APPENDIX - B

RESEARCH QUESTIONNAIRE:

Dr. B. A. M U N I V E R S I T Y
DEPARTMENT OF LIBRARY & INFORMATION SCIENCE
University Campus
Location: Aurangabad, (MS) 431003
India.

www...bamu.net

27th July 2009

Dear colleague,

Public librarians /managers have faced major changes in policy implementation during the recent years. As you will be aware that the changes include public sector rationalization, re-organization, competitive tendering, various management techniques borrowed from private sectors and customer service management.

I am currently undertaking PhD research into public library system in Kenya on regards to library legislation implementation and how cultural and political environment has impacted them. I would therefore be grateful if you would assist to complete the attached questionnaire so as to enable me obtain up-to-date information of public library system in Kenya.

The questionnaire, seeks your views, as public library manager on:

- The factors driving policy implementation and organizational change
- The way these changes have affected you and your staff
- The way your organization has responded to policy implementation and change
- The way your organization is funded and utilized
- Users, collection, staff, technology and Service delivery
- The relation with political class and administration on policy issues
This is part of an international academic study and has no connection with any commercial or political organization. Your answers will be treated confidential and no individual will be identified in the final publication of this research work.

Please return the completed questionnaire by 10th Oct 2009 to the above address. A reply paid envelope is enclosed for your convenience.

I would of course be happy to talk to you and your staff about this research at your convenient time.

Thank you for taking part in this research.

Yours sincerely

Henry D. S Kinya (PhD Student)
+254721490260 email hhkinya5@gmail.com

SECTION A: GENERAL DATA

1) Name of the library & address:

________________________________________________________________________

________________________________________________________________________

i. Category (please tick): national------ State/Provincial-------- District -------

ii. Division------ Community based ..........

iii. Year of establishment: ............

iv. Is the management a local government body? Yes /No

a) If it is not a local government body, is the organization involved in other social activities? (eg NGO) Yes/ No

b) If yes, give detail of other activities.

________________________________________________________________________

2. a) Is there library committee? Yes/ No

b) If yes, how many members make-up the committee? ---------

c) How often does the committee meet (please tick)

i. monthly-----

ii. quarterly------

iii. After six months--------

iv. Yearly ------

v. Any other (please specify )---------

d) Is the librarian a member of the library committee? Yes/No

e) If no, do he/ she attend meetings on request? Yes /No

f) Are you aware of all the legislations affecting or related to the operation of this library? Yes /No

g) Does the library have mission statement? Yes /No
h) If yes, please enclose the copy.

SECTION B: COLLECTION DEVELOPMENT:

1) Please give the total number of books and other materials in the following languages under each category of collection.

<table>
<thead>
<tr>
<th>Collection</th>
<th>Swahili</th>
<th>English</th>
<th>Other Languages</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>General adult- Collections</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Children’s Literature</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Periodical titles acquired</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Any other material (Please specify)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2) Approximately, what percentage of your general adult collection belongs to the following categories?
   i) Fiction……………%  ii) Nonfiction …………..%

3) As regards to your fiction collection, please rank the following types of fiction, according to their availability in the library (i.e. if the library has most thrillers, number it 1, &if least experimental and scientific fiction number 6)

Thrillers………………… Religious& mythological fictions………………
Romances ………………… Scientific Fiction ……………………………
Social, political, & historical fiction…… Experimental fiction …………………

4) As regards your non-fiction collection, please give the approximate number of books in each of the following categories:

   1. Science and Technology ………
   2. History & Biography…
   3. Medicine, public- health & Hygiene……
   4. Travel & Geography …
   5. Religion & Philosophy……
   6. Fine arts ……………
   7. Social sciences ……
   8. Languages & literature. (other than fiction)……
   v) Sports and hobbies ………
   xi) General………
   vi) Any other (please specify) ……………

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5) (i) approximately, what percentage of children’s collection belongs to the following categories
   a) Fiction ..................  B) Non fiction ............
   ii) Do you have any children’s encyclopedia, dictionaries etc? Yes/No
       If yes, please name them
       ........................................................................................................
       ........................................................................................................
       ........................................................................................................
   (iii) Do you subscribe to any children’s periodicals? Yes/No
       If yes, how many titles do you get?

