APPENDIX A

QUESTIONNAIRE

Impact of Information Technology on Information Seeking Behaviour of Users of Corporate Libraries in Chennai (Tamilnadu)

(Please Tick ✓ / Fill-up as appropriate)

A. Organisation Profile

A.1 Name of the Organisation ___________________________________________

A.2 Address ___________________________________________________________

A.3 Year of Establishment ______

A.4 Type of Organisation

1. Manufacturing 8. Media
4. Commerce/Trade 11. Food Products
5. Engineering 12. Automobile and Auto Components
7. Information Technology 14. Others

A.5 Staff Strength ______ Nos. approximately

B. Personal Information

B.1 Name ____________________________________________________________

B.2 Designation ______________________________________________________

B.3 Qualification _____________________________________________________

B.4 Field of specialisation ____________________________________________
B.5  Area / Department of your work

R&D  ☐  Technical  ☐
Production  ☐  Quality  ☐
Engineering  ☐  Marketing  ☐
Finance  ☐  Personnel  ☐
Others (Please Specify)  ☐

B.6  Your level in the Staff Structure of your organisation?

Senior Management  ☐
Middle Management  ☐
Junior Management  ☐

B.7  Age

☐  21-30 Yrs ☐  31-40 Yrs ☐  41-50 Yrs
☐  51-60 Yrs ☐  60 + Yrs  ☐

B.8  Experience

☐  1-5 Yrs ☐  6-10 Yrs ☐  11-15 Yrs
☐  16-20 Yrs ☐  > 20 Yrs  ☐

B.9  Where do you reside

Company campus  ☐
Outside  ☐

If outside, distance between work place and residence?

___________  Kms

B.10  Do you have computer at home?

Yes / No
B.11 If you have computer at home, for what purpose you make use of it?

Information Storage
Information Processing
Internet Browsing

C. INFORMATION AWARENESS / CHANNELS

C.1 Do you require information?

Work Related
Non-Work Related
Both

C.2 How often you collect information?

Occasionally
Regularly
Need based

C.3 What are the sources / means from which you collect information?

**Internal Sources**

Personal Knowledge / experience
In-house library
Colleagues
Company Meetings / Training Programmes / Courses
Company Manuals / Documents / Reports
INTERNET at office
Others (Specify)
**External Sources**

Professional contacts outside

Libraries (External)

Conferences / Seminars / Workshops

Professional / Industrial Associations

INTERNET at home / Outside

Browsing Centres

Others (Specify) ____________________

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**D. ORGANISATION / COMPANY LIBRARY FACILITIES**

D.1 Does your company have Library facility?

- Separate organised library
- Store of Books in cupboards
- Individual holdings / Collection
- No library concept

D.2 What are the following type of collections your library has, as you know?

- Books
- Periodicals
- Standards
- Patents
- Technical Reports
- Microfilm
- Microfiche
- Audio/Visual
- CD-ROM Databases
- Digital Collection
E-Books
E-Journals
Others (specify)

D.3 Does your library use computers?

Does the library have Computer(s)?  Yes / No
If yes, whether  Stand alone  LAN terminal (s) 
If LAN, is it a LAN within library?  Yes / No
If not, part of  Company wide computer network ?

D.4 What are the IT based Services of the Library you have availed in the past?

Online Public Access Catalogue (OPAC)
Circulation (Computer based)
INTERNET Service
Information download from INTERNET
CD-ROM Search Service
Online Search Service
E-Journals Service
Others (Specify) 

D.5 How frequent you use IT based Services from the Library?

<table>
<thead>
<tr>
<th>Service</th>
<th>Extensively</th>
<th>Frequently</th>
<th>Often</th>
<th>Seldom</th>
<th>Rarely</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catalogue (OPAC)</td>
<td></td>
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<td></td>
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<tr>
<td>Circulation (Computerised)</td>
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<td></td>
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<tr>
<td>INTERNET Service</td>
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<tr>
<td>Information download from INTERNET</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Online Search Service</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>E-Journals Service</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Others (Specify)</td>
<td></td>
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</tr>
</tbody>
</table>
D.6 How do you rank the following IT based Services?
(Please rank first Five Services in the order of importance by assigning No. 1 – 5, 1 being the top rank)

Online Public Access Catalogue (OPAC) □□
Circulation (Computer based) □□
INTERNET Service □□
Information download from INTERNET □□
Online Search Service □□
CD-ROM Search Service □□
E-Journals Service □□

E. IMPACT OF INFORMATION TECHNOLOGY

E.1 Are you more comfortable using your company Library since introduction of IT in the Library than the past?

