

APPENDIXES

APPENDIX A: Survey of Information Center & Library

To: Library Chairman

Dear Sir / Madam

Mrs. Maryam Salami PhD. student of Library and Information Science, University of Pune (India) is working under my supervision. The topic of her research is, **"Use of Information Communication Technologies in Pharmacology and Allied Sciences Libraries and Information Centers of Iran"**.

Please find enclosed herewith a set of questionnaire for the above purpose. Kindly co-operate and extend your full support to her and return the questionnaire dully filled in to the address mentioned in the questionnaire. Be sure that information provided by you will be used only for the above academic purpose and will be kept confidential.

Thanking you for your kind co-operation.

Yours faithfully:

Dr. Surya Nath Singh
Ph D. Guide

Head, Information Centre &
Library, National Institution
of Virology (ICMR)

Pune 411 001 (INDIA)

Questionnaire I: Survey of Information Center & Library

Title: Use of Information Communication Technologies in Pharmacology and Allied Sciences Libraries and Information Centers of Iran

1. Respondent's Personal Information:

- 1.1. Name of Chief Library:
- 1.2. Post / Designation:
- 1.3. Qualification:
- 1.4. Age:
- 1.5. Work Experience in ICL: (Years).....

2. Profile of Organization and Facilities:

2.1. Name of Parent Organization.....

Address: PIN/ZIP: Year of Establishment

E-Mail: Telephone..... Fax:

2.2. Name of the Library/ IC:

Address: PIN/ZIP: Year of Establishment

E-Mail: Telephone..... Fax:.....

2.3. Type of ICL:

- 2.3.1. Academic
- 2.3.2. Research
- 2.3.3. Academic – Research
- 2.3.4. Others

2.4. Funding agency:

- 2.4.1. Government
- 2.4.2. Private-for-profit
- 2.4.3. Private-not-for-profit
- 2.4.4. Autonomous
- 2.4.5. Local Authority

2.4.6. Other (Please specify).....

3. Collection: (please write down the number of following collections in the specified periods.)

	Total Numbers		
	2005-2006	2006-2007	2007-2008
3.1. Books
3.2. E-books
3.3. Journals
3.4. E-journals
3.5. Database (CD-ROM)
3.6. Database (Online)
3.7. filmstrip/Microfiche
3.8. Slides
3.9. Cassettes/Tapes(Audio visual)
3.10. Others (Please Specify)			

4. Information and Communication Technology (ICT), Facilities and Services:

(please answer the following items)

4.1. Hardware specifications:

4.1.1. No. of Computers: Pentium III..... Pentium IV..... Laptop.....

4.1.2. No. of Printers: Dot Matrix Line Printers..... Laser Printers.....

4.1.3. No. of Scanners

4.1.4. No. of Headphones

4.1.5. No. of Network Cards

4.1.6. No. of Internal Modems

4.1.7. No. of External Modems

4.1.8. Which electronic security systems do you have?

Electronic Gate Close circuit TV RFID¹/ barcode supplies

Not any

4.1.8.1. How is it? very good good fair poor

4.1.9. Do you have specialized ICT equipment for users, who have learning and

¹ Radio Frequency Identification

- language difficulties or physical disabilities: Yes No
- 4.1.10. Do you have Internet connection: Yes No
- If yes, what kind of connection is used? dial up broadband satellite
- Please mention quality of use: poor fair good excellent
- 4.1.11. How many computers terminals have been provided to access internet?
- 1-10 11-20 21-30 31-40 41-50 >50

