Appendix B

LIBRARY AS INFORMATION UTILITY CENTRE IN THE CONTEXT OF UNIVERSITY: MEASUREMENT AND EVALUATION OF LIBRARY SERVICES IN UNIVERSITIES OF KARNATAKA STATE

(Questionnaire for users)

GENERAL INFORMATION

1. Full Name : 

2. Address : ____________________________________________

___________________________________________________________

Dist.__________________________

Pin. set of laws: □ □ □ □ □ □ □ □

E-mail : 

3. Name of the University : 

4. Department : ____________________________________________

5. Sex : Male □ Female □

6. Age : 21-30 □ 31-40 □ 41-50 □ 51 and above □

7. Are you a (Please ✓ ) : Faculty □ Research Scholar : M.Phil. □ Ph.D. □

P.G. Student : Previous □ Final □

Any other (Pl. specify)________________________

8. Of the following libraries, which one do you use frequently? (Please ✓ )

The University Central Library □ Departmental Library □

The College Library □ Public Library □

All of the above □ None of the above □

9. How often do you visit the library? (Please ✓ )

Daily □ Several times a week □ Once a week □ Once a fortnight □

Once a month □ Once a term □ Never □

357
10. Why do you go to the library? ((Please ✓ one box on each line)

**General:**

- To Study
- To Meet Friends
- To ask staff for Information
- Any other (Please specify)

**Print Materials:**

- To borrow Books
- To return/renew Books
- To refer to Books
- To refer to Journals
- To refer to Thesis and Dissertation
- To refer to Reports/Proceedings etc.,
- To read News Papers
- To read Magazines
- To refer to institutional publications
- To refer to rare books & classic collection
- Any other (Please specify)

**Non-Print Materials:**

- To take photocopies
- To Use TV/VCR
- To Use/Borrow Cassettes
- To Use Slides
- To Use Microfilm/microfiche
- Any other (Please specify)

**Electronic Media:**

- To Use Computer
- To Use Online Public Access Catalogue(OPAC)
- To Use CD-ROMs
- To Send E-mail
- To Browse the Internet
- Any other (Please specify)

10.1 What will you use these materials for? Primarily: (Please ✓

- a. Course work
- b. Research
- c. Teaching
- d. Current Awareness
- e. A mix of several purposes
- f. Any other (Please specify)
11. ARE YOU AWARE OF THE FOLLOWING SERVICES OF THE LIBRARY? (Please √)

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
<th>NOT SURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Library Services/Facilities:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lending/Circulation</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Reading Hall</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Reference</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Referral</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Periodical</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Inter Library Loan(ILL)</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>User Education Programme</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Any other (Please specify)</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>2. Information Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bibliographical Service</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Current Awareness Service(CAS)</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Selective Dissemination of Information(SDI)</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Photocopying/Xeroxing</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Online Public Access Catalogue (OPAC)</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Indexing Service</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Abstracting Service</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Translation Service</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Microfilm Reading Service</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Any other (Please specify)</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>3. Network-based services:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E-mail</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Tele-facsimile</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Web-based OPAC</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Bulletin Board Service</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>E-journals</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>To Browse Internet</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Document Delivery Service</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Use of other Library Networks</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Any other (Please specify)</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>

11.1 What will you use these services for? Primarily : (Please √)

a. Course work □ b. Research □ c. Teaching □ d. Current Awareness □
e. A mix of several purposes □ f. Other (Please specify) ____________________

359
12. INFORMATION RESOURCES/COLLECTION EVALUATION:

1. How relevant and useful are the following library collection for your course/research activities? (Please select the one closest to your choice)


<table>
<thead>
<tr>
<th>No.</th>
<th>Relevance and Usefulness of Library Collection</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Books</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>02</td>
<td>Reference Books</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>03</td>
<td>Periodicals/Journals</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>04</td>
<td>Indexing and Abstracting Journals</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>05</td>
<td>Thesis/Dissertations</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>06</td>
<td>Rare and Classic collection</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>07</td>
<td>Reports</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>08</td>
<td>Bibliographies</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>09</td>
<td>Manuscripts</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Microfilm/Microfiche</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Audio/Video Sources</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>CD-ROM Databases</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Any Other (Please specify)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. Do the library resources suit to your course/research needs?
   YES □    NO □

