APPENDIX – 1
Management of Technological Change in Library: A study of Select Agricultural Institutions

Questionnaire for Librarian

*Note:* I am carrying out a study on “Management of Technological Change in Library: A study of select Agricultural Institutions” for my PhD work. I seek your kind cooperation in responding to the following questionnaire. Please mark tick to the relevant information. The information will be kept confidential and used strictly for academic purpose.

**University/Institution Profile:-**

1. Name of the University /Institution (with Website address, if available)  
   ________________________________________________________________

2. Year of Establishment of University/Institution __________________________

3. Name of the University/Institutional Library ______________________________

4. Year of Establishment of University/Institutional Library _________________

5. Is the library has website?  Yes/No
   If Yes, who maintains it and what services do they provide using website/portal (with website address)
   ____________________________________________________________________

6. Working hours of the library:
   Summer __________ to_________________________
   Winter __________ to_________________________

7. User Statistics

<table>
<thead>
<tr>
<th>Category of user</th>
<th>Number of users</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student</td>
<td></td>
</tr>
<tr>
<td>Research Scholar</td>
<td></td>
</tr>
<tr>
<td>Faculty</td>
<td></td>
</tr>
<tr>
<td>Agricultural Scientist</td>
<td></td>
</tr>
<tr>
<td>Farmer</td>
<td></td>
</tr>
</tbody>
</table>

8. Resources in the Library:-

   A. Human resources in the library:

<table>
<thead>
<tr>
<th>Total staff strength</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional</td>
</tr>
<tr>
<td>Non-Professional</td>
</tr>
</tbody>
</table>
B. Learning resources:

<table>
<thead>
<tr>
<th>Types of resources</th>
<th>Volumes/units/</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td></td>
</tr>
<tr>
<td>Indian Periodicals</td>
<td></td>
</tr>
<tr>
<td>Foreign Periodicals</td>
<td></td>
</tr>
<tr>
<td>Newspapers</td>
<td></td>
</tr>
<tr>
<td>Reports</td>
<td></td>
</tr>
<tr>
<td>Theses/Dissertations</td>
<td></td>
</tr>
<tr>
<td>Audio/Video tapes</td>
<td></td>
</tr>
<tr>
<td>CDs/Floppies</td>
<td></td>
</tr>
<tr>
<td>CD_ROM Databases</td>
<td></td>
</tr>
<tr>
<td>Pamphlets</td>
<td></td>
</tr>
<tr>
<td>Others</td>
<td></td>
</tr>
</tbody>
</table>

C. Financial resources:-
- Annual Budget for Library ________________________________
- Grant received from any other resources. Y/N
   If yes (Please specify the resource and amount) ______________
- Budget allotted for technological innovations out of total budget __________

D. Please specify the total seating capacity of the library: ______________

9. List of various Services/facilities provided:

<table>
<thead>
<tr>
<th>Types of services available for the users</th>
<th>Yes /No</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Education</td>
<td></td>
</tr>
<tr>
<td>Internet facility</td>
<td></td>
</tr>
<tr>
<td>OPAC services</td>
<td></td>
</tr>
<tr>
<td>Audio Video viewing</td>
<td></td>
</tr>
<tr>
<td>Conference/article alert service</td>
<td></td>
</tr>
<tr>
<td>Reprography service</td>
<td></td>
</tr>
<tr>
<td>Reference service</td>
<td></td>
</tr>
<tr>
<td>Translation service</td>
<td></td>
</tr>
<tr>
<td>Indexing/Abstracting service</td>
<td></td>
</tr>
<tr>
<td>CAS/SDI service</td>
<td></td>
</tr>
<tr>
<td>On-line bibliographic database service</td>
<td></td>
</tr>
</tbody>
</table>
Smart card facility
CD-ROM Access
Access to E-Resources
On-Line Access to Journals
Open Access Journals (DOAJ/OPEN J-Gate etc.)
Any other (Please specify)

**Technological Innovations in the library:**

1. The library is computerized Y/N
   
   If Yes, Please state the year of inception _______________________

2. Please specify the status of computerization:
   
   Fully computerized ☐
   
   Partially computerized ☐

3. Please mark routines computerized, specifying dates

<table>
<thead>
<tr>
<th>Library Function</th>
<th>Computerized (Y/N)</th>
<th>Year of computerization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acquisition</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Circulation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Serial Control</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Technical processing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Indexing/abstracting service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Collection of management statistics</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Any other</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4. Which library management software package is used in the library?
   
   a. LIBSYS ☐  b. ALICE ☐  c. WINISIS ☐
   
   d. SOUL ☐  e. LIBRIS ☐  g. Any other (Please Specify)

5. The infrastructure available in the library:-

<table>
<thead>
<tr>
<th>Hardware available (Desktop/Laptop)</th>
<th>Yes/No</th>
<th>Total No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer systems</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Server</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clients</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scanner</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Projector</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-----------</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td>Xeroxing machines</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hubs for data entry</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Printers (Laser/Thermal)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CD/DVD writer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Barcode reader</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Any other</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

6. The library has adopted RFID technology? Y/N

7. Does the University/Institution have any of the following facility to ensure fast information processing and retrieval within the library and its different section?
   a) LAN Y/N
   b) Intranet Y/N
   c) E-mail Y/N
   d) Any other (Please specify) ____________________________

8. Please specify the number of terminals provided to users for browsing OPAC & accessing resources over Internet in the computer lab ________________________

9. Is the library associated with other national or international Agriculture Information System/Networks/Consortium for exchange of information and services among the users of agricultural libraries? Y/N
   If Yes, Please indicate which of the following
   a. AGRIS (Agriculture Information System) ☐
   b. CARIS (The Current Agriculture Research Information System) ☐
   c. AGLINET (The Agricultural Libraries Network) ☐
   d. ARIC (Agricultural Research Information Centre) ☐
   e. ICARNET Consortium ☐
   f. NICNET ☐
   g. Any other (Please specify) ____________________________

10. Please mention which of the following agricultural databases are available in the library for the users to access information in their respective fields:
    ☐ AGRICOLA ☐ CABS ☐ VETDOC ☐ FSTA
    Any other (Please specify) ____________________________

11. Does the library face any problems/obstacles while enacting technological changes in Agricultural Universities/Institutions? Y/N
    If yes, please tick wherever applicable:-
a) Lack of funds allocated
b) Resistance by library staff
c) Shortage of qualified & skilled staff
d) Inadequate infrastructure
i) Any other, Please specify_________________________________

12. Does the library have further any plan for the enhancement of technological innovations in the library? Y/N
If yes, Please specify the details:

____________________________________________________

Reasons for introducing Change:-
1. Do you consider technological changes are necessary for effective and efficient functioning of library? Y/N
2. Which of these are compelling reasons for initiating technological innovations:-
   a) Users’ demands Y/N
   b) Competencies in your respective fields Y/N
c) To keep up with technological innovations Y/N
d) To achieve academic excellence Y/N
e) To expedite the services to users Y/N
f) To provide On-Line access Y/N
g) Resource sharing and exchange of services Y/N
h) Any other (Please specify)_________________________________

3. Do you consider standard of library improves after the implementation of technological innovation? Y/N

Resistance and training of staff:-
1. Does the library staff is always co-operative towards the technological change process in the library?
   To a great extent □ To some extent □ To a moderate extent □ Not at all □
2. Which of these do you consider are reasons behind the resistance:
   a) Feeling of insecurity among Library staff ( )
b) Lack of knowledge to handle technological advances ( )
c) Indifferent attitude towards technological advances ( )
c) Lack of Interest among LIS Professionals ( )
d) Lack of awareness of technology ( )

e) Lack of training ( )

e) Any Other (Please Specify) _________________________________

3. Which of these strategies you applied to overcome resistance and motivating library staff to cop-up with technological change process:

- By providing favorable working conditions □
- By enhancing their ICT Skills through proper training □
- By providing good infrastructure for smooth functioning □
- By inviting them to be a part of technological change process □
- By taking them into confidence □
- By ensuring them job security □
- Any other (please specify) _____________________________________

4. Do you consider existing library staff is trained well-enough to handle Technological innovations in the library? Y/N

If No, Please mention the strategies applied:

- In-house training is provided ( )
- Training by computer specialist ( )
- Organizing seminars /conferences ( )
- Organizing Short term courses ( )
- Any other (Please specify) _____________________________________

**Strategies for effective management of technological change process:**

1. Does technological innovations are planned well in advance for managing change process effectively and efficiently?

   To a great extent □ To some extent □ To a moderate extent □ Not at all □

2. Does library staff’s interests and views are taken into consideration while planning and implementing technological innovations?

   To a great extent □ To some extent □ To a moderate extent □ Not at all □

3. Do you consider users on top priority while making technological changes?

   To a great extent □ To some extent □ To a moderate extent □ Not at all □

4. Does the SWOT (strength, weakness, opportunities and threats) Analysis are conducted on regular basis for effectively managing technological change process and other library operations?

   To a great extent □ To some extent □ To a moderate extent □ Not at all □
5. Does regular staff meeting are held for coordinating activities related to technological change process?
   To a great extent ☐  To some extent ☐  To a moderate extent ☐  Not at all ☐

6. Do you set definite deadlines before staff responsible for completion of change process?
   To a great extent ☐  To some extent ☐  To a moderate extent ☐  Not at all ☐

7. Do you collect user’s feedback on regular intervals to know about the over all performance of library after the implementation of technological advances?
   To a great extent ☐  To some extent ☐  To a moderate extent ☐  Not at all ☐

8. Do you update technological advances on regular basis for competencies and achieving academic excellence?
   To a great extent ☐  To some extent ☐  To a moderate extent ☐  Not at all ☐

9. Do you consider any existing change management models for effectively managing technologically change processes? Yes/No
   If yes, please tick the relevant:
   - Kurt Lewin’s three-stage model of change
   - Prosci’s Change Management maturity Model
   - RACI Model
   - The Change Model
   - Any other (Please specify)__________________________________

Suggestions/comments:-
Any other suggestions that you would like to make to enhance the technological advances and its management in the libraries of Agricultural Universities/Institutions.
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Signature

Dated: __________

Thanks for your participation and co-operation in sharing useful information.
Management of Technological Change in Library: A study of Select Agricultural Institutions

Questionnaire for Library Staff

Note: I am carrying out a study on “Management of Technological Change in Library: A study of Select Agricultural Institutions” for my PhD work. I seek your kind cooperation in responding to the following questionnaire. Please mark tick to the relevant information. The information will be kept confidential and used strictly for academic purpose.

Personal Profile:-
1. Name__________________________________________________________
2. Name of the University /Institution________________________________
3. Designation _____________________________________________________
4. Area of Specialization _____________________________________________
5. Age:   (a) 21-30   (b) 31-40  (c) 41-50  (d) above 51
6. Gender:   (a) Male   (b) Female
7. Qualifications:
   A. Academic qualifications ____________________________________________
   B. Professional Qualifications_________________________________________
   C. Additional Qualifications (if any)____________________________________

Impact of technological changes:-
1. Being a library and information science professional, how much comfortable do you feel with the technological innovations?
   To a great extent □ To some extent □ To a moderate extent □ Not at all □
2. Does your University/Institution provide any special training to develop ICT skills to keep up with the technological innovations? Y/N
   If yes, please indicate the methods adopted:-
   a) Special training provided by computer specialists
   b) Short-term refresher courses organized by university/institution
   c) Practical demonstration of ICT and its application
   d) Guidance from the Trained staff
   e) In-house training program
   Any other (Please specify) ____________________________________________
3. Do you think technology has made your services faster and easier? Y/N
4. Is your opinion taken into consideration before/while enacting technological changes?  Y/N

5. Do you always favor technological changes?
   Always ☐  Sometimes ☐  Never ☐

6. Do you actively participate at the time of implementation of technological changes?
   To a great extent ☐  To some extent ☐  To a moderate extent ☐  Not at all ☐

7. Do you resist technological changes?  Y/N
   If Yes, please tick the relevant:-
   a. feeling of insecurity
   b. lack of ICT skills to handle technological changes
   c. lack of training provided by the library to keep up with the changes
   d. inadequate infrastructure
   e. competencies with already trained and qualified staff
   f. fear of adverse impact on your job
   g. Any other (please specify) __________________________________________