No □□
Fairly □□
To a considerable extent □□
To a very good extent □□
To a great extent □□

E.2 Are you able to use Computerised Catalogue (OPAC) better than card / other form of Catalogue(s) ?

No □□
Fairly □□
To a considerable extent □□
To a very good extent □□
To a great extent □□
E.3 Has the Computerised Catalogue (OPAC) brought down the time of your Search in general?

No
Fairly
To a considerable extent
To a very good extent
To a great extent

E.4 Has IT based Services increased the accessibility to resources of Information?

No
Fairly
To a considerable extent
To a very good extent
To a great extent

E.5 Are you getting Information what you require faster due to IT application than the past?

No
Fairly
To a considerable extent
To a very good extent
To a great extent

E.6 Do IT based Resources and Services have enhanced your usage of Library resources?

No
Fairly
To a considerable extent
To a very good extent
To a great extent
E.7 Have the IT based Resources and Services at the Library in anyway influenced the way you use Library and its resources?

No
Fairly
To a considerable extent
To a very good extent
To a great extent

E.8 Do you require any other innovative IT based Service(s) to be introduced in your company Library?

Yes / No

If yes, please list below your suggestions

E.9 Are you willing to pay, if such Service(s) is introduced?

Yes / No

E.10 Do you use Electronic / Digital information sources?

Never
Rarely
Occasionally
Often
Frequently
E.11 When you Search for Information do you search into Electronic / Digital Collection(s) also?

Never ☐
Rarely ☐
Occasionally ☐
Often ☐
Frequently ☐

E.12 Do you Browse / Search INTERNET for information?

Yes / No ☐

E.13 Where do you Browse INTERNET normally?

At Home ☐
At Work ☐
At Browsing Centre ☐

E.14 How many hours a week you Browse INTERNET on an average?

< 5 Hrs ☐
< 10 Hrs ☐
< 15 Hrs ☐
> 15 Hrs ☐

E.15 Are you getting the required Information from the INTERNET?

Always ☐
Sometimes ☐
Never ☐
E.16 Are you familiar with or make use of INTERNET Subject Gateways?

Yes / No

E.17 How far you are able to use the INTERNET and its resources effectively?

Satisfactory level

Average level

Not satisfactory

E.18 Have you ever felt that you have shifted from using purely Printed Resources to Computer / Digital / Electronic resources like E-Books, E-Journals, CD-ROM Databases, INTERNET Resources etc?

Yes, Partially

Yes, Moderately

Yes, Fully

E.19 Have you ever felt difficulty so as to make use of IT based Resources and Services?

Yes / No

If yes, kindly comment __________________________________________

________________________________________________________________

________________________________________________________________
E.20 Overall, how would you rate the application of Information Technology (IT) for Information seeking for your Information requirement?

Excellent
Very Good
Good
Fair
Poor

E.21 Please feel free to give any other comments / suggestions / information that you feel relevant to this study.

Date

Signature
## APPENDIX B

### LIST OF CORPORATE HOUSES SURVEYED

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Name of Company</th>
<th>Address and Contact Details</th>
</tr>
</thead>
</table>
| 1.      | Apollo Hospital Limited          | # 21, Greams Lane  
Off Greams Road  
Chennai 600 006  
Phone: 2829 3333, 2829 0200  
Fax: 2823 4429  
Website: www.apollohospitals.com |
| 2.      | Ashok Leyland Limited            | Ennore  
Chennai 600 057  
Phone: 25751011, 25751001  
Fax: 25751798  
Website: www.ashokleyland.com |
| 3.      | Bharat Heavy Electricals Limited | Periyar EVR Building  
# 474, Anna Salai  
Nandanam  
Chennai 600 035  
Phone: 2433 0015  
Fax: 2432 0269  
Website: www.bhel.com |
4. Bharat Petroleum Corporation Limited

# 1, Ranganathan Gardens
Off 11th Main Road
Anna Nagar
Chennai 600 040
Phone : 2621 6869
Fax : 2621 5460
Website : www.bharatpetroleum.com

5. Brakes India Limited

Padi
Chennai 600 050
Phone : 26529527, 26529577
26529684
Fax : 26257844
Website: www.brakesindia.com

