QUESTIONNAIRE – I
TOPIC:- “The Influence of Total Quality Management in Information Technology environment in the University Libraries in Andhra Pradesh, India – A Case Study.”

Date: ___________

QUESTIONNAIRE - I
(Librarian/Library-in-charge)

A) GENERAL

1) Name of the University ______________________________

2) Year of Establishment ______________________________

3) Name and Designation of the Head of the Library ______________________________

4) Qualification ______________________________

5) Age ---------------------------------------------

6) Sex Male / Female

7) Professional Experience ______________________________

B) FINANCE / BUDGET

8) What is the total University Budget per Year? (in Rs)

9) What is Annual Library Budget for the past five years?

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<td>Books</td>
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<td>ii)</td>
<td>Current Periodicals (Journals)</td>
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<td>iii)</td>
<td>Back volumes of journals</td>
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<td>iv)</td>
<td>Furniture</td>
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<td>v)</td>
<td>Equipment</td>
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<td>vi)</td>
<td>Binding</td>
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<td>vii)</td>
<td>Stationary</td>
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<td></td>
<td>Building (repairs if any)</td>
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<td>ix)</td>
<td>Staff salaries</td>
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<td>x)</td>
<td>Contingencies</td>
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<td>xi)</td>
<td>Computer &amp; IT</td>
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<td><strong>TOTAL</strong></td>
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</table>

10) UGC Book Grant Received (in Rs)

<table>
<thead>
<tr>
<th>Plan</th>
<th>Amount (in Rs)</th>
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</thead>
<tbody>
<tr>
<td>IX Plan</td>
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<td>VIII Plan</td>
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<td>VII Plan</td>
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<td>VI Plan</td>
<td></td>
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<tr>
<td>V Plan</td>
<td></td>
</tr>
</tbody>
</table>

C) LIBRARY BUILDING

11) Do you have library building? YES / NO
   
   If yes,
   
   What is the total cost of the building (current value)? Rs_______
   
   What is the year of construction? ______________

12) Is your library insured under Fire insurance policy for Library Property? YES / NO
   
   If Yes, What is the annual premium? Rs.________

13) Total plinth area of the library building (in sq.ft.)
   
   i) Stack Area
   ______________________________
   
   ii) Reading Halls
   ______________________________
   
   iii) Functional Rooms (Staff working rooms)
   ______________________________
iv) Research cubicles

v) Audio visual Room

vi) Computer Room

vii) Meeting / Seminar Halls

viii) Others if any (Please Specify)

D) COLLECTION DEVELOPMENT

14) Total Collection

i) Books :

ii) Reference Books :

iii) Journals :
    (Back volumes)

iv) Theses :

v) Rare Book Collection :

vi) Current Periodicals :

vii) Manuscripts :

viii) Non book materials :
    a) Microfilm :
    b) Video Cassettes :
    c) CD Databases :
    d) Any Other :
15) Details of collection development for the past five years.

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>A)</td>
<td>Total collection of the library at the end of each year (All Documents)</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>B)</td>
<td>No of current journals subscribed per year</td>
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<td></td>
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<tr>
<td>C)</td>
<td>Documents added during the year</td>
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<tr>
<td>D)</td>
<td>Total back-volumes of journals at the end of each year</td>
<td></td>
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<tr>
<td>E)</td>
<td>Total theses (Ph.D and M.Phil) collection at the end of each year</td>
<td></td>
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<tr>
<td>F)</td>
<td>Total Non-book materials collection at the end of each year (Microfilms, CDs, cassettes and other materials)</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

E) READERS AND THEIR USAGE OF THE LIBRARY

16) Membership Strength.

i) Faculty ___________________________ iii) P.G. Students ___________________________

ii) Research scholars ___________ iv) Non-Teaching Staff ___________

(M.Phil, Ph.D)

iv) Others, If any ___________________________

17) Working hours of the library.

i) Working hours (Regular) ___________________________

ii) Working hours (Holidays) ___________________________

iii) No of holidays per year ___________________________

iv) No of working days in a week ___________________________
18) Number of Readers using the library at present.
   i) Readers (average) visiting the library per day
   ii) Readers (average) consultation of books/journals per day

19) Details of readers’ use of library for the past five years

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</thead>
<tbody>
<tr>
<td>A)</td>
<td>total no of users who visited the library in the year</td>
<td></td>
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<tr>
<td>B)</td>
<td>total number of books issued in the year in the library</td>
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<tr>
<td>C)</td>
<td>total number of books consulted in the year in the library</td>
<td></td>
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</tbody>
</table>
F) STAFF:

20) Details of library staff working in different sections.

