

**“STATUS OF LIBRARY SERVICES PROVIDED BY UNIVERSITY LIBRARIES  
USING DIFFERENT CURRENT TECHNOLOGIES: AN ANALYTICAL STUDY”**

**QUESTIONNAIRE**

**1. General Information:-**

1	Name of the University		
2	Year of Establishment of University and University Library	University	University Library
3	Address of University Library		
4	Website of University library		
5	Accreditation with Grade	<b>Accredited BY</b>	<b>Grade</b>
		NAAC	
		NBA	
		MHRD	
		Other	
6	Name of the Librarian		
7	Qualification (Please Tick Mark)	M. Lib & I. Sc	
		UGC NET/JRF	
		SET	
		M. Phil	
		PGDLAN	
		Ph. D	
	Any Other (Pl. specify)		
8	<b>Library Working hours</b>	<b>Time/ Hours</b>	

	Daily		
	Holidays and Sunday		
	During Examination Period		
9	<b>Total library users</b>		
	Faculty		
	Students	UG Student	
		PG Student	
		Researchers	
		Other Visitors	
10	Library Staff :-	Total No of Staff appointed	Qualifications of staff
11	Librarian		
12	Dy Librarian		
13	Asst. Librarian		
14	Information Scientist (Jr/Sr)		
15	System Administrator		
16	Library Asst (Jr/Sr)		
17	Technical Asst. (Jr/Sr)		
18	Class- IV staff		
19	Total Area of Library (Sq.mt)		
20	Seating Capacity of users in Library:-	Reading Hall	
		Library Premises	

## **2. Library Collection**

21) Total Collection as on March-2014 \_\_\_\_\_

22) Types of Collection and volume

Sr.no	Item		Total Volume
<b>A</b>	<b>Print Media</b>		
a	Books		
b	Total journals Subscribed		Total:-
			Indian:-
			Foreign:-
c	Back volumes of Journals		
d	Manuscripts and rare collection		
e	News Papers received and displayed		
f	Thesis/Dissertation		
g	Technical Reports		
h	Trade Literature		
i	University Publication	Annual Reports	
		Seminar Proceeding	
		Conference/workshop Proceeding	
		AIU News Letter	
		In House Bulletin	
j	Any Other		
<b>B</b>	<b>E-Resources</b>		
a	E-Books		
b	E-Journals		
c	E-Databases		
d	E-Thesis/E- Dissertation		

e	Audio video collection		
f	CD-ROMs/Floppies/DVD		
g	Magnetic tapes/ drums		
h	E-resources available through consortium	Yes	No
	If Yes, a) UGC INFONET Consortia		
	b) INDEST Consortia		
	c) Subscribed E-resources (Please give/attach the list) 1. J-gate 2. EBSCO 3. IEEE 4. LISA 5. Elsevier 6. Science Direct 7. Springer Link 8. Taylor & Frances 9. Emerald 10. Sage Publication 11. Proquest 12. Manuptra 13. Indain Journal.com 14. Geo Science world 15. Any Other		
i	Any Other Collection (Please Specify)		

### **3. Library Budget**

#### **23) Total Annual Budget for the years**

<b>Sr.no</b>	<b>Year</b>	<b>Amount</b>
<b>1</b>	<b>2012-13</b>	
<b>2</b>	<b>2013-14</b>	
<b>3</b>	<b>2014-15</b>	

#### **24) Utilization of library budget (Aprox)**

Sr. no	Budget Head	2012-13	2013-14	2014-15
1	Books			
2	Journals			
3	IT Infrastructure			
4	Online Journals & Databanks			
5	E-resources/ consortium			
5	Any other please specify			

25) Annual Budget of university 2013-14 \_\_\_\_\_

26.) Any Extra Budget provide for IT Infrastructure? Yes { } No { }

If yes, Amount in Rs \_\_\_\_\_

27) The budget spend on IT related products/services is sufficient? (Pl. mark tick)

1) Yes { } 2) No { }

#### **4. IT Infrastructure**

28) Which of the following electronic devices your library hold? Please tick marks and Indicates numbers.

