APPENDIX-I

Questionnaire (Librarian)

Dear Sir/Madam,

I am a Research Scholar and pursuing my doctoral research in the Department of Library and Information Science, Panjab University, Chandigarh and my area of study is Library Users and their Use Patterns in the Changing Environment: A Study of Chandigarh College Libraries. For pursuing this research, I wish to collect data from Government College for Men, Sector-11, Chandigarh, Government College for Girls, Sector-11, Chandigarh, Government College Sector 46, Chandigarh, Government College for Girls, Sector-42, Chandigarh, Mohit Chand Mahajan (DAV) College for Girls Sector 36, Chandigarh, Dev Samaj College Sector 45, Chandigarh, DAV College Sector 10, Chandigarh, Guru Govind Singh College Sector 26, Chandigarh and S.D. College Sector 32, Chandigarh. May I request you to kindly fill-in the enclosed questionnaire and help me in completing my doctoral research and making necessary analysis of the said nine colleges.

I shall be highly obliged if you give your kind guidance, support and suggestions and assure you that the information provided by you will be kept confidential and used only for the purposes of research.

Thanking You,

Yours sincerely,

(Meenakshi)
Research Scholar
Department of Library and Information Science
Panjab University,
Chandigarh
# QUESTIONNAIRE (FOR LIBRARIAN)

### 1. About the College
- Name of the College: ______________________
- Total strength of students: ________________________________
- Education System: Co-education / Women's / Men's

#### 1.1. Library Building (please tick)
- Spare Library building: ( )
- Institution / College Building: ( )

### 2. About the Librarian
- Name in full: ______________________________
- Designation: _____________________________
- Educational Qualification:
  - Academic: ________________________________
  - Professional: ________________________________
- Total Experience in the profession: __________________
- Qualification in Computer: __________________
- Experience in using computer (if any): __________________

#### 2.1. Manpower working in the library (mention no. only)
- No. of professionals: ______________________
- No. of semi-professionals: ______________________
- No. of non-professionals (no. only): ______________________

#### 2.2. About the library staff
- a) Professionals: ______________________
- b) Semi-Professionals: ______________________
- b) Non-Professionals (No. only): ______________________

#### 2.2.1. Do you feel that present Professional staff is sufficient? Yes ( ) No ( )
- If No, what are your requirements?

#### 2.2.2. Do you feel that present Non-Professional staff is sufficient? Yes ( ) No ( )
- If No, What are your requirements?

### 3. Library Budget in rupees for the last five years

<table>
<thead>
<tr>
<th>Years</th>
<th>For Journals</th>
<th>For Books</th>
<th>Contingency</th>
<th>Total</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000-2001</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>2001-2002</td>
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<td>2005-2006</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>
### 4. Types of users

<table>
<thead>
<tr>
<th>Users</th>
<th>Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under Graduate Students</td>
<td></td>
</tr>
<tr>
<td>Post Graduate Students</td>
<td></td>
</tr>
<tr>
<td>Research Scholars</td>
<td></td>
</tr>
<tr>
<td>Faculty / Teachers</td>
<td></td>
</tr>
<tr>
<td>Technical personnel</td>
<td></td>
</tr>
<tr>
<td>Administrative Staff</td>
<td></td>
</tr>
<tr>
<td>Non-Teaching Staff</td>
<td></td>
</tr>
<tr>
<td>Others</td>
<td></td>
</tr>
</tbody>
</table>

| Total Number |         |

5. Total number of users to the library on an average per day

6. Daily issue record

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Category of Average Daily Issue</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>General Books</td>
<td>Books</td>
</tr>
<tr>
<td></td>
<td>Text Books</td>
<td>Books</td>
</tr>
<tr>
<td></td>
<td>Reference Books</td>
<td>Books</td>
</tr>
<tr>
<td>1</td>
<td>Under Graduate Students</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Post Graduate Students</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Research Scholars</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Faculty / Teachers</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Technical Staff</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Administrative Staff</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Non-Teaching Staff</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Any other</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Total Number</td>
<td></td>
</tr>
</tbody>
</table>

7. TOTAL LIBRARY COLLECTION

Please indicate the total library collection as on date (Write N.A., if not applicable)

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Library Collections</th>
<th>Total Number</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Books</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Book bank Books</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Bound volume Journals / Periodicals</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Standards</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Manuals</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Reports</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Conference Proceedings</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Non-book materials / Audio-visual</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Microfiche/microforms</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>CD-ROM/DVD Database</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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11. Thesis and Dissertations
12. Projects Reports
13. Research Reports
14. Any other

7.1 Area of specialization, if any

7.2 Please mention, the areas in which collection needs improvement

7.3 Please mention your future plans for improvement in the library collection

7.4 Does the library have any special type of collection? Yes ( ) / No ( )

7.5 Does library have any of the following equipment / facilities

- Photocopying
- Microfilm readers
- Microfiche readers
- Audio-Visual
- Computer and Printer
- Telephone
- Intercom
- Fax Machine
- Internet Facility
- Any other (please specify)

8. Processing of library materials

8.1 What system do you follow for non-book materials (please mention)
9. About the Library Services and Facilities

What are the services and facilities provided by the library to its users?

