Appendix-I

Questionnaire

Total Quality Management in Technical Processing: A study with Special Reference to Engineering & Pharmacy College Libraries in N.M.U., Jalgaon

Questionnaire

1) Name of the Institute / College:-----------------------------------------------

a) Address :----------------------------------------------------------------

b) Phone No:- c) E-Mail:----------------------------------------

d) Website:-----------------------------------------------------------------

2) Name of Librarian:---------------------------------------------------------

Qualification:-----------------------------------------------------------------

3) Working hours of your library

From: To: ____________________________

4) Total no. of library Staff

a) Professional - b) Semi Professional -

c) Non Professional -

5) Total collection of the library as on 31st March 2011
6) Do you know what Benefit of TQM is?
Yes ☐ ☐ No ☐ ☐

7) Do you adopt TQM measures for your Library Management?
Yes ☐ ☐ No ☐ ☐

8) Are you used quality assurance for checking the error?
Yes ☐ ☐ No ☐ ☐

9) Are you used Tools of Quality Management for measuring quality of services?
Yes ☐ ☐ No ☐ ☐

If yes which tools are using?
1) Flow chart ☐ ☐
2) Pareto Diagram ☐ ☐
3) Scattered Diagram ☐ ☐
4) Run Chart ☐ ☐
5) Control Chart ☐ ☐
6) Histogram ☐ ☐
7) Cause & effect diagram ☐ ☐
10) Do you provide right information in a right time to right users?
   Yes   No

11) Do you use classification scheme in your library?
    Yes   No

   If yes which classification scheme used?
   1) DDC   3) UDC
   4) LC

12) Are you prepared catalogue?
    Yes   No

13) Do you use catalogue code for prepare catalogue?
    Yes   No

   If yes, which catalogue code use?
   AACR II   CCC

14) Do you use conventional form of catalogue?
    Yes   No

   If yes which form of catalogue?
   1) Card form
   2) Book Printed card
   3) Sheaf Form
15) Do you use type writer for preparing a catalogue / Computer Print?  

Yes ☐ No ☐  

If No, then handwritten?  

Yes ☐ No ☐

16) Which type of catalogue is used in your Library?  

1) Author Catalogue ☐  
2) Name Catalogue ☐  
3) Title Catalogue ☐  
4) Subject Catalogue ☐  
5) Dictionary Catalogue ☐  
6) Classified Catalogue ☐  
7) Cooperative Catalogue ☐  
8) Centralized Catalogue ☐  
9) Union Catalogue ☐

17) Do you use Non-Conventional form of catalogued?  

Yes ☐ No ☐  

If yes which form of used catalogue?  

☐
1) Visible Index

2) OPAC

18) Are you arranged shelf systematically in your library?

Yes [ ] No [ ]

If yes which system used for book arrangement?

1) Size [ ]
2) Accession Number [ ]
3) Combination of Sequence [ ]
4) Classified Arrangement [ ]
5) Broken Arrangement [ ]
6) Special Sequence [ ]
7) Block Arrangement [ ]
8) Subject Wise [ ]

19) Which Type of duties “Shelving” in your Library?

1) Dusting & Cleaning [ ]
2) Arrange book systematic [ ]
3) To fetch retuned books [ ]
4) To send books in binding section for binding process [ ]

20) Do you use book supports for portly filled shelves?

Yes [ ] No [ ]

21) Do you use lift & trolleys to carry the books?
Lift       Yes               No  
Trolleys  Yes               No  

22) Do you use guide boards in your library?

Yes               No  

If yes which guide boards are used?

1) Tier Guides  
2) Gangway Guides  
3) Shelf Guides  
4) Plank Guides  
5) General Instruction Guide  

23) Are you doing “Stock Verification” in your library?

Yes               No  

If yes which system are used

1) By Accession Register  
2) By Separate Register  
3) By Numerical Counting  
4) By Shelf List  
5) Preparing Separate Cards for each book  
6) Separate sheets containing Accession
24) Sufficient human resource in your library?

Yes    No

25) Which Source of Library Finance?

Source of Finance     Yes    No

1) Grant received from state Government/UGC
2) Institute Fund
3) Student Fees (Library Fees)
4) Gift/Donation
5) Service Charge
6) Other

26) How much Annual Budget of you Library?

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27) Have a Sufficient budget of your Library?

Yes    No

28) Do you Finds that Library is fulfill user’s requirement?

Yes

29) Do you think that library users are satisfied with library & its Services?
30) Do you use library software used in our library?

Yes  [ ]  No  [ ]

If yes which library software used?

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31) Which circulation systems are used in your library?

1) Register System  [ ]
2) Card system  [ ]
3) Semi Mechanical system  [ ]
4) Automated system  [ ]

32) Do you circulation system are used by computerized?

Yes  [ ]  No  [ ]

33) Are you used barcode system for circulation control?

Yes  [ ]  No  [ ]

34) How many days is book issuing to users?
Users                                   Days
1) Students
2) Teachers

35) What Facility is available for the user to search the available books in the library?
   a) Catalogue
   b) OPAC
   c) Both

36) How many books are issued for users at a time?
   Users
   1) Student
   2) Teachers/Faculty member
   3) Research Scholar
   4) Other staff of the Institute/ Supporting Staff

37) How many time students are renewal books?
   1) One Time
   2) Two Time
   3) Three Time
   4) Four Time
38) Do you use Inter library loan system in your library?

Yes  No

39) In case of student lost/damaged books? Which type of punishment to student?

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40) Do you use books reserved system for users in your library?

Yes  No

41) Do you Circulation Section record maintain in your library?

Yes  No

If yes which type of record maintain

1) Overdue charges
2) Lost & damaged books
3) Reservation books
4) Visitors of library
5) Issued book
6) No of Membership
42) Please give Suggestion, ideas & opinion on how libraries can improve their services.

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___________________________________________________
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Signature