6) a) How many daily newspapers do you get?
      Local ............... International........ Others ............ Total
   b) Of your other periodicals, how many titles belong to each of the following categories?
      General& women’s magazines............. vii) Sports & Hobbies ........
      i) Economics, business& Trade ........ Vi)ii Medicine, Public-health & hygiene ....
      ii) Culture and arts ......................... iv) Social Sciences
      iii) Language & literature ................. Vi) Other (Please specify) ....
      iv) Scientific & technical ................
      v) Religion & Philosophy

7) a) For how many periodicals do you get multiple copies?
   b) No of titles .................... ii) Maximum no of copies ..............
   c) Name the periodicals for which you get multiple copies?
      Name of the periodical  No of copies
      .......................................................... ..................................
      .......................................................... ..................................
      .......................................................... ..................................
   d) (a) Do you bind periodicals? Yes/ No
      (b) If yes, how many of these different categories you bind?
         | Categories            | No |
         |-----------------------|----|
         | i) General             |-----|
         | ii) Women magazines    |-----|
         | iii) Culture and Arts  |-----|
         | iv) Language & literature |-----|
         | v) Scientific & Technical |-----|
         | vi) Religion & philosophy |-----|
vii) Sport & hobbies
viii) Economics & Business and trade
ix) Medicine, public health & Hygiene
x) Social sciences
xi) Other (please specify)

8. a) Please describe in brief indicating the size and nature of other resources (eg records, maps, etc) of the library.

9. b) Acquisitions — Monographs (Please give numbers)
  - Purchase (from own funds)
  - Purchase (from donors’ funds)
  - Exchange
  - Donation
  - Deposit (legal)
  - Other (please specify)
  - Total

c) Acquisitions — Journals (Please give numbers of titles)
  - Subscribed (from own funds)
  - Purchase (from donors’ funds)
  - Exchange
  - Donation
  - Deposit (legal)
  - Other (please specify)
  - Total

d) Nature of external support (Please tick if received with the amount)
Grants or funds received for (in Kenya shillings)
  - Books
  - Journal Subscription
  - Equipment
  - Staff
  - Staff training
  - Any other (please specify)

e). Main donor agencies and amount given by them during the years
Name of donor agency
  i) ………………………..
f) Expenditure from institutional- KNLS (internal) funds (Please give amount of money spent in Kenya Shillings.)

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Journals</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Equipment &amp; Furniture</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Materials &amp; Maintenance</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>Any other (please specify)</td>
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<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

SECTION C: FINANCE RESOURCE DEVELOPMENT & ORGANIZATION

1 a) what is the main dependable source of supply of finances?
   i) Government
   ii) Donations
   iii) Library cess
   iv) Any other (please specify)------------------

b) How much money are you planning to spend this year (2009-2010), on acquisition of books, periodical & other resources? KSH …………

2. How much money are you planning to spend this year (2009-2010) on?
   i) Salary of staff KSH-------
   ii) Staff training KSH------
   iii) Lighting & fittings ------

3. Who does the book selection? (Please tick)
The director…… Library committee ……………librarian & library committee
The librarian…… Any other (please specify)………………

4. Please indicate, by writing a raising scale most popular method of book selection?
   0 Not used
   1 Rarely used
   2 Occasionally used
   3 Frequently used
   4 Highly used
   ii) From Government circular list ……………………………
   iii) From trade catalogues of booksellers & publisher ………
   iv) From books received on approval ………………………
   v) From suggestions of readers………………
   vi) By personally visiting bookshops
5 a) Is library stock taking done regularly? Yes /No
   If yes, at what interval? Please tick one
   i) Every month
   ii) Every three months
   iii) After six months
   iv) Annually
   v) Any other (please specify)

b) How many people can sit and read in the library in the following categories?
   I. General readers’ facilities
   II. Ladies seats
   III. Children’s seats
   Total

c) i) Have you a catalogue of books in your library? Yes /No
   ii) If yes, in which form? Register……Card …….. Any other …….. (Please specify)
   iii) From the catalogue, is it possible to find a specific book when its:
   a) Author is known……b)Title is known…………..c)Subject is known………….

