APPENDIX-III

USERS' SURVEY OF DELHI PUBLIC LIBRARY SYSTEM : QUESTIONNAIRE

Please provide information about all the questions. This is for research purpose. The information will remain strictly confidential.

PERSONAL INFORMATION

Name: 
Address: 
Age: 
Educational level: 
Sex (M/F): 
Religion: 
Caste: 

INTRODUCTION WITH THE LIBRARY

Through whom did you come to know about the library? Parents/Friends/Teachers/Self/ Brother/ Sister.

Your association with the library.

What was your age at that time?

Are you a member of the library?

What is the distance between the library and your house?

What difficulties did you face in becoming the member of the library please state in brief.

Any other information you would like to give.
USE OF THE LIBRARY

1. How frequently do you use the library:

I. Every day
II. Once in a week.
III. Fortnightly
IV. Monthly
V. Occasionally
VI. Never

How many hours do you devote in the library?

Please state your purpose for visiting the library.

Do you know other public libraries located in Delhi? If yes, please name a few:

Please tick a (right) mark in the sections which you have visited.

I. Circulation. II. Periodicals
III. Reference IV. Children
V. Reprography VI. Gramophone
VII. Social Education VIII. Newspaper & magazine
IX. Administration.

Are you satisfied with the location of the library? If no, please suggest the alternative location.

Please comment about the following:

I. Room Satisfied/ Not Satisfied
II. Chairs Satisfied/Not Satisfied
III. Fan/ Heaters Satisfied/Not Satisfied
IV. Sanitation Satisfied/Not Satisfied
V. Canteen Satisfied/Not Satisfied

8. What type of disturbances do you find in the library?
   I. Disturbance by the Library staff Yes/No
   II. Disturbance by the Traffic Yes/No
   III. Disturbance by the Electric goods Yes/No
   IV. Disturbance by the Readers Yes/No

9. Do you want that the library Yes/No
to be airconditioned?

10. Do you want that the library should Yes/No
    remain open on Sundays and holidays?

11. Any other information you would like to give:

CIRCULATION WORK

. Are the working hours suitable to you? Yes/No
. What should be the working hours according to you?
. How much time it takes in getting
   a book issued?
. Do you want more library tickets/books issued for members? Yes/No
. Are you satisfied with the loan period of the book? If no, please state the loan period.
. Do you want any change in the overdue charges? Yes/No
   If yes, please specify the change:
. Do you get latest books on the shelves? Yes/No

Any other information you would like to give:
NEWSPAPERS, MAGAZINES & PERIODICALS

1. Which of the following do you consult in the library:
   - Newspapers Yes/No
   - Magazines Yes/No
   - Journals Yes/No
   - Bound Journals Yes/No

2. Do you easily get the above materials? Yes/No

3. Do you get latest magazines in the library? Yes/No

4. Do you get old files of newspapers? Yes/No

5. Which magazine/Newspapers do you recommend for subscription in the library?

6. Any other information you would like to give:

REFERENCE & INFORMATION

7. What type of references do you want from this section? 

8. Does the collection satisfy your reference needs? Yes/No

9. Are you satisfied with the following:
   - Encyclopaedias and Dictionaries Yes/No
   - Reports etc. Yes/No
   - Government Publications Yes/No

Your comments about the library staff:
CHILDREN'S ACTIVITIES

1. Are you satisfied with the children's activities of the library such as painting, music, story-telling etc.? Yes/No

2. Do you want that the toys should also be issued? Yes/No

3. What services do you want should be included in this section?

4. Are you satisfied with the children's literature? Yes/No

CATALOGUE, CLASSIFICATION & SHELVES

1. Do you know how to consult the catalogue? Yes/No

2. Do you find the catalogues helpful? Yes/No

3. Is arrangement of the cards helpful? Yes/No

4. Besides author, title and subject what approach do you want in the catalogues?

5. Do you understand classification on the books? Yes/No

6. Is arrangement of books on shelves helpful? Yes/No

7. Do you find latest books on display? Yes/No

8. Any other suggestion about this section:

SOCIAL EDUCATION SERVICE

1. Have you heard about this service being rendered? Yes/No

2. Have you ever participated in the programmes? Yes/No

3. Do you get facilities for playing music? Yes/No

4. Do you take part in drama, debate etc.? Yes/No

SUGGESTIONS:

Please write briefly about the problems in the library and your valuable suggestions for improvement of the service.