3. Is the information obtained from the library resources relevant?
   YES □    NO □

4. Does the library have adequate number of copies of books, which are in great demand?
   YES □    NO □

5. Does the library accept the recommendation made by the users for the purchase of reading material?
   YES □    NO □

13. ORGANIZATION EVALUATION:

1. How do you learn about the use of library and library tools? (Please select)

   Self Taught □    Library staff □    Teachers □
   Friends □    Brochure/Manual □    Any other (Pl. specify)__________
2. Please express your satisfaction with the following aspects: (Please ✓ the one closest to your Choice)


<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Aspects</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Directional signs/guides in the library are clear and helpful</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>02</td>
<td>The library collection viz., Books, Periodicals, Thesis, Dissertations,</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Audio -Visual Materials and Reports can be easily located</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>03</td>
<td>The library collection/materials are properly shelved</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>04</td>
<td>The library collection/materials are properly re-shelved</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>05</td>
<td>The library has mechanism to tell promptly and accurately where a</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>particular document is available at a given point of time.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. The following equipments are in good working condition? (Please ✓)

(a) Photocopier/Xerox                  YES NO
(b) Audio-Visual Aids                 YES NO
(c) Microfilm/Microfiche Readers      YES NO
(d) Computer Systems                  YES NO
(e) Printers                          YES NO
(f) Scanners                          YES NO
(g) Internet Facility                 YES NO
(h) Any other (Please specify)________ |

14. EVALUATION OF SERVICES :

I. Home Lending (Circulation) : (Please ✓)

1. Do you receive the books required for your study/research needs?
   YES ☐    NO ☐

2. Are you happy with the period of loan?
   YES ☐    NO ☐

3. How many books are issued per card?
   1 ☐  2 ☐  3 ☐  4 ☐  5 ☐

4. Do you require more books than the number prescribed by the library?
   YES ☐    NO ☐
   If yes, give the number: (Please ✓)
   2 ☐  3 ☐  5 ☐  10 ☐  25 ☐ More than 25 ☐

5. Whether you require Reservation of book service?
   YES ☐    NO ☐
6. Are you satisfied with overnight issue provision?  
   YES □ NO □

7. Have you ever been kept waiting in long queue in circulation counter?  
   YES □ NO □

8. Do you think that collecting overdue/fine by the library is correct?  
   YES □ NO □

9. On the whole, how satisfied are you with Circulation Service? (Please ✓ the one closest to your Choice)

   Extremely satisfied □ Satisfied □ Uncertain □ Not satisfied □ Not at all satisfied □

II. Reading Facilities: (Please ✓)

1. Is the library opening/closing hours are convenient/ideal for you?  
   YES □ NO □
   If no, how many hours it should be kept open?  
   8:00 A.M to 8:00 P.M. □ 8:00 A.M to 9:00 P.M. □  
   8:00 A.M to 12:00 P.M. □ 24 Hours □

2. Is the study/Reading halls are silent enough to enable you to work/study peacefully?  
   YES □ NO □

3. Whether the library is providing the separate cubicles for researchers  
   YES □ NO □

4. Do you find prompt display of the latest books added to the library?  
   YES □ NO □

5. On the whole, how satisfied are you with Reading Hall Service? (Please ✓ the one closest to your Choice)

   Extremely satisfied □ Satisfied □ Uncertain □ Not satisfied □ Not at all satisfied □

III. Reference Service: (Please ✓ the one closest to your choice)

1. Relevance of Information Provided:  
   Very relevant □ Relevant □ Uncertain □ Not Relevant □ Not at all relevant □

2. Satisfaction with the amount of Information Provided:  
   Extremely satisfied □ Satisfied □ Uncertain □ Not satisfied □ Not at all satisfied □

3. Completeness of the answers that you received:  
   Very complete □ Complete □ Uncertain □ Not Complete □ Not at all Complete □

4. Helpfulness of Reference Staff:  
   Extraordinarily helpful □ Helpful □ Uncertain □ Not helpful □ Not at all relevant □

5. On the Whole, how satisfied are you with Reference Service?  

   Extremely satisfied □ Satisfied □ Uncertain □ Not satisfied □ Not at all satisfied □
IV. Journals/Periodicals Services : (Please ✓)

1. Are the subscribed periodicals are relevant to your study/research needs?
   YES □    NO □

2. Do you find the periodicals adequate for your study/research needs?
   (a) Adequate □    (b) In-adequate □
   (c) More titles should be subscribed □    (d) Any other (Please specify)

3. Whether the space for display of Journals/Periodicals adequate
   YES □    NO □

4. How current are the Newspapers/Magazines and Periodicals on the display shelf?
   All of them □    Some of them □    Most of them □    None of the them □

5. Do you find the current issues and back volumes of periodicals at their proper places?
   All of them □    Some of them □    Most of them □    None of the them □

6. On the whole, how satisfied are you with Journals/Periodicals Service? (Please ✓ the one closest to your Choice)
   Extremely satisfied □    Satisfied □    Uncertain □    Not satisfied □    Not at all satisfied □

V. Inter Library Loan Service(ILL) : (Please ✓)

1. Do you borrow any books on Inter-Library Loan?
   YES □    NO □

2. How much time is taken to receive the book?
   One week □    Two week □    three week □    More than one month □

3. Do you return the book taken on Inter Library Loan in time?
   YES □    NO □

4. Whether the thesis/Dissertation are given on loan?
   YES □    NO □    Not Sure □

5. On the whole, how satisfied are you with ILL service? (Please ✓ the one closest to your Choice)
   Extremely satisfied □    Satisfied □    Uncertain □    Not satisfied □    Not at all satisfied □

VI. Bibliographical Service : (Please ✓)

1. Have you ever requested for a bibliography on your subject/research needs?
   YES □    NO □

2. Whether a bibliography was compiled and given to you.
   YES □    NO □
3. What is the time lag between the request for and the supply of the bibliography?
One day □ One week □ Two week □ One month □ More than one month □

4. Are you aware of the bibliographical tools available in the library?
YES □ NO □

5. On the whole, how satisfied are you with Bibliographical Service? (Please ✓ the one closest to your Choice)
Extremely satisfied □ Satisfied □ Uncertain □ Not satisfied □ Not at all satisfied □

VII. Current Awareness Service (CAS) : (Please ✓ )

1. Are you able to get the latest and current books in your subject?
YES □ NO □

2. Do you receive the article alert (content page of journals) regularly?
YES □ NO □

3. Do you prefer to have the index of articles?
YES □ NO □

4. Do you require abstracts of articles?
YES □ NO □

5. Have you consulted documentation list brought out by other institutions?
YES □ NO □

6. On the whole, how satisfied are you with Current Awareness Service? (Please ✓ the one closest to your Choice)
Extremely satisfied □ Satisfied □ Uncertain □ Not satisfied □ Not at all satisfied □

VIII. Selective Dissemination of Information (SDI) : (Please ✓ )

1. Have you filled in the profile proforma (your subject requirement in concrete terms) required for the purpose?
YES □ NO □

2. Did you receive the feedback from the library?
YES □ NO □

3. How often does the library provide you with SDI services?
Always □ Occasionally □ Seldom □ Never □ No opinion □

4. What other alternatives have you found in collecting the needed information?
(a) Personal documentation service □
(b) Relied on other documentation service □
(c) Commercial service □
(d) Access to National and International database □
(such as INFLIBNET, INSDOC, NASSDOC, OCLC, DIALOG etc.)
5. **On the whole**, how satisfied are you with Selective Dissemination of Information (SDI) Service? (Please ✓ the one closest to your Choice)

Extremely satisfied □ Satisfied □ Uncertain □ Not satisfied □ Not at all satisfied □

