USE AND MANAGEMENT OF INFORMATION PRODUCTS AND SERVICES IN UNIVERSITY LIBRARIES IN ANDHRA PRADESH - AN ANALYTICAL STUDY

Questionnaire-I (A)
(Librarian/Library in-charge)

SECTION - A

GENERAL INFORMATION OF UNIVERSITY LIBRARY

1. Name of the University / Library : 

2. Year of Establishment : 

3. Name and Designation of the Head of the Library : 

4. Type of Organization : 

   Central University:    State University:    Deemed University:

5. MailingAddress____________________________________________
   __________________________________________________________

6. Category-wise total strength
   a) Professionals __________
   b) Semi Professionals __________
   c) Secretarial/Clerical __________
   d) Book Bearers __________
   e) Attendants __________
   f) Sweepers/Scavengers __________

7) Library building
   Please tick mark (√) in appropriate boxes
   a) separate/Independent building □
   b) Attached with Main Building □
### Total Library collections

<table>
<thead>
<tr>
<th>Type of Material</th>
<th>Availability</th>
<th>Total Collection</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Books (including Reference</td>
<td>Yes/No</td>
<td>------------------</td>
</tr>
<tr>
<td>Competitive Exams and Text books</td>
<td></td>
<td>------------------</td>
</tr>
<tr>
<td>Collections )</td>
<td>Yes/No</td>
<td>------------------</td>
</tr>
<tr>
<td>b) Journals (back volumes)</td>
<td>Yes/No</td>
<td>------------------</td>
</tr>
<tr>
<td>c) Theses (M Phil &amp; Ph.D)</td>
<td>Yes/No</td>
<td>------------------</td>
</tr>
<tr>
<td>d) Manuscripts</td>
<td>Yes/No</td>
<td>------------------</td>
</tr>
<tr>
<td>e) Reports</td>
<td>Yes/No</td>
<td>------------------</td>
</tr>
<tr>
<td>f) Standards</td>
<td>Yes/No</td>
<td>------------------</td>
</tr>
<tr>
<td>g) Patents</td>
<td>Yes/No</td>
<td>------------------</td>
</tr>
<tr>
<td>h) Technical Reports</td>
<td>Yes/No</td>
<td>------------------</td>
</tr>
<tr>
<td>i) Newspaper clippings</td>
<td>Yes/No</td>
<td>------------------</td>
</tr>
<tr>
<td>j) Micro records collection</td>
<td>Yes/No</td>
<td>------------------</td>
</tr>
<tr>
<td>k) Audio tapes collection</td>
<td>Yes/No</td>
<td>------------------</td>
</tr>
<tr>
<td>l) Audio visual collection (Tape)</td>
<td>Yes/No</td>
<td>------------------</td>
</tr>
<tr>
<td>m) Audio visual collection (CDs)</td>
<td>Yes/No</td>
<td>------------------</td>
</tr>
<tr>
<td>n) CD-ROM databases</td>
<td>Yes/No</td>
<td>------------------</td>
</tr>
<tr>
<td>o) Others</td>
<td>Yes/No</td>
<td>------------------</td>
</tr>
</tbody>
</table>

### SERVICES AND FACILITIES

Access the following statements based on 5 point scale, 5 to a complete extent, 4 for greater extent, 3 for to some extent, 2 for to a little extent and 1 for nil extent (Encircle the most appropriate)

9. Do you believe that services rendered to users are satisfactory?

10. Do you think that the sanitation conditions provided in the library are satisfactory?

5 4 3 2 1
11. Do you feel that the amenities provided in the library are comfort and Satisfactory

12. Do you think that the services of Internet provided in the library are Satisfactory

13. Do you believe that services rendered to users are satisfactory?

Access the following statements based on 5 point scale, 5 to a complete extent, 4 for greater extent, 3 for to some extent, 2 for to a little extent and 1 for nil extent (Encircle the most appropriate)

