Appendix - I

QUESTSTIONNAIRE
(For Library Staff)

I am a scholar of Ph.D. this questionnaire is a part of my Ph.D. study “An Analytical Study of Total Quality Management in Library Services in IIT Libraries with Special Reference to IIT Delhi, IIT Roorkee and IIT Kanpur” from Monad University, Hapur. Your response is highly valuable and extremely important for my research. Information given here will be kept confidential and used for academic purpose only.

Part I: General Information

1. Name :
2. Department :
3. Designation(student/scholar/faculty/other) :
4. E-Mail Address :
5. Name of Institute :

Qno.1 Your library is an automated library:
   (a) Yes (b) No
   If yes, The software used by your library for automating its operations:
   (a) CDS/ISIS (b) LibSys (c) SOUL (d) Virtua
   (e) Any other (please specify)……………………

Qno.2 The software used by your library is available on major operating systems like
   (a) Windows (b) Linux (c) UNIX (d) any other
   (e) Not aware

Qno.3 Did your library switched over to new software in recent past, if yes to which software:
   (a) Alice for Windows (b) LibSys (c) SOUL (d) Virtua
   (e) No/Any other (please specify)……………………
   Please mention the earlier software here………………

Qno.4 Benefits out of the new software:
   (a) Better cataloguing & efficient management of staff
   (b) Better accounts management and book management
   (c) User friendliness and better interface
   (d) All
   (e) Any other (please specify)……………..

Qno.5 The software used by your library is multi-lingual in nature:
   (a) Yes (b) No
Qno.6 The modules of software operational in your library
(a) Acquisition   (b) Cataloguing   (c) Circulation   (d) Serials control
(e) OPAC   (f) All (g) any other

Part II: Specific information regarding modules

Qno.7 – Qno10 contains Checklists regarding module of the software, please tick the most appropriate one:

Checklist-1: Acquisition Module

<table>
<thead>
<tr>
<th>Q.No7</th>
<th>Checkpoints</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>a</td>
<td>Enabled faster pre-order duplicate checking</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b</td>
<td>Facilitate easy preparation of purchase orders</td>
<td></td>
<td></td>
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<tr>
<td>c</td>
<td>Enabled to keep up-to-date vendor database</td>
<td></td>
<td></td>
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<tr>
<td>d</td>
<td>Enabled to maintain up to date fund utilization account</td>
<td></td>
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<tr>
<td>e</td>
<td>Facilitate to send timely reminder and letters for order cancellation</td>
<td></td>
<td></td>
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<tr>
<td>f</td>
<td>Enabled accurate and up to date record of orders</td>
<td></td>
<td></td>
</tr>
<tr>
<td>g</td>
<td>Facilitates easy accessioning and invoice processing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>h</td>
<td>Facilitates downloading of bibliographic data from CD-ROMS, international data bases or vendor supplied electronic catalogues</td>
<td></td>
<td></td>
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<tr>
<td>i</td>
<td>Enables electronic ordering and easy book selection</td>
<td></td>
<td></td>
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<tr>
<td>j</td>
<td>Supports automated request processing</td>
<td></td>
<td></td>
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<tr>
<td>k</td>
<td>Helps in preparation of vendor performance report</td>
<td></td>
<td></td>
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<tr>
<td>l</td>
<td>Facilitated prompt notification to users</td>
<td></td>
<td></td>
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<tr>
<td>m</td>
<td>Facilitate to send letters to banks for foreign exchange drafts</td>
<td></td>
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<tr>
<td>n</td>
<td>Any other function i.e. automated</td>
<td></td>
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</tbody>
</table>

Reports:
1. Helps in Preparation of orders                             Yes/No
2. Gives Print out of received and non-supplied document       Yes/No
3. Helps in displaying Status of order                         Yes/No
4. Generates Status of requests                                Yes/No
5. Generates Status of funds                                   Yes/No
6. Gives List of Gifts received                                Yes/No
7. Prepare Titles on order                                     Yes/No
8. Prepare Vendor list                                         Yes/No
9. Generate Vouchers  
10. Generate Account summaries  

