Questionnaire

Quality management approaches in Library.

Instruction`

Please indicate the most appropriate answers by a tick the numbers provided below aganst questions,whwere a space is provided ,please write your answer in it.

Y=Yes:N=No

Saction A.(a)Factual Data:

1.Name:

2.Designation:

3.Qualifications:

a.Academic   1.Undergraduate   2.Graduate.   3.Other .   4.PG   5.Ph.D

b.Professional 1.Nill   2. C-Lib   3. BLISc   4. MLISc   5. Ph.D

4.Experince   1.Nill   2.1-10 Years   2.11-20 Years 3.>20 Years

5.Year in inception of Library.

6.Library annual budget1.1-5 Lakhs   2.6-10 lakhs   3.>10 Lakhs

7.Number of employee in LIS unit:

    a.1-4 nos (Low)   b. 05-10 nos(Medium)   c. >10 nos(High)

8. Please indicate (Tick mark) the current status/ level of your library as per the following criteria.

a. Advance (Fully automated activities, including online access to external database/digital libraries or electronic documents delivery)

b. Modern (Application of computers for in house activities)

c. Traditional (Not computerised, including routine Library activities like circulation, document supply etc.)

9. Please indicate the status as perceived by yourself

      1.Very poor   2.Poor 3.Strong   4.Good5.Very Good

10.   (a) Whether any quality consultant/managers was appointedY/N

(b) Any special accolade gained by your library. Y/N (If yes please specify)

11. Library atmosphere

a. Are you satisfied with the present atmosphere of the Library?

b. Do you think that there is sufficient manpower in your Library?

c. Are there sufficient Library resources to meet the requirement of the users?

d. Is there sufficient Library infrastructure to provide the Library?

Section B:(B) Collection of the Library

1. Mention the total collection of documents

i. Total books

      a. Text books-

      b. Reference books-

ii. Current Journal

      a. Indian-

      b. Foreign-

iii. Magazines-

iv. CD's/DVD's-

QUALITY AWARENESS LEVEL

Section B: Quality Management-General issues/Aspects.

Please tick mark on one of the following options on a 5 points scale as below-

      1- Do not agree

      2- To same extant agree

      3- Agree

      4- Strongly agree

      5- Point Scale as below

1. Quality is an absolute category linked to universal and eternal value.

            1   2   3   4   5

2. Quality is a dynamic entity changing with time, customer requirements and other factors.

            1   2   3   4   5

3. Richness and range of collection in library speaks of good quality.

            1   2   3   4   5

4. Quality is system driven and not attained by chance.

            1   2   3   4   5

5.Terminological and conceptual inconsistencies prevalent in Quality .

            1   2   3   4   5

6. Customer focus comes in way of professionalism.

            1   2   3   4   5

7. It is the system not the employee that is responsible for most inefficiency in the Library.

            1   2   3   4   5

8. Doing the work right the first time is only a quality slogan and is difficult to maintain in

practices.   1   2   3   4   5

QUALITY MEASUREMENT LEVEL

9.It is not enough to recommend standards for quality, But whether the same are understood

and accept by all concerned is also important.   1   2   3   4   5

10.Quality improvement is linked with organizational change and learning .

            1   2   3   4   5

11.By involving workers in decision making process you could use their service up to the full

potential.   1   2   3   4   5

12. The optimum quality of any product/service is determined taking into account the cost

factor also.   1   2   3   4   5

13. The quality target should be well defined for aching quality goals.

            1   2   3   4   5

14. Leadership at top management level is a must for starting any quality improvement

programme in the Library/information centre.   1   2   3   4   5

15. Regular user survey should be undertaken.   1   2   3   4   5

16. There is a need to follow establishment standards for services.

            1   2   3   4   5

17. Designing library manuals for quality improvement helping in building sense of

responsibility and delegation of authority among stuff.

1   2   3   4   5

18. All employees including frontline and stuff should receive training in quality awareness
and how to carry out customer service goals.   1   2   3   4   5

19. The area for training should continuously scrutinized and well known to the stuff at
various levels.   1   2   3   4   5

20. Suggestions from all the stuff members should be taken for quality improvement on
regular basis.   1   2   3   4   5

21. The initiation of quality improvement team leads to TOM path.

                                                    1   2   3   4   5

22. Suitable standards should be established for key process.

                                                    1   2   3   4   5

23.Team building skills like coaching, holding question session, listening carefully to the
stuff problems and creativity soliciting is essential to the path of TQM.

