APPENDIX II

QUESTIONNAIRE FOR USERS

Dear Sir/Madam,

I am conducting a research study on the topic ‘Use of Online Public Access Catalogue in University Libraries of Chandigarh and Punjab: A Study’ as a part of my Doctoral Dissertation. For this purpose, a questionnaire has been designed to collect the data on various aspects of the above topic. Your cooperation is appreciable and you are requested to kindly fill up the questionnaire. The information provided by you will be used only for academic purpose and will be kept confidential.

Shiv Kumar
Research Scholar
Department of Library and Information Science
Panjab University
Chandigarh - 160014

Note: i) Please fill up the information in the blank space provided,
ii) Tick √ appropriate answer.

1. Personal information

a) Name of the University:
   P.U., Chandigarh ( ) Pbi.U., Patiala ( )
   GNDU, Amritsar ( )

b) Designation:
   Faculty member ( ) Research scholar ( )
   Post graduate ( )

c) Discipline:
   Basic sciences ( ) Applied sciences ( )
   Social sciences ( ) Humanities ( )
   Any other (Please specify): .............................................

   d) Gender:
      Male ( ) Female ( )

   e) Age (in years):
      Below 25 ( ) Between 26-35 ( )
      Between 36-45 ( ) Above 45 ( )

   f) Background:
      Urban ( ) Rural ( )
2. **Computer literacy**
   a) How do you rate your computer skills/knowledge?
      - Excellent ( )
      - Above average ( )
      - Average ( )
      - Below average ( )
      - Extremely poor ( )
   
   b) Do you search the information on the Web/Search engines?
      - Very frequently ( )
      - Frequently ( )
      - Occasionally ( )
      - Rarely ( )
      - Never ( )

3. Are you aware of the OPAC (Online Public Access Catalogue)/computerised catalogue facility being provided in your library?
   - Yes ( )
   - No ( )

   If yes, how often do you use the OPAC?
   - Very frequently ( )
   - Frequently ( )
   - Occasionally ( )
   - Rarely ( )
   - Never ( )

   *If the answer is ‘Never’, please go to Question Nos. 4-5, otherwise Question No. 6 and onwards.*

4. Why don’t you use the OPAC? (You may Tick √ more than one appropriate answer)
   - Lack of knowledge ( )
   - Complicated/confusing to use ( )
   - No output/null retrieval ( )
   - Lack of online help ( )
   - Lack of assistance from library staff ( )
   - Slow speed ( )
   - Lack of computer systems ( )

5. Then how do you locate the documents available in your library?
   (You may Tick √ more than one appropriate answer)
   - Consult card/print/manual catalogue ( )
   - Search shelves/stack area yourself ( )
   - Ask library staff ( )
   - Ask friends ( )

6. If preference given, which form of the catalogue would you prefer?
   - OPAC ( )
   - Card/print/manual catalogue ( )

7. How do you rate your knowledge about using the OPAC?
   - Excellent ( )
   - Above average ( )
   - Average ( )
   - Below average ( )
   - Extremely poor ( )
8. For what purpose, do you use the OPAC in your library? (You may Tick √ more than one appropriate answer)

To know the availability of required document ( )
To know whether the required document issued ( )
To know the location of required document ( )
Any other(s) (Please specify): .................................................................

9. Type of searches/searching methods

a) Are you aware of the following type of searches in the OPAC? If ‘Yes’ what is the frequency of use?

<table>
<thead>
<tr>
<th>Type of search</th>
<th>Aware</th>
<th>Frequency of use</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Very frequently</td>
<td>Frequently</td>
</tr>
<tr>
<td>Simple</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>Advanced</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>Boolean</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>Truncation</td>
<td>( )</td>
<td>( )</td>
</tr>
</tbody>
</table>

b) What are the reasons for ‘Very Frequently’ or ‘Frequently’ used type of search?

Comparatively good knowledge to search ( )
Comparatively easy to search ( )
Any other(s) (Please specify): .................................................................

c) Do you face any problem in ‘Very Frequently’ or ‘Frequently’ used type of search?

Yes ( ) No ( )
If yes, please specify: ..................................................................................

d) What are the reasons/problems for ‘Rarely’ or ‘Never’ used types of search?

Lack of knowledge ( )
Complicated/confusing to use ( )
Do not know how to narrow/expand search results ( )
No output/null retrieval ( )
Lack of online help ( )
Lack of assistance from library staff ( )

10. Access points

a) Are you aware of the following access points in your OPAC? If ‘Yes’ what is the frequency of use?

