Appendix B

THE CHANGING INFORMATION ENVIRONMENT; THE IMPACT OF INFORMATION TECHNOLOGY INNOVATIONS ON LIBRARY RESOURCES AND SERVICES: A STUDY WITH SPECIAL REFERENCE TO INSTITUTES OF MANAGEMENT STUDIES IN MUMBAI

(Questionnaire for Library User)

1. Name : ................................................................................

2. Name of the Institute : ..........................................................................

3. Please (✓) the category you belong to
   [ ] Faculty [ ] Student [ ] Any Other:.............

4. Course in which you are studying/teaching: ..................Year/Sem : .............

5. Specialization : Please (✓) the appropriate box
   [ ] Marketing [ ] HRM [ ] Finance
   [ ] Systems [ ] Operations [ ] Others (Please Specify) ....

6. Sex : [ ] Male [ ] Female

7. Age : [ ] 20-30 [ ] 31-40
   [ ] 41-50 [ ] 51 and above

8. How often do you visit the Library? (Please ✓)
   [ ] Daily [ ] Once a week [ ] Once a fortnight
   [ ] Once a month [ ] Not at all

9. Why do you visit Library (Please ✓ the appropriate boxes)
   **Purpose of visit:**
   [ ] To Study
   [ ] To meet friends
   [ ] To get information
   [ ] To Borrow / Return / Renew Books
   [ ] To refer Books
   [ ] To refer Journals/Magazines
   [ ] To refer Theses and Dissertations
   [ ] To refer Reports / Proceedings

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To read Newspapers/Business Dailies

To use / borrow Audio Visual Materials

Any other purpose (Pl. Specify)

**Computer Based Services:**

- To use OPAC (Library Catalogue on computer)
- To search CD ROM Databases
- To search Online Databases
- To browse Internet
- To use E-mail Facility
- To access e-journals

10. Are you aware of the following services of the Library (Please ✓)

<table>
<thead>
<tr>
<th>Library Services</th>
<th>Yes</th>
<th>No</th>
<th>Not Sure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lending / Circulation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reading Hall</td>
<td></td>
<td></td>
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<tr>
<td>Reference Service</td>
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<tr>
<td>Inter Library Loan</td>
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<tr>
<td>User Education / Orientation</td>
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<tr>
<td>Photocopying / Xeroxing</td>
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<tr>
<td>Any other (Please Specify)</td>
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</table>

<table>
<thead>
<tr>
<th>Information Services</th>
<th></th>
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<tbody>
<tr>
<td>Bibliographical Service</td>
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<tr>
<td>Current Awareness Service (CAS):</td>
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<tr>
<td>Selective Dissemination of Information Service (SDI)</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Indexing / Abstracting Service</td>
<td></td>
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</tr>
</tbody>
</table>

**Computer Based Information Services**

- Online Public Access Catalogue (OPAC: Library Catalogue on Computer)
- E-mail
- Web based OPAC (Library Catalogue on Internet)
- E-Journals Access
- Internet Browsing
Bulletin Board Service

All these Library Services are primarily used for

☐ Course Work ☐ Research ☐ To update knowledge
☐ A mix of several purposes ☐ Others (Please Specify) .........

PHYSICAL FACILITIES

11. Keeping in mind the perfect ambience for a modern library in a management institute, please (✓) your ratings on the following scale about physical facilities at your library.

<table>
<thead>
<tr>
<th>Sr.No</th>
<th>Description</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Furniture/Seating Arrangement</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>2</td>
<td>Lighting/Ventilation</td>
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<tr>
<td>3</td>
<td>Reading Area</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>4</td>
<td>Research Cubicles/Cabins</td>
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<tr>
<td>5</td>
<td>Air conditioning</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Library Building (Environmental Aspects)</td>
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<td></td>
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<tr>
<td>7</td>
<td>Printing Facilities</td>
<td></td>
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</tr>
<tr>
<td>8</td>
<td>Photocopying Facilities</td>
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</tr>
</tbody>
</table>

LEARNING RESOURCES

12. How do you rate the quality and quantity of the following traditional learning resources in your Library? (Please ✓ the one closest to your choice on the following scale)