Sr.no	Electronic Devices	Yes	No	Quantity
1	High capacity Servers			
2	Workstations			
3	Safety Equipments			
4	CD/DVD Player			
5	LCD Projector			
6	Telex/FAX			
7	TV			
8	CD Server			
9	Photocopier			
10	Digital Camera			

11	Bar code Scanner			
12	Scanner			
13	Printer			
14	Bar code Printer			
15	Laminating Machine			
16	Electronic Attendance Register			
17	CCTV			
18	Electronic Magnetic Gate			
19	RIFD Technology			
20	File Servers			
21	Smoke Detectors			
22	Fire Alarm system			
23	Pen drives			
24	Hard Disk			
25	Inverters/ battery Backup			
26	Video Conferencing			

Any other Please specify \_\_\_\_\_

### **5. Status of Library Automation**

**29) Have you automated your library? (Pl. Mark tick)** 1) Yes { } 2) No { }

**30) Status of automation at present? (Pl. Mark tick)**

1) Fully { } 2) Partial { } 3) Initiated { }

**31) Which software do you use for automation? ( Pl. Mark tick)**

1) SLIM { } 2) Koha { } 3) Lib-sys { } 4) SOUL { }

5) Any other Please specify \_\_\_\_\_

**32) Indicate library activities automated? (Pl. Mark tick)**

Sr.no	Library Activities	Yes	NO
1	Acquisition		
2	Serials		

3	Cataloguing		
4	Circulation		
5	Administration		
6	OPAC/WEB –OPAC		
7	Different Library services		
8	Physical Verification/stock verification		
9	Reference services		
10	Any Others pl. specify		

**33) Please indicate volume of bibliographic records added in library OPAC**

Sr.no	Type of Document	No. of records Inputted	No. of Document for which records are to be Inputted
<b>A)</b>	<b>Print Media</b>		
1	Books		
2	Serials		
3	Theses/Dissertations		
4	Reports		
5	Manuscripts/Rare Collection		
6	Special Collection		
<b>B)</b>	<b>E-Resources in OPAC</b>		
1	E-Books		
2	E-Journals		
3	E-Databases		
4	E-Thesis/Dissertations		
5	E- Reports		
6	Audio video collection		
7	CD-ROM Database		

**34) Which of the following bibliographic standard format do you use for creation of catalogue/OPAC (Pl. Mark Tick?)**

- 1) CCF { }  
 2) ISO 2709 { }  
 3) MARC/MARC 21 { }  
 4) LC MARC { }  
 5) UNI MARC { }  
 6) AACR-II { }  
 7) Not yet used any Bibliographic Standard { }

**35) Which of the following classification scheme do you use in library? (Pl. Mark tick)**

- 1) Colon Classification { }  
 2) Dewey Decimal Classification { }  
 3) Universal Decimal Classification { }  
 4) Any other Please specify -----

**36) Are you using cloud based technology? (Pl. Mark tick) 1) Yes { } 2) No { }**

**37) Staff members having computer background in libraries or appointed as computer experts automation (Pl. Mark tick)**

Sr. no	Categories	Yes	No	No. of Staff Appointed	Qualification
1	System Analyst				
2	Information Scientist				
3	Technical Asst. (Jr/Sr)				
4	Library Asst. (Jr/Sr)				
5	Assistant Librarian				
6	Deputy Librarian				

## 6. Networking

**38) Do you have campus wide network? (Pl. Mark tick) 1) Yes { } 2) No { }**

**39) If yes, whether network connectivity is on the campus or at remote place? (Pl. Mark tick)**

- 1) All teaching, Non-teaching Students, & Research departments 1) Yes { } 2) No { }  
 2) Only for few departments 1) Yes { } 2) No { }  
    { }  
 3) Only for Student on Campus 1) Yes { } 2) No { }



**40) Does this network connect to all branch libraries/PG Centers? (Pl. Mark tick)**

1) Yes { }                      2) No { }

**41) Name of the Internet Services provider (ISP)?**

\_\_\_\_\_

**42) Specify the type of connectivity with speed (from service provider to your library) (Pl. Mark tick)**

Sr.no	Type of Connectivity	Yes	No
1	Dial -Up		
2	VSAT		
3	ISDN		
4	Radio- Modem		
5	Leased		
6	3G Dongle		
7	Wi-Fi		

**43) Do you have separate Internet Connectivity for your library? (Pl. Mark tick)**

1) Yes { }                      2) No { }

**44) Please specify the use of internet in the different sections of library? (Pl. Mark tick)**

Sr.no	Use of Internet in different sections	Yes	No
1	For different Library activities		
2	For User services only		
4	Acquisition		
5	Circulation		
6	Serial Control		
7	Classification		
8	Cataloguing		
9	Physical Verification		

**45) Average number of users who uses internet in the library (Per day). (Pl. Mark tick)**

- 1) 1-20            2) 21 to 40            3) 41-60            4) 61-80            5)81-100            6) More than 100

**46) How much time user makes use Internet in a week? (Pl. Mark tick)**

- 1) 1-2 Hrs.            {    }            2) 2 to 4 Hrs.            {    }            3) 4 to 6Hrs.            {    }  
4) 6 to 8Hrs            {    }            5)8-10 Hrs            {    }            6) Never            {    }

**47) Which of the following services are used by users? (Pl. Mark tick)**

(Pl. Rank 1-5 etc in ascending order of your preference. (1- Excellent, 2 Very Good, 3- Good, 4- average, 5- Not satisfactory)

Sr.no	Tools	1	2	3	4	5
1	E-mail					
2	WWW					
3	FTP					
4	Online Search					
5	Gopher					
6	Use Net					
7	Archie					
8	Chat					
9	Telnet					
10	Wais					
11	UGC Info net					
12	INDEST					
13	Social Networking					
13	OPAC					
14	Any Other (Pl Specify)					

**48) Have you provided web page for library? (Pl. Mark tick)**    1) Yes {    }    2) No {    }

**49) Do you permit access to blog to users? (Pl. Mark tick)**    1) Yes {    }    2) No    {    }

**50) Do you permit users to create their own blog in your library website? (Pl. Mark tick)**

- 1) YES            {    }            2) No            {    }

**51) Are you a member of LIS forum? (Pl. Mark tick)**    1) Yes {    }    2) No    {    }

If yes, give address

1) -----

2) -----

3) \_\_\_\_\_

4) \_\_\_\_\_

**52) Does your library provide remote access facility to the Users? (Pl. Mark tick)**

1) Yes                      2) No                      {    }

### **7. Implication of IT**

**53) Constraints faced while modernizing libraries** (Pl. Rank 1-5 in ascending order of your preference. (1- Excellent, 2 Very Good, 3- Good, 4-average, 5- Not satisfactory))

Sr.no	Constraints Faced in Modernization of Libraries	1	2	3	4	5
1	Inadequate Financial Assistance					
2	Least/No support from administrative/management					
3	Non availability of experienced personnel					
4	Lack of official/Policy guidelines					
5	Low Priority for libraries development					
6	Lack of well accepted standard software package					
7	Non availability of consultancy services					
8	Un awareness of library staff about potential benefits of library automation					
9	Non availability of less expensive open software					
10	Discouragement from teaching/Communication within the university					
11	Any other (Please specify)					

**54) Impact of IT on users (Please rate by ticking in appropriate box in five point scale) SA- Strongly Agree A- Agree N-Natural D-Disagree SD-Strongly Disagree**