14. Do you think that the following facilities in your library are adequate?

a) LAN facility  
5 4 3 2 1

b) Internet facility  
5 4 3 2 1

c) Photocopying facility  
5 4 3 2 1

d) Language lab facility  
5 4 3 2 1

e) INFLIBNET access facility  
5 4 3 2 1

f) Online SDI facility  
5 4 3 2 1

g) Online CAS facility  
5 4 3 2 1

h) OPAC facility  
5 4 3 2 1

i) Electronic Bulletin service  
5 4 3 2 1

j) Teleconferencing facility  
5 4 3 2 1

k) Online databases are available  
5 4 3 2 1

l) Binding facility  
5 4 3 2 1

m) V-SAT connectivity facility  
5 4 3 2 1

HUMAN RESOURCE DEVELOPMENT

15. Do you think that you are providing enough opportunity to the employees in the participation in the management?

16. Do you think that you are using the potentialities of employees on their job properly?
17 Does your Library possess CD-ROM databases? Yes/No
If yes, specify the following collection in number
a) CD documents in Science Subject Yes/No ………………
b) CD documents in Social Sciences Yes/No………………
c) Reference documents in CDs Yes/No………………
d) General documents in CDs Yes/No………………

18 Does your library provide Electronic Journals? Yes/No
If yes, specify the following collection in number
a) Science Journals subscribed Yes/No Collection………………
 d) Social Science Journals Subscribed. Yes/No Collection No--------

19 Library Users Strength
a) Faculty Members  --------------
b) Non-Teaching  --------------
c) Research Scholars
 M Phil./Ph.D (Part-time/Pull-time) --------------
d) P.G.Students  --------------
e) Guest visitors  --------------
f) Others if any  --------------

20 Library Budget

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Periodicals</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Computers/ Library Automation and Networking (including Internet/ Other Equipment and Photocopying)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CD/DVD</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintenance</td>
<td></td>
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<tr>
<td>Total</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>
SECTION – B

INFORMATION TECHNOLOGY

21 Does your library have the following electronic devices? If ‘yes’ specify the following collection in number

<table>
<thead>
<tr>
<th>Quantity number</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) DVD player</td>
</tr>
<tr>
<td>b) Film Projector</td>
</tr>
<tr>
<td>c) Microfilm Reader</td>
</tr>
<tr>
<td>d) Overhead projector</td>
</tr>
<tr>
<td>e) Slide Projector</td>
</tr>
<tr>
<td>f) Telephone</td>
</tr>
<tr>
<td>g) Telex/Fax</td>
</tr>
<tr>
<td>h) TV</td>
</tr>
<tr>
<td>i) VCR/VCP</td>
</tr>
</tbody>
</table>

22 Computer systems installed in the library for Library Automation

<table>
<thead>
<tr>
<th>Hardware</th>
<th>Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Pentium I/II/III/IV</td>
<td>----------</td>
</tr>
<tr>
<td>b) Personal Computers</td>
<td>----------</td>
</tr>
<tr>
<td>c) Servers</td>
<td>----------</td>
</tr>
<tr>
<td>d) Converters (Tape to CD/DVD)</td>
<td>----------</td>
</tr>
<tr>
<td>e) Scanner</td>
<td>----------</td>
</tr>
<tr>
<td>f) Bar code scanner</td>
<td>----------</td>
</tr>
<tr>
<td>g) Video Camera</td>
<td>----------</td>
</tr>
<tr>
<td>i) Barcode Printer</td>
<td>----------</td>
</tr>
<tr>
<td>j) Other printers</td>
<td>----------</td>
</tr>
</tbody>
</table>

23 Software used for your Library Automation. Please tick (√) in appropriate boxes

<table>
<thead>
<tr>
<th>Application software</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) BASIS PLUS</td>
</tr>
<tr>
<td>b) CDS/ISDS</td>
</tr>
<tr>
<td>c) DEL PLUS</td>
</tr>
<tr>
<td>d) LIBSYS</td>
</tr>
</tbody>
</table>
e) MINISIS □
f) SOUL □
g) SUCHIKA □
h) GENLib □
i) TECHLIS PLUS □

Operating system
a) MS-DOS □
b) Windows-
   Windows-95 □
   Windows-98 □
   Windows-2000 □
   Windows- NT □
c) Linux □
d) Novel network □
e) Unix □

Access the following statements based on 5 point scale, 5 to a complete extent, 4 for greater extent, 3 for to some extent, 2 for to a little extent and 1 for nil extent (Encircle the most appropriate)