<table>
<thead>
<tr>
<th>S. No</th>
<th>Section</th>
<th>Dy.Librarian/Asst.Librarian</th>
<th>Library Asst. Grade I/II</th>
<th>Jr Library Asst/Technical Asst./cataloguer</th>
<th>Jr Asst./Book Barer/Record Asst/Binder</th>
<th>Attender/Peon/WaterBoy/Biniding Boy/Sweeper/Scavenger</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Acquisition Section</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>2</td>
<td>Technical Section (Processing)</td>
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<td>3</td>
<td>Periodical Section (Journal Section)</td>
<td></td>
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<td>4</td>
<td>Circulation Section</td>
<td></td>
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<td>5</td>
<td>Reference Section (Including text Book collection, Thesis collection)</td>
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<td>6</td>
<td>Maintenance Section (Including Photo copying, Binding)</td>
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<td>7</td>
<td>Computer Section</td>
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<td>8</td>
<td>Administrative Section (Office)</td>
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<tr>
<td>9</td>
<td>Librarian / Library I/C Office</td>
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</tbody>
</table>

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21) Salary particulars of the staff:

<table>
<thead>
<tr>
<th>S.No</th>
<th>Designation</th>
<th>Scale of Pay</th>
<th>HRA</th>
<th>DA / CCA</th>
<th>Total Salary</th>
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<tbody>
<tr>
<td>1</td>
<td>Librarian</td>
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<td>2</td>
<td>Dy. Librarian</td>
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<td>3</td>
<td>Asst. Librarian</td>
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<td>4</td>
<td>Lib.Asst.Gr.I</td>
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<td>5</td>
<td>Lib.Asst.Gr.II</td>
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<td>6</td>
<td>Jr.Library Asst.</td>
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<td>7</td>
<td>Technical Asst.</td>
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<td>8</td>
<td>Cataloguer</td>
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<td>9</td>
<td>Book bearer</td>
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<td>10</td>
<td>Accountant (Asst Registrar)</td>
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<td>11</td>
<td>Superintendent</td>
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<td>12</td>
<td>Sr.Asst(Steno/UDC)</td>
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<td>13</td>
<td>Jr.Asst(Typist/LDC)</td>
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<td>14</td>
<td>Record Asst.</td>
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<td>15</td>
<td>Binder</td>
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<td>16</td>
<td>Asst. Binder</td>
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<td>17</td>
<td>Attender</td>
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<td>18</td>
<td>Peon</td>
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<td>19</td>
<td>Sweeper</td>
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<td>20</td>
<td>Scavenger</td>
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G) HUMAN RESOURCE MANAGEMENT

<table>
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<tr>
<th>OPTIONS</th>
<th>(1) Full Extent</th>
<th>(2) Large Extent</th>
<th>(3) Some Extent</th>
<th>(4) Little Extent</th>
<th>(5) Not at all</th>
</tr>
</thead>
</table>

22) Do you believe in division of work in the Library? 1 2 3 4 5

23) Do you think that your staff will work effectively? 1 2 3 4 5

24) Do you support your staff for promotion or appointment to higher positions? 1 2 3 4 5

25) Do you provide adequate support and guidance to your staff as and when required? 1 2 3 4 5
26) Do you encourage your staff to use their skills and take initiative in solving problems?

27) Do you appreciate your staff for the good work they have done?

28) Have you observed any absenteeism due to heavy work among your staff?

29) Do you allow your staff to participate in decision making?

30) Do you encourage Staff Association activities?

31) Do you follow job Analysis, Job Description, Job Specification, and Job Evaluation?

32) Do you believe in providing in service training to your staff to acquire current techniques in their day to day work?

SECTION II

H) DIMENSIONS OF QUALITY MANAGEMENT

<table>
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<tr>
<th>OPTIONS</th>
<th>1) Full Extent</th>
<th>2) Large Extent</th>
<th>3) Some Extent</th>
<th>4) Little Extent</th>
<th>5) Not at all</th>
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</table>

Quality in collection development (Performance):

33) Does your Library procure books based on recommendations of subject experts?

34) Does your Library provide books on matters of current Interest?

