(Questionnaire for Users')

(Please tick (√) whenever is necessary. The information provided by you will be kept confidential and used for academic purpose only.)

A. Personal Background / Characteristics of the Respondents

1. **User Information.**

    i. **Name** : ....

    ii. **Gender** : Male ☐ Female ☐

    iii. **Age (Yrs)** : a. < 20 ☐ b. 21-30 ☐ c. 31-40 ☐

    d. 41-60 ☐ e. 61 – above ☐

    iv. **Name of the Institution where associated / work:**

    ………………………………………..

2. **Category**

    i. Under Graduate   General ☐   Technical ☐

    ii. Post-Graduate   General ☐   Technical ☐

    iii. Researcher   M.Phil ☐   Ph.D. ☐

    iv. Faculty Members   ☐

    v. Others (Please specify)...

3. **Please mention your experience in years** (Only for faculty & staff members)**: -**

    a. < 5 ☐ b. 6-10 ☐ c. 11-15 ☐ d. 16-20 ☐ e. 21+ ☐

4. **Please write the area of specialisation in your study:........................**

B. Library Visit Pattern

5. **How often do you visit the library?**

    i. Everyday   ☐

    ii. Weekly   ☐

    iii. Fortnightly   ☐

    iv. Monthly   ☐

    v. Not Regularly   ☐

6. **Indicate the purposes to visit library.**

    i. Academic purposes /Research   ☐

    ii. For learning to prepare for note/ assignment   ☐

    iii. To keep up-to-date on subject of interest   ☐

    iv. Career development and growth   ☐

v. For teaching purpose ☐

 vi. Others (Please Specify)............................

7. Which types of information do you frequently look in this library (Rank 1, 2, 3….)

  i.   Reference Materials ☐

 ii.   Text books ☐

iii.   Current information ☐

iv.   Audio-visual materials ☐

  v.   Periodicals (Print) ☐

vi.   E-resources ☐

vii.   E-journals ☐

viii.   CD-ROM Databse ☐

ix.   E-bulletin ☐

  x.   Others (Specify)...

8. How do you search books, magazine in the library?

  i. Using manual Library Catalogue ☐

 ii. Visiting Shelf Area ☐

iii. Using Computer Database ☐

iv. OPAC ☐

  v. By taking help of library staff ☐

 vi. Some other means...

9. How do you know about the new arrivals in the Library?

  i. Through Catalogue ☐

 ii. Through Display ☐

iii. Through friends/colleagues ☐

iv. E-mail alert receive from library ☐

  v. Current Awareness Service ☐

 vi. Accession list/ List of Addition ☐

vii. Others..

10. How do you find availability/ adequacy of reading materials / resources in your library? Put tick (√) mark.

Resources	Adequate	Partially Adequate	Not Adequate at all
Text books			
Theses/Dissertation			
E-Resources			
Reference books			
Journals			
Newspapers			
CD/DVD			
E-Journals			
Online-Database			
Computer			

11. Please indicate your option by tick mark (√) the following:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Materials are available when user require					
Materials are easy to find					
Familiar with the e-resources					
Satisfied with the Library Hours					
Would you like to recommend this library to others					

12. Please rank/rate your institutional library in term of following:

	Average	Satisfactory	Good	Very Good	Excellent
Physical Condition / Interior of the Library					
Space of the Library compare to the other institutions					
Library Collection (Books)					
Library Collection (Journals)					
Online, E-Resources					
ICT Infrastructure in your library					
Customer /User Services					

13. Please indicate your opinion for library service which you feel better to use the library.

    i. Manual ☐   ii. Computerised ☐

14. How is your library maintaining internal security?

    i.   Guard/Library Staff ☐

    ii. Close Circuit Camera ☐

    iii. RFID Technology ☐

    iv. Surveillance System ☐

    v. Some other means...

15. Do you think the internal environment of the library is suitable for study?

    i. Yes ☐

    ii. No ☐

16. If yes, please mention how the environment is suitable to you?

    i.   Air-conditioned ☐

    ii. Maintained silence ☐

    iii. Well ventilated with sufficient fan. ☐

    iv. Others...

17. Do you think the accommodation problem in your library exists?

    i.   Reading Room ☐

    ii. Stacks Area ☐

    iii. E-resource area ☐

    iv. Periodicals Section ☐

    v. Others if any …………………………………

18. Are you getting Internet/E-mail facility in your library?

    i. Yes ☐

    ii. No ☐

19. If yes, please mention. Please tick (√) mark.

    i. Fee-based ☐

    ii. Non-fee based ☐

20. Do you get information from any library network?

    i. Yes ☐   ii. No ☐

21. If yes, please mention using tick (√) mark.

i. DELNET ☐

ii. INFLIBNET ☐

iii. UGC-Info net ☐

iv. Other (Please specify)..

22. Please rank your institutional library facility:

Particulars	Poor	Good	Very Good	Excellent
Library Interior (Tables, Chairs, Climate, Noise level, Attractiveness)				
Library Timing (Hours, during class time)				
Assistance /Guidance provided by Library staff				
Photocopying Facility				
Library website				
ICT Application use in library				
Behaviour of library staff				

23. Does your library have any digital library / collections from which you borrow to your home?

    i. Yes ☐ ii. No ☐

24. Do you think your library should provide inter-library loans? (Inter-library loan is a system of sharing library materials among selected libraries under specific agreement)

    i. Yes ☐ ii. No ☐

25. Do you have any proposal to improve the services, which are provided by the library?

    i. Yes ☐ ii. No ☐

26. If yes, mention your opinion/ proposal about the ideal characteristic of an efficient library and information services? (Please mention)

    i. ....

    ii. ....

Thanking you,

_____

Signature