- Circulation of Documents: Yes ( ) / No ( )
- Reservation of Documents: Yes ( ) / No ( )
- Bibliographical services: Yes ( ) / No ( )
- Current awareness service: Yes ( ) / No ( )
- SDL service: Yes ( ) / No ( )
- Indexing service: Yes ( ) / No ( )
- Abstracting service: Yes ( ) / No ( )
- News paper clipping: Yes ( ) / No ( )
- Translation service: Yes ( ) / No ( )
- Photocopying service: Yes ( ) / No ( )
- Inter library loan: Yes ( ) / No ( )
- Conference / Seminar service: Yes ( ) / No ( )
- Book bank facility: Yes ( ) / No ( )
- Cyclostyling service: Yes ( ) / No ( )
- Audio-taping: Yes ( ) / No ( )
- Microfiche / Microfilm: Yes ( ) / No ( )
- CD-ROM search: Yes ( ) / No ( )
- Online search: Yes ( ) / No ( )
- Any other (Please specify)__________________________

If you, please indicate

9.1 Does the library organize orientation program for fresher? Yes ( ) / No ( )

9.2 Does the library provide reference and information service? Yes ( ) / No ( )

If yes, how is it provided?
- On demand: Yes ( ) / No ( )
- In anticipation: Yes ( ) / No ( )
- Any other (Please specify)__________________________

9.3 Are you planning to add some new services? Yes ( ) / No ( )

Any other (Please specify)__________________________

10 Is your library automated? Yes ( ) / No ( )

If yes, please answer whether
- Fully automated: Yes ( ) / No ( )
- Partially automated: Yes ( ) / No ( )
- Any other (Please specify)__________________________

10.1 Please mention the purpose for which computer is used
- For house keeping job: Yes ( ) / No ( )
- For networking / resource sharing: Yes ( ) / No ( )
- Any other (Please specify)__________________________

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10.2 Please give your opinion on library automation and the use of library software:


11. Do you have any Internet Connection Yes ( ) / No ( )

if yes, please mention the
• Name
• Speed
• Type

11.1 Problems being faced while using Internet if any

12. Any other that you want to say?


13. Please specify your future plans for improving library services

•
•
•

Thank you for your cooperation

Signature: ___________________
Date: _________________
USER APPROACH OF INFORMATION SERVICES & RESOURCES
PROVIDED BY COLLEGE LIBRARIES OF CHANDIGARH.

Questionnaire (Students)
Prepared by: MEENAKSHI

1. Please fill the questionnaire freely. Information provided by you will be kept confidential.

2. Please give the answers against the space provided.

General Information
Name of the Institution: ..............................................................
Name: ...................................................................................
Gender: ..............................................................................
Educational Qualifications: ....................................................... 
Languages Known: .................................................................

1. How often do you use college library?
   • Daily .............................................................................
   • Twice a week ............................................................... 
   • Once in a week .............................................................
   • Fortnightly .....................................................................
   • Once a month .............................................................
   • Occasionally ...................................................................

2. What is the purpose of your visit to the library?
   • For study/research/training .............................................
   • To locate information from books and journals ..........
   • To borrow/books ...........................................................
   • Internet access ...........................................................
   • Any other ......................................................................

3. Name the periodicals/journals you usually consult for your academic related work
   ........................................................................................

4. Name the frequently accessed CD-ROM databases
   ........................................................................................
5. Name the frequently accessed E-Journals

6. What type of information do you often seek?

<table>
<thead>
<tr>
<th>Type</th>
<th>Usually</th>
<th>Sometimes</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Reference</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Report</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Indexing Journals</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Abstracting Journals</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>5. Thesis/Dissertations</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Any other</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

7. Which sources do you use for locating the required information? Please indicate your preference by numbers 1, 2, 3... etc.

1. Textbooks
2. Encyclopedias
3. Dictionaries
4. Periodicals
5. Reference books
6. Library Catalogue
7. Citations
8. Bibliographies
9. Abstracting and Indexing Journals
10. Online searching
11. CD-ROM databases
12. Any other

8. How successful are you in getting the material that you require from different sources?

<table>
<thead>
<tr>
<th>Score</th>
<th>Mostly</th>
<th>Partially</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>2</td>
<td></td>
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<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

9. Do you use the internet facility of your library? Yes/No

10. Purpose of using internet

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11. Do you visit other libraries when the college library does not meet your subject material requirements? If yes, give the name of the libraries

12. Are the library timings suitable to you? Yes/No

13. What are the reasons for seeking information?
1. General awareness
2. For participating in seminars/conferences/workshops etc
3. To write articles

14. What do you feel the library collection is?
1. Excellent
2. Adequate
3. Inadequate

15. How do you gather required information?
1. By visiting exhibitions
2. Through conversation with librarian
3. Through scanning literature

16. Please indicate your level of satisfaction that best suits your opinion on each item

<table>
<thead>
<tr>
<th>Item</th>
<th>Satisfactory</th>
<th>Fair</th>
<th>Unsatisfactory</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Services provided</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Number of collections</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Variety of Information Sources</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

17. What are your reasons of dissatisfaction?
1. Information not up-to-date
2. Information incomplete
3. Local library inadequate
4. Library services insufficient
5. Irrelevant information

18. What do you do when the documents are not available in the library?
1. Purchase personally
2. Visit other libraries
3. Procure through inter-library loan service
19. What are the difficulties that come across in accessing information?
1. Lack of time ........................................
2. Lack of access to information ...............................
3. Lack of reading material ..................................
4. Lack of knowledge of information sources...................
5. Lack of knowledge in the use of library services.............
6. Unfriendly library staff ..................................