35) Do you subscribe to current periodicals required for research in all subjects?
Quality in Physical Facilities (Features):

36) Does your Library provide the following physical facilities?

i) Sufficient Reading Room Tables and chairs and tables
   Yes □ No □

ii) Ventilation and Lighting
    Yes □ No □

iii) Drinking Water
     Yes □ No □

iv) Security for personal belongings of the readers
    Yes □ No □

v) Cafeteria
   Yes □ No □

vi) Transport
    Yes □ No □

vii) Public call office
     Yes □ No □

viii) Retiring room (Rest Room)
      Yes □ No □

ix) Toilet Facility
    Yes □ No □

37) Do you have lift facility for disabled readers
    Yes □ No □

38) Are book lifts available in the Library?
    Yes □ No □

Quality in Reliability Service:

39) Do you provide photocopying service regularly?
    1 □ 2 □ 3 □ 4 □ 5 □

40) Do you take prompt measures in providing books from time to time to your readers without dumping in processing section?
    1 □ 2 □ 3 □ 4 □ 5 □

41) Does your Library provide reference service promptly from tome to tome?
    1 □ 2 □ 3 □ 4 □ 5 □

42) Does your Library get back volumes of journals bound on completion of duration of these volumes?
    1 □ 2 □ 3 □ 4 □ 5 □

43) Does your library provide up-to-date books in competitive exams cell from time to time?
    1 □ 2 □ 3 □ 4 □ 5 □
44) Do you keep books in tact by sending for binding as and when required?  

45) Do you follow stock rectification so as to maintain shelf arrangement periodically?  

Quality in adopting Standards & Specifications (Conformance):  

46) Does your library follow library standards in classification and cataloguing?  

47) Does your library posses library stacks (racks) as per library standards?  

48) Is your Library Building designed as per UGC norms?  

49) Does your Library follow prescribed rules and regulations for lending books to the users?  

50) Does your Library follow INFLIBNET guide lines for CCF?  

51) Does your Library follow INFLIBNET norms for Library Automation and Networking?  

Quality in updating the collection (Durability):  

52) Does your Library follow weeding out programme to keep the stock up to date?  

53) Do you replace old editions with new editions as and when revised and released?  

54) Do your Library procure annuals and year books every year to update the reference collections?  

Quality in Introducing Modern Library Services (Servicability):  

55) Has your Library introduced Library Automation?  

56) Does your Library have Internet service?  

57) Does your Library have Online Information Access?
58) Does your Library have Offline Information Access?  
Yes [ ]  No [ ]

59) How does your Library provide Information service?  
1) Free of cost  2) Charge for Service.  
[ ]  [ ]

Quality atmosphere to maintain Aesthetic value (Aesthetics):

60) Does your Library possess Vacuum cleaner for dusting?  
Yes [ ]  No [ ]

61) Do you have lawns
   i) Inside the library  
      Yes [ ]  No [ ]
   ii) In front of the library  
        Yes [ ]  No [ ]
   iii) Surroundings of the library  
        Yes [ ]  No [ ]

62) Do your staff maintain cordial relation with users?  
Yes [ ]  No [ ]

63) Does your library create congenial atmosphere?  
Yes [ ]  No [ ]

Quality in Extension Services (Perceived Quality):

64) Do you prepare and provide Library Hand Book to your users to Highlight Library mission and organizational pattern?  
Yes [ ]  No [ ]

65) Do you organize user orientation programmes?  
Yes [ ]  No [ ]

66) Do you maintain Library Manual?  
Yes [ ]  No [ ]

67) Do you publish in house publications, i.e. Library Annual Report, New Additions List, Bibliographies etc.  
Yes [ ]  No [ ]

68) Do you conduct any short term courses to your subordinates to improve their work culture?  
Yes [ ]  No [ ]
**I) QUALITY MANAGEMENT AND INFORMATION TECHNOLOGY**

<table>
<thead>
<tr>
<th>OPTIONS.</th>
<th>1) Fully Agree</th>
<th>2) Agree</th>
<th>3) Undecided</th>
<th>4) Disagree</th>
<th>5) Largely Disagree</th>
</tr>
</thead>
</table>

69) Do you support computerization of Library operations? [ ] Yes [ ] No 

If Yes, what are your reasons for supporting computerization.