24 Do you think that the software installed in your library for house keeping operations take care of the following functions satisfactorily

a) Acquisition control 5 4 3 2 1
b) Circulation control 5 4 3 2 1
c) Cataloguing control 5 4 3 2 1
d) Serial control 5 4 3 2 1
e) Financial control 5 4 3 2 1
f) Report Generation 5 4 3 2 1
g) Stock verification 5 4 3 2 1
h) CAS service 5 4 3 2 1
i) SDI service 5 4 3 2 1
j) Bibliographic Information service 5 4 3 2 1
k) Any other 5 4 3 2 1
25  Do you think that IT enhances Library Services?
      5 4 3 2 1

26  Do you think that a computer programmer is necessary to look after software and hardware?
      5 4 3 2 1

27  Status of Database Creation

<table>
<thead>
<tr>
<th>Database</th>
<th>No. of Records Completed</th>
<th>No. of Records Pending</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Books (including Reference, Competitive Exams, and Text books Collections)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b) Journals (back volumes)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c) Theses (M Phil &amp; Ph.D)</td>
<td></td>
<td></td>
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<tr>
<td>d) Manuscripts</td>
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<tr>
<td>e) Reports</td>
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<tr>
<td>f) Standards</td>
<td></td>
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<tr>
<td>g) Patents</td>
<td></td>
<td></td>
</tr>
<tr>
<td>h) Technical Reports</td>
<td></td>
<td></td>
</tr>
<tr>
<td>i) Newspaper clippings</td>
<td></td>
<td></td>
</tr>
<tr>
<td>j) Micro records collection</td>
<td></td>
<td></td>
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<tr>
<td>k) Audio tapes collection</td>
<td></td>
<td></td>
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<tr>
<td>l) Audio visual collection</td>
<td></td>
<td></td>
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<tr>
<td>(Tape)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>m) Audio visual collection (CDs)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>n) Others</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

28  If your library has LAN facility, please specify the connectivity.
(Please tick (✓) in appropriate boxes)

  a) Leased Lines
  b) V-SAT
  c) Radio-Modem
  d) Dial-up
  e) ISDN (Integrated Service Digital Network)
  f) Any other

371
29 Present Staff available for Computer automation and Networking operations in the Library

<table>
<thead>
<tr>
<th>S.No</th>
<th>Categories</th>
<th>No. of Staff</th>
<th>Qualification</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>System Analyst</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Information Scientist</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Scientific Office</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Documentation Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Computer programmer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Data entry operators</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Others (Specify)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TRAINING**

30 Do you think that training facilities for the employees in your organization are adequate? 5 4 3 2 1

31 Do you think that you are providing enough opportunities to the employees in the library to participate in the management? 5 4 3 2 1

32 Do you think that the library software vendor/agency should provide training programmes? 5 4 3 2 1

33 Do you think that a computer training facilities for your staff in your university is adequate? 5 4 3 2 1

34 Do you think you are using the potentialities of employees on their job properly? 5 4 3 2 1

35 How many library professionals are given computer training for database creation in the library? (Please tick (√) in appropriate boxes)
   a) Two □
   b) Four □
   c) Six □
   d) Eight □
   e) Ten □
   f) All Professionals □
36. Which agency provided computer training to your library staff? (Please tick (√) in appropriate boxes)
   a) INFLIBNET □
   b) University Computer Center □
   c) INSDOC □
   d) NISSAT □
   e) Any other -----------------

37. Do you think that the content and syllabi of the Training programme is relevant to work life of employees 5 4 3 2 1

**AUTOMATION**

Access the following statements based on 5 point scale, 5 to a complete extent, 4 for greater extent, 3 for to some extent, 2 for to a little extent and 1 for nil extent (Encircle the most appropriate)

38. Do you think that the conversion of holdings into your library software is extra burden to your staff? 5 4 3 2 1

39. Do you think that the existing environment in your Library is helpful to Library Automation 5 4 3 2 1

40. Do you think that the library professionals accept change over to automation without any resistance 5 4 3 2 1

41. Do you think that the electronic devices available in the library are sufficient to Automation? 5 4 3 2 1

42. Do you think that the funds allotted for automation are sufficient? 5 4 3 2 1

43. Do you think that managing a library in IT environment is very easy when compare conventional library? 5 4 3 2 1

44. What are the problems in library automation from your observation?
   a) Limited funds □
   b) Lack of initiation on the part of management □
   c) No interest among the library staff □
   d) Fear of new technology □
   e) Lack of interest among the readers □
45 Does your Library have the following computer devices?
   a) Combo Drives  Yes/No
   b) CD Writer  Yes/No
   c) DVD Writer  Yes/No
   d) Multimedia kit  Yes/No
   e) Hub  Yes/No
   f) Voice Input-Device  Yes/No