d) Are readers permitted to go to the shelves or cupboards to select their books? Yes /No

SECTION D: USERS AND SERVICES IN HOUSE

a) Borrowings (Please give numbers)
   |--------|--------|--------|--------|--------|--------|
   - Main collection
   - Short loan
   Collection
   - Journal
   Collection

b) Literature searches (Please give number of searches contacted)
   |--------|--------|--------|--------|--------|--------|
   - CD-ROM
   Databases
   - Internet
   - On-line
   - Reference books

c) i) On a normal working day, when is the library open?
   From ………………… To …………………
   ii) In a week how many hours is the library open? ………. hrs
   iv) On an average, how many adult readers including women come to the library to sit and read or refer to the following materials?
iv) Approximately, what percentage of the adults who sit and read in the library, belongs to the following age groups?

16-25% ………%  26-40……%  41-60……%  61 & above …….%

v) At what time of the day would you find the largest number of readers in your reading room? ........

e) On an average, how many children (including girls) come to the library to sit & read or refer the children’s collection? .............

   Total No of children -------
   No of Girls --------------

CIRCULATION & USERS:

1) What is the total number of registered members in each of the following category?

<table>
<thead>
<tr>
<th>Category</th>
<th>Male</th>
<th>Female</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Young adult</td>
<td>------</td>
<td>--------</td>
<td>------</td>
</tr>
<tr>
<td>Adult</td>
<td>------</td>
<td>--------</td>
<td>------</td>
</tr>
<tr>
<td>Children</td>
<td>------</td>
<td>--------</td>
<td>------</td>
</tr>
<tr>
<td>Senior citizen</td>
<td>------</td>
<td>--------</td>
<td>------</td>
</tr>
</tbody>
</table>

2) What is the membership fee per year? KSH-------

   i) How much deposit does a member have to give? KSH--------

   iii) If there is a separate rate for children? Please indicate it.

   Fees KSH -----------  Deposit -------------

3) Approximately, what percentage of adult members belongs to the following category?

<table>
<thead>
<tr>
<th>Category</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students</td>
<td>-------%</td>
</tr>
<tr>
<td>Office workers</td>
<td>-------%</td>
</tr>
<tr>
<td>House wives</td>
<td>-------%</td>
</tr>
<tr>
<td>Professionals</td>
<td>-------%</td>
</tr>
<tr>
<td>(Teachers, nurses, doctors, Lawyers, engineers)</td>
<td>-------%</td>
</tr>
<tr>
<td>Any other (please specify)</td>
<td>-------%</td>
</tr>
</tbody>
</table>
4) Approximately, what percentage of the adult members belongs to the following age group?
16-25yrs------% 26-40yrs ------% 41-60yrs ------------61yrs and above -------%

5) How many books and periodicals, can a member borrow at a time?

<table>
<thead>
<tr>
<th>Member</th>
<th>Books</th>
<th>Periodicals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children</td>
<td>------------</td>
<td>------------</td>
</tr>
<tr>
<td>Young adult</td>
<td>------------</td>
<td>------------</td>
</tr>
<tr>
<td>Adult</td>
<td>------------</td>
<td>------------</td>
</tr>
<tr>
<td>Senior citizens</td>
<td>------------</td>
<td>------------</td>
</tr>
</tbody>
</table>

b) How long can a member keep the borrowed books and periodical?
Books----------days,
Periodical -------days

c) If a book or periodicals is not returned in time, at what rate is a fine charged? KSH……… per day.

6) i) Last year 2008-2009 how many books and periodicals including children’s books and periodicals were issued for home reading.

<table>
<thead>
<tr>
<th>Materials</th>
<th>borrowed by males</th>
<th>borrowed by females</th>
<th>total Borrowed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Periodicals</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Children’s books and periodicals</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

ii) Approximately, what percentages of total borrowing of books, by men, women and children members fall into the following categories?

