


22. Ramachandran, H.R. "Place of University Library in the 76 promotion of research and scholarship". Herald of Library Science.3 (1), 1962, 117-122.


30. www.jccc-ugcinfonet.in

31. www.jurn.org

32. www.doaj.org

33. www.openjgate.com

34. www.ifla.org

35. www.ifla.organization/iv/ifla72/index.htm
QUESTIONNAIRE

ON
USER SATISFACTION IN THE MAULANA
AZAD LIBRARY, AMU:
A SURVEY

Name _______________________________

Name of Faculty/Department______________________________

Designation
a. Student 

b. Research Scholar 

c. Faculty Member 

1. (i) Do you visit Maulana Azad Library regularly?

Yes/No

a) Daily [ ]

b) 2-3 times in a week [ ]

c) Once in a week [ ]

d) Seldom [ ]

If no please specify reason........................................

2. What is the main purpose of your visit to Maulana Azad Library regularly?

a) For study purpose [ ]

b) For research purpose [ ]

c) For collecting teaching materials [ ]

d) To borrow books [ ]

e) To spend leisure time [ ]

f) Any other (please specify) [ ]
3. Are you aware with the following services provided by Maulana Azad Library regularly?
   a) Reference service [ ]
   b) Circulation (Lending) service [ ]
   c) Newspaper / Periodicals service [ ]
   d) Inter Library Loan service [ ]

4. Are you satisfied with working hour of the different sections of Maulana Azad Library? if no please indicate how many hours should they extended.

   Yes No Suggestions
   (If any)

   a) Reference section [ ] [ ] [ ]
   b) Textual studies division [ ] [ ] [ ]
   c) Circulation section [ ] [ ] [ ]
   d) Periodical section [ ] [ ] [ ]

5. (i) Have you ever made use of library catalogue?
   Yes / No

   (ii) If yes have you face any difficulty using of it.
   Yes / No

   (iii) If yes how do you overcome it.
   a) Take the help of the library staff [ ]
   b) Take help of a friend [ ]
   c) Do not try

6. What is your opinion about the collection of different section?
   a) Reference section Yes / No
   b) Textual studies division Yes / No
   c) Circulation section Yes / No
   d) Periodical section Yes / No
7. Are you satisfied with the arrangements of following reading materials in the library?
   a) Text books Yes / No
   b) Reference books Yes / No
   c) Books in stack Yes / No
   d) Reports Yes / No
   e) Theses and dissertations Yes / No

8. (i) What is your opinion about the total number of borrower's cards to you for home reading. Does this meet your requirements? Yes / No
   (ii) If no, please mention how many cards should be given.

9. (i) Do you make use of photocopying service provided by M.A. Library? Yes / No
   (ii) Are you satisfied with this service Yes / No
      If no (Please specify the reason)...........................................

10. Are you satisfied with the following physical facilities of M.A. Library?
    a) Space for reading Yes / No
    b) Furniture Yes / No
    c) Cleanliness Yes / No
    d) Ventilation Yes / No
    e) Drinking water Yes / No
    f) Toilet Yes / No
11. Do you think that computerized service like E-mail and Internet are necessary in M.A. Library?
   Yes / No

12. What is your personal opinion about Maulana Azad Library staff?
   a) Most helpful [ ]
   b) Helpful [ ]
   c) Not helpful [ ]
   d) No response [ ]

13. Do you think that user education (i.e. to teach the user as to how to use the library) is needed in M.A. Library?
   Yes / No

14. What is your opinion about the following services provided by the library?

<table>
<thead>
<tr>
<th>Service</th>
<th>MH*</th>
<th>H**</th>
<th>NH***</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Reference service</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>b) Circulation service</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>c) Text book service</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>d) Periodical service</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>e) Inter library loan service</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

* Most helpful **Helpful ***Not helpful

15. What are the purposes of using digital resource center?
   a) For study / reference [ ]
   b) For communication [ ]
   c) Upgrading general knowledge [ ]
   d) For career development [ ]
16. What types of problem do you face while using digital resource?
   a) Lack of training
   b) Non cooperative attitude of staff
   c) Insufficient number of computer
   d) Generation of redundant information

17. Are you satisfied of accessing digital resources in digital resources center?
   a) Highly satisfied
   b) Satisfied
   c) Not much satisfied
   d) Dissatisfied

18. Are you satisfied number of OPAC terminals in your library to meet your information need?

19. To what extent you are satisfied with the result from OPAC?
   a) Fully
   b) Moderately
   c) Rarely
   d) Not satisfied

20. Are you satisfied with e-journal resource service provided by MA Library?

21. (i) Are you satisfied overall functions of M.A. Library?
      Yes / No

(ii) If no, please specify reasons and give your valuable suggestions to improve it

........................................................................................................................................