- ii) To obtain right information at right time to right reader [1] [2] [3] [4] [5] 
- iii) To improve library services and raise library status [1] [2] [3] [4] [5] 
- v) To handle routine jobs very easily and effectively [1] [2] [3] [4] [5] 
- vi) To get information quickly and exhaustively [1] [2] [3] [4] [5] 
- vii) All the above [1] [2] [3] [4] [5] 

70) Is your Library Automated? [ ] Yes [ ] No 

If Yes, 

i) Name the Software package use for your Library Automation. 

ii) Are you satisfied with your existing software package? 

iii) What are the Housekeeping operations of your Library that are automated? 

a) 

b) 

c) 

d) 

e) 

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v) Please mention the configuration of Computers available in your Library

a) P.C P-III/P-IV with multimedia and other accessories:

b) Printer (Dot-Matrix / Laser):

c) Scanner:

d) Barcode Scanner:

e) Internet connectivity (Internal Modem / External Modem):

f) Any other device:

v) Do you have LAN facility in your Library?

vi) Do you have Internet connectivity?

vii) Do you have OPAC?

viii) From where is Financial Assistance received for Library Automation?

a) From INFLIBNET Rs _______________________

b) From UGC Rs _______________________

c) From State Government Rs. _______________________

d) From University funds Rs. _______________________

(e) Any other source Rs. _______________________

(Block Grant)

If No, when are you planning to go for Automation? _______________________

Yes ☐ No ☐

Yes ☐ No ☐

Yes ☐ No ☐


J) OPINION SURVEY ON QUALITY IMPROVEMENT


You are requested to rate your feelings and opinions about Quality Improvement Initiatives given below:

71) Team work approach will improve problem solving in library

72) Team work approach will develop cooperation and understanding among different sections of the library

73) Participative Management policy will develop accountability among the professional staff

74) Better qualification and skills of the professional staff will improve quality service in the library

75) The morale of the professional staff will improve library services

76) Staff training in computer (new technologies) skills will improve quality information service

77) Library Automation and Networking will provide quality library and Information services to the readers

78) ‘Right Person’ to the ‘Right Post’ at ‘Right Time’ will provide right (Quality) service to the readers/clientele

79) Professionally qualified librarian (Head of the library) will provide quality library management

80) Recognition is the best reward for the staff so as to get quality work
K) OPINION SURVEY ON TQM

You are requested to rate your feelings and opinions about implementation of TQM.

81) TQM initiatives are in the planning stages in the institution
   Yes □   No □

82) TQM initiatives are in the planning stages in the library
   Yes □   No □

83) TQM initiatives are being implemented in the library
   Yes □   No □

84) Library professionals are willing to implement the TQM concept in the library
   Yes □   No □

85) Do you fully understand the TQM concept?
   Yes □   No □

86) Do you think that the TQM is a good management tool for use in academic libraries?
   Yes □   No □

87) Are you worried about losing your influence and/or power as a result of empowered staff?
   Yes □   No □

88) Do you understand and use TQM tools i.e., “Flow Charts”, “Fish Bone diagrams”, “Control Charts” for identifying and analyzing problems?
   Yes □   No □

89) Please offer your suggestions on adapting Total Quality Management in University Libraries.

1) 

2) 

3) 

4) 

5) 

Place: Signature

Date: Library Stamp
QUESTIONNAIRE – II
**A) GENERAL**

1) Name of the University _______________________________

2) Name and Designation _______________________________

3) Age _______________________________

4) Sex Male / Female

5) Qualifications _______________________________

6) Professional Experience _______________________________

7) Section in which you are now working _______________________________

**B) PHYSICAL FACILITIES**

<table>
<thead>
<tr>
<th>OPTIONS</th>
<th>1) More Satisfactory</th>
<th>2) Satisfactory</th>
<th>3) Undecided</th>
<th>4) Unsatisfactory</th>
<th>5) More Unsatisfactory</th>
</tr>
</thead>
</table>

8) Are you satisfied with the following physical facilities?

i) Sufficient space for reading room chairs and tables

ii) Ventilation and Lighting.

iii) Drinking Water

iv) Security for personal belongings of readers

v) Cafeteria

vi) Transport

vii) Public call office

viii) Retiring room (Rest room) facility

ix) Toilet Facility
C) STATUS RECOGNITION

OPTIONS: 1) Full Extent  
2) Large Extent  
3) Some Extent  
4) Little Extent  
5) Not at all.

9) Do you receive recognition and respect for your job in the library from ..

i) Academic Community.

ii) Public.

iii) Family Members.

iv) Professional friends

v) Other Friends (General)

vi) Readers (Users)

10) Do you think that your job is an instrument to enhance your status & prestige in the social ladder?

11) Do you think that the parity of your scale of pay with that of academic staff will enhance your prestige and status?

12) Do you think that the provision of academic status will enhance the morale and efficiency of your profession? If so, rate your feelings

i) Morale.

ii) Efficiency.

iii) Motivation.

iv) Status.