<table>
<thead>
<tr>
<th>Category</th>
<th>male members</th>
<th>female members</th>
<th>children</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fiction</td>
<td>--------------%</td>
<td>-----------%</td>
<td>------------%</td>
</tr>
<tr>
<td>Non fiction</td>
<td>--------------%</td>
<td>-----------%</td>
<td>------------%</td>
</tr>
</tbody>
</table>

iii) In children fiction name 5

Popular authors 1--- 2----- 3-------- 4------ 5----------

iv) In children’s nonfiction name subject categories which are most popular -----------

v) How many reference books do you have? -------------------------------

vi) Approximately, how many reference questions are asked daily?

vii) By percentage how many are answered? -------------------%

viii) What happens with those questions which are unanswered? -------------------------------

ix) Please indicate titles of reference books indicating approximate No of users---------------

x) Which type of people ask more reference questions? (please rank them i.e. if students are asking more questions give No 1 to students No 2 to teachers 3 to doctors and so on)

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1) Students -------
2) Office workers -------
3) House wives -------
4) Professionals------ (i.e. teachers, doctors, engineers, etc)
5) Business & industrialists -------
6) Farmers and Agriculturists---------
7) Retired people -------
8) Any other (please specify) -------

**LIBRARY LOANING & BULK LOAN**

1) i) Do you provide bulk loan services to the following institutions? If yes indicate total number of such institutions.

<table>
<thead>
<tr>
<th>Institutions</th>
<th>NO</th>
<th>YES</th>
<th>TOTAL NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brach libraries</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other libraries who are</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Recognized as member libraries</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Schools</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hospitals</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prisons</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rehabilitations and children’s homes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Any other (please specify)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

ii) How many books do you include in a bulk at a time? 

iii) How many books were issued out on bulk loan in the last year (2008-2009)? 

2. Interlibrary loans (Please give numbers)

<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>Borrowed within Kenya</td>
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<td></td>
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<td></td>
</tr>
<tr>
<td>Borrowed from Within province</td>
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<tr>
<td>Borrowed from Outside province</td>
<td></td>
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<td></td>
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<td></td>
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<tr>
<td>Loaned within District</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Borrowed outside District</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

3) i) Do you borrow books on an individuals basis from libraries other than public libraries? Yes /No

ii) If yes name three libraries you borrow from.1--------2 --------------- 3-------------------
iii) How many books were borrowed in this way last year (2008-09)?

4)i) Do you borrow books in bulk from other libraries?  Yes/No

ii) If yes, name the libraries 1-----------------2-------------------3----------------

iii) How many books were borrowed last year 2008-09?

5)i) Do you lend books to the libraries other than member branch libraries?  Yes/No

ii) If yes, name any three libraries who borrows from you

1. -----------------------------
2. -----------------------------
3. -----------------------------

iii) How many books were borrowed out during last year (2008-09)?

SECTION E: MANPOWER DEVELOPMENT

1) a) Please give the name, educational qualification and monthly pay

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Designation</th>
<th>No of posts</th>
<th>Qualification</th>
<th>Pay scale (e.g. 10,000-20,000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>2</td>
<td></td>
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<td>5</td>
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</tbody>
</table>

b) Have you ever attended any refresher course in the last two years?  Yes/No

If yes please specify. -----------------------------

SECTION F: OTHERS

1) Areas already computerized (Please tick if computerized)

a.) Acquisitions________

b.) Circulation________

c.) Catalogue________

d.) Journals________

b) How many extension activities and cultural programs you have last year (2008 to 2009) of the following types?

<table>
<thead>
<tr>
<th>Program</th>
<th>Total No</th>
<th>Program</th>
<th>Total no</th>
</tr>
</thead>
<tbody>
<tr>
<td>Film shows</td>
<td>---------</td>
<td>Drama &amp; concerts</td>
<td>---------</td>
</tr>
<tr>
<td>Exhibitions</td>
<td>---------</td>
<td>Debates &amp; discussions</td>
<td>---------</td>
</tr>
<tr>
<td>Talk &amp; lectures</td>
<td>---------</td>
<td>Children programs</td>
<td>---------</td>
</tr>
<tr>
<td>Any other (please specify)</td>
<td>---------</td>
<td></td>
<td>---------</td>
</tr>
</tbody>
</table>

c) What is the floor area of the library building? ............sq. ft

d) How many open shelves/cupboards do you have in this library?  -----------------------------

Cupboards  ----------------------------- Open shelves  -----------------------------

e) How many people can sit and read in the library?
i) General  
ii) Children  
iii) Ladies  
iv) Total  

Any other comments if you may wish to make on your collections, staff, services, users, policy etc

…………………………………………………………………………………………..
…………………………………………………………………………………………..

