APPENDIX-2
QUESTIONNAIRE FOR LIBRARY USERS

I request you to kindly supply the information by filling this questionnaire. All information provided by you will remain confidential and shall be used for research purpose only.

Section I: General Information

Segmentation of University Library Users
1. Name of the University
2. Name of the User
3. Class

4. Category of Users (Please tick)

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Types of Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Research Scholars</td>
</tr>
<tr>
<td>2.</td>
<td>Faculty</td>
</tr>
<tr>
<td>3.</td>
<td>Post Graduate</td>
</tr>
<tr>
<td>4.</td>
<td>Graduate</td>
</tr>
</tbody>
</table>

5. Sex Wise distribution of Response

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Sex</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Male</td>
</tr>
<tr>
<td>2.</td>
<td>Female</td>
</tr>
</tbody>
</table>

6. Age Wise distribution of Response

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Age in years</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>21-30</td>
</tr>
<tr>
<td>2.</td>
<td>31-40</td>
</tr>
<tr>
<td>3.</td>
<td>41-50</td>
</tr>
<tr>
<td>4.</td>
<td>51-60</td>
</tr>
</tbody>
</table>

7. Courses opted by Respondents of U.L.

<table>
<thead>
<tr>
<th>Sr.No.</th>
<th>Name of Courses</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Arts Faculty : M.A., M.Ed., L.L.M., Ph.D.</td>
</tr>
</tbody>
</table>
8. Library Membership of Respondents

1. Members
2. Non Members

9. Frequency of Library Visit (Please tick)

<table>
<thead>
<tr>
<th>Sr.No.</th>
<th>Visitors</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Daily</td>
</tr>
<tr>
<td>2.</td>
<td>Weekly</td>
</tr>
<tr>
<td>3.</td>
<td>Fortnightly</td>
</tr>
<tr>
<td>4.</td>
<td>Monthly</td>
</tr>
</tbody>
</table>

10. Use of Library

1. University Library
2. Departmental Library
3. Both

11. Is your library (1) Fully automated / (2) Partially automated/ (3) Not automated (Please tick)

12. Which method you prefer to access information?


13. Which method is time saving?


14. Types of Information Resources used Please Tick

1. Books
2. Reference Books
3. Periodicals
4. CD-ROM
5. Internet
6. Online Resources
7. E-Journals

15. Services often used by UL Users
1. Circulation Services
2. Reference Services
3. Abstracting Services
4. Indexing Services
5. Online Services
6. Consulting Services
7. E-mail Services
8. Internet Services
9. Database Services
10. Reprographic Services

16. Does the Library provide Databases services? Yes/No ( )
   If Yes, please tick
   1. CD ROM Database
   2. INFLIBNET Database
   3. Multimedia Database
   4. Reference Database
   5. Internal Records Database

17. Do you use E-Journals? Yes/No ( )
   i. Would you consider using E-Journals in future? Yes/No ( )
   ii. Does your library provide adequate training for using e-journals? Yes/No ( )
   iii. Is training important to make maximum use of e-journals? Yes/ No ( )
   iv. Are you satisfied with the infrastructure facilities existing in your library for e-Journals? Yes/No ( )
   v. In your opinion, do you feel e-Journals can replace print journals? Yes/No ( )
   vi. Which type of journals do you prefer to use?
      1. Print
      2. Electronic
      3. Both
   vii. For what purpose do you use E-Journals?
      1. Research Purpose
      2. Other than Research
   viii. What is the frequency of using E-Journals?
      1. Daily
2. Weekly
3. Fortnightly
4. Monthly
5. Not Regularly

18. Does the Library provide Internet Services? Yes/No ( )

1. Free ____________
2. On Cost ____________

Are you satisfied with Internet Services (Please tick)
1. Satisfied with the service ____________
2. Not satisfied with the service ____________

19. Which Search Engines do you most frequently use:-

1. Yahoo
2. Rediff
3. Google
4. Altavista
5. India Times
6. Others if any (Please Specify) ________________

20. Do you seek help from the Library Staff? Yes/No ( )

Kind of help sought by the Users of the University Library from the Library Staff.
(Please Tick)

Sr.No. Type of Help
1. To find books ________________
2. To find current periodicals ________________
3. To find Bound volume of periodicals ________________
4. To find fact & figures ________________
5. To search information on the Net ________________
6. Miscellaneous ________________

21. Level of satisfaction towards the help sought by the Library Staff. Please Tick

Sr.No. Level of Satisfaction & help sought
1. Fully Satisfied
2. Moderately satisfied
3. Not satisfied
22. As a user, what is the Extent of Favourability of the Attitude towards the service of University Library? Please Tick

<table>
<thead>
<tr>
<th>Sr.No.</th>
<th>Extent of favourability</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Very favourable</td>
</tr>
<tr>
<td>2.</td>
<td>Somewhat favourable</td>
</tr>
<tr>
<td>3.</td>
<td>Indifferent</td>
</tr>
<tr>
<td>4.</td>
<td>Very unfavourable</td>
</tr>
</tbody>
</table>

23. Are you satisfied with Library Collection & Resources? Yes/No (  )

24. Suggestions for Improving the Existing System:-

1. Need more books
2. Need more staff
3. Need more periodicals & magazines
5. Need for Computers for OPAC (Open public Access Catalogue)