QUESTIONNAIRE: USER’S SURVEY

Automation in University Libraries of Gujarat State: An Empirical Study QUESTIONNAIRE

1 Information about the University:
   1.1 Name of the University Library __________
   1.2 Year of establishment: __1967__________
   1.3 Name of the Uni. Librarian ______________
   1.4 Complete address: _____
   1.5 Contact Details
      1.5.1 Telephone No.: ________________
      1.5.2 Fax No.: ______________
      1.5.3 URL: _____________
      1.5.4 Email: _____________
   1.6 Type of organization (Pl. put ‘√’ in appropriate option)
      1.6.1 State government _√___
      1.6.2 Central government _____
      1.6.3 Semi-government _____
      1.6.4 Private/Self-financed ____
      1.6.5 Educational Trust ____

2 Information about library:
   2.1 Name of library: __________ _________
   2.2 Year of establishment: _________________
   2.3 Name of the librarian: ___ _____________
   2.4 Timings of the library: ______ __________________________
   2.5 Number of staff in library: _____
      Professional:_______________________ Non-professional: _______________

3 Finance details:
   What are the source of finance of the library? (Pls. ‘√’)
   3.1 State government grant _____
   3.2 Central government grant _____
   3.3 Semi-government grant _____
   3.4 Private/Self-financed grant _____
3.5 Educational Trust grant ____


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<tr>
<th>Printed &amp; Non Printed Document.</th>
<th>Numbers &amp; Yes-No</th>
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<td>4.10 Any Other</td>
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5. Which types of activities/functions are performed by your library in users’ point of view? (Pl. put ‘√’ in appropriate box)

5.1 Book acquisition/Collection Development

5.2 Books Processing Related Function

5.3 Book arrangement and maintenance

5.4 Book preservation and conservation

5.5 Classification

5.6 Cataloguing

5.7 Periodical subscription

5.8 Automation

5.9 Digitization

5.10 Retrospective Conversion of Records

5.10.1 From one system to another system (e.g. LIBSYS to KOHA)

5.10.2 Copy Cataloging (copy catalogue records from any library and
Add it to your library management system)

5.11 Webpage Designing/ Library Portal Creation

5.12 Digital Archival Management/Institutional Repository

5.13 Other (Pl. specify): _____________________________________________________

6 Which Online of services are provided by your library in users’ point of view? (Pl. put ‘✓’ in appropriate box)

6.1 Circulation

6.2 Reference Service

6.3 Inquiry Service

6.4 Chatting Service

6.5 E-reference Service

6.6 Library Instruction/FAQs Service

6.7 OPAC Service

6.8 Indexing

6.9 Translation

6.10 Inter-Library Loan

6.11 Bibliography

6.12 Photocopying

6.13 OPAC/Bar-coding Tag/RFID

6.14 CAS

6.15. SDI

6.16 Database searches

6.17 Other (Pl. specify): _____________________________________________________
7 What are/were reasons behind automation of functions/services in your library? (Pl. put ‘√’ on appropriate number)

7.1 Book Acquisition/Collection Development {A}

7.1.2 To save money and time of library staff {B}
7.1.3 To reduce procedures and workflow to get books {C}
7.1.4 Other (specify)__________________________{D}

7.2 Books Processing Related Functions

7.2.1 To reduce time in book processing tasks {A}
7.2.2 Lack of staff with library {B}
7.2.3 Lack of time with library staff {C}
7.2.4 Other (Specify)__________________________{D}

7.3 Book arrangement and maintenance

7.3.1 Lack of library staff {A}
7.3.2 Concentration on core services/functions of library {B}
7.3.3 Lack of time {C}
7.3.4 Other (Specify)__________________________{D}

7.4 Book Preservation and Conservation

7.4.1 No expertise with library staff in preservation and conservation tasks {A}
7.4.2 Rare materials needed special care to preserve {B}
7.4.3 Photocopying, digitization, binding, deacidification etc. are considered technical Jobs {C}
7.4.4 Other (Specify)__________________________{D}

7.5 Circulation

7.5.1 Lack of library staff to performed this task {A}
7.5.2 To run library for late hours {B}
7.5.3 Other (Specify)__________________________{C}

7.6 Classification/Re-classification

7.6.1 Reclassification from one classification system to another {A}
7.6.2 To complete the backlog {B}
7.6.3 Lack of time {C}
7.6.4 Other (Specify)__________________________{D}

7.7 Cataloguing/Re-cataloguing

7.7.1 for completing of backlog {A}
7.7.2 for cataloging of foreign language materials {B}
7.7.3 Lack of staff {C}
7.7.4 Other (Specify)__________________________{D}

7.8 Periodical subscription
7.8.1 Lack of time with library staff {A}
7.8.2 To reduce burden on periodical subscription and follow-ups tasks {B}
7.8.3 To concentrate on core services/functions{C}
7.8.4 Other (Specify)____________________________________{D}

7.9 Reference/e-reference Services
7.9.1 Due to increasing of inquiries from users of library {A}
7.9.2 Due to opening distance education centers {B}
7.9.3 Lack of professional staff in library {C}
7.9.4 Other (Specify)____________________________________ {D}

