

# Feedback Questionnaire on Reader Services in Himachal Pradesh University Library

Note: This Questionnaire has been prepared by the Library Advisory Committee Himachal Pradesh University to seek feedback from the users of Himachal Pradesh University to have scientific feedback about functioning of the Library and to bring reforms in its working so as to serve its users in an efficient way using latest state of the art infrastructure . You are requested to fill it objectively and handover it to the circulation desk in the Main Library. We solicit your kind co-operation in this direction.

\* Required

**What is your main reason for using library facilities?(you can tick more than one option) \***

- To support course of study
- Leisure/general enjoyment
- Independent learning
- Research
- Looking for jobs

**How many hours do you spend reading in the HPU Library daily? \***

- One
- Two
- Five
- Other:

**Do you consider yourself? \***

- A beginner in using Library
- An intermediate user of Library
- A fairly experienced user of Library
- A very experienced user of Library

**If you visit a University Library which services do you want to use?(please tick all that apply)\***

- Borrow books
- Read magazines or newspaper
- 24 hours reading Room
- Research topics
- Xeroxing and reference Services
- Journals

**Please tick reason/reasons which make you feel that you do not need University library services? (please tick all that apply) \***

- Lack of time
- Lack of interest
- I find everything I need online or from other sources
- I buy my own books

**Do you reserve the books for your use in the Library circulation section? \***

- If yes how often
- Very often
- Some- times
- Rarely

**Is your library providing photocopy facility ? \***

- Yes
- No

**If yes how much cost is charged for each copy \***

**Are you satisfied with this service? \***

- Yes
- No

Are you satisfied with the circulation system of your library? \*

- yes
- no

If NO please specify.

How much is the library staff helpful towards you? \*

- Very helpful
- Helpful
- Neutral

Are you satisfied with the following physical facilities of the University library? \*

	Poor	Fair	Average	Good	Excellent
Water	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Toilet	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heating	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sitting Arrangements	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you have access to/use computer facilities elsewhere, please say where? (please tick all that apply) \*

- Home
- School/college/university/Deptt.Computer Centre
- Cyber cafe
- Work place
- Other:

## ICT Facilities

Would you be interested in having training on how to use the computer facilities available in the Library? \*

- yes
- no

How important is it for the University library to provide computer facilities? \*

- Very important
- Quite important
- Not very important
- necessity of the hour

Are there any ways the library could improve your access to the IT services on offer?How? (please specify in three lines) \*

Would you generally agree with cancelling print journals for reason of economy and offering electronic journals instead of them? \*

- Yes
- No

Would you generally agree with cancelling print journals for reason of economy and offering electronic journals instead of them? \*

If yes in particular cases (specify)

Are you aware of e-journal service available to HP University through UGC Inflibnet? \*

- Yes
- No

Are you aware of e-journal service available to HP University through UGC Inflibnet? \*

If yes please state how often you have used this service for your studies/ research work.

Would you like to see catalogues of Himachal Pradesh University Library on the web? \*

- yes
- no

Would you like to have a password operated an e-user account for yourself as member of the University Library \*

- yes
- no

## Suggestions for improvement

What are your views/expectations about the future of the library services?(state in five lines) \*

For which of the following services would you be prepared to pay a reasonable user charges? (Please tick all that apply) \*

- Use of computers and the internet
- Use of Wi-fi
- Posting multimedia items to your home terminal

Imagine scenerio about library services in 5-10 years time, which of the following scenario most appeals to you? \*

- Few big and better libraries
- Library services mostly digital.
- Downloadable e-books
- Online services

Library may propose to put self-service machines into all the sections of our library reducing the numbers of paid staff and recruiting volunteers to help and deliver the service. This way of working has the potential to save money without closing any library. Do you think: \*

- This is a good idea if it saves library services
- You would rather see fewer libraries but fully run by paid staff
- Other:

## Would you be willing to support your University library by volunteering to help in any of the following types of services?

1. General volunteering e.g. assisting users, shelving books \*

- Yes
- No

2. To develop the libraries for the use of society \*

- Yes
- No

3. Helping people to learn e.g. basic IT skills for library usage \*

- Yes
- No

**4. Promotion and fund raising activities \***

- Yes
- No

**Give your suggestions for the overall improvement of the University Library services/ facilities within ten points \***

## Usage of Library

**What is your average usage of Library? \***

- Less than once a month
- Once a month
- Once every two weeks
- Once a week
- Daily

**Which library facilities do you use?(please tick all that apply) \***

- Books lending from Library
- Reference books/information(e.g.encyclopedia/journal/ newspaper)
- Computer facilities
- Catalogue facilities
- Other:

**What is main use/purpose of the Library for you? Explain in three lines \***

**Which Library section(s) do you use mostly? \***

- Reference section
- General Stacks section
- Periodical Section
- Reading room/hall
- Private Reading Room

**Do you use any of the following University Library services?(please tick all that apply) \***

- Look for and request books
- Research topics (e.g. in encyclopedias, dictionaries or other online reference books)
- Regional, National and International history resources)
- Read magazine and newspapers
- Follow a computer-based learning course

**Why do you use the reference books in Today's context also? (explain in three lines) \***

**Name of student/Teacher/Member \***

**Roll No./Library Borrower No. \***

**Class/Semester/Subject \***

**Department \***

**Tick the appropriate category to which you as a reader belong. \***

- PG Student
- Research Scholar
- UG Student
- Teacher
- Visitor

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