13) Do you think that it is not the position but the efficiency which determines the status?  Yes [ ] No [ ]
14) Do you enjoy the same privileges as those of other employees in your organization? (i.e. Lecturers in Academic Libraries, Scientists in Special Libraries, Administrative Staff in public libraries) if so, mark the following

i) Participation in Management Bodies. Yes [ ] No [ ]

ii) Age of Superannuation. Yes [ ] No [ ]

iii) Staff Meetings. Yes [ ] No [ ]

iv) In service Training / Refresher Course Yes [ ] No [ ]

v) Deputation of personnel.
   a) To attend Seminars/Conference Yes [ ] No [ ]
   b) To visit Abroad. Yes [ ] No [ ]
   c) FIP Program. Yes [ ] No [ ]
   d) Fellowships / Scholarships Yes [ ] No [ ]

vi) Participation in Staff /Faculty Clubs. Yes [ ] No [ ]

vii) Participation in Professional Association. Yes [ ] No [ ]

15) Are you a member of the Academic Staff Association? Yes [ ] No [ ]

16) Do you think that the status of your job is enhanced by additional qualifications? Yes [ ] No [ ]

17) Do you have any award system in recognition of your outstanding performance at work? Yes [ ] No [ ]

18) Do you think that the provision of awards will motivate/promote professional efficiency in the staff? Yes [ ] No [ ]

D) PROFESSIONAL RECOGNITION, (JOB SATISFACTION)

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<th>OPTIONS.</th>
<th>1) Full Extent</th>
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<td>19) Do you find that your job enhances your professional knowledge?</td>
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<td>20) Do you find that your job is challenging and enriching?</td>
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21) Do you find that the knowledge acquired through professional education is related and relevant to your day to day work?  
22) Do you think that the knowledge gained through the professional courses is unrelated to the present job?  
23) Do you feel that the welfare programs influence your performance in the job?  
24) Are you satisfied with job rotation practice?  
25) Do you think that frequent internal transfers will adversely effect (within the library) your regular work?  
26) Do you think that the delegation of Authority is necessary to improve your work?  
27) Are you prepared to shoulder more responsibility in your job without any supervision of your senior staff?  
28) Is it necessary to have frequent staff meetings to discuss professional activities?  
29) Are you satisfied with the criteria followed for recruitment of staff in your organization?

a) Direct Recruitment
   i) Efficiency
   Yes □ No □  
   ii) Qualifications
   Yes □ No □  
   iii) Both
   Yes □ No □

b) Internal Promotion
   i) Seniority (only)
   Yes □ No □  
   ii) Efficiency (only)
   Yes □ No □  
   iii) Qualifications (only)
   Yes □ No □  
   iv) Seniority & Qualifications
   Yes □ No □  
   v) Seniority, Efficiency & Qualifications
   Yes □ No □  
   vi) Efficiency & Qualifications
   Yes □ No □
30) Do you feel that recruitments made are fair?  Yes ☐ No ☐

31) Do you support Reservation Policy?  Yes ☐ No ☐
If Yes, Are you satisfied with the existing reservation policy (SC/ST/BC)?  Yes ☐ No ☐

32) Are you satisfied with the existing welfare programs made by the organization with regard to -
   i) Children Education (campus school)  Yes ☐ No ☐
   ii) Reservation of Seats in PG admissions  Yes ☐ No ☐
   iii) Fee Concessions  Yes ☐ No ☐
   iv) Medical Facilities
      a) Campus Hospital  Yes ☐ No ☐
      b) Medical reimbursement  Yes ☐ No ☐
      c) Dispensary facility (Out-side campus)  Yes ☐ No ☐
   v) Conveyance Facilities
      a) Reimbursement of petrol bills.  Yes ☐ No ☐
      b) Reimbursement of bus fare  Yes ☐ No ☐
      c) Transport arrangement by the organization  Yes ☐ No ☐
   vi) Loan Facility for Purchase of Vehicles
      a) Loan for purchase of cycle  Yes ☐ No ☐
      b) Loan for purchase of scooter  Yes ☐ No ☐
      c) Loan for purchase of car  Yes ☐ No ☐
   vii) Housing.
      a) Allotment of quarters  Yes ☐ No ☐
      b) Loan facility for the construction of a house  Yes ☐ No ☐
   viii) Others
      a) Group insurance  Yes ☐ No ☐
      b) Family benefit fund  Yes ☐ No ☐
      c) Subsidized food.  Yes ☐ No ☐
      d) Security against disability  Yes ☐ No ☐
### E) QUALITY IMPROVEMENT IN PERFORMANCE