<table>
<thead>
<tr>
<th>Sr.No</th>
<th>Description</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Books</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Reference Sources</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Journals/Magazines</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Project Reports/Dissertations</td>
<td></td>
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<td></td>
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<td></td>
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<tr>
<td>5</td>
<td>Govt. Reports</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Newspapers/Business Dailies</td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>
CD-ROM DATABASES

13. Are you aware of CD-ROM based Information Services in the Library?
   [ ] Yes  [ ] No  [ ] Not Sure

   If yes, please provide the following details:

13.1 How do you feel the information content of these CD ROM databases?
   [ ] Better than Print Versions  [ ] Same as that of Print Versions
   [ ] Not better than Print Versions  [ ] Not sure

14. Comparing CD ROM databases with traditional Print versions of information sources,
   please give your opinion on the following scale:

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Statement</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>It is easy &amp; convenient to search CD ROM database than a print version</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Search output of CD ROM database is always consistent</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Search time of CD ROM database is very less than print source</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>CD ROM databases allow us to use Boolean Operators (AND, OR, NOT, etc) for making a query more specific.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>By getting an updated CD-ROM within a short time we get access to latest data.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Sufficient number of computers with CD Drive are required to make maximum use of CD ROM Databases.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Users need assistance while searching CD ROM based databases</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

ONLINE DATABASES

15. Are you aware of "Online Databases" in your library?
   [ ] Yes  [ ] No  [ ] Not Sure

   If yes, please provide the following details:

15.1 How do you feel about the information content on these online databases.
   [ ] Better than Print Versions  [ ] Same as that of Print Versions
   [ ] Not better than Print Versions  [ ] Not sure
16. **Comparing Online Databases with traditional Print Versions**, please give your opinion on the following scale:

<table>
<thead>
<tr>
<th>Sr.No</th>
<th>Statement</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>It is easy &amp; convenient to search an On-line database than a Print version</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Search output of On line database is always consistent.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>The search time of On line database is far lesser than that of a Print Version</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>On line databases allow us to use Boolean Operators (AND, OR, NOT, etc) for making a search more specific.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>As the database is getting updated Online, we always get access to latest information.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Sufficient number of computers with internet connection is needed to make maximum use of Online Databases.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Users need assistance while searching on line databases</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**ELECTRONIC JOURNALS**

17. Are you aware of availability of E-Journals (Electronic Journals) in your library?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Not Sure</th>
</tr>
</thead>
</table>

If yes, please provide the following details:

17.1 How do you feel about the information content of these Electronic Journals?

<table>
<thead>
<tr>
<th></th>
<th>Better than Print Versions</th>
<th>Same as that of Print Versions</th>
<th>Not better than Print Versions</th>
<th>Not sure</th>
</tr>
</thead>
</table>

17.2 Are you aware that several important journals / Newsletters related to Management Science are available free of cost on Internet?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Not Sure</th>
</tr>
</thead>
</table>

17.3 If yes, then how do you rate the usefulness of such free sources on Internet.

<table>
<thead>
<tr>
<th></th>
<th>Very High</th>
<th>High</th>
<th>Uncertain</th>
<th>Average</th>
<th>Low</th>
</tr>
</thead>
</table>
18. **Comparing E-Journals with traditional Print Journals**, please give your opinion about the following statements on the following scale.

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>It is easy &amp; convenient to search for information in E-Journals.</td>
</tr>
<tr>
<td>2</td>
<td>Search time taken to search an article on E-Journals is far lesser than the time taken on Print Version.</td>
</tr>
<tr>
<td>3</td>
<td>E-Journals are made available by publishers immediately where as it takes at least 8 weeks for Print Versions to reach Libraries.</td>
</tr>
<tr>
<td>4</td>
<td>E-Journals can be accessed by users from their desktops at Workplace, Hostels, etc.</td>
</tr>
<tr>
<td>5</td>
<td>E-Journals provide links for other related articles/references in the field</td>
</tr>
<tr>
<td>6</td>
<td>Users require assistance while accessing E-Journals.</td>
</tr>
</tbody>
</table>

**AUDIO-VISUAL MATERIALS**

19. Are you aware about the availability of audio-visual materials at your library?

- [ ] Yes
- [ ] No
- [ ] Not Sure

19.1 Are you making use of the following Audio-Visual materials for your study / research work purpose. (Please ✓ appropriate boxes)

- [ ] Audio Cassettes
- [ ] Video Cassettes
- [ ] Microfilms/ Microfisch
- [ ] Video Cassette Disks (VCDs)
- [ ] Digital Video Disks (DVDs)
- [ ] Any other (Pl. Specify)......

19.2 How often do you use audio-visual materials at your Library? (Please ✓)

- [ ] Daily
- [ ] Weekly
- [ ] Fortnightly
- [ ] Monthly or more
- [ ] Not at all

19.3 Considering the convenience of use and the effectiveness it brings to teaching–learning process, it can be said that information technology has really improved the usefulness of audio visual materials in library.

- [ ] Strongly Agree
- [ ] Agree
- [ ] Uncertain
- [ ] Disagree
- [ ] Strongly Disagree
ONLINE PUBLIC ACCESS CATALOGUE

20. Does your Library has Online Public Access Catalogue (OPAC - Your Library Catalogue on Computer)?
□ Yes □ No □ Not Sure

If yes, then please answer the following questions:

20.1 OPAC is easy to use and quite user friendly
□ Strongly Agree □ Agree
□ Uncertain □ Disagree □ Strongly Disagree

20.2 It has provisions to search the Library books using all approaches (like Author, Title, Keyword, etc)
□ Strongly Agree □ Agree
□ Uncertain □ Disagree □ Strongly Disagree

20.3 Considering the accuracy and convenience of use, which one do you prefer to use while searching for books?
□ Manual Card Catalogue □ Computerised Library Catalogue (OPAC)
□ A combination of both □ Not Sure

20.4 How do you rate the usage of OPAC?
□ Very High □ High □ Uncertain □ Average □ Low

20.5 Considering the search facilities, accuracy and convenience of use how do you rate the OPAC service at your library?
□ Very Good □ Good □ Uncertain □ Poor □ Very Poor

INTERNET FACILITY

21. Does your library provide Internet Service? □ Yes □ No □ Not Sure

21.1 Do you use Internet regularly? □ Yes □ No □ Not Sure

21.2 If yes, then please mention where do you access Internet?
□ Library □ Computer Lab □ Cyber Café
□ At home □ Any Other (Pl. Specify)..........................
21.3 Internet is primarily used for

- [ ] E-Mail
- [ ] List Serve (E-mail Discussion Group)
- [ ] Chat
- [ ] Online Databases Search
- [ ] Internet Phone
- [ ] Electronic Journals Access
- [ ] Download Files
- [ ] Financial Transactions

21.4 How often do you visit your Institute Website

- [ ] Daily
- [ ] Weekly
- [ ] Fortnightly
- [ ] Monthly
- [ ] Not at all

21.5 Does your Library Catalogue is available on Internet? (Web OPAC)

- [ ] Yes
- [ ] No

21.6 It is really helpful to have Library Catalogue on Internet

- [ ] Strongly Agree
- [ ] Agree
- [ ] Uncertain
- [ ] Disagree
- [ ] Strongly Disagree

21.7 Most of the transactions that users do at Library should be carried out at their convenience through Internet

- [ ] Strongly Agree
- [ ] Agree
- [ ] Uncertain
- [ ] Disagree
- [ ] Strongly Disagree

21.8 What are the Library transactions / activities you wish to carry out from library's website?

- [ ] To search the Books Database
- [ ] To know the availability of a particular document
- [ ] To Search books using all approaches (Author, Title, Keyword, etc)
- [ ] To Reserve a Book
- [ ] To access Current Awareness Bulletins
- [ ] To pay library dues
- [ ] To pay for free based Library services, if any
- [ ] To know more about services rendered by library
21.9 How much time do you make use of Internet daily?
- Half an Hour
- One Hour
- Two Hours
- Three Hours
- Nil

21.10 I am satisfied with the facility of Internet access at Library.
- Strongly Agree
- Agree
- Uncertain
- Disagree
- Strongly Disagree

21.11 What are your suggestions for improving the quality of Internet access at Library?
- Increase the speed of connection
- Provide computers with higher configuration
- Increase the number of Internet terminals
- Others (Pl. Specify)