6. Britannia Industries Limited

MTH Road
Padi
Chennai 600 050
Phone : 2625 8461, 2624 8956
Fax : 2625 8563

7. Carborundum Universal Limited

PB No. 2272
Tiruvottiyur
Chennai 600 019
Phone : 5221 1000 / 1221
Fax : 2573 3499 / 0717 / 1027
Website : cumi.murugappa.com
8. **Express Publications (Madurai) Limited**

Express Estates  
Anna Salai  
Chennai 600 002  
Phone : 2846 1818  
Fax : 2846 1829  
Website : www.epmltd.com

9. **Ford India Limited**

Via S P Koil Post  
Maraimalai Nagar  
Chengalpattu 603204  
Phone : 27459375, 27459218  
Website : www.india.ford.com

10. **Kasturi & Sons Limited**

#859 - 860, Anna Salai  
Chennai 600 002  
Phone : 2841 3344  
Fax : 2841 5325

11. **Lucas-TVS Limited**

Padi  
Chennai 600 050  
Phone : 2625 8211 / 2625 8282  
Fax : 2625 7215 / 2625 0306  
Website : www.lucas-tvs.com
12. **MECON Limited**

J-5, 6th Avenue  
Anna Nagar East  
Chennai 600102  
Phone: 26261911, 26269743  
26261914, 26268218  
Fax: 2626 1474  
Website: www.meconlimited.com

13. **MRF Limited**

T H Road  
Thiruvottiyur  
Chennai 600 019  
Phone : 2573 3411  
Fax : 2573 3166  
Website : www.mrftyres.com

14. **Oil and Natural Gas Corporation Limited**

CMDA Towers, 9th Floor  
# 8 Gandhi Irwin Road  
Egmore  
Chennai 600 088  
Phone : 2853 5110, 2852 0150  
Fax : 2853 4088  
Website : www.ongcindia.com

15. **Orchid Chemicals & Pharmaceuticals Limited**

# 476/14, Old Mahabalipuram Road  
Sholinganallur  
Chennai 600 119  
Phone : 2450 1474, 2450 2246  
Fax : 2450 1396  
Website : www.orchidpharma.com
16. RAMCO Systems Limited

# 64, Sardar Patel Road
Taramani
Chennai 600 113
Phone : 2235 4510
Fax : 2235 2884
Website : www.ramco.com

17. Royal Enfield Limited

(A Unit of Eicher Motors Limited)
T H Road
Tiruvottiyur
Chennai 600 019
Phone : 52043300, 52230400
Fax : 5204 4443
Website : www.royalenfield.com

18. SRF Limited

Manali Industrial Area
Manali
Chennai 600 068
Phone : 2594 1073
Fax : 2594 1159
Website : www.srf.com

19. Sundaram Brake Linings Limited

Padi
Chennai 600 050
Phone : 2625 8111 / 2625 8399
Fax : 2625 7572
Website : tvsbrakelinings.com
20. Sundaram-Clayton Limited

Padi
Chennai 600050
Phone : 26258212
Fax : 26258518
Website : www.sundaramclayton.com

21. Tata Consultancy Services Limited

# 21, Ambattur Industrial Estate
Ambattur
Chennai 600 058
Phone : 2625 6437
Fax : 2625 5199
Website : www.tcs.com

22. TI Cycles of India Limited

Post Bag No. 5
Ambattur
Chennai 600 053
Phone : 52093434
Fax : 52093457, 52093434
Website : www.tiindia.com/Div_Cycles.html

23. TI Diamond Chain India Limited

Post Bag No. 11
M.T.H Road
Ambattur
Chennai 600 053
Phone : 52235555
Fax : 52235516
Website : www.tidiamond.com
24. Tractors and Farm Equipment Limited (TAFE)

    Huzur Gardens
    Sembiam
    Chennai 600 011
    Phone : 2537 5861-64
    Fax : 2537 5865
    Website : www.tafe.com

25. Tube Investments of India Limited

    Dare House
    # 234 N S C Bose Road
    Chennai 600 001
    Phone : 52177770
    Fax : 52110404
    Website : www.tiindia.com

26. Tube Products of India Limited

    Post Box No 18
    MTH Road
    Avadi
    Chennai 600054
    Phone : 26384040, 2638 3323
    Fax : 26384051, 2638 3110
    Website : www.tubeproductsindia.com

27. Wheels India Limited

    Padi
    Chennai 600 050
    Phone : 2625 8511
    Fax : 2625 7121
    Website : www.wheelsindia.com