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<th>OPTIONS:</th>
<th>1) Full Extent</th>
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<th>4) Little Extent</th>
<th>5) Not at all</th>
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</table>

33) Do you feel that further training will improve your job skills?  
   ![Rating Options](1 2 3 4 5)

34) Is the additional training acquired while in service put to use in your job?  
   ![Rating Options](1 2 3 4 5)

35) Do you find that your job being difficult due to lack of proper training or education (skills update)?  
   ![Rating Options](1 2 3 4 5)

36) Do you find that your job contains feedback mechanism to evaluate your progress?  
   ![Rating Options](1 2 3 4 5)

37) Do you have any punishment for the unsatisfactory work?  
   ![Rating Options](1 2 3 4 5)

38) Does your organization encourage the career development programme?  
   ![Rating Options](1 2 3 4 5)

39) Are you satisfied with the facilities provided by the Management / Organization to improve work efficiency?  
   ![Yes/No Options](Yes No)

   i) On-Job Training  
   ![Yes/No Options](Yes No)

   ii) Conducting professional meetings  
   ![Yes/No Options](Yes No)

   iii) Improving qualifications through continuing education  
   ![Yes/No Options](Yes No)

   iv) Conducting of professional workshops  
   ![Yes/No Options](Yes No)

   v) Deputation to other institutions to observe and gain more knowledge on advanced technology  
   ![Yes/No Options](Yes No)

   vi) Deputation to attend seminars/conferences conducting professional workshops  
   ![Yes/No Options](Yes No)

   vii) Deputing abroad on scholarship/fellowship for specific training  
   ![Yes/No Options](Yes No)
F) INFORMATION TECHNOLOGY FOR QUALITY IMPROVEMENT IN PERFORMANCE

40) Do you feel that your skills and abilities are underutilized in your present position?  
   Yes □  No □

41) Do you feel that your present position in the library is an impediment to your further academic growth?  
   Yes □  No □

42) Have you undergone any Computer Training, If so, is it during the study of
   
   i) B.L.I.Sc  
   Yes □  No □

   ii) M.L.I.Sc  
   Yes □  No □

   iii) Any Special training programme.  
   Yes □  No □

   iv) If No, would you like to have computer training now?  
   Yes □  No □

   v) If Yes, would you like to have
   
   a) Short Term Training  
   Yes □  No □

   b) Long Term Regular Course.  
   Yes □  No □

43) Do you think Computers will help Library professionals to improve their performance?  
   Yes □  No □

   If Yes, in which Section/s would you prefer to apply Computers (give order of preference by marking 1,2,3.....)
   
   i) Acquisition Section ( )

   ii) Circulation Section ( )

   iii) Periodical Section ( )

   iv) Technical Section ( )

   v) Reference Section ( )

   vi) Any Other ( )

44) Is your Library Automated?  
   Yes □  No □

   If Yes, Whether it is
   
   i) Fully Automated  
   Yes □  No □

   ii) Partially Automated  
   Yes □  No □
45) Would you like to use Library Software Package developed by -
   i) Commercial Organizations
   ii) Non-profit Organizations
   iii) INFLIBNET.
   iv) Any library organization

46) Do you have knowledge in Database Management?
   Yes □  No □

If No, would you like to have it now _____________________________

If Yes, Name the package that is being used ________________________

47) Do you feel computers enhance the quality of library services?  Yes □  No □

48) Is E-Mail service available in your Library?
   Yes □  No □
   If Yes, a) Have you ever used it
      Yes □  No □
   b) Do you know the functioning of E-Mail?
      Yes □  No □
   c) Do you consider E-Mail is more useful information transfer than other methods?
      Yes □  No □

49) Do you think that Multimedia is useful in Library?  Yes □  No □

50) Do you think that the Multimedia
   i) Supersedes the print Media
   Yes □  No □
   ii) Supplements the Print Media
   Yes □  No □

51) Do you have knowledge in the following software packages?
   i) CDS/ISIS
   Yes □  No □
   ii) LIBSYS
   Yes □  No □
   iii) SOUL
   Yes □  No □
   iv) SANJAY
   Yes □  No □
   v) Any other software, Pl mention. ________________________________
**G) STAFF COMMITMENT FOR QUALITY DEVELOPMENT**

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<th>OPTIONS:</th>
<th>1) Full Extent</th>
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</table>

Do you feel that you are committed and dedicated to your organization?

53) Do you feel that your organization recognizes your commitment/dedication and rewards you properly?

54) Do you feel that you are getting proper recognition for your professional qualifications?

