Bibliography
BIBLIOGRAPHY


Appendix
Appendix 1

To

Dear Sir/Madam,

Subject: Collection of Data for Ph.D. Thesis.

I take pleasure in forwarding a questionnaire for receiving inputs from you for my Ph.D. Thesis entitled “Usage and adaption of Open Source Software in Higher Academic libraries of Bangalore region”. I am pursuing my Ph.D. in Bharathiyar University, Coimbatore under the guidance of Dr. Srinivasa Ragavan. I would be grateful if you could kindly fill the questionnaire at the earliest.

Thanking you,

Yours truly,

From: C S Venkatarama Reddy
Librarian
Govt. First Grade College
Bagepalli
Chikkaballapur Dist
Mobile: +91-9845976966
E-Mail: venkatgcb@gmail.com
Usage and Adoption of Open Source Softwares in Libraries of Higher Academic Institutions of Bangalore region

Research Scholar Name: C S Venkatarama Reddy
Research Guide: Dr. S Srinivasa Ragavan

1. Name:
2. Gender: Male/Female
3. Age:
   A 25-35
   B 36-45
   C 46-55
   D 56-65
4. Designation:
5. Institute:
6. E-Mail:
7. Which one of the following best indicates the nature of your library/institution?
   A Degree College Library
   B PG College Library
   C University Library
   D Research Institute
   E Special Library
   F Others
8. Total collection of your Library
   A Books ____________________
   B Bound Volumes ____________________
   C Periodicals
      National ____________________
      International ____________________
   D Thesis and Dissertations ____________________
   E Project Reports ____________________
   F Audio Visual Materials ____________________
   G Micro Documents ____________________
   H e-Books ____________________
   I e-Journals ____________________
   J e- Resources ____________________
   K Any others ____________________
9. Annual Budget of your library Rs. _______________
10. ICT Infrastructure of library
    A Computers ____________________
    B Printers ____________________
    C Photocopiers ____________________
    D UPS ____________________
### Library Information

<table>
<thead>
<tr>
<th></th>
<th>Scanners</th>
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11. Whether library is connected with Internet?  Yes/No  
| If, Yes speed of the Internet: ____________ |

12. Whether campus is connected with network? Yes/No  
| If, Yes Type of Network  LAN/WAN/MAN/WiFi |

13. Who is decision making authority for implementing IT/IT related system or services in your library?  
- Librarian  
- Library members  
- Library committee  
- Management  
- IT team  
- Others

14. Are you interested or planning to adopt Open Source Software in your library? Please mention the name of the software?  

15. Are you user/ familiar/Not aware of Open Source Software? (Tick Applicable)  
**A. Library automation**

<table>
<thead>
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**B. Digital Library/Institutional Repositories**

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**C. Content Management System**

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K. Web Technologies

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L. Operating Systems

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Any Others

16. How did you know about Open Source Software? (Tick all that apply)

- Internet
- Conference/Workshops
- Journals
- Professional Friends
- News Paper
- Others

17. What is your understanding about Open Source Software? (Tick all that apply)

- Yes
- No
- Not Always
- Not Sure

A. It is available free of charge to anyone
B. It provides access to source code
C. It allows users to modify the source code
D. It allows users to redistribute the modified software to others
E. Open source and Free software are same

18. Can Open Source Software is good substitute for commercial software?

Yes/No

If, Yes why:
If, No what are the reasons:

____________________________________________________________________

____________________________________________________________________

19. In your opinion using Open Source Software as compared to commercial software (Tick applicable)
   Easy to use   Difficult to use
   More useful  Less useful
   Time saving  Time consuming

20. Who provides the installation, documentation, training, support, maintenance (Tick applicable)
    Internal Staff  External Vendor/Contractor
    Both          Don’t Know

21. If you plan to take professional vendor support for adopting Open Source Software, which business model will you prefer? (Tick applicable)
    Cloud Hosting  Local Hosting
    SAAS (Software as a service)  Consortia model for Resource Sharing
    Others _____________

22. Do you think training or attending workshop is required to acquire more knowledge about Open Source Software? Yes/No
    If, Yes length of the programme: ________________

23. What mode of training would be helpful/encourage your library to Open Source Software?
    E-Learning
    Part of course curriculum
    Onsite training
    Hands on workshop
    Technical guides/Handbooks
    Others ______________

24. Do you think attending training programmes/workshops organized by various organizations on Open Source Software?
    Very important  Moderately important
    Neutral         Low importance
    Not at all important

25. How smoothly did the installation of your Open Source Software go?
    Very easy  Easy
    Neutral  Difficult
    Very difficult
26. On what operating system your Open Source Software has been installed?
   - Linux
   - Fedora
   - Others _______________
   - Windows
   - Debian

