ANNEXURE-I

Dear Friends,

I would like to conduct a survey on “Use pattern of Information resources and services by Users of Private and Deemed Universities in U.P. : A survey as a part of my Ph.D. work. May I request you to help me by filling up the questionnaire and providing some valuable suggestions?

I will be highly grateful for your kind cooperation.

Yours sincerely
PARVEZ ALAM

QUESTIONNAIRE

Personal Details

Name ..............................................................
Name of Institution .............................................
Status: .............................................................
Faculty member: -------------------------------
RS : ..............................................................
PG : ..............................................................
UG : ..............................................................
Staff : ..............................................................

Age ...................... Sex: Male [ ] Female [ ]

Library Use
1. (a) Do you visit the library regularly Yes [ ] No [ ]
   (b) If yes, frequency of visit to the library
      (i) Daily [ ]
      (ii) 2-3 times in a week [ ]
      (iii) Once in a week [ ]
      (iv) Once in 15 days [ ]
      (v) Once in a month [ ]
      (vi) Occasionally [ ]

2. Purpose of using the library resources
   (i) Borrow Books [ ]
   (ii) Consult periodicals [ ]
   (iii) Consult reference sources [ ]
   (iv) Thesis/dissertation [ ]
   (v) Reports/conference proceedings [ ]
   (vi) Browse Internet [ ]
   (vii) CD-ROM Databases [ ]
   (viii) Online databases [ ]
   (ix) Newspapers [ ]
3. Which of the following types of services are in the library?
   (i) Circulation Service
   (ii) Current Awareness Service
   (iii) Reference and information service
   (iv) Bibliographic service
   (v) SDI Service
   (vi) Abstracting/ Indexing Service
   (vii) Reservation of Documents
   (viii) Internet services
   (ix) CD-ROM Database service
   (x) Reprographic service
   (xi) OPAC
   (xii) Online database/e-Journals
   (xiii) Inter library loan service

4. Rank the library collection according to preference. (i.e. 1,2,3,4) using 1. (one) for the Highest Rank.

5. Which search function(s) do you use while searching for information? (You may choose more than one).
   (i) Keyword search
   (ii) Title search
   (iii) Author search
   (iv) Subject search
   (v) Boolean Operators

6. What is the method used for locating information?
   (i) Search the shelves yourself
   (ii) Ask the library staff
   (iii) Consult the library catalogue/opac
   (iv) Take the help of a friend/Colleague

7. (a) Do you use periodicals?  Yes [ ]  No [ ]

   (b) If yes, what is your purpose, please indicate (Rank order please)
   (i) Updating knowledge
   (ii) Teaching work
   (iii) Research work
   (iv) General awareness
8. Select, the Online / CD-ROM databases which you are using regularly, rank the preference using 1 for highest (i.e. 1,2,3,4---)

(i) Springer Link  [  ]  
(ii) Emerald  [  ]  
(iii) ACM  [  ]  
(iv) IEL Online  [  ]  
(v) ABI/INFORM  [  ]  
(vi) American Institute of Physics/American Physical Society (AIP/APS)  [  ]  
(vii) DELNET  [  ]  
(viii) IOP  [  ]  
(ix) EBSCO  [  ]  
(x) IEEE Xplore  [  ]  
(xi) INDEST  [  ]  
(xii) CERA (Consortium for e-Resources in Agriculture)  [  ]  
(xiii) ASCE (American Society of Civil Engineers)  [  ]  
(xiv) Oxford Journals  [  ]  
(xv) Cambridge University Press  [  ]  
(xvi) Taylor & Francis  [  ]  
(xvii) UGC-INFONET  [  ]  
(xviii) RSC  [  ]  
(xix) Portland press limited  [  ]  
(xx) Nature.com  [  ]  
(xxi) ProQuest  [  ]  
(xxii) PubMed  [  ]  
(xxiii) Open J Gate  [  ]  
(xxiv) Science Direct  [  ]

09. Where do you avail the facility of Internet?

<table>
<thead>
<tr>
<th>Place(s)</th>
<th>Often</th>
<th>Sometimes</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i) University/College</td>
<td>[  ]</td>
<td>[  ]</td>
<td>[  ]</td>
</tr>
<tr>
<td>(ii) Home</td>
<td>[  ]</td>
<td>[  ]</td>
<td>[  ]</td>
</tr>
<tr>
<td>(iii) Cyber café</td>
<td>[  ]</td>
<td>[  ]</td>
<td>[  ]</td>
</tr>
<tr>
<td>(iv) Others</td>
<td>[  ]</td>
<td>[  ]</td>
<td>[  ]</td>
</tr>
</tbody>
</table>

10. How often do you use the Internet?

(i) Daily  [  ]  
(ii) Once a week  [  ]  
(iii) Once a fortnight  [  ]  
(iv) Once a month  [  ]  
(v) Rarely  

11. Are you facing any problem while using the Internet services?

Yes [  ]  No. [  ]
12. What do you find to be the biggest problems while using the Internet? (Please check all that apply)