55) Do you have direct access to your librarian (Head of the library)?

56) Does your Library follow Line and Staff relationship with proper Communication?

57) Do you receive directions from time to time to discharge your day to day duties from your Librarian/Section In Charge?

58) Do you keep proper communication between you and your subordinates for distribution and discharging of day to day duties?

59) Do you allow your readers to represent his/her information needs?

60) Does your Library organize Readers Club to identify lapses in library services?

61) Do you maintain Personal Register (Work Register) describing day to day work done?

62) Does your section maintain staff manual for the purpose of accountability?

**H) STAFF PERFORMANCE IN QUALITY SERVICE**

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<th>OPTIONS:</th>
<th>1) Full Extent</th>
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Do you wear neat and clean dress while attending duty?

64) Do you maintain decency and decorum while attending to user services?
65) Are you confident that information provided to the user is reliable and up-to-date?  
66) Do you shoulder responsibility for errors or lapses committed in your job?  
67) Do you feel responsible for your day-to-day work in the library?  
68) Are you competent to shoulder more responsibility than what you are discharging now?  
69) Do you maintain courtesy with your subordinates as and when they approach for any professional discussions / advice?  
70) Is your Librarian/section-in-charge courteous towards professional colleagues?  
71) Do you receive recognition or award for good job performed by you?  
72) Does your librarian(Head of the library) give credit for your sincere and honest service?  

1) STAFF MOTIVATION AND MORALE  

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<th>OPTIONS: 1) Full Extent</th>
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73) Do you have opportunities to learn more in your present position?  
74) Do you have fair autonomy to exercise your discretion in your work?  
75) Do you really feel that you are doing something worthwhile through your job?  
76) Are you utilizing your professional skills to the fullest extent in your present job?  
77) Do you feel that this profession is better than any other similar profession?  
78) Do you have cooperation and teamwork in your Department?
79) What motivated you to improve your qualification?

i) To get Promotion Yes No
ii) To get Higher Scale Yes No
iii) To achieve academic satisfaction Yes No
iv) Family encouragement Yes No
v) Any other reasons, pl. mention

80) How much importance do you attach to the following motivating factors for increasing efficiency? Rank them in order.

i) Monetary Gains
ii) Job Security
iii) Working Conditions
iv) Hours of Work
v) Good Supervision
vi) Self Esteem (Pride in job)
vii) Job Actualization-Personal Growth and Development (Advancement in status and Skills)
viii) Recognition (credit for the work done )

J) HUMAN RELATIONSHIP

OPTIONS: 1) 100% 2) 75% 3) 50% 4) 25% 5) 0%

RELATIONSHIP WITH TOP MANAGEMENT (Librarian / Head of the Library)

81) Does your Librarian give you clear orders and instructions

82) Does your Librarian keep you under close watch.

83) Does your Librarian encourage you to offer your suggestions relating to your work?

84) Does your Librarian expect too much of work from you?

85) Does your Librarian maintain cordial relationship with you?

86) Does your Librarian give you credit and praise for work well done?
87) Does your Librarian encourage you to make suggestions? 1 2 3 4 5
88) Does your Librarian take you to task in front of others? 1 2 3 4 5
89) Does your Librarian allow you to represent your grievances? 1 2 3 4 5
90) Is your Librarian really interested in the welfare of the staff? 1 2 3 4 5
91) Does your Librarian take you into confidence in planning the library services? 1 2 3 4 5
92) Does your Librarian maintain cordial relations with his superiors like Registrar or Vice Chancellor?

RELATIONSHIP WITH PEERS

93) Do your co-professional staff maintain cordial relations with you? 1 2 3 4 5
94) Do your co-professionals criticize you in front of other colleagues? 1 2 3 4 5
95) Do your colleagues receive any guidance from you in discharging their duties? 1 2 3 4 5
96) Do you take up the challenging assignments so as to rise in esteem of your colleagues?

RELATIONSHIP WITH SUBORDINATES

97) Do your subordinates maintain good relationship with you? 1 2 3 4 5
98) Do your subordinates receive your guidance? 1 2 3 4 5
99) Do you allow your subordinates to share their views with you in discharging their duties? 1 2 3 4 5
100) Do your subordinates appreciate your attitude towards them? 1 2 3 4 5
101) Do non professionals in the library receive your suggestions?
102) Do non professionals in the library extend cooperation in your job?