<table>
<thead>
<tr>
<th>Access points</th>
<th>Aware</th>
<th>Frequency of use of access points</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Very frequently</td>
<td>Frequently</td>
</tr>
<tr>
<td>Author</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>Title</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>Subject</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>Keyword</td>
<td>( )</td>
<td>( )</td>
</tr>
</tbody>
</table>

viii
b) What are the reasons for ‘Very frequently’ or ‘Frequently’ used access points?
   Comparatively good knowledge to search ( )
   Comparatively easy to search ( )
   Any other(s) (Please specify): .................................................................

c) Do you face any problem in ‘Very frequently’ or ‘Frequently’ used access points?
   Yes ( ) No ( )
   If yes, please specify: ............................................................................

d) What are the reasons for ‘Rarely’ or ‘Never’ used access points?
   Lack of knowledge ( )
   Complicated/confusing to use ( )
   Do not know how to narrow/expand search results ( )
   No output/null retrieval ( )
   Lack of online help ( )
   Lack of assistance from library staff ( )

11. On-screen help / user assistance
a) Are you aware of on-screen help/user assistance available on the screen/interface of your OPAC?
   Yes ( ) No ( )

   If yes, do you use on-screen help/user assistance available on the screen/interface of your OPAC?
   Very frequently( ) Frequently ( )
   Occasionally ( ) Rarely ( )
   Never ( )

   If you use, does it guide you properly?
   Yes ( ) No ( )

b) How easy/user friendly is it to use?
   Very easy ( ) Easy ( )
   Difficult ( ) Moderately easy ( )
   Very difficult ( )

12. User orientation programme
a) Are you aware of user orientation programme about using the OPAC being provided in your library?
   Yes ( ) No ( )

   If yes, did you attend it?
   Yes ( ) No ( )

   If yes, it helps in searching the OPAC.
   Strongly agree ( ) Agree ( )
   Disagree ( ) Strongly disagree ( )
   Neutral ( )
b) How many times do you wish it to be conducted in a year?
   Once ( ) Twice ( ) Thrice ( ) Four times ( ) More than four times ( )

c) If you have attended user orientation programme, was the size of a group of users to attend it suitable (not too large) to solve your queries?
   Strongly agree ( ) Agree ( ) Disagree ( ) Strongly disagree ( ) Neutral ( )

13. **Impact of the Web/Search engines on users**
   a) Do you search the information through your OPAC in the same manner/way as you do through Search Engines (Google, Yahoo, etc.)?
      Yes ( ) No ( )
   b) Do you know that your OPAC does not work like Search engines?
      Yes ( ) No ( )

14. **No output/ null retrieval**
   a) When your search does not retrieve the required information about the document through the OPAC, what do you think?
      Not available in the library ( ) You are unable to operate OPAC ( ) Some problem in OPAC ( )
      Any other(s) (Please specify): ........................................
   b) What do you do when your search provides no output or desired result/ null retrieval?
      Change search strategy ( ) Change keyword ( ) Check typographical/spelling error ( ) Ask library staff ( )
      Get confused & abandon ( ) Ask friends ( )

15. **The assistance of library staff**
   a) Is there availability of library staff for the assistance near the OPAC?
      Always ( ) Usually ( ) Occasionally ( ) Rarely ( ) Never ( )
   b) Do you need the assistance from library staff near the OPAC in searching it?
      Always ( ) Usually ( ) Occasionally ( ) Rarely ( ) Never ( )

16. **Computer systems for using the OPAC**
   a) Number of the computer systems for the OPAC use is adequate in the library.
      Strongly agree ( ) Agree ( ) Disagree ( ) Neutral ( ) Strongly disagree ( )
b) How do you rate the speed of computer systems?
   Very fast ( ) Fast ( )
   Moderately fast ( ) Slow ( ) Very slow ( )

17. How easy/user friendly is your OPAC to use?
   Very easy ( ) Easy ( )
   Moderately easy ( ) Difficult ( ) Very difficult ( )

18. Overall, to what extent are you satisfied with your OPAC?
   Fully satisfied ( ) Satisfied ( )
   Moderately satisfied ( ) Dissatisfied ( ) Very dissatisfied ( )

19. What would you like to have in your OPAC? (You may Tick √ more than one appropriate answer).
   Automatic error correction ( )
   Simpler search options ( )
   More user friendly search assistance/online help ( )
   Online tutorial to learn how to use ( )
   To function (work) like Search engines ( )
   To provide links/hyper links for online resources ( )
   Any other(s) (Please specify): ......................................................

Thank you very much for your cooperation and valuable contribution.