7.10 Indexing
7.10.1 Lack of staff to perform the task {A}
7.10.2 To uses standard terminology while indexing of periodical articles {B}
7.10.3 To concentrate on core services/functions of library {C}
7.10.4 Other (Specify)_______________________________________ {D}

7.11 Translation Service
7.11.1 Lack of translators in library  {A}
7.11.2 Due to increasing demand of translation among library users {B}
7.11.3 Lack of translating skilled and subjects’ knowledge in library staff {C}
7.11.4 Other (Specify)_________________________________________ {D}

7.12 Photocopying
7.12.1 To reduce burden of maintenance {A}
7.12.2 To reduce risk of technology that becomes obsolete {B}
7.12.3 To reduce operational and capital cost {C}
7.12.4 Other (Specify)___________________________________________ {D}

7.13 Cleaning related (Janitorial) activities
7.13.1 To reduce burden of employee union related issues {A}
7.13.2 To reduce burden of supervision on workers {B}
7.13.3 To concentrate on core services/functions of library {C}
7.13.4 Other (Specify)__________________________________________ {D}

7.14 Stock verification
7.14.1 It is laborious and non-routine (once a year) job {A}
7.14.2 Library does not want to use its staff in this job {B}
7.14.3 To avoid burden of staff recruitment for this job {C}
7.14.4 Other (Specify) _____________________ {D}

7.15 Computer Desktop related functions
7.15.1 Lack of computers, equipments, software and hardware in library {A}
7.15.2 To concentrate on core areas of library {B}
7.15.3 Lack of staff {C}
7.15.4 Other (specify)___________________________ {D}

7.16 Automation
7.16.1 Lack of expertise on this area in library staff {A}
7.16.2 Lack of library staff {B}
7.16.3 Increasing efficiency in library staff {C}
7.16.4 Other (Specify)___________________________ {D}

7.17 Digitization
7.17.1 To get good qualities in digitized work {A}
7.17.2 Lack of knowledge of standards of digitization {B}
7.17.3 Lack of software, hardware and other equipment’s with library {C}
7.17.4 Other (Specify)___________________________ {D}

7.18 Retrospective Conversion of Records
7.18.1 To convert the data (backlog) from one system to another (e.g. LIBSYS to KOHA) {A}
7.18.2 Lack of knowledge of concern software/system {B}
7.18.3 Lack time with library staff to convert data form one system to another {C}
7.18.4 Other (Specify)___________________________ {D}

7.19 OPAC/Bar Coding
7.19.1 To resolve trouble shootings in library software {A}
7.19.2 Barcoding, labeling etc are laborious jobs {B}
7.19.3 To make stock verification (automatic) process fast {C}
7.19.4 Other (Specify)___________________________ {D}

7.20 Webpage Designing/ Library Portal Creation
7.20.1 Lack of knowledge in webpage designing with library staff {A}
7.20.2 To give professional touch to the library portal {B}
7.20.3 To concentrate on core services/functions of library {C}
7.20.4 Other (Specify)___________________________ {D}

7.21 Data Server/Data Storage
7.21.1 To reduce risk of the software, hardware that become obsolescence {A}
7.21.2 Lack of skilled or expert persons in library {B}
7.21.3 To gain benefits of resources, investment and expertise of agency {C}
7.21.4 Other (Specify)___________________________ {D}

7.22 Digital Archival Management/Institutional Repository
7.22.1 Lack of knowledge of software among library staff {A}
7.22.2 Lack of time to create digital library {B}
7.22.3 Lack of knowledge of international standards to create metadata {C}
7.22.4 Other (Specify)___________________________ {D}

7.23 Entire Library/Library Management
7.23.1 To reduce responsibility of administration works {A}
7.23.2 To concentrate on core services/functions of library {B}
7.23.3 To reduce burden of employee related issues {C}
7.23.4 Other (Specify)__________________________________ {D}

[8] Which types of benefits gaining/gained by your library due to automation? (Pl. put ‘√’ on appropriate number)

8.1 Books Processing Related Functions
  8.1.1 Book processing time has been reduced {A}
  8.1.2 Users get book issued from library within sort span of time {B}
  8.1.3 Library employees has concentrated on core services/functions of library {C}
  8.1.4 Other (Specify)__________________________________ {D}

8.2 Book arrangement and maintenance
  8.2.1 Arranged the books according standard classification system {A}
  8.2.2 Staff has weeded out books which observed bad condition {B}
  8.2.3 Library staff members have concentrated on core services/functions {C}
  8.2.4 Other (Specify)__________________________________ {D}

8.3 Book preservation/conservation
  8.3.1 Used standard preservation techniques {A}
  8.3.2 Converted print materials in standard file format {B}
  8.3.3 Other (Specify)__________________________________ {C}

8.4 Circulation
  8.4.1 It has saved time of library staff {A}
  8.4.2 Library could extended service hours {B}
  8.4.3 Library staff could concentrate on core services of library {C}
  8.4.4 Other (Specify)__________________________________ {D}