4.2. Software:

- 4.2.1. Operating System: DOS UNIX XENIX Windows Linux
- Others.....
- 4.2.2. Which software facilities are in uses?
- CDS/ISIS MINI/ISIS PARS AZARAKHSH
- NOSA KAVOOSH In house development
- Others.....
- 4.2.3. Have you ever upgraded your software?
- Never Once Twice Thrice More
- 4.2.4. Software features:
- Single user Multi user Running on DOS
- Running on Windows Running on Unix Running on Web
- 4.2.5. Does your library software have multilingual approach?
- English Persian Others.....
- 4.2.6. Please check activities that your library software covers.
- Acquisition Cataloguing SDI/CAS² OPAC
- Serials Control Circulation Database Creation
- Document Delivery Indexing Interlibrary Loan Bar coding system
- Others
- 4.2.7. Access to software: free charged Year of Installation
- 4.2.8. Maintenance services: Yes No
- If Yes, free charged
- 4.2.9. How services are satisfactory? poor fair good excellent
- 4.2.10. How do you think that library software is utilized?

² SDI= Selective dissemination of information
CAS= Current Awareness Services

Fully Partially Poorly Not at all

4.3. Tele-Communication Media:

Mark the kind of Tele-Communication Media you have, write the Number, and specify if they belong to library or they are for common use for Institution.

<u>Kind</u>	<u>Number</u>	<u>Belongs to</u>	
4.3.1. Intercom:	<input type="checkbox"/>	Library <input type="checkbox"/>	Common Use <input type="checkbox"/>
4.3.2. Telephone:	<input type="checkbox"/>	Library <input type="checkbox"/>	Common Use <input type="checkbox"/>
4.3.3. Fax:	<input type="checkbox"/>	Library <input type="checkbox"/>	Common Use <input type="checkbox"/>
4.3.4. E-Mail:	<input type="checkbox"/>	Library <input type="checkbox"/>	Common Use <input type="checkbox"/>
4.3.5. Modem:	<input type="checkbox"/>	Library <input type="checkbox"/>	Common Use <input type="checkbox"/>
4.3.6. Mobile:	<input type="checkbox"/>	Library <input type="checkbox"/>	Common Use <input type="checkbox"/>
4.3.7. Wireless Network:	<input type="checkbox"/>	Library <input type="checkbox"/>	Common Use <input type="checkbox"/>

5. Networking Facilities:

- 5.1. Is the library linked to network? Yes No
- 5.2. Networking facilities available: LAN WAN MAN Wireless
- 5.3. If the network exists, which peripherals are linked to it?
 Printers Scanners CD-ROM drivers
- 5.4. Is there a security for network by virus checking software? Yes No
- 5.4.1 If Yes, is this software always up to date on every PC? Yes No
- 5.4.2. Name of antivirus software:.....
- 5.5. Are there any guidelines for the notice of users: Yes No
- If Yes, which of the following are presented in the guidelines?
- 5.5.1. How to log on if network is used
- 5.5.2. How to apply for a network account in the first place
- 5.5.3. Where the main programs are to be found in the menuing system
- 5.5.4. How to format disks
- 5.5.5. How to save work and back up
- 5.5.6. How to print out work
- Others (please specify)

6. Reprography Facilities:

6.1. How many photocopies / Xerox do you have?

6.2. If Yes, are maintenance facilities available locally? Yes No

6.3. If Yes, How do you find them? Excellent Satisfactory Unsatisfactory

7. CD-ROMs & DVD-ROMs Services:

7.1. Which facilities are available in your ICL?

CD-ROM CD-Writer DVD-ROM DVD-Writer

7.2. CD networking facility available? Yes No

7.3. DVD networking facility available? Yes No

7.4. If No, do you propose to avail it in near future? Yes No

8. User Services:

8.1. Access system: Fully Opened Fully Closed Partial

8.2. Are outsiders allowed to use the library ICTs? Yes No

8.3. If Yes, do they need prior permission? Yes No

8.4. Please specify number of members of your ICL?

8.4.1. Institutional

8.4.2. Outsiders

8.5. Which international databases does your ICL subscribe?

IPA Medline Chemical Abstracts

Cancer line AIDS Line Excerpta Medica

Life Science Toxline ADONIS

Proquests Ovid Science Direct

Springer Scopus Oxford

Wiley Others

8.6. Which electronic document delivery does your ICL provide?

Printed E-mail Online access OPAC/Web OPAC

8.7. Are the ICT services offered in your library adequate?

Fairly Adequate Moderate Not adequate

8.8. Do you have program to encourage your users to enhance the ICT use?

Yes No

8.8.1. Training from time to time.

8.8.2. Awareness to new database.

8.8.3. Addition of any new ICT.

8.8.4. Feedback from the users to evaluate your ICT base services.

8.9. Does your library provide access to E-resources from home?

Regularly Occasionally Rarely Never

9. Man-Power Applications:

9.1. Number of staff..... Total Experience (Years)

9.1.1. Professional LISc.

9.1.2. Computer Science Background.....

9.1.3. Non-Professionals.....

9.2. Please give the number of staff deputed for ICTs training / courses during last three years:

S.N.	Name of ICTs	Number of Persons		
		2007-2008	2006-2007	2005-2006
9.2.1.	Computer Literacy (ICDL)			
9.2.2.	Database Searching			
9.2.3.	Information Retrieval Techniques			
9.2.4.	Network Literacy			
9.2.5.	Internet and Search Engines			
9.2.6.	Workshop/ Conference			
9.2.7.	(Others).....			

10. Security and Accessory to the System:

Problems related to the use of ICT. Please Check the Right Box.

(A=RARELY, B=SOMETIMES, C=OFTEN, D= VERY FREQUENTLY)

Type of Problem

10.1. Personnel:

10.1.1. Lack of knowledge of LISc among computer professional.

A B C D

- 10.1.2. Communication gap between LISc professionals & computer professionals. A B C D
- 10.1.3. Lack of staff training. A B C D
- 10.1.4. Lack of vendors/maintenance support. A B C D
- 10.1.5. Staff unwilling to use it. A B C D
- 10.1.6. Lack of awareness about the ICT in the university. A B C D

10.2. System Problems:

- 10.2.1. Loss of data due to system crash. A B C D
- 10.2.2. Hardware incompatibility. A B C D
- 10.2.3. Cost of equipment A B C D

10.3. Network Problems:

- 10.3.1. Access control A B C D
- 10.3.2. Computer viruses A B C D
- 10.3.3. Low bandwidth A B C D
- Others

11. What level has your ICL achieved the objectives of computerization?

100% 75% 50% 25% Below 25%

12. Please grade the achievements of the objectives of ICTs:

<u>Name of ICTs</u>	<u>Very Satisfactory</u>	<u>Satisfactory</u>	<u>Not satisfactory</u>
12.1. Computerization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12.2. Communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12.3. Databases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12.4. Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12.5. Reprography	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12.6. Others (Please Specify).....			

13. Please give your future plan regarding the introduction/ development of ICTs at your center; If any

.....
.....

14. Finally, any other information you would like to share, kindly give your expert comment;

.....
.....

Thank you very much for your valuable information, comments, suggestion and time.

Maryam Salami

PhD Student, LISc, University of Pune, 411 007.

E-mail: nazy_salami@yahoo.com

Date:

Place:

Signature:

APPENDIX B: Users' Survey

From:

Maryam Salami

PhD Research Scholar
LISc Department

University of Pune

E-mail:nazy_salami@yahoo.com

PhD Guide:

Dr. Surya Nath Singh

Head, Information Centre & Library and
Library, National Institution

of Virology (ICMR) Pune411 001

Dear Sir/ Madam,

The survey is being conducted to gather the academic research data about **“Use of Information Communication Technologies in Pharmacology and Allied Sciences Libraries and Information Centers of Iran”**. Your Information Center and Library (ICL) has been suggested as a valuable ICL on the above topic, so as to provide better and effective Library and Information Services. Above data is only for academic purposes for the fulfillment of PhD degree in Library and Information Science (LISc). Rest assured that your personal information would be kept confidential and will be used only for above academic purpose. Your kind co-operation in this regards is very much solicited.