(i) Slow access speed [   ]
(ii) Difficulty in finding relevant information [   ]
(iii) Overload of Information on the Internet [   ]
(iv) It takes too long to view/download pages [   ]

13. What is the purpose of using Internet, rank the preference using (1) for highest (i.e. 1,2,3,4)

<table>
<thead>
<tr>
<th>Purpose</th>
<th>Preference No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i) Research Work</td>
<td></td>
</tr>
<tr>
<td>(ii) Online Journals</td>
<td></td>
</tr>
<tr>
<td>(iii) Download software</td>
<td></td>
</tr>
<tr>
<td>(iv) Download text</td>
<td></td>
</tr>
<tr>
<td>(v) Chatting</td>
<td></td>
</tr>
<tr>
<td>(vi) Discussion</td>
<td></td>
</tr>
<tr>
<td>(vii) E-mail</td>
<td></td>
</tr>
<tr>
<td>(viii) Reference</td>
<td></td>
</tr>
<tr>
<td>(ix) Social networking site</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(Face book, Twitter)</td>
</tr>
<tr>
<td>(x) To get current information</td>
<td></td>
</tr>
</tbody>
</table>

14. Which search engine do you use for searching? (Multiple choices are pointed)

(i) Goggle [   ]
(ii) Yahoo [   ]
(iii) AltaVista [   ]
(iv) Lycos [   ]
(v) Hotbot [   ]
(vi) Rediff [   ]
(vii) MSN [   ]
(viii) Google Scholar [   ]

15. When you search for information on a computer system, including Internet search engines, which of the following do you normally use for conducting your searches?

(i) Keywords [   ]
(ii) Subject [   ]
(iii) Full Text [   ]
(iv) Bibliographies [   ]
(v) Abstract [   ]

16. Do you normally use advanced features available for searching?

(i) Yes [   ]
(ii) No [   ]
17. Are you satisfied with the Internet facilities?
   (i) Fully satisfied  [ ]
   (ii) Partially satisfied  [ ]
   (iii) Low satisfied  [ ]
   (iv) Not satisfied  [ ]

18. How did you get informed about the on-line database sources of Information?
   (i) Course contents and syllabi  [ ]
   (ii) Library personnel  [ ]
   (iii) Computer literature  [ ]
   (iv) Discussion with professionals  [ ]
   (v) Conference/workshop etc.  [ ]

19. How frequently do you search online databases?
   (i) Almost every day  [ ]
   (ii) Once a week  [ ]
   (iii) Once every two weeks  [ ]
   (iv) Once a month  [ ]
   (v) Never Use  [ ]

20. What are the Problems faced while accessing on-line databases?
   (i) Slow downloading  [ ]
   (ii) Hours of the library/Computer lab  [ ]
   (iii) Subscription/Password protected  [ ]
   (iv) Non-availability of full text articles  [ ]

21. How far are you satisfied with the on-line database services?
   (i) Highly satisfied  [ ]
   (ii) Satisfied  [ ]
   (iii) Not Satisfied  [ ]

22. Does the library have adequate facilities for the following electronic resources?
   (i) Sufficient access to computer terminal for Internet usage  Yes [ ]  No. [ ]
   (ii) On-line databases  Yes [ ]  No. [ ]
   (iii) CD – ROM/ Multimedia  Yes [ ]  No. [ ]
   (iv) Online Public Access Catalogue (OPAC)  Yes [ ]  No. [ ]
23. What are the Problems faced while accessing electronic resources?

<table>
<thead>
<tr>
<th>Problem</th>
<th>Agree</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i) Too much information is retrieved</td>
<td>[  ]</td>
<td>[  ]</td>
</tr>
<tr>
<td>(ii) Lack of IT knowledge and skills for effective utilization of services</td>
<td>[  ]</td>
<td>[  ]</td>
</tr>
<tr>
<td>(iii) Limited access to computers</td>
<td>[  ]</td>
<td>[  ]</td>
</tr>
<tr>
<td>(iv) Information scattered in too many sources</td>
<td>[  ]</td>
<td>[  ]</td>
</tr>
<tr>
<td>(v) Lack of power supply</td>
<td>[  ]</td>
<td>[  ]</td>
</tr>
</tbody>
</table>

24. Frequency of Using E-resources

<table>
<thead>
<tr>
<th>E-Resources</th>
<th>Frequently</th>
<th>Sometimes</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i) Electronic Journals</td>
<td>[  ]</td>
<td>[  ]</td>
<td>[  ]</td>
</tr>
<tr>
<td>(ii) Electronic Books</td>
<td>[  ]</td>
<td>[  ]</td>
<td>[  ]</td>
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<tr>
<td>(iii) Online Databases</td>
<td>[  ]</td>
<td>[  ]</td>
<td>[  ]</td>
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<tr>
<td>(iv) CD-ROM Databases</td>
<td>[  ]</td>
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<td>[  ]</td>
</tr>
</tbody>
</table>