Sr.no	Implications	SA	A	N	D	SD
1	Users have satisfied with the automation of library activities					
2	Frequency of users visit to library has increased					
3	Frequency of users visit to library has decreased					

4	Users feel comfortable in locating resources in the library					
5	Users are demanding for more and more services					
6	User are more quality conscious					
7	User are more involved in collection building					
8	User want increased efficiency & accuracy in service provided					
9	Users have involved more in library development					
10	Users want information/services to their door step					
11	Users respect library staff more					
12	Users involvement in library routine work has increased					
13	users feel uncomfortable with new system and services					
14	Users cannot use the system /services independently					
15	Fee traditional system are better and easy to access					
16	Any other (Please specify)					

**55) Please express your opinion about re-engineering in university libraries. (Pl. Mark tick)**

Sr.no	Preparedness for Change	Yes	NO
1	Is your library staff willing to accept the change being, brought about using IT in the library?		
2	Does your library has adequately trained manpower to handle IT based services?		
3	Can you introduce new IT tools in the library with the existing professional staff structure?		
4	Have you identified specific areas of you library activities which need IT application?		
5	Does library has adequate resources required to introduce additional IT based Services?		
6	Is your University authorities willing to support with required resources to modernize the library and to improve services		
7	Is faculty, student community feel comfortable using computer based services?		

8	Do you feel that your library needs a person with computer science background?		
9	Do you feel that persons with library science background with knowledge of computer application only handle IT based services better?		
10	Do you have any action plan prepared/Approved by university authorities or concerned authority for overall modernization of library services?		

### **8. Library services offered by University Libraries**

**56) Which of the following services are provided by library? (Pl. Mark tick)**

Sr. no	Services	YES	No
1	Home lending Services		
2	Reading Room services		
3	Overnight Reading Services		
4	Inter-Library Loan services		
5	Document Delivery services		
6	Reference Services		
7	Current Awareness Services (CAS)		
8	Selective Dissemination Information (SDI)		
9	Bibliographic Services		
10	Translation Services		
11	Information Services to Industry		
12	Library Consultation by outside		
13	Notification Newly Published Research		
14	News Papers Clipping		
15	Patent Information		
16	Standards Information		
17	Indexing & Abstracting Services		
18	Literature Search online		

19	Library Extension Service (Book Bank, Competitions)		
20	Monthly list of additions		
21	OPAC Based services		
22	Book Bank Facilities		
23	Question Bank facilities		

Any other Please specify -----

**57) Do you use library internet resources for providing library services? (Pl. Mark tick)**

1) Yes { }                      2) No { }

**58) Does your library provide services based on INFLIBNET consortium based resources? (Pl. Mark tick)**    1) Yes { }    2) No { }

**If yes, which services offered? (Pl. Mark tick)**

- 1) Documentation Services { }  
 2) N-List { }  
 3) Inlibnet- Shodganga { }  
 4) Union Database { }  
 5) Institutional Repository { }  
 6) E-consortia { }  
 7) Info port { }  
 8) Any other Please specify \_\_\_\_\_

**59) How library staffs develop awareness about INFLIBNET Resources to the users? (Pl. Mark tick)**

Sr.no	Item	Yes	No
1	Orientation Programme		
2	Seminars/ conferences/workshops		
3	Visit to Library		
4	Presentations		
5	Pamphlets (Information Boucher)		
6	Online Training		
7	SMS		
8	Web Page		
9	E-mail		
10	Notice Board		
11	Any other Please specify		