46 Does your library have the following information storage devices?
   a) Floppies  Yes/No
   b) Magnetic Tape  Yes/No
   c) Video Tape  Yes/No
   d) Bubble memory  Yes/No
   e) Optical media
      CD-ROM  Yes/No
      WORM  Yes/No
      DVD  Yes/No
USE AND MANAGEMENT OF INFORMATION PRODUCTS AND SERVICES IN UNIVERSITY LIBRARIES IN ANDHRA PRADESH - AN ANALYTICAL STUDY

Questionnaire I (B)
(University Library Professional staff)

Access the following statements based on 5 point scale, 5 to a complete extent, 4 for greater extent, 3 for to some extent, 2 for to a little extent and 1 for nil extent (Encircle the most appropriate)

48 I derive work satisfaction in IT environment
49 Computer applications can provide better library service
50 Does your subordinates are willing to work in IT environment?

OPPORTUNITY TO DEVELOP HUMAN CAPABILITIES

Access the following statements using 5 point scale, 5 for always, 4 for sometimes, 3 for now and then, 2 for rarely, 1 for never

51 learn new skills while I am on job
52 My job makes use of my existing skills appropriately
53 There is opportunity to use my own special abilities in this job
54 I am consulted before any decision is taken in the library
55 My library encourages me to participate in administration /management of library
56 I have opportunity in the present position for using independent ideas and action
57 I am encouraged to participate in seminars/workshops/conferences by the authorities.
TRANING FACILITIES AVAILABLE /OFFERRED

Access the following statements based upon 5 point scale, 5 for strongly agree, 4 for agree, 3 for neither agree or disagree, 2 for disagree and 1 for strongly disagree (Encircle the most appropriate).

58 The software vendor/agency provide necessary training for staff

5 4 3 2 1

59 I acquired computer knowledge before training is given by agency/software vendor/university center

5 4 3 2 1

60 I participate every seminar/conference relating to my library software

5 4 3 2 1

61 The training facilities in the university system are adequate

5 4 3 2 1

62 The training facilities in the university library system are adequate

5 4 3 2 1

63 I receive training whenever necessary

5 4 3 2 1

64 The training offered helps me to update my knowledge

5 4 3 2 1

65 Computer training is necessary for every professional staff in the library

5 4 3 2 1

66 The content of training programme is relevant to my work

5 4 3 2 1

67 The training programmes shall be linked to promotion and development in the profession

5 4 3 2 1

68 The authorities should sponsor the eligible candidates for training programmes liberally

5 4 3 2 1

ATTITUDE TOWARDS AUTOMATION

69 I will take help from computer staff when problems occur in software & hardware

5 4 3 2 1

70 My librarian is an expert in solving problems occurred in software and hardware of computers

5 4 3 2 1

71 I will contact the experts who supplied the software and hardware when problems occurred

5 4 3 2 1
I had skills to tackle the problems often occurred in computer handling  5 4 3 2 1

Computerization of library activities improve the over all organizational effectiveness  5 4 3 2 1

Lack of computer skills is a barrier in automation  5 4 3 2 1

Computerization leaves most of the existing skills unused.  5 4 3 2 1

Computerization is detrimental to personal relations in the library  5 4 3 2 1

The library has not equipped to undertake any modernization and automation  5 4 3 2 1

Computerization can be postponed till necessary ground work is done in terms of training and improvement of physical facilities  5 4 3 2 1

Computerization is not possible unless new qualified staff is appointed.  5 4 3 2 1

What extent the computers are used by the users for the following search/services. (Please tick (✓) in appropriate boxes)

a) Online search  5 4 3 2 1
b) Internet search  5 4 3 2 1
c) CD-ROM data base Search  5 4 3 2 1
d) E-mail  5 4 3 2 1
e) OPAC  5 4 3 2 1
f) Others if any  5 4 3 2 1

Do you prefer library automation and networking for the following reasons? (Please grade the following in the order or their importance by writing 1,2,3,4,5..)

a) To provide specific information required by the user  □
b) To access information at any place any time  □
c) To provide World Wide Web to any reader access to information □

d) To provide E-mail service for speedy information transfer □

e) To have current information without any assistance from the library staff □
USER STUDY

Questionnaire II (Users of University)

Note: Please tick mark (√) your answer in an appropriate box

1. Name of the user:

2. Name of the Department:

3. Name of the University:

4. Status of user: (Please tick mark (√) your answer in an appropriate box
   a) JRF
   b) SRF
   c) Independent –full time scholar
   d) Part-time scholar
   e) Project fellow

   Access the following statements based on 5 point scale, 5 to a complete extent, 4 for greater extent, 3 for to some extent, 2 for to a little extent and 1 for nil extent (Encircle the most appropriate)

5. I am satisfied with the following information products for study pursuit
   a) Products
   b) Books
   c) Periodicals
   d) Manuscripts
   e) Reprints
   f) News clippings
   g) M.Phil/Ph.D dissertations
   h) Technical Reports
   i) Pamphlets
6. I am satisfied with the following electronic information products for my study pursuit
   a) Gramophone records 5 4 3 2 1
   b) Audio cassettes 5 4 3 2 1
   c) Microform collection 5 4 3 2 1
   d) Full text data files 5 4 3 2 1
   e) Video tapes 5 4 3 2 1
   f) Film trips 5 4 3 2 1
   g) CD-ROM / Database 5 4 3 2 1
   h) OPAC 5 4 3 2 1
   i) E-journals 5 4 3 2 1
   j) E-books 5 4 3 2 1

Access the following statements based upon 5 point scale, 5 for strongly agree, 4 for agree, 3 for neither agree or disagree, 2 for disagree and 1 for strongly disagree (Encircle the most appropriate).

7. I feel that the application of Information Technology enhances Library services 5 4 3 2 1

8. I am helped by library staff in getting relevant information for my study pursuit. 5 4 3 2 1

9. Library staff should be moderate and well acquainted with IT? 5 4 3 2 1

Access the following statements based on 5 point scale, 5 to a complete extent, 4 for greater extent, 3 for to some extent, 2 for to a little extent and 1 for nil extent (Encircle the most appropriate)

10. I am satisfied with the following sanitation facilities provided in the library.
   a) Drinking water 5 4 3 2 1
   b) Cleanliness 5 4 3 2 1
   c) Toilets 5 4 3 2 1
11. I feel comfort with the following amenities provided in the library
   a) Seating arrangements 5 4 3 2 1
   b) Lighting 5 4 3 2 1
   c) Fans 5 4 3 2 1

12. I utilize the following services of Internet provided in the library
   a) WWW 5 4 3 2 1
   b) E-mail 5 4 3 2 1
   c) File transfer protocol 5 4 3 2 1
   d) Telnet 5 4 3 2 1
   e) Internet phone 5 4 3 2 1
   f) Web – TV 5 4 3 2 1
   g) WAIS 5 4 3 2 1
      (Wide area information services)
   h) Chatting 5 4 3 2 1

13. I prefer to gather the following information from the library software package available in the library
   a) Curricular needs 5 4 3 2 1
   b) Creative needs 5 4 3 2 1
   c) General knowledge 5 4 3 2 1
   d) Job oriented information 5 4 3 2 1
   e) Extra-curricular activities 5 4 3 2 1

14. I am satisfied with the following services rendered by University Library
   a) CAS 5 4 3 2 1
   b) Internet 5 4 3 2 1
   c) Online SDI Services 5 4 3 2 1
<table>
<thead>
<tr>
<th>Service</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>d) OPAC Services</td>
<td>5 4 3 2 1</td>
</tr>
<tr>
<td>e) Abstracting Services</td>
<td>5 4 3 2 1</td>
</tr>
<tr>
<td>f) Online database service</td>
<td>5 4 3 2 1</td>
</tr>
<tr>
<td>g) Infonet service</td>
<td>5 4 3 2 1</td>
</tr>
<tr>
<td>h) Binding Service</td>
<td>5 4 3 2 1</td>
</tr>
<tr>
<td>i) Photocopying Service</td>
<td>5 4 3 2 1</td>
</tr>
<tr>
<td>j) Quick Reference Service</td>
<td>5 4 3 2 1</td>
</tr>
<tr>
<td>k) Extension Service</td>
<td>5 4 3 2 1</td>
</tr>
<tr>
<td>l) Translation</td>
<td>5 4 3 2 1</td>
</tr>
</tbody>
</table>