### Checklist - 2 Cataloguing Module

<table>
<thead>
<tr>
<th>Q.No8</th>
<th>Checkpoints</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>a</td>
<td>Your software helps in easy cataloguing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b</td>
<td>The cataloguing module of your software supports easy and MARC based data entry</td>
<td></td>
<td></td>
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<tr>
<td>c</td>
<td>Enables import and export of data</td>
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<tr>
<td>d</td>
<td>Helpful to do easy copy cataloguing like downloading catalogue records from bibliographic databases such as OCLC, LC, etc.</td>
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<td></td>
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<tr>
<td>e</td>
<td>Generate and maintain authority files</td>
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<tr>
<td>f</td>
<td>Enabled the maintenance of thesaurus</td>
<td></td>
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<tr>
<td>g</td>
<td>Produces Spine and Bar code labels</td>
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<td></td>
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<tr>
<td>h</td>
<td>Cataloguing module supports international standards</td>
<td></td>
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</tr>
</tbody>
</table>

### Reports:

1. Generates list of new catalogue records  
2. Reports list of new and dropped authority file terms  
3. Helps in giving Spine labels  
4. Helpful in generating book labels  
5. Helpful in Generating Barcode labels  
6. Authority list  
7. Bibliographic record list  
8. Cataloguing errors  
9. Item created list  
10. Generates Catalogue cards

### Checklist - 3 Circulation Module

<table>
<thead>
<tr>
<th>Q.No9</th>
<th>Checkpoints</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>a</td>
<td>Creation of membership database of different categories with different parameters</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b</td>
<td>Helpful in generating Patron ID card with required size of photograph and barcode number</td>
<td></td>
<td></td>
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<tr>
<td>c</td>
<td>Easy for staff to process loans, returns and Circulation of library resources</td>
<td></td>
<td></td>
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<tr>
<td>d</td>
<td>Supports automatic generation of due date slip and generates automatic reminders for overdue items</td>
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<tr>
<td>e</td>
<td>Supports integration with security system that compliments the self issue, self check-in/ checkout features</td>
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<td></td>
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<td>---</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>f</td>
<td>Generation of fines automatically</td>
<td></td>
<td></td>
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<tr>
<td>g</td>
<td>Facilitates Inter-Library Loan and makes it easy to keep record of both inward and outward loans</td>
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<tr>
<td>h</td>
<td>Helpful in stock verification, calculation and printing of various types of statistical reports</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Reports:**

1. Generates availability status of books  
2. Gives issuance history of books  
3. Gives issuance history of books member wise  
4. Generates issuance history period wise also  
5. Generates overdue notices  
6. Generates cards for patrons  
7. Gives list of patrons  
8. Collected fines  
9. Expiring Patrons  
10. Blocked Patrons

**Checklist - 4 Serials Control Module**

<table>
<thead>
<tr>
<th>Q.No10</th>
<th>Checkpoints</th>
</tr>
</thead>
<tbody>
<tr>
<td>a</td>
<td>Your serials control module enables easy input of serials data for check-in</td>
</tr>
<tr>
<td>b</td>
<td>Enables easy subscription of new journals initiated by the library and avoids duplication</td>
</tr>
<tr>
<td>c</td>
<td>Helpful in efficient renewal, cancellation and extension of subscription</td>
</tr>
<tr>
<td>d</td>
<td>Enables accessioning of individual issue</td>
</tr>
<tr>
<td>e</td>
<td>Keeps record of missing issues</td>
</tr>
<tr>
<td>f</td>
<td>Helps in invoice processing for both new subscription and renewal subscription</td>
</tr>
<tr>
<td>g</td>
<td>Enables to send automatic reminders to claim issues not received</td>
</tr>
<tr>
<td>h</td>
<td>Helpful in preparation of list of holdings with their status</td>
</tr>
<tr>
<td>i</td>
<td>Helps in proper maintenance and utilization of fund accounts for subscription and binding</td>
</tr>
<tr>
<td>j</td>
<td>Maintains up-to-date binding file</td>
</tr>
<tr>
<td>k</td>
<td>The serials control module supports printing of barcode labels for both bound and loose issues of serials</td>
</tr>
<tr>
<td>l</td>
<td>Enables to support union list of serials with other libraries</td>
</tr>
<tr>
<td>m</td>
<td>Supports search and retrieval facility for staff within the module</td>
</tr>
</tbody>
</table>
Helps in easy invoice processing for both new subscription and renewal subscription