8. To what extent do you consider you can assist users in locating information resources easily and rapidly after the implementation of technological innovations?
   To a great extent ☐  To some extent ☐  To a moderate extent ☐  Not at all ☐

9. Any suggestions/comments that you would like to make to enhance ICT Skills of library staff to keep up technological changes.
   __________________________________________

Dated: ____________

Signature

Thanks for your participation and co-operation in sharing useful information.
Management of Technological Change in Library: A study of Select Agricultural Institutions

Questionnaire for Library Users

**Note:** I am carrying out a study on” Management of Technological Change in Library: A study of Select Agricultural Institutions” for my PhD work. I seek your kind cooperation in responding to the following questionnaire. Please mark tick to the relevant information. The information will be kept confidential and used strictly for academic purpose.

1. Name__________________________________________________
2. Name of the University /Institution____________________________________
3. Designation_______________________________________________________
4. Age: (a) Below 21 (b) 21-30 (c) 31-40 (d) 41-50 (e) above 51
5. Gender: (a) Male (b) Female
6. Academic Qualification___________________________________________
7. Subject/Area of specialization_____________________________________
8. Please tick the category you belong to:
   - Student ( )
   - Research Scholar ( )
   - Faculty ( )
   - Agriculture scientist ( )
   - Farmer ( )
   - Any other, Please specify ___________________________________________
9. How often do you visit library? Please tick the relevant.
   - Daily ( )
   - Weekly ( )
   - 2-3 times in a week ( )
   - Fortnightly ( )
   - Monthly ( )
   - Rarely ( )
   - Never ( )
10. What type of information sources you generally use
    - Books,
    - Printed Journals
- Electronic Journals
- General Web Sources
- Open Access journal such as DOAJ, Open-J-Gate, etc.

Any Other (Please specify) _______________________________________

11. Please mention the type of service(s)/facilities you prefer in order of priority (1=most important)

<table>
<thead>
<tr>
<th>Types of services available for the users</th>
<th>Yes /No</th>
<th>Type of service you prefer in order of priority</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Education</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OPAC services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Internet facility</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Audio Video viewing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Conference alert service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CD ROM Database service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reprography services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Translation service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reference service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Indexing /Abstracting service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CAS/SDI Service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Smart Card facility</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Access to E-Resources</td>
<td></td>
<td></td>
</tr>
<tr>
<td>On-Line access to journals</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Any other</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

12. To what extent are you satisfied with the services offered to you?
   - Very satisfied
   - Satisfied
   - Partially satisfied
   - Somewhat dissatisfied
   - Very dissatisfied

13. What are the other services that you wish library must provide to you? Please specify._____________________________________________________________

14. Do you consider total seating capacity of the library is sufficient for users? Y/N
15. Do you find computers with internet connectivity are adequate to access information online?
   Y/N

16. Do you consider accessing and handling information using latest technologies is time saving?
   Y/N

17. Is the library staff adequate to meet the users’ demands?
   Y/N

18. How do you rate the capability of library staff in assisting you in accessing and handling
    information using technologies implemented in the library?
    Excellent □  Very good □  Good □  Poor □

19. How do you develop ICT skills to keep up with the technological innovations?
    - Trial and error
    - Self-study
    - Guidance from Library staff
    - Guidance from friends
    - Special training provided by computer specialists
    - Short-term refresher courses organized by university/institution
    - Practical demonstration of ICT and its application
    - Any other (Please specify) ____________________________

20. Do you consider technological advances assist you in achieving academic excellence and keep
    you up-to-date in your respective field/fields?
   Y/N

21. How do you keep yourself up-to-date in your respective field/fields?
    Please indicate the following:-
    - Conversation with friends/colleagues
    - Seminars/conferences/workshops
    - Abstracting/indexing services
    - Net-Surfing
    - Any other (Please specify)

Suggestions/Comments:
Any other suggestions/comments that you would like to make regarding the technological changes
in the library of your Agricultural University/Institutions.

_____________________________________________________

Signature

Dated: __________

Thanks for your participation and co-operation in sharing useful information.