Therefore, it is requested kindly to fill in questionnaire and return to the undersigned, on the address given below. In case of any query please send e-mail on above address.

Thanking you.

Maryam Salami

PhD Research Scholar

Head, ICL, CHTO

Mashhad, Iran

- Please put tick mark (√) more than once, wherever you feel necessary.
- Free and Frank feedback will be highly appreciated.

Questionnaire II: (User's Survey)

Title: Use of Information Communication Technologies in Pharmacology and Allied Sciences Libraries and Information Centers of Iran.

1. Personal information :

Name:

sex : Male Female

Age:

E-mail:

2. Category you belong to:

- 2.1. Student Year of Admission
- 2.2. Resident Year of Admission
- 2.3. Research Experience
- 2.4. Decision Maker Experience
- 2.5. Director/ Manager Experience
- 2.6. Trainees Experience
- 2.7. Pharmacists Experience
- 2.8. Pharmacy Staff Experience
- 2.9. Pharmaceutical Staff Experience
- 2.10. General Practitioner Experience
- 2.11. Others.....

Address of Organization:

3. Where do you locate your information:

- 3.1. Books
- 3.2. Current Journals
- 3.3. Abstracting Journals(printed)
- 3.4. Indexing Journals(printed)
- 3.5. Reports
- 3.6. Manuals
- 3.7. Handbooks
- 3.8. Personal Discussions
- 3.9. Theses
- 3.10. CD-ROM Databases
- 3.11. Online Bibliographical Databases
- 3.12. Online Full text Databases

4. Generally, From Which recourses do you get the most of information:

- library
- Internet
- Personal Discussion
- Other Organization/Libraries
- Others. Please specify

5. Mark the Extent of Use and your Awareness of Modern Information and Communication Technologies in your Library.

- 5.1. Computer: Very Frequently Frequently Sometimes Rarely Not Aware of
- 5.2. Photocopying: Very Frequently Frequently Sometimes Rarely Not Aware of
- 5.3. Internet: Very Frequently Frequently Sometimes Rarely Not Aware of
- 5.4. Intercom: Very Frequently Frequently Sometimes Rarely Not Aware of
- 5.5. Telephone: Very Frequently Frequently Sometimes Rarely Not Aware of
- 5.6. Fax: Very Frequently Frequently Sometimes Rarely Not Aware of
- 5.7. E-mail: Very Frequently Frequently Sometimes Rarely Not Aware of

6. Please put a tick (√) in front of the information services your library offer and then evaluate each.

S.N.	Type of Information Services	Not Used	Used			
			Poor	Fair	Good	Excellent
6.1.	Database Search					
6.2.	SDI*					
6.3.	Current Reviews					
6.4.	Abstracting & Indexing Services					
6.5.	Clipping Services					
6.6.	Online Searching					
6.7.	E- Journals					
6.8.	E- Books					
6.9.	Microfilms					
6.10.	Interlibrary Loan					
6.11.	Document Delivery					

* SDI = Selective dissemination of information

7. Choose the kind of assistance you have taken from the library staff in the conduct of your research and evaluate each:

- 7.1. Selection of research tools : poor fair good excellent
- 7.2. Collecting information from the Internet : poor fair good excellent
- 7.3. Online accessing of various databases : poor fair good excellent
- 7.4. Providing electronic publishing of the research outcomes : poor fair good excellent
- 7.5. Providing training for academic information retrieval on the Internet : poor fair good excellent

8. How do you up-date your ICT knowledge?

- Reading Personal Discussion Participating in ICT Classes
 Television Others Please Specify.....

