APPENDIX – 1

QUESTIONNAIRE
From,

Iqbalahmad U Rajgoli  
Scientific Assistant  
Library, ISROHQ  
Antariksh Bhavan  
New BEL Road  
Bangalore – 560 094

Dear Sir/Madam,

I am Mr. Iqbalahmad U Rajgoli working for Ph.D. degree (Library and Information Science) under the guidance of Dr. C R Karisiddappa, Dean, Faculty of Social Sciences, Professor and Chairman, Department of Library and Information Science, Karnataka University, Dharwad. The topic of my research is "ROLE OF INFORMATION LITERACY IN MAXIMISING THE USE OF INFORMATION FOR PRODUCTIVITY AND DEVELOPMENT: A CASE STUDY OF SELECTED LIBRARY AND INFORMATION CENTRES OF HIGHER LEARNING AND RESEARCH IN BANGALORE CITY".

Information Literacy is the ability to recognize when information is needed and have the ability to locate, evaluate and use effectively and efficiently the information to solve the problem at hand. With the technological developments, much of the information is available in multiple forms and formats. It becomes necessary on the part of the library to teach the users skills required to search, access, evaluate and make best use of resources available in the library. The prime objective of the study is to know the current practices in operation in the institutions/organisations of higher learning and research in planning, designing and delivering Information Literacy programmes. And to examine how these programmes are helping in maximum utilisation of library resources and services. In this regard I have designed a Questionnaire and enclosing herewith, with a request to respond to the questions. Kindly send me back the duly filled-in Questionnaire as soon as possible to you.

I value your time involved in providing the answers and I also appreciate your active co-operation to help me in successfully carrying out this study. I would like to assure you that any information that may be given in confidence would be treated strictly as such and the data provided by you will be used only for the purpose stated above.

Thanking you in anticipation for your kind co-operation.

Yours Sincerely

Iqbalahmad U Rajgoli
ROLE OF INFORMATION LITERACY IN MAXIMISING THE USE OF INFORMATION FOR PRODUCTIVITY AND DEVELOPMENT: A CASE STUDY OF SELECTED LIBRARY AND INFORMATION CENTRES OF HIGHER LEARNING AND RESEARCH IN BANGALORE CITY

PART – A: GENERAL PROFILE

1. Name of the Parent Organisation and address: ____________________________
   ___________________________________________________________________
   City: ___________________________________________________________________
   PIN Code: ___________________________________________________________________
   Tel: __________ Fax: __________
   E-mail: ___________________________________________________________________
   WWW: ___________________________________________________________________

2. Year of establishment of Organisation and Library and Information Centre: ____________

3. Area of research specialization: ____________________________
   ___________________________________________________________________

4. Name & Designation of the Librarian/In-Charge Librarian:

5. Qualification:

6. Contact E-mail:

7. Library staff strength:
   Professionals: __________
   Non-professionals: __________
### PART – B: INFORMATION TECHNOLOGY INFRASTRUCTURE AVAILABLE IN THE LIBRARY

8. Indicate the availability of Information Technology infrastructure in the Library:

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Information Technology Infrastructure</th>
<th>Yes</th>
<th>No</th>
<th>Total Nos.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Computers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Printers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Scanners</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Barcode printer/Scanner</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Fax Machine</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>6</td>
<td>Reprography Machine</td>
<td></td>
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<tr>
<td>7</td>
<td>Any Other (Please specify)</td>
<td></td>
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</tr>
</tbody>
</table>

9. Mention the Operating system(s) used in the Library (Please tick all that apply)

- Windows
- Unix
- Linux
- Others

10. Does your Library have established LAN?

- Yes
- No

If ‘Yes’, Whether LAN could be accessed

- Only in the Library
- Entire Institution
- From other Centres/Units of the Organisation

11. Have you set up a Digital Library?

- Yes
- No
If 'Yes', mention the major electronic documents available in the digital library

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PART – C: COLLECTION DETAILS OF THE LIBRARY

12. Paper based collection:

<table>
<thead>
<tr>
<th>Collection</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td></td>
</tr>
<tr>
<td>Bound Volumes of Journals</td>
<td></td>
</tr>
<tr>
<td>Reports</td>
<td></td>
</tr>
<tr>
<td>Atlases/Maps</td>
<td></td>
</tr>
<tr>
<td>Patents</td>
<td></td>
</tr>
<tr>
<td>Standards</td>
<td></td>
</tr>
<tr>
<td>Preprints/Reprints</td>
<td></td>
</tr>
<tr>
<td>Theses/Dissertations</td>
<td></td>
</tr>
<tr>
<td>Newspaper Clippings</td>
<td></td>
</tr>
<tr>
<td>Manuscripts</td>
<td></td>
</tr>
<tr>
<td>Any Other (Please specify)</td>
<td></td>
</tr>
</tbody>
</table>

