
(d) Interrupted Power Supply Problem [ ] [ ]
(e) Pay for Searching [ ] [ ]
(f) Guidance Problem [ ] [ ]
(g) Others (Please Specify) ................................................................. [ ]

4.5 Are you getting any instructions/help in using E-sources.

Yes [ ] No [ ]

4.6 If yes, please indicate what type of instructions/help you are getting.

(a) Training given by the library. [ ]
(b) Online instructions/guides on using E-sources. [ ]
(c) Individual instruction by library staff. [ ]
(d) Help by your library colleagues. [ ]
(e) Others (Please Specify) ................................................................. [ ]

4.7 Do you pay for searching E-sources.

Yes [ ] No [ ]

4.8 If yes, how much money do you pay.

(a) Rs. 50/hour [ ]
(b) Rs. 100/hour [ ]
(c) Rs. 150/hour [ ]
(d) Rs. 200/hour [ ]

5. Adequacy of Library Collection

5.1 Please indicate the adequacy of library collection.

<table>
<thead>
<tr>
<th>Adequate</th>
<th>Fair</th>
<th>Inadequate</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) Print Collection</td>
<td>[ ]</td>
<td>[ ]</td>
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<tr>
<td>(b) E-Collection</td>
<td>[ ]</td>
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</table>
PART-B: USE OF LIBRARY SERVICES

6. Lending/Circulation Service

6.1 Do you use lending service provided by the library.

Yes [ ] No [ ]

6.2 Do you use lending service of following documents provided by the library.

(a) Books/Monographs

(b) Periodicals

Yes [ ] No [ ]

6.3 Do you use lending services of periodicals.

(a) Current Volumes

(b) Back Volumes

(c) Indexing/Abstracting

Yes [ ] No [ ]

6.4 If yes, please indicate your frequency of alternative methods adopted to procure the documents not available in the library. (As- MF=Most Frequently, F=Frequently, SF=Somewhat Frequently, R=Rarely & N=Never).

(a) Requesting the Library for Purchasing

(b) Requesting the Library to Get on Inter Library Loan

(c) Borrowing Personally from Library

(d) Purchasing by Oneself

(e) Abandoning the Search

7. Inter Library Loan Service

7.1 Do you use inter library loan service provided by the library.

Yes [ ] No [ ]

7.2 If yes, please indicate the following in the below table (As- Number of documents borrowed, year and linked library).

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Documents Borrowed</th>
<th>Linked Library (Name Please)</th>
</tr>
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<tbody>
<tr>
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</table>
7.3 How much time is spent to procure the documents from other libraries.
   (a) Less than one week [ ]
   (b) One week [ ]
   (c) More than one week [ ]

8. **Reference Service**

8.1 Do you use different types of reference service provided by the library.
   Yes [ ] No [ ]

8.2 In what way these reference services help you.
   Yes [ ] No [ ]
   (a) Provision of orientation program [ ]
   (b) Help to use the reference service [ ]
   (c) Help to use bibliographical sources [ ]
   (d) Help to search the documents [ ]
   (e) Help to search the specific information [ ]

8.3 Please, indicate how much helpful the reference staff’s attitude is in providing these reference services.
   (a) Most Helpful [ ]
   (b) Helpful [ ]
   (c) Somewhat Helpful [ ]
   (d) Neutral [ ]
   (e) Not Helpful [ ]

9. **Bibliographical Service**

9.1 Do you use bibliographical service provided by the library.
   Yes [ ] No [ ]

9.2 If yes, please indicate what type of bibliographical services you use.
   (a) Bibliographical Database Service [ ]
   (b) Adhoc Bibliographical Service [ ]
   (c) Both [ ]
   (d) Others (Please Specify) .................................................................
       .................................................................

9.3 Please, indicate in what form you use bibliographical service of the library.
   (a) Card [ ]
   (b) Electronic [ ]
   (c) Online [ ]
   (d) Others (Please Specify) .................................................................
       .................................................................
10. **Current Awareness Service (CAS)**

10.1 Do you use current awareness service provided by the library.  
Yes [ ] No [ ]

10.2 If yes, please indicate the usefulness of different types of CAS provided by the library (MU=Most Useful, U=Useful, SU=Somewhat Useful, RU=Rarely Useful, & NU=Not Useful).