IX. Photocopying Service/Xeroxing Service: (Please ✓)

1. What is the time taken to get this service?
   Within 15 minutes □ 15-30 minutes □ On the same day □ Next day □

2. Are the photocopier machines available sufficient?
   YES □ NO □

3. How many times the machine is down?
   Never □ Few times □ Some times □ Most of times □ All times □

4. **On the whole**, how satisfied are you with Photocopying Service? (Please ✓ the one closest to your Choice)

Extremely satisfied □ Satisfied □ Uncertain □ Not satisfied □ Not at all satisfied □

X. Catalogue/Online Public Access Catalogue (OPAC): (Please ✓)

1. Which of the library catalogue is available for searching the documents in your library?
   a. Card Catalogue □ b. OPAC □ c. Both □

2. Do you use this library catalogue/OPAC?
   Yes □ No □
   If No, Is this because;
   It doesn’t give the information wanted □ I can manage without it □
   I prefer to ask the staff □ Crowding makes it difficult to use □
   I find it difficult to understand □ Some other reason (Please describe)_____

3. How frequently do you use the Catalogue/OPAC?
   Daily/ More than once a Week □ Weekly/Fortnightly □
   Monthly or less □ Cant’s say □

4. Have you found the instruction provided sufficient for you to use Catalogue/OPAC comfortably?
   Yes □ No □

5. Do you use the catalogue to discover where you should look on the shelves for a book?
   Yes □ No □
6 With what approach do you look at the Catalogue/OPAC? (Please ✓ more than one category, if necessary)

- The Author’s Name □
- The Title of the work □
- What the book is about (Subject) □
- Accession No □
- Any other (Please specify) ____________

7. Do you use the catalogue to find additional information about the book such as (Please ✓ more than one category, if necessary)

- Publisher □
- Date of publication □
- Price □
- Edition □
- Whether it is illustrated □
- No. of pages or Volumes □
- Location of the book □
- Anything else (Please specify) ________

8. Are you aware of any other sources from which details of books can be obtained?

- Yes □
- No □

If yes, please mention the source ____________

9. On the whole, how satisfied are you with Catalogue/OPAC Service? (Please ✓ the one closest to your choice)

- Extremely satisfied □
- Satisfied □
- Uncertain □
- Not satisfied □
- Not at all satisfied □

XII. Information Technology (IT) Based Services: (Please ✓)

1. Are you aware of the programme of computerization of the university library?

- Yes □
- No □

2. Do you get circulation service on computer?

- Yes □
- No □
3. Do you get reminders for non-return of books from the computer?
   YES □ NO □

4. Do you get a list of outstanding books against your name every year from the computer?
   YES □ NO □

5. Do you get a list of addition of books pertain to your department in time?
   YES □ NO □

6. Do you feel that computerization of library is useful to give need based services in the library?
   YES □ NO □

7. Have you ever waited to use computer terminal?
   YES □ NO □

8. Do you get access to National and International Databases? (Please □)
   National : INFLIBNET □ ERNET □
   NICNET □ I-NET □
   Any other (Pl. specify) ___________________________
   International : OCLC □ DIALOG □
   BIOSIS □ Any other (Pl. specify) _______

9. On the whole, how satisfied are you with IT-based Service? (Please □ the one closest to your Choice)
   Extremely satisfied □ Satisfied □ Uncertain □ Not satisfied □ Not at all satisfied □

15. LIBRARY PERSONNEL EVALUATION:

I. User Education: (Please □)

1. Does your library provide User Education Programme for proper use of library resources and services?
   YES □ NO □
   If yes, how frequently it is conducted?
   Always □ when requested □ Each term □
   Annually □ Any other (Please specify) ___________________________

2. Who conduct/teaches user education programme?
   Librarian □ Deputy Librarian □ Asst. Librarian □
   Guest faculty □ Any other (Please specify) ___________________________

3. What methods are used to conduct user education programme?
   Lectures □ Seminars □ Demonstration □
   Guided tour □ Printed guides/instruction □
   Computer Assisted instruction □ Any other (Please specify)______
4. How many hours have been taken for user education programme?
   One hour □ Two hour □ Three hour □ One day □