25. Purpose of using E-Journals

<table>
<thead>
<tr>
<th>Purpose</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i) For research</td>
<td>[  ]</td>
<td>[  ]</td>
</tr>
<tr>
<td>(ii) For publishing articles</td>
<td>[  ]</td>
<td>[  ]</td>
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<tr>
<td>(iii) For keeping up-to-date with information</td>
<td>[  ]</td>
<td>[  ]</td>
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<tr>
<td>(iv) For finding relevant inf. in your area of specialization</td>
<td>[  ]</td>
<td>[  ]</td>
</tr>
</tbody>
</table>

26. How often do you use electronic information sources?

<table>
<thead>
<tr>
<th>Information Sources</th>
<th>Frequently</th>
<th>Sometimes</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i) Internet resources</td>
<td>[  ]</td>
<td>[  ]</td>
<td>[  ]</td>
</tr>
<tr>
<td>(ii) E-mail</td>
<td>[  ]</td>
<td>[  ]</td>
<td>[  ]</td>
</tr>
<tr>
<td>(iii) E-journals</td>
<td>[  ]</td>
<td>[  ]</td>
<td>[  ]</td>
</tr>
<tr>
<td>(iv) Online databases</td>
<td>[  ]</td>
<td>[  ]</td>
<td>[  ]</td>
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<tr>
<td>(v) E-book</td>
<td>[  ]</td>
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</tbody>
</table>

27. How frequently do you use web-based services?

<table>
<thead>
<tr>
<th>E-Services</th>
<th>Frequently</th>
<th>Occasionally</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i) E-mail</td>
<td>[  ]</td>
<td>[  ]</td>
<td>[  ]</td>
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<tr>
<td>(ii) RSS</td>
<td>[  ]</td>
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<tr>
<td>(iii) Social Networking Sites</td>
<td>[  ]</td>
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<tr>
<td>(iv) Blog</td>
<td>[  ]</td>
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<tr>
<td>(v) You Tube</td>
<td>[  ]</td>
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<td>[  ]</td>
</tr>
</tbody>
</table>
28. What are the reasons for underutilization of web-based resources?

(i) Low Internet speed
(ii) Lack of computer infrastructure
(iii) Lack of full-text online journals
(iv) Lack of training/orientation
(v) Lack of technical expertise

29. Are you satisfied with the library collections?

<table>
<thead>
<tr>
<th>Library Collection</th>
<th>Highly Satisfied</th>
<th>Satisfied</th>
<th>Not Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i) Books</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>(ii) Reference books</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>(iii) News papers</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>(iv) Audio/Video Materials</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>(v) Thesis/Dissertations</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>(vi) Online Databases</td>
<td>[ ]</td>
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<td>[ ]</td>
</tr>
<tr>
<td>(vii) E-Books</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>(viii) E-Journals</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>(ix) Bibliographical Databases on CD-ROM</td>
<td>[ ]</td>
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<td>[ ]</td>
</tr>
</tbody>
</table>

30. Do you agree that Training is required for locating and using information sources?

<table>
<thead>
<tr>
<th>Area of training</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i) Learning more about internet and search engine</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>(ii) Information retrieval skills</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>(iii) OPAC searching</td>
<td>[ ]</td>
<td>[ ]</td>
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<tr>
<td>(iv) Database searching knowledge</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

31. State the level of performance of services offered by the library.

<table>
<thead>
<tr>
<th>Service</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i) Circulation service</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>(ii) Reference Service</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>(iii) Reprographic Service</td>
<td>[ ]</td>
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<tr>
<td>(iv) Inter-library Loan</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>(v) Abstracting/Indexing Service</td>
<td>[ ]</td>
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<td>[ ]</td>
</tr>
<tr>
<td>(vi) Current Awareness Service</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
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<tr>
<td>(vii) SDI Service</td>
<td>[ ]</td>
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<tr>
<td>(viii) CD-ROM Database Service</td>
<td>[ ]</td>
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<td>[ ]</td>
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<tr>
<td>(ix) Online Database Service</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>(x) OPAC</td>
<td>[ ]</td>
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</tbody>
</table>
32. How do you rate the behaviour of library staff?

(i) Excellent [ ]
(ii) Good [ ]
(iii) Fair [ ]
(iv) Average [ ]

33. Are you satisfied with the other library facilities?

(i) Membership fee Yes [ ] No [ ]
(ii) Opening hours Yes [ ] No [ ]
(iii) Reservation facility Yes [ ] No [ ]
(iv) Location Yes [ ] No [ ]
(v) Space for reading Yes [ ] No. [ ]
(vi) Cleanliness Yes [ ] No. [ ]
(vii) Lighting Yes [ ] No. [ ]
(viii) Ventilation Yes [ ] No. [ ]
(ix) Furniture Yes [ ] No. [ ]
(x) Drinking water Yes [ ] No. [ ]
(xi) Toilet Yes [ ] No. [ ]

34. Please remark/ give your valuable suggestion for the further improvement of the library system ……………………………………………………………………………………………………………………………

Thanks!