15. I prefer the following search Engine for searching relevant information?

<table>
<thead>
<tr>
<th>Engine</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Google</td>
<td>5 4 3 2 1</td>
</tr>
<tr>
<td>b) Yahoo</td>
<td>5 4 3 2 1</td>
</tr>
<tr>
<td>c) Alta Vista</td>
<td>5 4 3 2 1</td>
</tr>
<tr>
<td>d) msn</td>
<td>5 4 3 2 1</td>
</tr>
<tr>
<td>e) Ask Jeeves</td>
<td>5 4 3 2 1</td>
</tr>
<tr>
<td>f) AOL</td>
<td>5 4 3 2 1</td>
</tr>
<tr>
<td>g) Netscape</td>
<td>5 4 3 2 1</td>
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<tr>
<td>h) Opentext</td>
<td>5 4 3 2 1</td>
</tr>
<tr>
<td>i) Archie</td>
<td>5 4 3 2 1</td>
</tr>
<tr>
<td>j) Whowhere</td>
<td>5 4 3 2 1</td>
</tr>
<tr>
<td>k) Other</td>
<td>5 4 3 2 1</td>
</tr>
</tbody>
</table>

6. What is your purpose of using Electronic Products?

<table>
<thead>
<tr>
<th>Purpose</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) For research/study</td>
<td>5 4 3 2 1</td>
</tr>
<tr>
<td>b) For communication</td>
<td>5 4 3 2 1</td>
</tr>
<tr>
<td>c) Finding relevant information</td>
<td>5 4 3 2 1</td>
</tr>
<tr>
<td>d) For career development</td>
<td>5 4 3 2 1</td>
</tr>
<tr>
<td>e) Other activities</td>
<td>5 4 3 2 1</td>
</tr>
</tbody>
</table>

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Access the following statements based on 5 point scale, 5 to almost every day, 4 for 2-3 times in a week, 3 for to once in a week, 2 for to once in a month 1 for Never (Encircle the most appropriate)

17. How frequently do you use the following information Products in your library?

<table>
<thead>
<tr>
<th>Information Product</th>
<th>5</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) CD-ROM</td>
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<tr>
<td>b) Internet</td>
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<td>c) OPAC</td>
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<tr>
<td>d) Online database</td>
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<tr>
<td>e) E-journals</td>
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<tr>
<td>f) E-books</td>
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<tr>
<td>g) Books</td>
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<tr>
<td>h) Journals</td>
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<tr>
<td>i) News papers</td>
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</tr>
<tr>
<td>j) Thesis</td>
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</tr>
</tbody>
</table>

18. How do you learn to use Information Products?

- Trail and error
- Guidance from other research scholar’s
- Self thought
- Guidance from library staff
- Course offered by Institutions
- Guidance from lectures
- Guidance from (computer) staff
- External course
Access the following statements based on 5 point scale, 5 to a complete extent, 4 for greater extent, 3 for to some extent, 2 for to a little extent and 1 for nil extent (Encircle the most appropriate)

19. I access the following computer points for web resources
   a) University library 5 4 3 2 1
   b) Computer Centre 5 4 3 2 1
   c) Cyber Cafè 5 4 3 2 1
   d) Computer lab in the Departments 5 4 3 2 1
   e) At home 5 4 3 2 1

Access the following statements based on 5 point scale, 5 to a most essential , 4 for more essential, 3 for to essential, 2 for to a less essential and 1 for not essential (Encircle the most appropriate)

20. Do you think that the user education is essential to Students/scholars? 5 4 3 2 1

Access the following statements based on 5 point scale, 5 to a complete extent, 4 for greater extent, 3 for to some extent, 2 for to a little extent and 1 for nil extent (Encircle the most appropriate)

21. Do you think that your library working hours are convenient for your use? 5 4 3 2 1

22. Do you think that the following CD collection in your library is more useful for your study pursuit.
   a) CD Reference collection 5 4 3 2 1
   b) CD packages on different Subjects 5 4 3 2 1
   c) CD packages on sports 5 4 3 2 1
   d) CD packages on religious documents 5 4 3 2 1
   e) CD packages on back volume of Journals 5 4 3 2 1