9. Why do you like ICT facilities?

- 9.2.1. To have quick access
- 9.2.2. Present printed source management system is not adequate
- 9.2.3. Present system does not meet my requirement
- 9.2.4. Poor service of library staff
- 9.2.5. Time effective
- 9.2.6. Cost effective

10. What are the general problems you face in using ICT in your library?

- 10.1. No help from library staff
- 10.2. No training program available
- 10.3. No time
- 10.4. Poor maintenance of ICT
- 10.5. No guidebook

11. Which of the following databases are to your interest and used for your information need.

S.N.	Database	Used			Not Used
		Manual	CD-ROM	Online	
11.1.	IPA				
11.2.	Medline				
11.3.	Chemical Abstracts				
11.4.	Toxline				
11.5.	Proquest				
11.6.	Ovid				
11.7.	Ebsco				
11.8.	Science Direct				
11.9.	Springer				
11.10.	Scopus				
11.11.	Oxford				
11.12.	Wiley				

12. Are you familiar with websites of Iran's pharmacology ICLs?

Yes No

- If Yes, Please Specify: 1. 2.....
3.
4. 5. 6.....

12.1. How do you evaluate them:

very useful satisfactory not satisfactory

12.2. How do you evaluate the data being up-to-date on these websites?

poor fair good excellent

13. How do you evaluate librarians' ICT skills in your library:

poor fair good excellent

14. Kindly grade the objectives of the following as a user:

14.1. Computer: very satisfactory satisfactory not satisfactory

- 14.2. Communication: very satisfactory satisfactory not satisfactory
- 14.3. Database services: very satisfactory satisfactory not satisfactory
- 14.4. Internet: very satisfactory satisfactory not satisfactory
- 14.5. Reprography: very satisfactory satisfactory not satisfactory

15. To What extent does the exciting ICT in the library help you to conduct your research? poor fair good excellent

16. Do you think that Iran should:

15.1. Set up pharmacology database of its own?

Yes No Not Sure

17. Do you want to

17.1. Continue with printed sources? Yes No

17.2. Continue with printed sources and use ICT base services?

Yes No

17.3. Discontinue with printed completely and replaces with digital?

Yes No

18. Please Write Your Suggestion in the Space Provided any Other Related Information about the Development and Use of ICT at Your ICL.

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Thank you very much for your valuable information, comments, suggestion and time.

Maryam Salami

PhD Student, LISc, University of Pune, 411 007.

E-mail: nazy_salami@yahoo.com

Date:

Place:

Signature:

**APPENDIX C: Sample Selection Table
Krejcie and Morgan's Table***

Table for Determining Minimum Required Sample Size for a Given Population Size for Continuous and Categorical Data

Population Size	Sample size					
	Continuous data (margin of error = 5%)			Categorical data (margin of error = 10%)		
	alpha = 10 E = 1.65	alpha = 15 E = 1.96	alpha = 20 E = 2.58	alpha = 50 E = 1.65	alpha = 50 E = 1.96	alpha = 50 E = 2.58
100	46	57	68	71	93	97
200	63	75	86	113	142	151
300	65	85	103	113	169	177
400	69	92	107	162	196	204
500	72	96	117	171	218	226
600	74	100	115	187	235	246
700	75	101	114	190	249	257
800	76	103	116	213	260	268
900	76	105	170	219	270	282
1,000	77	106	173	213	278	289
1,500	79	110	183	230	296	311
2,000	81	112	189	239	313	320
4,000	83	119	195	251	331	339
6,000	83	119	200	270	362	366
8,000	83	119	200	262	367	371
10,000	83	119	200	261	370	373

* The margins of error used in the table above are 5% for continuous data and 10% for categorical data. Researchers using this table if the margin of error shown is appropriate for their study; however, the appropriate sample size must be calculated if these error rates are not appropriate. Table developed by Bartlett, Kotrlak & Higgins.

* Bartlett James E, Kotrlake Joe W and Higgins Chadwick C. Organizational Research: Determining Appropriate Sample Size in Survey Research. *Information Technology, Learning, and Performance Journal*. 19 (1); (Spring 2001): 43-50.