                                                    1   2   3   4   5

24. There should be document record which states who will do what,when how and why.

                                                    1   2   3   4   5

25. Employee shows reluctance to recommend changes for better procedures because of fear
of top management.   1   2   3   4   5

OPERATIONAL ISSUES/ASPECTS

1-Never   2-Seldom   3-Occasionally   4- Usually   5- Always

26.Do you have means for selecting and choking the performance of your suppliers(Vendors)

                                                    1   2   3   4   5

27. Do you have established norms or benchmark foe visitations, against which you can test
and impact?   1   2   3   4   5

28. Do you keep records of these test and inspections?

                                                    1   2   3   4   5

29. Do you have procedures in place for cases of non conformance, when a visitation does
not meet your requirements or those of customers? 1   2   3   4   5

30. Are records kept to show what happens when performance is not satisfactory?

                                                    1   2   3   4   5

31. Do you choose a supplier on the basis of price alone?

                                                    1   2   3   4   5

32.Are stuff members adequately trained to carry out the various process?

                                                    1   2   3   4   5

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33. Do you an identifiable process for delivering a service while conforms to your customer's requirement?   1   2   3   4   5

34. D you identify the methods whereby statics are kept of loans, sales, complaints an enquiries?   1   2   3   4   5

35.Do you identify the methods whereby you check customers satisfaction?

                                            1   2   3   4   5

36. D you blame employees and not the system in case of inefficiency in the work?

                                            1   2   3   4   5

37. Do you blame employees and not the system in case of inefficiency in the work?

                                            1   2   3   4   5

38. Does the employee report for problems in their areas of work before it is noticed by the management?   1   2   3   4   5

39. Does employees competent enough to identify the causes of the problems and possible solutions to offer as suggestions?   1   2   3   4   5

40.Do you follow statistical process control methods such as flowcharting, check sheet, couse and effect diagrams control chart etc?   1   2   3   4   5

41. Do you make notes of activities to do in a particular day?

                                            1   2   3   4   5

42. Do you have clean desk where you can always find things you need?

                                            1   2   3   4   5

43. Do you see to it that no task are postponed irrespective of your disliking the same?

                                            1   2   3   4   5

44. Do you respect hierarchical structure while communicating with your colleague?

                                            1   2   3   4   5

45.Are you polite with your colleague and subordinates even in situation of provocation?

                                            1   2   3   4   5

46. Do you listen to others attentively even if you do not agree with them?

                                            1   2   3   4   5

BESTS PRACTICES FOR COLLEGE LIBRARIES:

1. Computerization of library with library professional software   Y/N

2. Inclusion of sufficient information about the library in the college purpose.   Y/N

3.   a Do you compile students attendance statistics regularly?   Y/N

        b.Do you display the attendance statistics of students on the notice board? Y/N

4.   a. Do you compile Teachers attendance statistics regularly?   Y/N

        b. Do you display the attendance statistics of teachers on the notice board? Y/N

5. Display newspaper clipping on the notice board periodically.   Y/N

6.   (i) Career information services.   Y/N

        (ii) Employment Information services.   Y/N

7. Internet facilities to different user groups   Y/N

8.   (a)Does library have suggestion box?   Y/N

        (b) Do you timely respond to it ?   Y/N

9. Information literary Programme.   Y/N

10.   (a) Do you display the new arrivals of the library?   Y/N

        (b) Do you circulate the list of new arrival document to academic departments?

                                                                                 Y/N

11. Do you conduct book exhibitions on different occasions?   Y/N

12. Do you organize book talks in your library?   Y/N

13. Do your library provide the annual best user award for students?   Y/N

14. Do you organize competition annually among your users?   Y/N

15. Do you carry out users' surveys periodically?   Y/N

16. Do you compile Subject Bibliography for user?   Y/N

17. Do you circulate the Subject Bibliography to the concerned departments?   Y/N

MANAGEMENT OF LIBRARY AND SERVICES:

1. Nature of library

    (i)   Open access

    (ii)   Close access

    (iii)   Open to teachers and closed to students

2. (a)Number of opening hours of the library in a working day.

    (i)   5.5 hours

    (ii)   6 hours

    (iii)   6.5 hours

    (iv)   7 hours

    (v)   7.5 hours

    (vi)   8 hours

    (b) (i) Does the library have extended and appropriate working hours before the class

    hours?   Y/N

(ii) Does the library have extended and appropriate working hours after the class hours?   Y/N

3. (a) Does the college have a library advisory committee?   Y/N

(b) If yes, what is the role of the library committee?   (pl. specify)

(c) Role of librarian in the library committee as-

      a. Secretary
      b. Coordinator
      c. Member
      d. Any other (pl. spacify)

4. Are the qualifications, experience and pay of the librarian on par with that of academic stuff as per government/UGC norms?   Y/N