13. Current Journals:

<table>
<thead>
<tr>
<th>Current Journals</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print</td>
<td></td>
</tr>
<tr>
<td>Online</td>
<td></td>
</tr>
</tbody>
</table>
14. Non-Print Materials:

<table>
<thead>
<tr>
<th>Collection</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audio/Video Sources</td>
<td></td>
</tr>
<tr>
<td>CD-ROMs/DVDs</td>
<td></td>
</tr>
<tr>
<td>Electronic Books</td>
<td></td>
</tr>
<tr>
<td>Floppies</td>
<td></td>
</tr>
<tr>
<td>Microform/Microfiche</td>
<td></td>
</tr>
<tr>
<td>Any Other (Please specify)</td>
<td></td>
</tr>
</tbody>
</table>

PART – D: LIBRARY SERVICES/FACILITIES

15. Library services/facilities (Please tick all that apply)

<table>
<thead>
<tr>
<th>Services</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lending/Circulation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reading hall</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reference</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Referral</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inter Library Loan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Photocopying</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Microfilm reader</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

16. Internet based services (Please tick all that apply)

<table>
<thead>
<tr>
<th>Services</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to library networks</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bulletin board service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Current events/news</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Document delivery service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E-Journals</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E-mail facility</td>
<td></td>
<td></td>
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<tr>
<td>Network printing facility</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Online information search service</td>
<td></td>
<td></td>
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<tr>
<td>Web-OPAC</td>
<td></td>
<td></td>
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</tbody>
</table>
NOTE: Libraries have long been involved in training their users in Library use, its services and resources. Terms such as library instruction, library orientation, user education and bibliographic instruction have all been used at various times to indicate the process of helping users how to use the library, how to access information and teaching the various bibliographic tools. These methods helped users in knowing the physical location of different sections, staff, collections and services. Dramatic changes in technology and society are having a considerable impact on libraries and their instruction programs. These changes have created an urgency to teach users how to become more effective, efficient and independent in their information searching. In response to this, the goals of library user education have expanded from teaching tools to teaching concepts and from library instruction to information literacy and lifelong learning. Information literacy is the ability of a person to recognise when information is needed and have the ability to locate, evaluate and use effectively and efficiently the information to solve the problem at hand. The following section tries to know how your library is planning, designing and delivering the information literacy programmes to your library users in order to enhance services and facilities and maximum utilisation of resources available in the library.
17. Does your library provide information literacy programmes for proper utilisation of library resources and services?

Yes □ No □

If ‘Yes’, how frequently it is conducted?

Regular interval □
When requested □
Annually □
For new users □
Any other (Please specify) ____________________________________________

18. Who conducts information literacy programmes?

Librarian □
Separate staff is available for IL programme □
Library staff and guest professional(s) □
Publishers/Representatives/Agents □
Any other (Please specify) ____________________________________________

19. Does the information literacy instruction team receive any formal technology training?

Yes □ No □

If ‘Yes’ who provides the training (Please tick all that apply)

Product vendor □
Program staff □
Outside trainer/consultant □
Other (Please specify) ____________________________________________

20. There are many faces to information literacy programmes. How is your library involved in this area? Through the development and/or provision of (Please tick all that apply)

Instructional materials including tutorials or modules □
Resource help sheets, guides and manuals □
21. Have you developed different information literacy instruction programmes for different category of users?

Yes ☐ No ☐

If ‘Yes’ Please tick all that apply

Scientists/Engineers ☐
IT staff ☐
Faculty ☐
Administrative staff ☐
Students ☐
Other (Please list) __________________________

22. In which of the following area do you offer information literacy training to your user community? (Please tick all that apply)

Catalogues ☐
Library Website ☐
Internet Search ☐
E-Journals ☐
Databases ☐
Evaluation of information sources ☐
Other (Please list) __________________________

23. Whether the following information literacy programmes are practiced in your library? (Please tick all that apply)

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Programme</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Guides for citing electronic information</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Guidelines for searching effectively different search engines and databases</td>
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<tr>
<td>---</td>
<td>--------------------------------------------------------------------------</td>
<td></td>
<td></td>
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<tr>
<td>C</td>
<td>Interactive tutorials to teach the users how to evaluate the quality of information on the Internet</td>
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<tr>
<td>D</td>
<td>Organising expert lectures on information literacy</td>
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<td></td>
<td>Others (Please list)</td>
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<td></td>
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</tbody>
</table>