5. Do you feel that the user education programme has helped to make best use of library facilities?
   YES □ NO □

6. On the whole, how satisfied are you with user education programme? (Please ✓ the one closest to your choice)
   Extremely satisfied □ Satisfied □ Uncertain □ Not satisfied □ Not at all satisfied □

II. General Characteristics of the Library Staff: (Please ✓)

1. Library staffs are: (Please ✓)
   a. Approachable □ □
   b. Courteous and polite □ □ □
   c. Friendly and easy to talk □ □ □
   d. Available when I need them □ □ □
   e. Willing to leave the chair and help me □ □ □

2. The Library is well equipped by the qualified and knowledgeable staff at service points in the library.
   YES □ NO □

3. Whenever the Library is open, knowledgeable staff are there to communicate in a simple terms I understand.
   YES □ NO □

4. Do the Library staff attend to your request promptly?
   YES □ NO □

III. Attitude of the Library Staff: (Please ✓ the one closest to your choice)


<table>
<thead>
<tr>
<th>No.</th>
<th>Library Staff</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Personally assist to locate and use all the library resources instead of directing to the location of library resources</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>02</td>
<td>Encourage me to ask for more information and assistance If I need</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>03</td>
<td>When I put a query to the library staff, they do not unduly pass on to other staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>04</td>
<td>The library staff take personal interest when you approach them for information</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### IV. Subject Knowledge to Answer Queries

(Please select the one closest to your choice)


<table>
<thead>
<tr>
<th>No.</th>
<th>Library Staff</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>The communicative ability of library staff in providing their services quite satisfactory</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>02</td>
<td>Efficient are the library staff in providing the relevant materials from the library collection</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>03</td>
<td>Demonstrate and teach, how to use catalogue and reference Books</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>04</td>
<td>Provide correct answers to my queries</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>05</td>
<td>Directing for Inter Library Loan(ILL) as a means for obtaining documents which are not available in the library</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>06</td>
<td>Directing me to resourceful libraries for want of resources which are not available in the library</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>07</td>
<td>They understand and grasp easily the information I am seeking</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### V. Skills in IT based Services

(Please select the one closest to your choice)


<table>
<thead>
<tr>
<th>No.</th>
<th>Library Staff</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Demonstrate and teach how to use OPAC, CD-ROM, E-Mail, Internet, Online databases and other electronic resources</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>02</td>
<td>Searchers understanding of your search request (main concept identified in developing the search strategy)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>03</td>
<td>Thoroughness of the searcher in selecting appropriate database(s) and using relevant terms of phrases to retrieve reference?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>04</td>
<td>Relevance of information provided?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>05</td>
<td>Amount of information provided (from your knowledge of the amount available in published sources)?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>06</td>
<td>Currency (up-to-date-ness) of information?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>07</td>
<td>Time taken to provide printout and Bibliography</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
16. EVALUATION OF PHYSICAL FACILITIES:

1. How would you rate the quality of the following in the Library? (Please \checkmark the one closest to your Choice)

<table>
<thead>
<tr>
<th>No.</th>
<th>Quality of the Library</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Furniture/Seating arrangement</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>02</td>
<td>Cleanliness</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>03</td>
<td>Interior Decoration/look of the library</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>04</td>
<td>Lighting/Ventilation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>05</td>
<td>Group Work Area/Browsing section</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>06</td>
<td>The Library Rules and regulations</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>07</td>
<td>Research Cabins/cubicles</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>08</td>
<td>Humidity/Temperature</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>09</td>
<td>Library Building (Safe)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Drinking Water</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Toilets</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Any other (Please Specify)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. Do you have any other comments on these features (e.g., is temperature too hot or too cold? Is lighting too bright too dim etc.)?

________________________________________________________________________________________

3. The Library provides me when I need it: pencil, sharpeners, staplers, punching machine, alpine, and providing change etc.,

YES \[\square\] NO \[\square\]

4. The library staff act promptly when I make a complaint

YES \[\square\] NO \[\square\]

5. Please share with us some of your experiences as a user of this Library

Good
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________

Bad
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________

Signature.