**RELATIONSHIP WITH READERS**

103) Do the readers (Students & Faculty) of the Library maintain friendly relations with you?
104) Do you receive appreciation from the readers (Student & Staff) for your prompt Library services?
105) Do the readers criticize the inefficiency of the library staff before you?
106) Do you allow the readers to bring information about new publications in their area of interest?
107) Please offer your suggestions for Providing Quality Information Services to users

1) 
2) 
3) 
4) 
5)
QUESTIONNAIRE  –III
**QUESTIONNAIRE – III**
*(FOR READERS/USERS)*

Date:________

1) Name:

2) Sex:  
   - Male  
   - Female

3) Your Status: (Pl.specify)
   - A) Student (PG): M.A M.Com M.Sc B.L. M.L. B.L.I.S M.L.I.S M.C.A
     Any other Course: _______________________
   - B) Research Scholar: M.Phil Ph.D
   - C) Faculty: Asst.Prof. Asso.Prof. Prof
   - D) Others, pl.specify: _______________________

4) Department/Subject:

5). How Satisfied are you with regard to adequacy of the following collections of the Library.


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6) How satisfied are you with regard to the budget allocation for purchase of books for your department? [1 2 3 4 5]

7) How satisfied are you with regard to the budget allocation for purchase of periodicals for your department? [1 2 3 4 5]

8) How satisfied are you with regard to acquisition of requested reading material by the library in a reasonable period of time? [1 2 3 4 5]

9) How satisfied are you with regard to processing of acquired materials in a reasonable period of time by the Library? [1 2 3 4 5]

10) How satisfied are you with the use of Library catalogue for location of books? [1 2 3 4 5]

11) How satisfied are you with the number of Library cards issued by the Library for borrowing books? [1 2 3 4 5]

12) How satisfied are you with the period of Loan? [1 2 3 4 5]

13) How satisfied are you with the Book charging system in the Library? [1 2 3 4 5]

14) How satisfied are you with the shelf arrangement of materials and directional signs to help for easy browsing around the book shelves? [1 2 3 4 5]

15) How satisfied are you with the interlibrary loan service provided by the Library? [1 2 3 4 5]

16) Is there online access to information arrangements between your library and the other university libraries in the country? Yes [ ] No [ ]

If Yes how satisfactroy is this service in meeting your needs? [1 2 3 4 5]

17) How do you feel about the use of Information Technology in your library?

A) Do you have OPAC in the Library? Yes [ ] No [ ]
If yes, Do you know how to use it Yes [ ] No [ ]

B) Do you have Internet Service in library? Yes [ ] No [ ]
C) Do you feel that library should develop local Area Network?  Yes [ ]  No [ ]
D) Do you like to have E-Mail service in the library?  Yes [ ]  No [ ]
E) Does your library have access to Computerised databases?  Yes [ ]  No [ ]

18) How satisfied are you with the orientation programme provided by the Library?  [ ] [ ] [ ] [ ] [ ]
19) How satisfied are you with the current Awareness service provided by the Library?  [ ] [ ] [ ] [ ] [ ]
20) How satisfied are you with the photocopying service provided by the Library?  [ ] [ ] [ ] [ ] [ ]
21) How satisfied are you with the library timings?  [ ] [ ] [ ] [ ] [ ]
22) How satisfied are you with the efficiency and behaviour of the Staff members of the library?  [ ] [ ] [ ] [ ] [ ]
23) Are you satisfied with the following facilities?

<table>
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<tr>
<th>Options:</th>
<th>1) More Satisfactory</th>
<th>2) Satisfactory</th>
<th>3) Undecided</th>
<th>4) Unsatisfactory</th>
<th>5) More Unsatisfactory</th>
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<tr>
<td>i) Sufficient reading room chairs and tables.</td>
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<td>ii) Ventilation and lighting</td>
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<td>iii) Drinking water facility.</td>
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<td>iv) Security for personal belongings of readers.</td>
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<td>v) Cafeteria</td>
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<td>vi) Transport facility</td>
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<td>vii) Public call office</td>
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<td>viii) Retiring room facility (Rest room)</td>
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<td>ix) Toilet facility.</td>
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24) How satisfied are you with overall services and facilities of the Library?  
1 2 3 4 5

25) Which of the following in your opinion are problems the University library is facing at present? (Rank the order by marking 1,2,3.........)

i) Space (  )
ii) Staff (  )
iii) Funds (  )
iv) Administration/Supervision (  )
v) Book Collection (  )
vi) Current periodicals (  )
vii) None (  )

26) Offer your suggestions if any, to provide quality library service?

1. 
2. 
3. 
4. 

Place: 
Date: 
Signature: 411