5. (a) Has the librarian attended/Participated in orientation courses?   Y/N

(b) Has librarian attended/ Participated in refresher course?   Y/N

6. (a) Has librarian attended/ Participated in workshop?   Y/N

(b) Has librarian attended/ Participated in seminars?   Y/N

7. Does the library have separate premises of its own?   Y/N

8. Does it contain minimum infrastructure facilities in terms of

    a) Stuff area   Y/N
    b) Reading hall   Y/N
    c) Periodicals sections   Y/N
    d) Circulation counter   Y/N
    e) Acquisition Sections   Y/N
    f) Technical Section   Y/N
    g) Reference section   Y/N
    h) Bound Periodical Sections   Y/N
    i) Manuscript Section   Y/N
    j) Internet Section   Y/N
    k) Reporting Section   Y/N
    l) Translation Section   Y/N

9. Does the library have maximum basic facilities like-

    a) Locker facility   Y/N

    b) Proper ventilation   Y/N

    c) Proper electrification   Y/N

    d) Power back up facility   Y/N

    e) Drinking water inside library   Y/N

    f) Toilet Facility   Y/N

10. What is the ratio of sitting capacity to the users in reading room (students and faculties)

    a) 1.50

    b) 51-100

    c) 101-150

    d) 151-200

    e) Above 200

11. Does the library provided the following services-

    i.   Circulation Services   Y/N

    ii.   Reference Services   Y/N

    iii.   Referral Services   Y/N

    iv.   Reprographic Services   Y/N

    v.   Paper Clipping Services   Y/N

    vi.   Resource Sharing/ILL   Y/N

    vii.   Internet Services   Y/N

    viii.   Digital Document Delivery Services   Y/N

    ix.   Abstracting Services   Y/N

    x.   Indexing Services   Y/N

    xi.   Information display and notification services   Y/N

    xii.   User orientation /Information Literacy services   Y/N

    xiii.   Bibliographic Completion Services   Y/N

    xiv.   Translation Services   Y/N

    xv.   Career Information Services   Y/N

    xvi.   Employment Information Service   Y/N

    12.   (a) Average numbers of book /Documents issued per day-

(b)Average numbers of books/ Documents returned per day-

13. Average numbers of users who visited/ document consulted per day-

14. What are the measures for overall maintenance and cleanliness of the library?

15. What are the financial/Funding sources other than the state, central and UGC grants?

16. What are the different policies adopted for collection development , promotion and training of library stuff?

INFORMATION COMMUNICATION TECHNOLOGY:

1. Inception year of computer in your college library-
2. (a) A number of computers in the library-
    (b) Number of computers connected to internet in the library-

3. Installation year of library automation software in the college library:

4. Name of the library software used for automation:

5. Number of computers used in library automation

6. Automation status of your library.\

   a) Completed
   b) Partially completed
   c) Not competed

7.Computerized serviced provided by the library.

   (i) OPAC
   (ii) Serial control
   (iii)On line ordering of documents etc
   (iv)Online purchasing.
   (v) Any ther

8. Library digitalization process:

   a) Fully digitized
   b) Partially digitalized.

c) Not started

9. Do you have separate LAN in the library?   Y/N

(a)Is the library connected to other departments with LAN.   Y/N

10. Operating software used in the computers of the library-

    a) Windows
    b) Linux
    c) Windows and Linux
    d) Any other(pl spacify)

11. Separate e-mail ID of library apart from College e-mail   Y/N

12. Information included in the library website.

    a) Information about library.   Y/N
    b) User feedback.   Y/N
    c) Notification of current available of library.   Y/N
    d) Notice board displaying information.   Y/N
    e) Link to educational sites.   Y/N
    f) Link to open access e-journals.   Y/N
    g) Link to open access e-resources.   Y/N
    h) Link to e database.   Y/N

13. IT Tools available in the library-

    a) Computer server   Y/N
    b) Barcode Printer   Y/N
    c) Painter   Y/N
    d) Barcode Scanner   Y/N
    e) Scanner   Y/N
    f) Photocopier   Y/N
    g) Projector   Y/N
    h) Smart Board   Y/N
    i) Telephone Connection in the library   Y/N
    j) Fax   Y/N

k) Digital Camera   Y/N

l) Camcorder   Y/N

17. IT Resources available in the library-

  a) E-books   Y/N

  b) E-journals   Y/N

  c) Audio- cassette   Y/N

  d) Video Cassette   Y/N

  e) DVD's   Y/N

  f) CDs   Y/N

  g) Floppier   Y/N

  h) Microfilm   Y/N

  i) Magnetic Tap   Y/N

  j) Gramophone Records   Y/N