**60) Does your library uses web tools for providing library services? (Pl. Mark tick)**

1) Yes { } 2) No { }

### **9. IT Based Library services**

**61) Does your library use mobiles for providing library services? (Pl. Mark tick)**

1) Yes { } 2) No { }

**If yes, please mark tick**

Sr.no	Mobile Services	Tick Mark
1	Mobile Presence (Mobile-Friendly Website or Mobile app)	
2	Mobile Friendly catalog Interface	
3	SMA Reference (Reference assistance via text messaging)	
4	E- books for mobile device	
5	Local chat and virtual reference (L-Net)	
6	Text message for holds and over dues	
7	Free Wi-Fi (mobile device can link)	
8	Wireless internet collection, some mobile database interface depending on vendor e-books	
9	RSS Feeds ,Twitter	
10	Download e-books audio books and video through a consortium	
11	Circulation (Issue/Return)	
12	Announcements	
13	Any other please specify	

**62) Does your library use Bar code technology? (Pl. Mark tick)** 1) Yes { } 2) No { }

**63) Does your library use RFID Technology? (Pl. Mark tick)** 1) Yes { } 2) No { }

**64) Does your library develop Institutional Repository? (Pl. Mark tick)**

1) Yes { } 2) No { } 3) In Process { }

### **10. Web Based Library services**

**65) Which of the following services are provided using web?**

Sr. no	Description	YES	No
<b>A</b>	<b>Reference</b>		
1	Electronic Document Delivery service		

2	Web- Based reference tools (Internet search engines Google, AltaVista, dictionaries, Encyclopedias Translators, Thesaurus, Maps etc...)		
3	Electronic Current awareness services		
4	Electronic SDI Services		
5	Virtual Reference Desk/Ask-a- Librarian		
<b>B</b>	<b>Acquisition</b>		
1	List of New Arrivals online provision of alert service		
2	Electronic Indexes (abstracts describing article content, and some provide the full text of articles)		
<b>C</b>	<b>Circulation</b>		
1	Knowing circulation data Issue/return online		
2	Reservation of documents online		
3	Status of reserved documents online		
4	Online request for renewal of loan		
5	User account status online		
6	Online posting of overdue details		
<b>D</b>	<b>Cataloguing</b>		
1	Searching Web OPAC		
2	Accessing e-journals		
3	Accessing online database		
4	Searching multiple catalogues with single command		
<b>E</b>	<b>ILL/Document Delivery</b>		
1	ILL Based Services		
2	Online inter library service		
<b>F</b>	<b>Periodical section</b>		
1	Electronic article delivery		
2	Article alert service		
<b>G</b>	<b>Miscellaneous</b>		
1	E-based services		
2	Online staff list		



3	Online feedback form		
4	Online library news		
5	Online subject gateways		
6	Online integrated push based services		
7	Web based library tutorials		
8	Web based user education/virtual library tour		
9	Online in house-library bulletins		
10	Library blogs		
11	Online mailboxes for user comments or suggestions		
12	Library forums (d-mail based)		
13	Online map of the library		
14	Online library chat		
15	Library wiki		
16	Help Desk		
17	Know your library		
18	Library orientation to users		

### **11. Best Practices in Libraries**

**66) Please indicate which the best practices adopted in your University library?**

<b>Sr.no</b>	<b>Best Practices</b>	<b>Mark Tick</b>
1	Computerization of Library Using Open Source Software	
2	Inclusion of Sufficient information about the library in the university prospectus	
3	Compiling student/Teacher attendance statistics and Locating the same on notice board	
4	Displaying Newspaper clippings on Notice board	
5	Career/employment information/services	
6	Internet facilities to different user groups	
7	Arranging Information Literacy programme	
8	Signage systems	
9	Suggestion Box and timely Response	

10	Displaying New Arrivals and Circulate list of Academic Departments	
11	Conducting Book exhibitions on different occasions	
12	Organizing Book Talks	
13	University Annual Best user Award for student	
14	Organizing Competitions Annually	
15	Conducting User Surveys Periodically	
16	Collection Development policy Print and E-resources	

**67) Are you getting user feedback/ISB regularly? (Pl. Mark tick) 1) Yes { } 2) No{ }**

**68) Kindly suggestion from university librarian.**

**Date:-**

**Place: -**

**Stamp**

**Signature of the Librarian**