24. How are/were your information literacy programmes developed? (Please tick all that apply)

- In house by team of library professionals – as part of a range of duties
- Mixed team of library professionals, IT staff and administrative people
- External provider briefed by the IL programme development team
- Other (Please list) ____________________________________

25. How do you maintain support for existing and new services? (Please tick all that apply)

- Existing staff provides updates and enhanced services
- Existing staff develops new services
- Additional staff has been appointed to support developments
- Consultants are briefed by staff for updates and new developments
- Other (Please specify) ____________________________________

26. What are the main problems for effective delivery of information literacy programmes? (Please tick all that apply)

- Lack of quality product(s)
- User resistance
- Staff time
- Staff expertise
- Other (Please list) ____________________________________
27. Do you have sufficient resources to conduct information literacy programmes?
Yes □
No □
If 'No', What resources do you need to conduct information literacy training programmes that you currently don’t have? (Please tick all that apply)
Additional staff to plan or conduct training □
A separate training room, outside the library □
Education for the staff in how to train (Train the trainer) □
Funding □
Printed training manuals □
Modern electronic gadgets □
Other, Please list ________________________________________
_____________________________________________________
_____________________________________________________

PART – F: TRAINING AIDS USED FOR INFORMATION LITERACY PROGRAMMES:
28. What techniques have you used in developing your information literacy programmes? (Please tick all that apply)
Interaction as a major component □
Screen capture □
Audio □
Video □
Multimedia □
Other (Please list) ________________________________________
_____________________________________________________
_____________________________________________________

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29. What are the methods used for information literacy programme(s)?
(Please tick all that apply)
  Just-in-time or point-of-contact □
  Face to face (One to One) □
  Printed training manuals □
  Intranet portal □
  Lectures/Demonstrations □
  Seminars/Workshops □
  Online tutorials □
  Other (Please list) ____________________________  

30. What different learning styles are accommodated by your information literacy programme(s)? (Please tick all that apply)
  Visual □
  Audio □
  Verbal □
  Other (Please list) ____________________________  

31. Is Internet services used while designing information literacy programme(s)?
   Yes □  No □
If 'Yes', for what types of activities (Please tick all that apply)
  E-mail □
  Network instruction □
  Database searches □
  Online conferencing □
  Other (Please list) ____________________________  

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32. Does access to Internet plays an important role while designing and delivering information literacy programme(s)?

Yes ☐  No ☐

If 'Yes', what are the barriers to increasing access to the Internet? (Please tick all that apply)

Not enough computers for both computer applications and Internet access ☐
Computers are not located conveniently for Internet use ☐
Internet access bandwidth too slow ☐
Too many technical difficulties with existing equipment ☐
Insufficient staff development/training ☐
Insufficient funds for Internet charges ☐
Other (Please list) __________________________________________

PART – G: INFORMATION LITERACY PROGRAMME(S) ASSESSMENT:

[Note: For questions 33-42 please tick ONE option only]

<table>
<thead>
<tr>
<th>Que. No.</th>
<th>Statement</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>No opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>33</td>
<td>To measure the effectiveness of the IL programmes, relevant research, service reviews or assessments should be carried out.</td>
<td></td>
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<tr>
<td>34</td>
<td>IL programmes should be evaluated to check user satisfaction.</td>
<td></td>
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<tr>
<td>35</td>
<td>IL. programmes helps in increased visits to the library by users.</td>
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<tr>
<td>36</td>
<td>IL programmes helps master complex resources and search skills within the areas of research interest.</td>
<td></td>
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</tr>
<tr>
<td>37</td>
<td>IL. programmes are necessary for effective utilisation of library materials.</td>
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</tr>
<tr>
<td>38</td>
<td>IL programmes helps in increasing research output of the users and organisation.</td>
<td></td>
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</tr>
<tr>
<td>39</td>
<td>IL programmes helps in understanding economic, legal and social issues surrounding the use of information.</td>
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</tr>
<tr>
<td>40</td>
<td>It is difficult to organise IL programmes to the senior users of the library who are highly learned in using knowledge for productive research.</td>
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</tr>
<tr>
<td>41</td>
<td>IL programmes should be evaluated from time to time in view of their relevance in the fast technological and subject developments.</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>42</td>
<td>IL programmes are helpful today, as much of the information is available in electronic format.</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

DATE: SIGNATURE OF THE RESPONDENT