IMPACT OF INFORMATION TECHNOLOGY ON LIBRARY SERVICES

Please indicate your opinion on the following:

22. Are you aware of the program of Computerisation of your library?
- Yes
- No
- Not Sure

23. Library has adequate IT infrastructure to provide Computer Based Information Services
- Strongly Agree
- Agree
- Uncertain
- Disagree
- Strongly Disagree

24. Computers and other equipments in the library are always in good working condition
- Strongly Agree
- Agree
- Uncertain
- Disagree
- Strongly Disagree

25. Do you get Circulation Service (Issue/Returns) on computer?
- Yes
- No
- Not Sure

26. Do you receive any e-mail reminder from library about books due on your name?
- Yes
- No
- Not Sure
27. Computerisation of Library Services is important for providing need based information services to library user.

- Strongly Agree
- Agree
- Uncertain
- Disagree
- Strongly Disagree

IMPACT ON REFERENCE SERVICE

Please indicate your opinion about the following:

28. Whenever you seek "Reference Service "from library staff, the end result is (Please ✓ the option closest to your choice)

28.1 Relevance of information provided
- Very Good
- Good
- Uncertain
- Poor
- Very Poor

28.2 For answering your reference queries, library staff searches
- CD ROM/ONLINE Databases only
- Print Sources Only
- Both

28.3 Do you feel that whenever digital sources are searched the quality and quantity of Information you get is
- Better than print version
- Not better than print version
- Same as that of Print version

28.4 Library should add more and more of digital sources to its collection.
- Strongly Agree
- Agree
- Uncertain
- Disagree
- Strongly Disagree

28.5 On the whole, how do you rate the reference service provided by your library?
- Very Good
- Good
- Uncertain
- Poor
- Very Poor

28.6 Considering the time taken, convenience of search and accuracy of output, it can be said that Information Technology has a positive effect on the quality of reference services.
- Strongly Agree
- Agree
- Uncertain
- Disagree
- Strongly Disagree
IMPACT ON CURRENT AWARENESS SERVICE

29. Are you informed about the latest books arrived in the library?
   □ Yes □ No

29.1 If yes, how are you informed about it?
   □ The List is displayed on the Notice Board
   □ Through letter by Post/Courier
   □ Through E-mail
   □ Through Verbal Communication
   □ Posted on Library Website

29.2 Which one of the options listed below is most convenient to get such information (Please indicate your preference by numbering them in the box)
   □ The List is displayed on the Notice Board
   □ Through letter by Post/Courier
   □ Through E-mail
   □ Through Verbal Communication
   □ Posted on Library Website

29.3 On the whole, computers and its applications have helped libraries in developing need based current awareness services.
   □ Strongly Agree □ Agree
   □ Uncertain □ Disagree □ Strongly Disagree

29.4 Considering the attention given to individual needs and time taken, it can be said that Information Technology has a positive effect on the quality of CAS being provided to users.
   □ Strongly Agree □ Agree
   □ Uncertain □ Disagree □ Strongly Disagree

IMPACT ON HUMAN RESOURCES

30. Does your library provide User Education Programme?
   □ Yes □ No □ Not Sure
30.1 If yes, then what methods are used to conduct User Education Program? (Pl. √)
☐ Lectures ☐ Guided Tours
☐ Demonstrations ☐ Computer Assisted Instruction
☐ Printed Guides/Instruction

30.2 Library does not have qualified and knowledgeable staff at all the service points.
☐ Strongly Agree ☐ Agree
☐ Uncertain ☐ Disagree ☐ Strongly Disagree

30.3 Library Staff willingly assist users in how to make best use of CD ROM, Online, E-journals, OPAC, etc services.
☐ Strongly Agree ☐ Agree
☐ Uncertain ☐ Disagree ☐ Strongly Disagree

30.4 On the whole users are satisfied with the approach of library staff in providing Computer Based Information Services (Please indicate your opinion)
☐ Strongly Agree ☐ Agree
☐ Uncertain ☐ Disagree ☐ Strongly Disagree

31. As a library user please mention your objective opinion about the learning resources and information services provided by your library.

..........................

Signature