<table>
<thead>
<tr>
<th>MU</th>
<th>U</th>
<th>SU</th>
<th>RU</th>
<th>NU</th>
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</tbody>
</table>

(a) Monthly addition of latest books [ ] [ ] [ ] [ ] [ ] [ ]
(b) Display of periodicals [ ] [ ] [ ] [ ] [ ] [ ]
(c) Weekly contents of current periodicals [ ] [ ] [ ] [ ] [ ] [ ]
(d) Bibliographical information [ ] [ ] [ ] [ ] [ ] [ ]
(e) Research notes [ ] [ ] [ ] [ ] [ ] [ ]

10.3 If no, please indicate why you are not using CAS provided by the library.
(a) Due to time lag [ ]
(b) Late processing [ ]
(c) Others (Please Specify) ...........................................................................

11. **Document Delivery Service (DDS)**

11.1 Do you use document delivery service provided by the library.  
Yes [ ] No [ ]

11.2 If yes, please indicate what type of document delivery service you use provided by the library.
(a) Bibliographical Services [ ]
(b) Full text Services [ ]
(c) Both [ ]

11.3 Please, indicate in what form you use document delivery service provided by the library.
(a) Print [ ]
(b) Electronic [ ]
(c) Online [ ]
(d) All the three forms [ ]

11.4 Please, indicate how you avail the benefits of document delivery supply.
(a) Through Institutional Membership [ ]
(b) Through Individual Membership [ ]
(c) By Paying an Amount [ ]
(d) Others (Please Specify) ...........................................................................
............................................................................................................
............................................................................................................
11.5 Please, indicate how much are you paying.

..................................................................................................................
..................................................................................................................

11.6 Please, indicate how much time taken to supply the document.
   (a) Less than one week [ ]
   (b) One week [ ]
   (c) More than one week [ ]

12. Indexing & Abstracting Service (I&AS)

12.1 Do you use indexing and abstracting service provided by the library.
   Yes [ ] No [ ]

12.2 Please, indicate in what form you use indexing and abstracting service provided by the library.
   (a) Card [ ]
   (b) Electronic [ ]
   (c) Both [ ]
   (d) Others (Please Specify)..........................................................................................
   ..............................................................................................................................

12.3 Please, list indexing and abstracting services provided in print form.
..............................................................................................................................
..............................................................................................................................

13. Photocopy Service

13.1 Do you use photocopy service provided by the library.
   Yes [ ] No [ ]

13.2 If yes, please indicate the time taken for photocopy service provided by the library.
   (a) Less than one hour [ ]
   (b) Few hours [ ]
   (c) More than one day [ ]

13.3 Do you pay for photocopy service provided by the library.
   Yes [ ] No [ ]

13.4 If yes, please indicate how much pay for photocopy service provided by the library.
   (a) Rs. 00.50/Copy [ ]
   (b) Rs. 1.00/Copy [ ]
   (c) Rs. 1.50/Copy [ ]
   (d) Others (Please Specify)..........................................................................................
   ..............................................................................................................................
13.5 Please, give your opinion about the photocopy service provided by the library.

<table>
<thead>
<tr>
<th>Quality of Work</th>
<th>Better/More</th>
<th>Poor/Less</th>
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</thead>
<tbody>
<tr>
<td>Money charged</td>
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<td>[ ]</td>
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<tr>
<td>Time taken</td>
<td>[ ]</td>
<td>[ ]</td>
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</tbody>
</table>

14. Microfilm Service

14.1 Do you use microfilm service provided by the library.
Yes [ ] No [ ]

14.2 If yes, please indicate the time taken for microfilm service provided by the library.
(a) Less than one hour [ ]
(b) Few hours [ ]
(c) More than one day [ ]

14.3 Do you pay for microfilm service provided by the library.
Yes [ ] No [ ]

14.4 If yes, please indicate how much pay for microfilm service provided by the library.
(a) Rs. 10.00/Strip (10 Pages) [ ]
(b) Rs. 20.00/Strip (10 Pages) [ ]
(c) Rs. 25.00/Strip (10 Pages) [ ]
(d) Others (Please Specify) .................................................................
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14.5 Please, give your opinion about the microfilm service provided by the library.

