QUESTIONNAIRE

Questionnaire to collect the data from the University Library for an analytical study on application of Total Quality Management. Please put tick mark (□) in the appropriate box or give answer to the question in the space provided.

Part A

1. Name of the University .........................................................
   Year of establishment .....................................................

2. Name of the Central Library ..................................................
   Year of establishment .....................................................

3. MANPOWER
   (i) Total strength of Professional Staff during the year 2006-07
      ☮ Librarian ....................................................................
      ☮ Deputy Librarian .....................................................
      ☮ Assistant Librarian ..................................................

   (ii) Total number of users
      ☮ Teachers / Faculties ..................................................
      ☮ Research Scholars ...................................................
      ☮ M. Phil and P.G. .......................................................
      Students ..................................................................

   (iii) Do you feel that the library is adequately staffed
      Yes □ No □

4. Budget of University and University Library during the year
   2006-2007
   University – Recurring ..................................................
   Non Recurring .............................................................
   Library – Recurring .....................................................
   Non-Recurring ...........................................................
5. Allocation of Library Budget

Staff Salary .................................................................

Books ........................................................................

Journals .....................................................................

Contingency .................................................................

6. Do you think the present allocation of budget is adequate enough to meet the requirements of:
   ♦ Library Yes ☐ No ☐
   ♦ Books & Journals Yes ☐ No ☐
   ♦ Staff Yes ☐ No ☐

7. Type of Administration the Library Follows
   ♦ Centralized or Decentralized ........................................
     (mention please)
   ♦ Mention please the organizational chart. ....................

8. Library working Hours:
   ♦ Working days of the Library in a year ..........................
   ♦ Working hours of the library in a day ..........................

9. Circulation work Flow:
   ♦ Average no. of books issued in year .........................
   ♦ Average no. of books consulted in year ........................
   ♦ Total visitors of the Library in a year ........................
   ♦ Active Collection of the Library ...............................
   ♦ Total collection of the library ..................................
   ♦ Current Journals subsiding ......................................

10. Documents added during the year 2006-07
    ♦ Through purchase ...............................................
    ♦ Through Gratis ..................................................
11. Physical Facilities in the Central Library and its total cost:
   ◦ Cost of the Library Building
   ◦ Floor area (Sq.ft.)
   ◦ Building Cost per sq. feet
   ◦ Rental value per sq.feet

Part – B

12. Do you value the delivery of your library service is based ion quality of services?
    If yes please put a tick mark:
    i) Do you feel the Library is based on customer focus?
    ii) Is there regular process improvement?
    iii) Do you have Staff Management?
    iv) Do you frame any Policy and strategy?
    v) Do you feel satisfied with leadership style
    vi) Are you satisfied with utilization of resources

13. How do you feel the Total Quality Management (TQM) and its cultural dimension? (Pl. tick mark).
    1) Do you find Quality Philosophy?
    2) Do you find Quality Planning?
    3) Do you like Leadership?
    4) Do you find Quality Supervision?
    5) Do you agree for continuous improvements?
    6) Do you think the use of statistics and staff manual?
    7) Do you find Quality Process?
    8) Do you agree with Adequacy of Resources and equipment?
9) Do you agree with Human Resource Development, education, career development conference and refresher course attended. Yes ☐ No ☐

10) Is there scope of Employee suggestion and problems? Yes ☐ No ☐

14. Do the Libraries have the level of cultural dimension? Yes ☐ No ☐
If yes, please tick mark:
1) Do you agree with the regular communication (horizontal and vertical) Yes ☐ No ☐
2) Should there be empowerment of the staff? Yes ☐ No ☐
3) Do you feel conflict resolution by the librarian? Yes ☐ No ☐
4) Do you have faith in the Library Management to solve problems of staff and Library? Yes ☐ No ☐
5) Should there be innovation of new techniques of servicing users? Yes ☐ No ☐
6) Do you feel the job challenge? Yes ☐ No ☐
7) Do you find commitment of the staff? Yes ☐ No ☐
8) Is the provision of Reward and recognition? Yes ☐ No ☐
9) Do you feel satisfied with the clarity of role? Yes ☐ No ☐
10) Is the based on social cohesion? Yes ☐ No ☐
11) Is there Mutual trust and confidence Yes ☐ No ☐
12) Do you find work culture in the library? Yes ☐ No ☐

Part – C

15. Quality Service in Libraries
1) Are you satisfied with the accessibility of reading material, building, staff, equipment, hours of working? Yes ☐ No ☐
2) Is there reliability in delivery of promised library services dependably and accurately? Yes ☐ No ☐
3) Do you feel satisfied with responsiveness and Yes ☐ No ☐
promptness in providing library services and information?  

Yes ☐  No ☐

4) Is there any assurance about staff availability approach ability, courtesy, politeness, willingness and friendliness, staff knowledge, skills and attitudes?

Yes ☐  No ☐

5) Is the communication available without interruptions?

Yes ☐  No ☐

6) Do you feel empathy i.e. caring, personalized and individualized service to the users?

Yes ☐  No ☐

7) Do you feel tangibles i.e. maintenance of the physical facilities, cleanliness, serviceability of equipments and neatness of staff?

Yes ☐  No ☐

(JASBIR SINGH)