20. Do you get personal assistance from the library staff for:
1. Finding documents ........................................
2. Reference service ...........................................
3. Internet access ............................................
4. Accessing CD-Rom data base ..............................
5. Any other ...................................................

21. What is the best part you like in this library?
..................................................................................

22. Please give the suggestions for the better and efficient use of the library and information services.
..................................................................................

Signature

Thanks for your participation
1. Please fill the questionnaire freely. Information provided by you will be kept confidential.
2. Please give the answers against the space provided.

General Information
Name of the Institution: .................................................................
Name: ..................................................................................
Sex: ..................................................................................
Educational Qualifications: ............................................................
Your Status: ..........................................................................
Area of Subject: ....................................................................
Languages Known: ...................................................................

1. Are you a regular visitor of the library? ............................................
2. How often do you use college library?
   - Daily
   - Twice a week
   - Once in a week
   - Fortnightly
   - Once a month
   - Occasionally

3. What is the purpose of your visit to the library?
   - For study/research/training...
   - To locate information from books and journals...
   - To borrow/books...
   - Internet access...
   - Any other...

4. How do you find the general layout of Library?
   - Easy to follow...
   - Difficult of follow...
5. What type of information you often seek?

<table>
<thead>
<tr>
<th>Type</th>
<th>Usually</th>
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</tr>
</thead>
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<tr>
<td>6. Any other</td>
<td></td>
<td></td>
<td></td>
</tr>
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6. Which sources do you use for locating the required information? Please indicate your preference by numbers 1, 2, 3... etc.

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4. Periodicals
5. Reference books
6. Library Catalogue
7. Citations
8. Bibliographies
9. Abstracting and Indexing Journals
10. Online searching
11. CD-ROM databases
12. Any other

7. How successful are you in getting the material that you require from different sources?

1. Mostly
2. Partially
3. Never

8. Do you visit other libraries when the college library does not meet your subject material/requirements? If yes, give the name of the library.

9. What are the reasons for seeking information?

1. To prepare for classroom lectures
2. General awareness
3. For participating in the seminars/conferences/workshops etc
4. To write a thesis

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10. What do you feel the library collection is?
1. Excellent .................................................
2. Adequate .................................................
3. Inadequate .................................................

11. How do you gather required information?
1. By discussing with colleagues .................................................
2. By attending orientation courses .................................................
3. By visiting exhibitions .................................................
4. Through conversation with librarian .................................................
5. Through scanning literature .................................................

12. Please indicate your level of satisfaction that best suits your opinion on each item.

<table>
<thead>
<tr>
<th>Item</th>
<th>Satisfactory</th>
<th>Fair</th>
<th>Unsatisfactory</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Services provided</td>
<td>..........................</td>
<td>..........................</td>
<td>..........................</td>
</tr>
<tr>
<td>2. Number of collections</td>
<td>..........................</td>
<td>..........................</td>
<td>..........................</td>
</tr>
<tr>
<td>3. Variety of Information sources</td>
<td>..........................</td>
<td>..........................</td>
<td>..........................</td>
</tr>
</tbody>
</table>

13. What are your reasons of dissatisfaction?
1. Information not up-to-date .................................................
2. Information incomplete .................................................
3. Local library inadequate .................................................
4. Library services insufficient .................................................
5. Irrelevant information .................................................

14. What do you do when the documents are not available in the library?
1. Purchase personally .................................................
2. Visit other libraries .................................................
3. Procure thought inter-library loan services .................................................

15. What are the difficulties that come across in accessing information?
1. Lack of time .................................................
2. Lack of access to information .................................................
3. Lack of Library material .................................................
4. Lack of knowledge of information sources .................................................
5. Lack of knowledge in the use of Library service .................................................
6. Unfriendly library staff .................................................

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16. Do you take assistance from the library staff?

17. Do you get personal assistance from the library staff for:
1. Finding documents
2. Reference service
3. Internet access
4. Accessing CD-ROM data bases
5. Any other

18. Have you ever felt that you are not getting the required staff assistance due to inadequacy of staff?

19. Do you use the Internet facility of your library?

20. Purpose of using Internet

21. Name the periodicals/journals you usually consult for your academic related work

22. Name the frequently accessed CD-ROM databases

23. Name the frequently accessed E-Journals

24. Are you fully satisfied by the services provided by your college library?

25. What is the best part you like in this library?

26. Please give the suggestions for the better and efficient use of the library and information services.

Signature

Thanks for your participation