**Reports:**
1. Generates list of serials holding  
   Yes/No
2. Cancelled Serials  
   Yes/No
3. List of Serials without holdings  
   Yes/No
4. List of Serials acquisition  
   Yes/No

Qno.11 Your software is compatible with Radio Frequency Identification (RFID) technology and which of the following activities have been integrated with Radio Frequency Identification (RFID)?
   
   (a) Self check-in/check-out  
   (b) Sensor gates  
   (c) Stock verification  
   (d) All  
   (e) No/Any other (please specify)…………………..

Qno.12 The retrospective conversion of your collection is done up to:
   
   (a) 50-60%  
   (b) 60-70%  
   (c) 70-80%  
   (d) 80-90%  
   (e) completed

Qno.13 The vendor of your software provides training facilities for handling in-house activities at required intervals:
   
   (a) Yes  
   (b) No

Qno.14 The software used by your library has reduced the amount of staff time devoted to repetitive activities and simultaneously has saved the time of users:
   
   (a) Yes  
   (b) No

Qno.15 The impact of your software on your library development:
   
   (a) Better staff management  
   (b) Enhanced user’s satisfaction  
   (c) Increased number of Circulation transactions at desk  
   (d) Helpful in building appropriate collection  
   (e) Enabled self issue/self return  
   (f) Any other (please specify)…………....

Qno.16 The software used by your library has made the level of resource delivery and resource use:
   
   (a) Excellent  
   (b) Very good  
   (c) Good  
   (d) Average  
   (e) Poor
Qno.17 You are satisfied with the customer support services of your software vendor:
   (a) Yes   (b) To some extent only   (c) No

Qno.18 The problems your Integrated Library System (ILS) faces, select that which applies
   (a) Lapse in service & data loss (b) Problems with data retrieval (OPAC search engine) (c) Problems with acquisition (d) Problems with cataloguing (e) Problems with Circulation (f) Problems with Serials control (g) No problems/any other problem (please specify)………..

Qno.20 The effectiveness of library services by the software used by your library has:
   (a) Greatly improved (b) Improved (c) To some extent (d) Least improved (e) Not improved

Qno.21 Your satisfaction level with your software or Integrated Library System (ILS)
   (a) Strongly satisfied (b) Satisfied (c) Neither satisfied nor dissatisfied (d) Dissatisfied (e) Strongly dissatisfied

Qno.22 You recommend the software used by your library to other Libraries/institutions:
   (a) Yes   (b) No   (c) Don’t know

Qno.23 Your added suggestions will highly be respected
   ……………………………………………………………………………………………………………………………
   ……………………………………………………………………………………………………………………………
   Thank you very much for your cooperation
Appendix - II

QUESTIONNAIRE
(For Library Users)

I am a scholar of Ph.D. this questionnaire is a part of my Ph.D. study “An Analytical Study of Total Quality Management in Library Services in IIT Libraries with Special Reference to IIT Delhi, IIT Roorkee and IIT Kanpur” from Monad University, Hapur. Your response is highly valuable and extremely important for my research. Information given here will be kept confidential and used for academic purpose only.