Please give your details below (this will help me to contact you if required. However, PLEASE leave this section if you PREFER)

Name   ………………………………………………………………………
Organization ………………………………………………………………..
Address  ………………………………………………………………………
…………………………………………………………………………………..
Telephone  …………………. Mobile  ………………………………………
Email  ………………………………………………………………………

Thank you for your cooperation
Information provided by you will be kept strictly confidential.

Please return the questionnaire by 30th August 2009

Henry D S Kinya (PhD Student)
00919960896857 or +254721490260 email hhkinya5@gmail.com
Department of library & information science
Dr BAM University
Aurangabad 431003 (MS)
INDIA
APPENDIX - C
USER QUESTIONNAIRE

I am currently undertaking my PhD research into public library system in Kenya. I would therefore be grateful if you would assist me to complete this questionnaire so as to enable me to obtain up-date information about library system in Kenya. It is part of an international academic study and has no connection with any commercial or political organization.

1. Name of the library --------------------------------------------

2. Are you a registered member of this library? Yes / No

3. Please tick your reason for generally coming to the library and also particular reasons for coming today (you may tick more than one if applicable)

Reasons generally come Have come today

i. Read newspapers in the library
ii. Read periodicals in the library
iii. Read books in the library
iv. Borrow a book/ periodical
v. Return borrowed item
vi. Get some information
vii. Internet perusing
viii. Any other (please specify)

4 How often do you visit this library?
Daily --------, About twice a week ..........., Once a week ..........., Fortnightly ............,
Once a month............., any other (please specify) __________

5 On each occasion, how much time do you usually spend in the library?
Less than ½ hour ........, 1/2 – 1 hour........., 1-2 hours ............, 2-4 hours ............

6 At what time of the day do you prefer to come to the library? __________

USE OF RESOURCES:

1 Please indicate how many books / periodicals you have borrowed from this library in the last month?
Books borrowed ........, Periodicals borrowed ........Any other (please specify) ............

2 Please indicate, what percentage of your monthly borrowing falls into the following categories
   a) Language: Swahili..........% English ..............% French ........% Any other
      (please specify)....
   b) Category: Fiction ............% Non fiction............%
   c) Please rank the following types of fiction according to your reading preference.
      Thrillers...............Religious & mythological fiction........Romances ............,
      Scientific fiction........, Socio- political fiction........, historical
      fiction............
d) Please rank the following types of non fiction according to your reading preference.

Science & technology .......... Medicine, public health and hygiene ..........
Religion & Philosophy .......... Social sciences .......... Sport and Hobbies ..........
History and Biography .......... Travel & Geography .......... Fine Arts ..........
General ......................... Language & Literature (other than fiction) ............
Any other (please specify) ..........

e) Please rank the following types of periodicals according to your reading preference.

General ................. Women’s magazines ............... Business & Trade ............
Culture & Arts ............... Language & Literature ........ Scientific & Technical ........
Religion & Philosophy ........ Sports & Hobbies ........ Medicine, public health &
Hygiene ..........
Any other (please specify)

3. Do you borrow: Only for your self ................. Only for family
members ............... Both .............

4. Are you satisfied with the fiction collection of this library on the following points?

<table>
<thead>
<tr>
<th>Aspects</th>
<th>very much satisfied</th>
<th>satisfied</th>
<th>Not satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>i) Acquisition of new books</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ii) No of copies of popular books</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>iii) No of titles in stock</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>iv) Physical condition of the books</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>v) Variety of fiction</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>vi) Language of fiction</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5. Are you satisfied with the non fiction collection of this library on the following points:

<table>
<thead>
<tr>
<th>Aspects</th>
<th>very much satisfied</th>
<th>satisfied</th>
<th>Not satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>i) Acquisition of new books</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ii) No. of titles in stock</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>iii) Physical conditions of the books</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>iv) Variety of subjects</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>v) Language of non fiction</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