8.5 Classification/Re-classification
  8.5.1 Automation has provided qualitative work {A}
  8.5.2 Library staff members have concentrated on core services/functions {B}
  8.5.3 It has saved manpower and training expenses of library {C}
  8.5.4 Other (Specify)__________________________________ {D}

8.6 Cataloguing/Re-cataloguing
  8.6.1 Automation has provided qualitative work {A}
  8.6.2 Library staff members have concentrated on core services/functions {B}
  8.6.3 It has saved manpower and training expenses of library {C}
  8.6.4 Other (Specify)__________________________________ {D}

8.7 Periodical Subscription
8.7.1 Library staff has saved their time in subscription and allied processes (A)
8.7.2 Library has been receiving regular issues of subscribed periodicals in time (B)
8.7.3 Renewal of periodicals taken place regularly without lapsing any issue of any Periodical (C)
8.7.4 Other (Specify) ____________________________ (D)

8.8 Reference/e-reference Services
8.8.1 It has saved time of library staff (A)
8.8.2 Library staff could concentrate on core services/functions (B)
8.8.3 E-reference Service Software could help library in providing reference service to Users (C)
8.8.4 Other (Specify) ____________________________ (D)

8.9 Indexing
8.9.1 Used international standards while indexing (A)
8.9.2 It has saved time of library staff (B)
8.9.3 It has reduced cost of indexing work (C)
8.9.4 Other (Specify) ____________________________ (D)

8.10 Translation Service
8.10.1 Library has provided translated work to its user in time (A)
8.10.2 Library has gained benefits of experts in language and subject (B)
8.10.3 Library has gained benefit of qualitative work (C)
8.10.4 Other (Specify) ____________________________ (D)

8.11 Photocopying
8.11.1 It has reduced responsibility of library staff (A)
8.11.2 Library has gained benefits of latest machinery which installed by agency (B)
8.11.3 Other (Specify) ____________________________ (C)

8.12 Cleaning Related (Janitorial) Activities
8.12.1 Reduced the risk of employees related issues (A)
8.12.2 Reduced burden of supervision on workers (B)
8.12.3 Other (Specify) ____________________________ (C)

8.13 Stock verification
8.13.1 Automation has verified the stock and given a report in time (A)
8.13.2 Books have been arranged in proper manner (B)
8.13.3 Book Racks have been cleaned properly (C)
8.13.4 Other (Specify) ____________________________ (D)

8.14 Computer Desktop Related Functions
8.14.1 It has saved the time of library staff (A)
8.14.2 Automation has provided accurate and speedy service to library (B)
8.14.3 Standard software has been used (C)
8.14.4 Other (Specify) ____________________________ (D)
8.15 Digitization
8.15.1 Automation has used standard file formats for digital objects {A}
8.15.2 Automation has used standard scanner and software {B}
8.15.3 Library has gain benefits of expertise of library employees {C}
8.15.4 Other (Specify) {D}

8.16 OPAC/Bar Coding
8.16.1 OPAC related problems have been resolved immediately {A}
8.16.2 Bar coding, labeling related functions performed properly {B}
8.16.3 Other (Specify) {C}

8.17 Webpage Designing/Library Portal Creation
8.17.1 Library has gained benefit of expertise of agency staff {A}
8.17.2 Library has saved expenses in manpower and training {B}
8.17.3 Other (Specify) {C}

8.18 Data Server/Data Storage
8.18.1 Automation has assured safety and no misuse of data of library {A}
8.18.2 Library has used resources, technology, and investment of agency {B}
8.18.3 Library has gained benefit of expertise of agency staff {C}
8.18.4 Other (Specify) {D}

8.19 Digital Archival Library/Institute Repository
8.19.1 Automation agency has used standard software/hardware {A}
8.19.2 Library has gained benefit of expertise of library staff {B}
8.19.3 Library staff could concentrate on core services/functions of library {C}
8.19.4 Other (Specify) {D}

8.20 Library Management
8.20.1 Reduced responsibility of administration works {A}
8.20.2 Reduced the risk of employees related issues {B}
8.20.3 Library employees has concentrated on core services/functions of library {C}
8.20.4 Other (Specify) {D}

[9] How the Automation has impacted on your Library (Pl. put “✓” on appropriate number)
9.1 Automation become an effective Library tool
9.2 Negative impact happened on employees and job security issues emerged
9.3 Automation resulted in enhanced library services and improved Library
9.4 Legal issues between Automation and library emerged
9.5 Library could gain benefit of cost effective services/functions

9.6 Management has been satisfied with the services provided by Automated

9.7 Other (Pl. specify): ________________________________

[10] Which criteria you have used in selecting automation? (Pl. put ‘√’ on appropriate number)
   10.1 Much experience in specific work
        [ ] [ ]

   10.2 Good review given by other library/librarian
        [ ] [ ]

   10.3 Low bid
        [ ] [ ]

   10.4 Other (Pl. Specify): ________________________________

[11] What are your opinions about Automation if you have automated any function/services of library?

_________________________________________________________________

_________________________________________________________________

Thank you very much for your valuable co-operation; information, suggestion & time

Date            Signature