Part I: General Information

1. Name : 
2. Department : 
3. Designation(student/scholar/faculty/other) : 
4. E-Mail Address : 
5. Name of Institute : 

Qno.1 The frequency of your library visit:
   (a) Daily       (b) Weekly       (c) Fortnightly       (d) Rarely       (e) Don’t visit the library

Qno.2 Purpose of visiting the library:
   (a) Learning   (b) Research   (c) Preparation for Assignment   (d) Preparation for Exam/test   
   (e) Preparation for class room teaching (f) Internet surfing for databases (g) Newspaper/Magazine reading

Qno.3 You rate yourself regarding computer literacy:
   (a) Excellent   (b) Very good   (c) Good   (d) Average   (e) Poor

Qno.4 You are aware of library software packages:
   (a) Yes   (b) No

Qno.5 You became aware of library software via:
   (a) Library staff (b) Teachers (c) Friends (d) Institutional website/Workshops (e) Any other (please specify)...........................
Qno.6 The software package used by your library:
   (a) CDS/ISIS  (b) LibSys  (c) SOUL  (d) Virtua  (e) Any other /Not aware

Qno.7 The application of library software’s in different library operations and services has affected your information seeking behavior:
   (a) Yes  (b) No

Qno.8 The application of software’s in library operations and services has raised the level of usage of their resources:
   (a) Strongly agree  (b) Agree  (c) Neither agree nor disagree  
   (d) Disagree  (e) Strongly disagree

Qno.9 Means you employ in searching and retrieving the information:
   (a) Manual  (b) On-line Public Access Catalogue (OPAC)  (c) Both

Qno.10 The interface of your library OPAC is User-friendly:
   (a) Strongly agree  (b) Agree  (c) Neither agree nor disagree  (d) Disagree
   (e) Strongly disagree

Qno.11 The place you access the library OPAC:
   (a) Within the library  (b) Within the hostels/anywhere in the campus  (c) Both
   d) Outside the campus  (e) Do not use OPAC

Qno.12 In the On-line Public Access Catalogue (OPAC), the search facility you prefer:
   (a) Simple search mode  (b) Advanced search mode  (c) Both
   (d) Don’t use the OPAC

Qno.13 In Simple and advance search mode, your search priority is:
   i) Simple Search
      (a) Author search  (b) Subject search  (c) Title search  (d) Call No.
      (e) Publisher/ISBN.
ii) Advanced search
(a) Boolean search (such as AND, OR and NOT)  
(b) Phrase Search  
(c) Truncated Search  
(d) Year of publication/Range search  
(e) Don’t use Simple or advance search

(Example: Author AND Title, Title NOT Subject, Subject OR Title) (Truncated search (* & ?), like Comput* will retrieve Computer, computerization, computing or any other word starting with Comput. Similarly, Psycho? will retrieve all records that comes after the word Psycho).

Qno.14 You are checking the status of books/information resources either available in the library or currently on loan to someone else, through Online Public Access Catalogue (OPAC):
(a) Yes  
(b) No

Qno.15 The rate of your satisfaction with the search response time of OPAC.
Please indicate the level of agreement
(a) Strongly satisfied  
(b) Satisfied  
(c) Neither satisfied nor dissatisfied  
(d) Dissatisfied  
(e) Strongly dissatisfied

Qno.16 The status of Check-out/check-in of books/information resources in your library:
(a) Self Check-out/check-in via software  
(b) Check-out/check-in by Staff  
(c) Not aware

Qno. 17. The behavior of library staff in providing the required resources:
(a) Excellent  
(b) Very Good  
(c) Good  
(d) Average  
(e) Poor

Qno.18 You rate the overall status of retrieval system of your library:
(a) Excellent  
(b) Very good  
(c) Good  
(d) Average  
(e) Poor

Qno.19 Please indicate how much you agree or disagree with the following statement?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Level of Agreement</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Strongly</td>
</tr>
<tr>
<td></td>
<td>satisfied</td>
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<tr>
<td>---------</td>
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</tr>
<tr>
<td>The rate of your satisfaction with the overall services of library</td>
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</tr>
</tbody>
</table>

**Suggestions:**
Your added suggestions will highly be respected

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**Thank you very much for your cooperation.**