6. If you borrow children’s books, are you satisfied with the collection on the following points:

<table>
<thead>
<tr>
<th>Aspects</th>
<th>Very much satisfied</th>
<th>satisfied</th>
<th>Not satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>i) Acquisition of new books</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ii) No of copies of popular books</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>iii) No of titles in stock</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>iv) Physical condition of the books</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>v) Variety of collection</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>vi) Language of collection</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
vii) Children’s fiction collection
viii) Children’s nonfiction collection
ix) Children’s periodicals collection

7. a) How often do you come to the library for finding out information?........... Times a month.
b) Are you able to find out what you want? Yes/ No
c) In finding out information do you seek the help of librarian? Yes/ No
d) Give some examples of information you have sought in the library (e.g. Address of organization, train timings, Bus timings etc)

8 Please indicate your level of satisfaction on the following points:

Aspects                                         Very much satisfied          satisfied                  Not satisfied
i) Arrangement of books
ii) Methods of identifying & Locating books (e.g. registers, catalogues etc)
iii) Size of library
iv) Facilities such as chairs and tables shelves etc
v) Personal guidance & services Provided by librarian
vi) Library timings
vii) Display of new books

9) a) What is your opinion about extension activities and cultural programs of this library. More useful…….. Some what useful…………… Not useful…………………
b) Do you take part in such activities? Yes / No

10) Your comments about the library collection, staff, services etc

NOW SOME SPECIFIC QUESTIONS ABOUT YOUR USE OF THIS LIBRARY TODAY

1. If you have come to the library to read newspapers, periodicals and books, please give the following information.

Name of newspapers                                Date month & year
---------------------------------------------------
---------------------------------------------------
---------------------------------------------------
Name of periodical                                 Month & year
---------------------------------------------------
---------------------------------------------------

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### Name of book  
<table>
<thead>
<tr>
<th>Year of publication</th>
</tr>
</thead>
<tbody>
<tr>
<td>----------------------</td>
</tr>
</tbody>
</table>

2. If you have come to the library to borrow books / periodicals, please name them.

<table>
<thead>
<tr>
<th>Books: Titles</th>
<th>year</th>
<th>category (fiction/ non fiction)</th>
</tr>
</thead>
<tbody>
<tr>
<td>----------------</td>
<td>------</td>
<td>---------------------------------</td>
</tr>
<tr>
<td>----------------</td>
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<td>----------------</td>
<td>------</td>
<td>---------------------------------</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Periodical: Title</th>
<th>Month &amp; year</th>
</tr>
</thead>
<tbody>
<tr>
<td>--------------------</td>
<td>--------------</td>
</tr>
</tbody>
</table>

3. How much time have you spent in the library today? ---------------- Hours/minutes

### PERSONAL INFORMATION

1. To which age group do you belong?
   - Under 16 yrs
   - Between 16-25 yrs
   - Between 26-40 yrs
   - Between 41-60 yrs
   - Above 60 yrs

2. Please indicate your mother tongue

3. Which of the following occupation description fits you best?
   - Student
   - Office worker
   - Housewife
   - Professional (Teacher, Prof, Doctor, Lawyer, Engineer)
   - Business man/industrialist
   - Factory worker/ laborer
   - Farmer/ agriculturist
   - Retired
   - Unemployed
   - Any other (please specify)

4. If you have completed your studies, please indicate the level of education received, including the degree/ diploma obtained.

   If you are a student, please state the class/ standard in which you are studying?

5. How far away do you live from this library?
   - Within ½ mile
   - Between ½-1 mile
   - Between 1-2 miles
   - Between 2-3 miles
   - More than 3 miles

6. What is your family income (please specify)
   - i) Under 5000 ksh
   - ii) Between 5000- 10000 ksh
   - iii) Between 10000- 15000 ksh
   - iv) Between 15000- 20000 ksh
   - v) More than 20000 ksh
   - vi) Any other (please specify)

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7) Name the other libraries of which you are a member? -------------------------------------------

Thank you for taking part in this research at the same time for giving your precious time to fill up this questionnaire.

Signature

Name & date