APPENDIX

Questionnaire-I
Questionnaire-II
Questionnaire-III
A Study of Total Quality Management (TQM) and its Application in the University Libraries of Karnataka State

(QUESTIONNAIRE – I LIBRARIAN)

Dear Sir/Madam,

I am working on a research project entitled 'A study of Total Quality Management and its Application in the University Libraries of Karnataka State' under the guidance of Dr. S.L. Sangam, Professor and Chairman, Dept. of Library and Information Science, Karnataka University, Dharwad for the award of Ph.D. In this connection, I have designed a questionnaire to collect the relevant data, which will be kept confidential.

All the statements are described in five point scale except Part A; all you need to encircle the number which conveys your true feelings regarding the statement for quality service in the library.

The outcome of this study will help in enhancing the quality of services of university libraries in Karnataka.

I hope, you will extend your co-operation in the completion of this research endeavor.

Thanking you,

Yours sincerely,

(AMRUTH SHERIKAR)
Assistant Librarian (Sr.)
Gulbarga University Library
Gulbarga – 585 106

**PART – A**

1. Name : 
2. Qualification : 
3. Name of the Library : 
4. Year of establishment : 
5. Working Hours of the Library
   5.1 During working days : 
   5.2 During Sundays/Holidays : 
6. Total Library Membership
   6.1 External Library Members
      a. Faculty members : 
      b. Research scholar's :  
      c. Post Graduates : 
      d. Administrative staff : 
      e. Others : 
   6.2 Internal library members
      a. Deputy Librarians : 
      b. Assistant Librarians : 
      c. Professional Assistants : 
      d. Clerical & Official staff : 
      e. Library attenders : 
      f. Cleaners : 
      g. Others : 
7. Total Collection of the Library
   7.1 Paper based material
      a. Books : 
      e. Theses/Dissertations
b. Current Journals

c. Reference Books

d. Rare Books

7.2 Information, Communication technology products

a. Microfilm/Microfiche

b. Audio/Video sources

c. CD-ROM databases

d. Others

7.3 Annual addition of Books/Documents

1998-99 :
1999-00 :
2000-01 :

8 Library Budget

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<tr>
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<tr>
<td>Staff Salary</td>
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<td>Books</td>
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<td>Journals</td>
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<tr>
<td>CD-ROM databases</td>
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<tr>
<td>Others</td>
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8.1 Percentage of Library Budget to the total of University Budget:

9 Library Facilities

Please mark (✓) the facilities that are available in your library

a. Photocopier  

b. Telephone/Intercom  

c. Telex/Fax  

d. TV/VCRs  

e. Microfilm/Microfiche reader  

f. Computers for Library automation  

g. Library software  

h. Bar coding system  

i. Online catalogues  

j. Local area Network  

k. Audio-Visual systems  

l. Scanner/Desktop publishing  

m. Internet  

n. CD-ROM  

o. Career Planning/Placement  

p. Community/Seminar Room  

q. Research Cabins  

r. Newspaper/Magazine section  

s. Browsing/Display Hall  

t. Suggestion/Complaint Box  

u. Generator  

v. Cooling/Heating  

w. Toilets  

x. Others  

10 Library Services

Please mark 'C' if charged, 'F' if it is free and 'N.A' if service is not provided

a. Photocopying  

b. Bibliographies  

c. Paper Clippings  

d. Current Awareness  

e. SDI Service  

f. Reference  

k. Referral  

l. Translation  

m. Inter-library loan  

n. E-mail  

Library statistics

11.1 Average number of readers visited daily
11.2 Average number of documents/products used/consulted daily in the library
11.3 Average number of documents issued daily
11.4 Average number of reference queries attended
   a. On reference desk       c. By post
   b. Telephonically         d. Others

PART-B

Scaling: 1. Not at all, 2. To a little Extent, 3. To some Extent, 4. To a greater Extent, 5. To full Extent

I. Leadership

a. Leadership plays an important role in accomplishing the desired level of efficiency and effectiveness of the library
b. My attitudes convey my commitments and competence for effective library services
   c. I am confident in getting strong management support and commitment
   d. I strengthen interpersonal relationship among library staff by being considerate, showing trust and displaying respect.
   e. I strongly believe in teamwork than an individual work
   f. I believe that, all of us have an equal potential to work for the common purpose
   g. I appreciate an outstanding performance in public and condemn privately for poor performance
   h. Effective co-ordination among library staff are maintained to keep internal customers satisfied
   i. I believe in open decision making through benchmarking and brainstorming
   j. I act as an active agent in incorporating the latest information and communication technology to keep pace with the time
   k. I make sincere efforts to utilize the talents of all the library staff members

II. POLICY AND STRATEGY

a. Library mission and vision statements, goals, objectives and strategies are carefully planned, designed and communicated through staff meetings for service quality.
b. I like to align the library culture, strategy and information-based technology for effective service
c. The library users are made aware about the library policies

d. I take quick decisions on the basis of information provided to me through vertical and horizontal communication

e. I like to maintain team approaches for eliminating unwanted steps in process to improve quality outcome

f. I ensure interdepartmental and inter-personal communication in the library

g. I rely upon the quality teams and subordinated to define problems carefully, understand it and to find solution to them

h. I provide, maintain and review the structured processes for various problems

i. I focus upon the problem definitions, problem documentation, measurement analysis and solutions implementation

j. I believe that, customer service and satisfaction lie at the heart of service quality and they judge the products and services

k. I make use of library data output and measurement tools to compare customers expectation and actual service deliveries

l. I believe in maintaining a baseline for customer satisfaction

m. I conduct periodical survey of the library customer to assess their needs and expectations and also get their perceptions of library product and services

n. The feedback mechanism from the library users will help in improved service

III. Staff Management

a. I receive encouragement from the management to support and recognize library professionals

b. I consider library staff as an asset to be developed rather commodity to be used

c. I want to use workers head and heart in addition to their hands

d. I emphasize on decentralization of decision making than concentrating only on top administration

e. I rely on the delegation of power and responsibility to the matured subordinates to exercise independent judgement

f. Delegation of power does not stop me in monitoring in performance, improving procedures and implementing changes

g. I believe that the frontline staff provided with authority and power to take immediate action to solve problems.

h. I consider that the participative management will increase job satisfaction and promotes creativity than the authoritarian style of management with rigidity and control

i. I emphasis and arrange necessary education, training and career planning to my staff in enhancing their skills for continuos improvements

j. I have full understanding and faith in my employees capabilities and competencies and knowledge and skills in accomplishing specific jobs

k. I conduct periodical the performance appraisal and evaluation of the library staff.

l. I do not consider seniority as a best criteria for promotion
m. The employees will be appropriately awarded for achieving objectives
n. I have provided better intercom services in each section of the library for horizontal and vertical communication

IV. RESOURCES

a. I make proper allocation of library budget based on the optimum utilization
b. I would like to provide an effective quality based library services at a minimal price in short time
c. I select the library suppliers and vendors on the basis of their commitment to supply documents in time with latest editions
d. I believe in using information and communication technology resources along with paper based information resources
e. I make sincere efforts in maintaining the library buildings, books, furniture's and equipment's in a good condition

V. PROCESSES

a. I authorize my staff to identify key processes by breaking the processes in small activities
b. I give an opportunity to individual staff to improve the processes of his/her work
c. I consult my staff and library customers in developing and designing the new processes and overlooking the obsolete processes
d. I insist upon using the analysis tools for identifying success of the library mission

VI. SUGGESTIONS

We appreciate any further suggestions for implementation of Total Quality Management in university libraries

______________________________________

Signature
A Study of Total Quality Management (TQM) and its Application in the University Libraries of Karnataka State

(QUESTIONNAIRE – II FOR PROFESSIONAL STAFF)

Dear Sir/Madam,

I am working on a research project entitled 'A study of Total Quality Management and its Application in the University Libraries of Karnataka State' under the guidance of Dr. S.L. Sangam, Professor and Chairman, Dept. of Library and Information Science, Karnataka University, Dharwad for the award of Ph.D. In this connection, I have designed a questionnaire to collect the relevant data, which will be kept confidential.

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I hope, you will extend your co-operation in the completion of this research endeavor.

Thanking you,

Yours sincerely,

(AMRUTH SHERIKAR)
Assistant Librarian (Sr.)
Gulbarga University Library
Gulbarga – 585 106

PART – A

1. Name :
2. Name of the Library :
3. Year of Joining :
4. Qualification at the time of joining :
5. Designation at the time of joining :
6. Present qualification :
7. Present designation :

PART – B

Scalings: 1. Not at all, 2. To a little Extent, 3. To some Extent, 4. To a greater Extent, 5. To full Extent

1. I feel proud to be part of this library
2. The trust and confidence and healthy atmosphere is prevailing in this library
3. Individual performance targets are very high
4. Improving the individual performance is on continual basis
5. Performance of the library staff is evaluated at a regular intervals
6. Efforts are made to reduce the work tension and fear among the library staff
7. Seniority rather than the Merit-cum-efficiency are criteria for promotion.
8. I am confident that, the management is able to solve my problems
9. Problems concerned to the library are discussed as a regular feature
10. Library staff are considered as an asset for development rather than a commodity
11. Job rotation is a regular feature of this library
12. The Library services, processes and practices are planned keeping in view of users needs and demands
13. Frontline staff is empowered to serve the customers directly
14. The work processes are developed by those staff who carry them out and not the Librarian  
15. The library suppliers and vendors are selected based on their prompt services  
16. The suggestions from the staff are considered sympathetically  
17. The library staff attend the customers' problems very seriously  
18. Excellent and timely service and accurate answers to a query is top priority  
19. The library resources are promptly reshelved within 24 hours  
20. Newly acquired books are processed within a month  
21. The customers' queries are attended instantaneously  
22. Librarian is committed and fully dedicated to the service quality  
23. The librarian’s leadership quality creates and maintains cordial relationship among library staff  
24. I am fully satisfied with the leadership skill of the librarian  
25. Personal loyalty is considered as an important virtue  
26. Important powers and authority are delegated to a responsible and matured staff  
27. Job description and job distribution are clearly stated and is acceptable to me  
28. Staff manual and orientation programmes are the regular feature of the library  
29. Important decisions are taken jointly by the library staff  
30. Effective co-operation and co-ordination exists among the library staff  
31. Effective co-operation and co-ordination exists among inter-departments of the library  
32. Different teams in the library play a significant role in improving the work processes, procedures and practices  
33. Suitable jobs and duties are assigned to the library staff based on their capability  
34. Duties on odd hours and Sundays and holidays are rotated among the equals  
35. I am totally committed to the library goals and values  
36. I accept all the assignments given to me  
37. I involve and supervise the effective performance and productivity of my subordinates  
38. I am accountable and responsible for the job assigned to me  
39. I wait for Sundays and holidays impatiently  
40. I get an opportunity to express my needs and ventilate my grievance  
41. I believe that, I must be courteous have good attitude and helping nature and also treat library customers with respect  
42. I get optimum satisfaction in meeting the customer query  
43. Festivals and other special occasion are celebrated jointly  
44. Library staff are rewarded/ motivated based on the excellence of their job performance  
45. Suggestions  

We appreciate any further suggestions for implementation of Total Quality Management in university libraries  

Signature
A STUDY OF TOTAL QUALITY MANAGEMENT (TQM) AND ITS APPLICATION IN THE UNIVERSITY LIBRARIES OF KARNATAKA STATE
(Questionnaire- III)

Dear Sir/Madam,

I am working on a research project entitled 'A study of Total Quality Management and its Application in the University Libraries of Karnataka State' under the guidance of Dr. S.L. Sangam, Professor and Chairman, Dept. of Library and Information Science, Karnataka University, Dharwad for the award of Ph.D. In this connection, I have designed a questionnaire to collect the relevant data, which will be kept confidential. This will help in enhancing the quality of services of libraries in Karnataka.

All the statements are described in five point scale except Part A; all you need to encircle the number which conveys your true feelings regarding the statement for quality service in the library.

Thanking you for co-operation in this regard.

Yours sincerely,

(AMRUTH SHERIKAR)
Assistant Librarian (Sr.)
Gulbarga University Library
Gulbarga – 585 106

GENERAL INFORMATION

1. Name :
2. Name of the University :
3. Status :
   Faculty
   Research Scholar
   P.G Student
4. Department :
5. Sex :
   Male
   Female
6. Age :
   20-30
   31-40
   41-50
   51 and above
PART - II

Scaling: 1. Not at all, 2. To a little Extent, 3. To some Extent, 4. To a greater Extent, 5. To full Extent

A. COLLECTION OF INFORMATION RESOURCES

1. Indicate the relevance and usefulness of following library collection for your course and research activities

<table>
<thead>
<tr>
<th>Collection Type</th>
<th>Scaling</th>
</tr>
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<tbody>
<tr>
<td>1.1 Books</td>
<td></td>
</tr>
<tr>
<td>1.2 Reference Books</td>
<td></td>
</tr>
<tr>
<td>1.3 Periodicals</td>
<td></td>
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<tr>
<td>1.4 Indexing and Abstracting Journals</td>
<td></td>
</tr>
<tr>
<td>1.5 Thesis/Dissertations</td>
<td></td>
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<tr>
<td>1.6 Bibliographies</td>
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<tr>
<td>1.7 Manuscripts</td>
<td></td>
</tr>
<tr>
<td>1.8 Microfilm/Microfiche</td>
<td></td>
</tr>
<tr>
<td>1.9 Audio/Video Sources</td>
<td></td>
</tr>
<tr>
<td>1.10 CD-ROM Database</td>
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<tr>
<td>1.11 Internet</td>
<td></td>
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</tbody>
</table>

2. The recommendation made by me for the purchase of reading material is accepted by the Library

B. ORGANISATION

1. Directional signs_guides in the library are clear, helpful and meaningful

2. The library classification and cataloguing of Library materials are consistent

3. The printed catalogue is available for searching and getting the reliable information

4. The OPAC is available for searching and getting the reliable information

5. The use of OPAC is familiar and satisfactory

6. It is better to give up search since it is difficult to get relevant information

7. It is easy to locate the library collection viz., Books, Periodicals, Thesis, AV Materials and Reports

8. The Library collection/materials are properly shelved.

9. The Library materials are reshelved promptly

10. I am able to obtain the relevant information from the reference/text books at the time when I need it

11. The Library materials are in good condition

12. The Library has mechanism to tell promptly and accurately where a particular document is available at a given point of time.
C. SERVICES

1. The facilities and services available in the Library are known to me

2. The following Library services are effective
   
   2.1 Indexing and Abstracting ............................................. 1 2 3 4 5
   2.2 Bibliographic ..................................................................... 1 2 3 4 5
   2.3 Newspaper Clipping .......................................................... 1 2 3 4 5
   2.4 Current awareness ............................................................. 1 2 3 4 5
   2.5 SDI .................................................................................. 1 2 3 4 5
   2.6 Photocopying .................................................................... 1 2 3 4 5
   2.7 Reference .......................................................................... 1 2 3 4 5
   2.8 Online catalogue ............................................................... 1 2 3 4 5
   2.9 CD-ROM ........................................................................... 1 2 3 4 5
   2.10 E-MAIL ........................................................................... 1 2 3 4 5
   2.11 Internet ............................................................................ 1 2 3 4 5
   2.12 Use Education ................................................................... 1 2 3 4 5

3. The materials I requested come within the time frame quoted from the restricted collection

4. The Interlibrary loan system effective in satisfying my information needs

5. I Have never been kept waiting in long Que. in circulation

D. LIBRARY PERSONNEL

1. The Library staff attend to my request promptly

2. The Library staff are neat and inviting to the readers

3. The library staff take personal interest when I approach them for information

4. Th library staff are efficient in providing the relevant materials from the library collection

5. The library staff available to me always at reference desk

6. The communicating ability of library staff in providing services

7. Library staff...
   
   7.1 Demonstrate and teach, how to use catalogue and reference books 1 2 3 4 5
   7.2 Encourage me to ask for more information and assistance, if I need 1 2 3 4 5
   7.3 Provide correct answers to my queries ........................................ 1 2 3 4 5
   7.4 Directing me to resourceful libraries for want of resources which are not available in the library. 1 2 3 4 5
   7.5 When I ask for a query, they do not unduly pass on to other staff. 1 2 3 4 5
   7.6 Understand and grasp easily the information, I am seeking. 1 2 3 4 5

8. The Library is well served by the qualified and knowledgeable staff at service points in the library.
E. GENERAL

1. The library staff are adequate
2. The library furniture's provided are convenient and comfortable
3. The library has sufficient research cabins
4. The humidity/temperature setting in the library suits me
5. There is sufficient lighting and ventilation in library to carry out my work comfortably
6. The study halls are silent enough to enable me to work peacefully
7. There is sufficient and clean maintained toilets in the library
8. I feel safe in the library building
9. There is sufficient clean drinking water taps in the library building
10. The library has attractive interiors
11. The Library provides me pencil, sharpener, stapler, punching machine, alpines etc. when needed
12. It is easy to make compliment, complaint, suggestion about library services and conditions
13. The library acts promptly when I make a complaint
14. The following equipment's are in good working conditions
   14.1 Photocopier
   14.2 Audiovisual Aids
   14.3 Microfilm/Microfiche readers
   14.4 Computer systems
   14.5 Printers
15. The photocopier machines, that are available in the library are sufficient to use
16. The computer terminals are readily available for use without waiting
17. The Library Opening/closing hours are convenient and ideal
F. SUGGESTIONS

1. What areas of library services do you like to improve

2. What library services that you appreciate most

3. What is one thing which your library need to improve

4. What your library is doing that you really do not care about

5. Any other

Signature