APPENDICES

APPENDIX-1
Questionnaire for Librarians

Automation and Digitization of University Libraries: A Study of University Libraries of Northwest India

This set of questionnaire is purposely to assess the level of automation and the digitization that the region in particular has so far achieved. It is part of the Ph.D. thesis to be submitted in the Panjab University Chandigarh.

Section I: General Information

1.1 Name of the University----------------------
1.2 Type of the university (Please tick)
   (A) Central
   (B) Deemed
   (C) State
   (D) Self financing

1.3 Year of Establishment of the university------------------
1.4 Name of the library----------------------
1.5 Year of Establishment of the library-------------------
1.6 Website---------------------------------------------------
1.7 Name of the Librarian--------------------------------------
1.8 Qualifications--------------------------------------------------
1.9 Phone No----------------------------------------------------Fax No-------------------------
2.0 E-Mail-------------------------

Section 2: Budgetary and collection details

Please give your budget allocations for the following in current financial year (Please mention year ________)  

2.1 Books-----------------------------Serials/ Periodicals ------------------  
   Information Technology-------- Staff salary-------------------

2.2 Do you have provision of funds for automation and digitization?  
   Yes/No ( )

If Yes, Please mention
i Funds allocation for automation

ii Funds allocation for digitization

**State the No. of documents available in your library**

2.3 Print Form documents

i Books

ii. Theses and Dissertation

iii Current Periodicals

iv. Bounds volumes of periodicals

v. Manuscripts

vi Audio –visual Materials

vii CD- ROM Databases

viii Any other (please specify)

### Section 3: Library Users

Please (tick) whichever applicable

i Students

ii Research scholars

iii Teachers

iv Administrative staff

v Others, please specify

### Section 4: Infrastructural facilities available

Please (tick) whichever applicable

i E-mail

ii Internet

iii Bar-code

iv RFID

v Scanner

vi Digital Camera

vii LCD Projector

viii Electronic Surveillance System

ix Data Capturing Terminal

(for stock verification)

x Multimedia

xi TV/VCR
Section 5: Library Automation

Fully automated/ Partially automated/ Not automated-----------------------

a. If partially automated, please specify the services which are automated
b. Which Year did automation start?
c. When was automation completed / and what still need to be completed if partially automated
d. Have you converted bibliographical data of all the collection of your library into electronic form i.e OPAC Yes/No
e. If not are you planning for retrospective conversion. Yes/ No
f. What functions do you plan to automate or upgrade in the coming three years.
e. If not automated, please give the reason

Library Automation Software

Name of the automation software being used in your library

----------------------------------------ii version-----------------

Since when are you using the above software?
Are you satisfied with the software?
Are you having Annual Maintenance Contract for software?
Is your software regularly updated?
Have you any suggestions for improvement of software?
Are your readers satisfied with the present software?
State if you are serving department / branch libraries also with this S/W installation. Yes/No ( )

A. If yes, state the no of department/ branch libraries having access at functional level to your server
B. If no, please give reason

Is this software totally integrated? Yes/ No ( )
Are you contemplating to change the present software? Yes/ No ( )
Are you using this software for all library operations? Yes/ No ( )
Name of the operating system being used for this S/W
Does this software provide database security at function level within a module? Yes/ No ( )
It is a multilingual software package? Yes/ No ( )
Please state if this software provides support for thesaurus? Yes/ No ( )
Does this software support multimedia files also? Yes/ No ( )
If yes, please tick (\) type of files supported.
i. Image files .jpg, .tiff, .png, .bmp, .wmf, .pic, .gif, etc.
ii. Text files .doc, .pdf, .ps, .rtf, .txt, etc.
iii. A-V files .au, .wav, .snd, .mps, .mid, .avi, .wmv, etc.
iv. Others, please specify ____________________________.

Which classification scheme are you using?
Does your library software support filing order of this classification scheme? Yes/No (  )
Does it cover all reasonable approaches to information retrieval? Yes/No (  )
Are you using any other software commercial/homemade for specific operation(s)? Yes/No (  )

If yes, please mention
i. Name of software : ________________________________
ii. Operations performed : ________________________________

Name of the software you are using for:
  i. Bar-Coding ________________________________
  ii. RFID ________________________________

Did you have any other automation software previously? Yes/No (  )

If yes, please give name of the software ________________________________

Why did you opt for new presently used software?

Did you face any problem in transferring previously stored data into the new software? Yes/No (  )

Software selection criteria

Please rate the factors you considered in selecting this library automation software following scale given below:

5- Most Important  2- Not so important
4- Important        1- Least important
3-Somewhat important 0 - Ignored

  a) Software is totally integrated.
  b) It supports standard cataloguing record.
  c) This software is least expensive overall.
  d) It is widely used at other libraries of the parent body.
  e) It is widely used in other libraries of the country.
  f) It has been endorsed for general use in our country/organization by an authoritative body.
  g) It was rated as the best in competitive bidding process.
  h) It is the easiest for library staff & patrons to use.
i) It meets your all automation requirements.
j) It is developed by a reputed institution/company.
k) It is a cost effective package.
l) Regular updates and implementation of latest technology is carried out from time to time.
m) Supplier has adequate network and branch offices to attend on-site problem.
n) Others, please specify ________________________________

Software performance

Please rate the performance of library automation s/w you are currently using by using the following scale: Rating

6- Excellent 3- Average  
5- Good 2- Below average  
4- Above average 1- Poor

Please write the merits of this automation software?

Please write in brief the problems you face in using this automation software?

Problems and prospects

Constraints faced in implementing library automation. Please rank you answer 1, 2, 3…. in order of priority.

1. Lack of official policy on automation.
2. Inadequate financial resources.
3. Non-availability of less expensive s/w.
4. Non-availability of IT trained personnel.
5. Non-availability of consultancy services.
7. Low priority to library in organization.
8. Low prevision in service training to the staff given

Others, please specify: ____________________________________________.

Section 6: Networks & Networking

Have your library taken membership of any library consortia? Yes/No ( )

If Yes, please tick the appropriate:

1. INFLIBNET
2. DELNET
Section 7: ICT Facilities

**Computer workstations**
- How many are there in the library?
- How many are in working order today?
- How many are connected to the Internet?
- How many are reserved for library staff only?
- Where are workstations for users located?

**Connectivity**

How is the library connected to the Internet? (e.g. dial-up, leased line, VSAT, etc.)

What is the bandwidth connectivity for the Library?

How would you describe the speed and status of the connectivity for the library?

- Excellent - fast and reliable
- Good - quick and reliable
- Adequate - acceptable speeds and reliability
- Poor - generally the slow speeds infringe on the usefulness of the Connectivity
- Very poor - the slow network speeds and reliability are real barriers to connectivity

**Finances**

What approximate percentage (%) of ICT facilities (e.g. network, computers, etc) have been purchased from institutional funds?

What approximate percentage (%) of e-resources (e-journals, e-books etc) have been purchased from institutional funds?
Name the donors who have assisted in your acquisition of e-facilities and e-resources:

What measures are in place to ensure the sustainability of e-services?

**Electronic and Digital Resources**

Name the e-journals or e-journal/database packages to which the library offers access.

Name the e-books or e-book services to which the library offer access

Name the CD-ROMs to which the library offers access

When did the library begin offering access to e-resources?

How do you pay for or obtain access to these e-resources?

**Electronic Services**

*Which electronic services have been developed or are delivered by the library for its users? Give brief details:*

OPAC
Library Web page (Give URL)

Web based searching of the library catalogue and other databases by local or remote users

Combined searching of all electronic resources

Single search tool for all resources (Whether physical, in-house, regional or virtual)

Web-based and distributed enquiry or reference service

Online training packages for library users

Other (please specify)

**Section 8 : Digitization**
Does your library have any digital library in operation?

When you have introduced digital facilities in your library?

Which kind of digital materials your library has so far made available to the users?

Does your library offer internet facility to make these materials accessible to the users?

If so, who bears the cost – Library or the Users?

Is there any digital library project going on side by side in your library?

Which kinds of materials are getting digitized in it?

Have you undertaken digitization work of the collection of the contents of any of the documents of your library?

If Yes, please mention the percentage (or sections) of collections you have digitized.

Please specify the hardware and software specifications being utilized in this digital library:

- Scanner
- Digital Camera
- Web camera
- Printers
- Software in use
  1. Green Stone
  2. D-Space
  3. Any other, please specify

Is there any separate budgetary allocation for these operations? If yes, how much is getting spent on the project every year.

Who is responsible for making decisions in selecting the digitized material?

Who will be responsible for image capture and the quality aspect management in this operation?

Are there any facilities to train the staff for these operations?

Please specify the medium in which library is storing these digitized collections

Where should these digital collections be finally stored for the users?
How will you store the images?

How do you safeguard your library books & other documents from theft & pilferage?
Please tick.

1. Installing security gates of electronic surveillance system like RFID
2. Installing Video-cameras in the stacks
3. Putting more staff in the stacks for watch & ward
4. Any other, Please specify
5. Any comment on the future of digitization and digital library regarding technicality, staffing, their training, creation of institutional repository and use of digital library software, which has not been covered in this questionnaire.