<table>
<thead>
<tr>
<th>Quality of Work</th>
<th>Better/More</th>
<th>Poor/Less</th>
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<tbody>
<tr>
<td>Money charged</td>
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<tr>
<td>Time taken</td>
<td>[ ]</td>
<td>[ ]</td>
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15. Catalogue of Library Holdings

15.1 Do you use catalogue of library holdings.
Yes [ ] No [ ]

15.2 If yes, please indicate what type of catalogue you are using.
(a) Card [ ]
(b) OPAC [ ]
(c) Both [ ]

16. Book Bank Service

16.1 Do you use book bank service provided by the library.
Yes [ ] No [ ]
16.2 Please indicate how much pay for using book bank service provided by the library.
(a) Rs. 10/Text Book [ ]
(b) Rs. 15/Text Book [ ]
(c) Rs. 20/Text Book [ ]
(d) Not Paying [ ]

17. CD-ROM Database Service

17.1 Do you use CD-ROM Database service provided by the library.
Yes [ ] No [ ]

17.2 If yes, please indicate the frequency of using CD-ROM Database services provided by the library (As- MF=Most Frequently, F=Frequently, SF=Somewhat Frequently, R=Rarely & N=Never).

<table>
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<tr>
<th>Database Service</th>
<th>MF</th>
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<td>AGRICOLA Database</td>
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<td>Agricultural &amp; Natural Resources</td>
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<td>Biotechnology Database</td>
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<td>CAB Abstracts</td>
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<td>Food Science &amp; Technology</td>
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<td>Water Resource Abstracts</td>
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<td>BIOSIS</td>
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<td>COMPENDEX</td>
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</table>

17.3 Please indicate how much pay for using CD-ROM Database service provided by the library.
(a) Rs. 50/hour [ ]
(b) Rs. 100/hour [ ]
(c) Rs. 150/hour [ ]
(d) Rs. 200/hour [ ]

18. Online Service

18.1 Do you use online service provided by the library.
Yes [ ] No [ ]

18.2 If yes, please indicate what type of online service you are getting provided by the library.
(a) Bibliographical Services [ ]
(b) Full text Services [ ]
(c) Both [ ]
18.3 Please, list the maximum utilized online journals.

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<tr>
<th>Service</th>
<th>RW</th>
<th>PrW</th>
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<th>PW</th>
<th>NR</th>
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<tbody>
<tr>
<td>(a) Lending/Circulation Service</td>
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<td>(b) Inter Library Loan (ILL) Service</td>
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<td>(c) Reference Service</td>
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<td>(d) Bibliographical Service</td>
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<td>(e) Current Awareness Service (CAS)</td>
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<td>(f) Document Delivery Service (DDS)</td>
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<td>(g) Indexing &amp; Abstracting Service</td>
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<td>(h) Photocopy Service</td>
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<td>(i) Microfilm Service</td>
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<td>(j) Catalogue of Library Holdings</td>
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<td>(k) Book Bank Service</td>
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<td>(l) CD-ROM Database Service</td>
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<tr>
<td>(m) Online Service</td>
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20. How much satisfied are you with your library services. Please indicate your rating against each type of library services. (As- Strongly Satisfied = 4, Satisfied = 3, Somewhat Satisfied = 2, Neutral = 1 & Dissatisfied = 0).

<table>
<thead>
<tr>
<th>Service</th>
<th>Value</th>
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<tbody>
<tr>
<td>(a) Lending/Circulation Service</td>
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<td>(b) Inter Library Loan (ILL) Service</td>
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<td>(c) Reference Service</td>
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<td>(d) Bibliographical Service</td>
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<tr>
<td>(e) Current Awareness Service (CAS)</td>
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<td>(f) Document Delivery Service (DDS)</td>
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<tr>
<td>(g) Indexing &amp; Abstracting Service</td>
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<td>(h) Photocopy Service</td>
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<td>(i) Microfilm Service</td>
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<td>(j) Catalogue of Library Holdings</td>
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<td>(k) Book Bank Service</td>
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<td>(l) CD-ROM Database Service</td>
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<td>(m) Online Service</td>
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21. Please remark/give your valuable suggestion for further improvement of the library system.

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Thanks