27. Do you experience any problems during the installation of our Open Source Software?

28. How would you rate your satisfaction with your Open Source Software documentation includes manuals, documentation or help?
   - Extremely satisfied
   - Moderately satisfied
   - Not at all satisfied
   - Very satisfied
   - Slightly satisfied

29. How do you get help for problems of Open Source Software? (Tick applicable)
   - Forums
   - Project Website
   - Professionals
   - Vendors
   - Others ______________
   - Wikis
   - RSS Feeds
   - Open Source Software
   - Blogs
   - Solution providers

30. Maintenance refers to periodic backups, patches, and upgrades, How do you rate your satisfaction with your Open Source Software?
   - Extremely satisfied
   - Moderately satisfied
   - Not at all satisfied
   - Very satisfied
   - Slightly satisfied

31. How would you rate your satisfaction with your Open Source Software in terms of reliable, trouble free operation?
   - Extremely satisfied
   - Moderately satisfied
   - Not at all satisfied
   - Very satisfied
   - Slightly satisfied
32. Do you find any difficulty in data migration from commercial to Open Source Software or one Open Source Software to other Open Source Software? (Tick applicable)
   Compatibility Issues YES NO
   Data loss YES NO
   Duplication YES NO
   Interoperability YES NO
   Difficulties in formats YES NO

33. Has your Open Source Software is customized or sponsored customisation of Source code?
   Yes  No  Don’t Know
   If, Yes. 1. Limited to modify the appearance of Open Source Software
   2. Modifying the source code
   3. Something else

34. How would you rate your satisfaction with your Open Source Software on the following items
<table>
<thead>
<tr>
<th>Extremely Satisfied</th>
<th>Very Satisfied</th>
<th>Slightly satisfied</th>
<th>Not at all satisfied</th>
</tr>
</thead>
</table>
   Portability          |               |                   |                     |
   Scalability          |               |                   |                     |
   Ease of Use          |               |                   |                     |
   Affordability        |               |                   |                     |
   Customization        |               |                   |                     |
   Features/Functionality |             |                   |                     |
   Technical Support    |               |                   |                     |
   Security             |               |                   |                     |
   Interoperability     |               |                   |                     |

35. Have you had any problems, such as software bugs with Open Source Software?
   Yes, We have had some problems
   Yes, but not sure if the problem was due to something else
   No, we had no problems

36. Why your library/Institute adopted Open Source Software? (Tick applicable)
   Open Source Code
   No License Fee
   Freedom to install on unlimited computers
   Not satisfied with present software
   High costs of commercial packaged software’s
   Better response with bug fixes and support
   Higher Security
   Faster Response
   Some of the functions are not available in commercial software’s
   Wider Expose
   Features
   Efficiency
Gaining new knowledge and skills
Others

37. In your opinion what are barriers to Open Source Software adoption? (Tick applicable)
   - Lack of awareness/ knowledge of available Open Source Software
   - Lack of technical knowledge to install and maintain Open Source Software
   - Lack of support by management
   - Licensing or legal concerns
   - Availability of Proper Documentation & training
   - Lack of interest of Librarians
   - Software features/quality issues
   - Migration from existing system
   - Software cost allocation policies
   - Customization
   - Others

38. What are the drawbacks of Open Source Software?
   - Poor quality of documentation
   - Less user-friendly
   - More technical knowledge required
   - Lower functionality & Less features
   - Support and Accountability
   - Security issues
   - Bugs
   - Technical Support

39. What are the major advantages of Open Source Software? (Tick applicable)
   - Cost
   - No vendor lock-in
   - Enhanced Security
   - Sharing & Collaborative development
   - Others

40. Why do you use Open Source Software for your Library?
   - Easy to install
   - Ease to understand and use
   - Better support available
   - Better compatibility
   - Training is available
   - Documentation
   - Interoperability
   - Others
41. While using Open Source Software did your library

- Implemented new features
- Significant changes to source code
- Significant user interface customization
- Minor changes (e.g. Style sheet/fonts, logo)
- No changes
- Others ________________________________________________

42. Which of the following sources or support services have you been use during implementing Open Source Software? (Tick applicable)

- In-house technical support
- External technical support
- Asking question on mailing lists
- Searching mailing list archives
- Training program / workshop
- Manuals
- Journal articles
- No any support used (self)
- Others ________________

43. How important the following source or support services for implementing Open Source Software? (Tick applicable)

<table>
<thead>
<tr>
<th>Source or Support Services</th>
<th>Very Important</th>
<th>Important</th>
<th>Somewhat Important</th>
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<tr>
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44. What are your expectations about technical support for Open Source Software or how the support could be improved?
45. In your opinion which other areas in library have potential for adopting Open Source Software:
   Content Management System
   Library Automation
   Digital Library/ Institutional repositories
   E-Learning
   Federated Search
   Remote login for remote access to subscribed e-resources
   Document management system for digitization
   Electronic resource management systems
   Others _______________________________________________

46. Any other comments or suggestions: