Dear Sir/J小姐,

I have taken up a study to investigate the adequacy of the University Libraries in Korea during the first five years of the Ph.D. Programme. The aim of the study is to examine the needs for new investments in the University Libraries in Korea and to evaluate the progress towards the goal of making the services as satisfactory as possible. I am pleased to enclose a questionnaire for completing the necessary data. The name of the University Libraries in Korea.

I would be highly grateful if you could spare some time and help me in this academic pursuit. By completing the questionnaire, you are helping to ensure that your valuable input is incorporated into the study. The results of this study will be of great importance for the development of the libraries.

I shall be deeply indebted if you would kindly fill up the questionnaire and return the same at the earliest. I would request you to let me know that the data collected will be treated as confidential and will be used only for the purpose of this study.

Thanking you,

[Signature]

APPENDICES
APPENDIX I

Trivandrum,
2nd May, 1990.

Dear Sir / Madam,

I have taken up a study 'An investigation into the finances of the University Libraries in Kerala during the Plan Periods' for my Ph. D Programme. The aim of the study is to examine the fiscal Investment in the University Libraries in Kerala and assess how far the present fiscal investment is satisfactory in providing need-based library services to the users. With this purpose in view, I have drawn the enclosed questionnaire for collecting the requisite details from the users of the University Libraries in Kerala.

I know I am encroaching on your valuable time but I hope you will bear with me and help me in this academic pursuit by responding to this questionnaire. May I emphasise that your whole-hearted Cooperation is very essential for the success of the survey?

I shall be deeply obliged if you will kindly fill up the questionnaire and return the same at the earliest. I hereby assure you that the data collected will be treated as confidential and it will be used only for the purpose of this study.

Thanking you,

Yours Sincerely,

O. DEVARAJAN
Lecturer,
Dept. of Library & Information Science,
University of Kerala,
Trivandrum - 34.
QUESTIONNAIRE

(Note: Please put tick mark where box is available and write wherever necessary.)

A. GENERAL

1. Name

2. Designation

<table>
<thead>
<tr>
<th></th>
<th>Student</th>
<th>Research Scholar</th>
<th>Teacher</th>
<th>Others</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. Foreign languages known other than English

<table>
<thead>
<tr>
<th></th>
<th>Russian</th>
<th>German</th>
<th>French</th>
<th>Others</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4. Area of your subject interest.

B. PHYSICAL FACILITIES

1. Do you use the University Library regularly?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. How do you find the general layout of the library?

<table>
<thead>
<tr>
<th></th>
<th>Easy to follow</th>
<th>Difficult</th>
<th>Inconvenient</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. When you wish to use the library, do you find a place in the following sections.

<table>
<thead>
<tr>
<th></th>
<th>Always</th>
<th>Usually</th>
<th>Sometimes</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Periodical Section</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b) Reference Section</td>
<td></td>
<td>( )</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c) Stack room Section</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d) General Reading Section</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>e) Any other section (please specify)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
4. What is your opinion regarding the physical facilities (chairs, tables, fans and light arrangements) available in the library?

<table>
<thead>
<tr>
<th>Adequate</th>
<th>Partially Adequate</th>
<th>Inadequate</th>
</tr>
</thead>
</table>

C. COLLECTION

1. To what extent are your requirements such as learning, teaching and research met by the following collections in the University Library?

<table>
<thead>
<tr>
<th>Adequate</th>
<th>Partially Adequate</th>
<th>Inadequate</th>
</tr>
</thead>
</table>

i) Current Periodicals

ii) Back volumes of periodicals

iii) Books, Monographs, Text Books

iv) Reference books

v) Technical Reports

vi) Proceedings of conferences and seminars

vii) Patents and Standards

viii) Dissertations & Thesis

ix) Indexing, Abstracting and Reviewing Periodicals

x) Bibliographies

2. Do you get your reading materials in due time?

- Always
- Sometimes
- Never

3. Do you feel that useful periodicals subscribed earlier in the University Library are discontinued?

- Yes
- No

If your answer is "YES", Please mention such periodicals which must be essentially subscribed by the library in the order of your preference:

i) 

ii) 

iii) 

iv) 

v)
4. Are there any particular periodicals (not indicated in 3 above) you would like to read but not available in the University Library?

Yes ☐ No ☐

If your answer is 'YES', please list the name of periodicals:

i) ☐
ii) ☐
iii) ☐

5. Do you use non-book materials like microfilm, microfiche etc in the University Library?

Yes ☐ No ☐

If your answer is 'YES', state to what extent your requirements are met by these collections.

Adequate ☐ Partially adequate ☐ Inadequate ☐

6. Do you visit other libraries in case your requirements are not fully met by the University Library?

Yes ☐ No ☐

If the answer is YES, please name the libraries.

i) ☐
ii) ☐
iii) ☐

D. STAFF

1. Have you ever asked for assistance from library staff for the following purposes

   a) To locate books ☐
   b) To locate current and back issues of periodicals ☐
   c) To understand the various reference books ☐
   d) To compile a bibliography ☐
   e) To locate a specific piece of information ☐
   f) For other purposes (Please specify) ☐

   Yes ☐ No ☐
2. What is your opinion about the library staff in the University Library about the following:

   |       | Yes | No |
---|---|---|---|
a) Always ready to help  |  | 0 |
b) Too busy to help    |  | 0 |
c) Not adequate in number |  | 0 |
d) Incompetent to help |  | 0 |

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

   |       | Yes | No |
---|---|---|---|
   |  | 0 |

E. SERVICES

1. The following are some of the services rendered to the users by the University Library. Do you utilize such services?

   |       | Yes | No |
---|---|---|---|
i) Reference service     |  | 0 |
ii) Latest addition list of books |  | 0 |
iii) Reprographic services |  | 0 |
iv) Inter-library loan services |  | 0 |
v) Reservation of books |  | 0 |
vi) Current contents service |  | 0 |
vii) Any other service (Specify) |  | 0 |

2. Do you think that the aforesaid services are adequate for your learning, teaching and research work?

   |       | Yes | No |
---|---|---|---|
   |  | 0 |

If your answer is 'No', do you think any of the following additional services are necessary? (Indicate your preference by 1, 2, 3, etc)

a) Newspaper clipping service
   (A service based on important information taken from newspapers)
   |  | 0 |

b) Selective Dissemination of Information (SDI)
   (An intensified personalised service given to the user by routing latest information in his/her field of specialization)
   |  | 0 |
c) Referral Service
   (Directional service given to the user regarding availability of information in another institution)

   ☐

   d) Translation service

   ☐

   e) Library Bulletin
   (Publication which contains research in progress, research already completed and other relevant information)

   ☐

   f) Bibliographical services
   (Compilation of bibliographies on demand from users)

   ☐

   g) User education
   (Instruction given to the users to help them make the best use of library materials)

   ☐

   h) Data service.

   ☐

   i) Any other service (Specify)

3. Do you think that the present system of manual library operations and services in the University is time consuming and not very effective?

   Yes ☐  No ☐

   If your answer is YES, do you think that the use of computers in the University Library can improve the situation?

   Yes ☐  No ☐

F. SUGGESTION

   Please give your suggestions for eliminating the existing problems especially financial problems and improving library services in the University Library.
APPENDIX II

INTERVIEW SCHEDULE FOR SECTION HEADS IN THE UNIVERSITY LIBRARIES

1. Name of the Section

2. What are the important objectives and functions of the section.
   i) 
   ii) 
   iii) 
   iv) 
   v) 

3. Working hours of the section

4. What is your opinion about the working space in your section
   a) Working space for staff Adequate Inadequate
   b) Working space for users
      (If it is a service section like Reference Section, Periodical Section, etc)

      If your answer is 'INADEQUATE' suggest approximate area (in sq.ft.) required to work the section effectively. ............... 

5. Do you feel that adequate library equipments are available in the section to meet the objectives of the section

   If your answer is 'NO' please suggest the essential library equipments (including conventional and modern) to be purchased and their approximate cost.
Name of equipment/s

i)

ii)

iii)

iv)

v)

6. Do you feel that reading materials/services available in the section are adequate to meet the requirements of the users.

Adequate  Inadequate

If your answer is 'INADEQUATE' do you think that this is mainly due to inadequate finance.

YES  NO

7. Strength of personnel working in the section (Give numbers)

Professional  Semi-Professional  Non-Professional

8. What is your opinion about the present manpower position in the section?

Excess  Adequate  Inadequate

9. What are the programmes/activities/services and the number of personnel engaged to execute each programme.

Name of the programme  No. of professional staff  No. of Semi-professional staff  No. of Non-professional staff

i)

ii)
10. Have you left out any programme/s or service/s at any
time in the section due to lack/inadequacy of staff.

   YES □   NO □

11. Do you have any new programme/s or service/s other than
the existing ones to be started to achieve the ultimate
objectives of the section

   YES □   NO □

If your answer is 'YES' list the programme/s and
number of additional staff required to execute the
programme/s or service/s.

Name of the   No. of Prof-   No. of Semi-   No. of Non-prof
programme/s   essional   profess-   essional
              staff       ional staff   staff

i)                     

ii)                    

iii)                   

iv)                    

12. What is your opinion about the application of computer
in your section as a means of enabling it to function
more speedily, effectively and economically.

13. Please give your suggestions to overcome the problems
especially fiscal problems in your section.
APPENDIX III

INTERVIEW SCHEDULE FOR UNIVERSITY LIBRARIANS/ DEPUTY LIBRARIANS

1. Name of the University Library

2. What are the major objectives of the university library?
   i)
   ii)
   iii)

3. What is your opinion about the provision of space in the University Library
   a) Working space for staff  Adequate  Inadequate
   b) Working space for users

   If your answer is 'INADEQUATE' suggest approximate area (in sq.ft.) required to work the library effectively. ...............

4. Do you think the library equipments presently available in the library are adequate to fulfil the objectives of the library.
   YES  NO

   If your answer is 'NO' please suggest the essential library equipments to be purchased and their approximate cost.

   Name of equipment/s  Cost
   i)
   ii)
   iii)
   iv)
   v)
5. What is your opinion about the adequacy of the following for fulfilling the requirements of the users.

   | Adequate | Inadequate |
---|-----------|------------|
 a) Reading materials | [ ]        | [ ]        |
 b) Staff               | [ ]        | [ ]        |
 c) Services            | [ ]        | [ ]        |

6. How do you feel about the present manpower position in the library.

   | Excess | Adequate | Inadequate |
---|--------|----------|------------|
 [ ] |         | [ ]      | [ ]        |

7. Have you left out any programme/service during the last 10 years due to lack of staff and finance.

   | YES | NO |
---|-----|----|
 [ ] |    | [ ]|


 a) Line budgeting
 b) Programme budgeting
 c) Performance budgeting
 d) By comparison with past expenditures
 e) By using arbitrary standards and norms
 f) Any other (Specify)

9. Do you think that the present method of budget allocation is adequate to fulfil the objectives of the library.

   | YES | NO |
---|-----|----|
 [ ] |    | [ ]|
If your answer is 'NO' indicate the approximate adhoc amount required for the following

<table>
<thead>
<tr>
<th>Item</th>
<th>Approximate cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Purchase of books and periodicals</td>
<td></td>
</tr>
<tr>
<td>b) Equipments</td>
<td></td>
</tr>
<tr>
<td>c) Extension of the library building</td>
<td></td>
</tr>
<tr>
<td>d) Staff salary (for appointing additional staff)</td>
<td></td>
</tr>
<tr>
<td>e) For starting additional service</td>
<td></td>
</tr>
<tr>
<td>f) Stationary</td>
<td></td>
</tr>
<tr>
<td>g) Contingencies</td>
<td></td>
</tr>
</tbody>
</table>

10. Please give your suggestions inorder to overcome the problems especially fiscal problems in the University Library.