# Users' Attitude Towards UGC-INFLIBNET Services at Manipur University Library : An Assessment

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## Abstract

*Highlights the major objectives and services of INFLIBNET, assesses the attitude of the users towards the services of Manipur University Library under INFLIBNET programme through conducting a survey. Mentions about the methodology adopted. Facilities and major achievements of Manipur University library are highlighted. Findings are summarized in a suggestive way to use in providing services in future to meet the needs of the users.*

**Keywords :** Users attitude, INFLIBNET, Manipur University Library, IT Services

## 0. Introduction

The IUC of UGC(India), the Information and Library Network (INFLIBNET) Centre was established in 1991 with its Headquarters at Gujarat University Campus, Ahmedabad. Since its inception, the centre has been involving in various programmes and activities directed towards automation of libraries, information/documentation centres, establishment of a mechanism for information transfer and access, supporting scholarship, learning and academic pursuit in the country. It is also aimed at establishing a national network of libraries and information centres in Universities, institutions of higher learning and R&D institutions in India. Under the programme many universities and institutions around the country have been covered as its nodes since the last decade. It needs to be assessed as to how far the services rendered under INFLIBNET programme are beneficial to the users and their attitude towards the same. In this backdrop, an assessment is being made in our paper presented here considering Manipur University library (MUL) as a case study. It is noted that MUL was declared as one of the INFLIBNET nodes in 1993.

## 1. Manipur University Library (MUL)

In 1972, a JNU Centre of P.G. Studies was established at Imphal. The Manipur Government established the Manipur University (MU) on 5th June 1980 under the Manipur University Act, 1980 (Manipur Act No. 8 of 1980). Consequent upon the establishment of the same the erstwhile JNU Centre of P.G. Studies was merged to MU on the 1st April 1981. As on 15th Dec. 2003, the library has a collection of 1,13,500 books, 2,218 theses and dissertations, 500 back volumes of journals and 300 e-documents. MUL is located at the heart of the university as the nerve centre of academic and research activities of its about 2,264 registered users comprising 1,278 P.G. Students, 500 Research Scholars, 136 Teachers, 350 Non-teaching Staff and other unregistered users of the state. The average visitor of the library is about 200. Application of IT in MUL was started since 1989.

### 1.1 Hardware and Software Used

For the implementation of the INFLIBNET services the library has been in use the following hardware and software during 1993-2003.

Hardware: PC-386(2Nos); PC-486(1No); P-I(1No); P-II(1No); P-III(1No); P-IV(7Nos); Printer(2Nos); UPS(10 Nos); CD writer(1No).

Software: Windows NT; MS-SQL server; Windows XP; Windows ME; CDS/ISIS; SOUL.

## 1.2    Major Achievement

Major achievements of the INFLIBNET section of MUL include :

- Connection  to other libraries of the country;
- Utilization of  information-resources of the MU Library;
- Checking of duplicate purchasing in the library;
- providing reliable access to the "Online Union Catalogue" of documents created from the collections of  different libraries;
- opening  the e-mail facilities for the scientists, researchers, faculties, staffs and students;
- providing OPAC to different departments through campus network over the web; and
- offering the facilities for downloading e-papers from different places(print/non print media).

## 2.    Objectives

The Main objectives of the present study include:

- To ascertain the requirements of the users;
- To assess their attitude towards INFLIBNET services of MUL;
- To analyze how far they have been benefited from the programme;
- To check the problems and difficulties their encountered; and
- To seek suggestion from them for the overall improvement of the programme.

## 3.    Methodology

Present assessment has been mabe by surveying the different user groups of the MUL using a questionnaire as appended in ANNEXURE-1. The same has been distributed to them following stratified sampling techniques. They have been surveyed during 20th Nov. to 8th Dec. 2003. Thus the results of the study reflect the attitude of the users who have returned duly filled questionnaire during the period.

## 4.    Manifestation

The major findings of the present assessment study are highlighted as below:

### 4.A1   The Users and Their Identification

Table A1 shows that of the total 150 questionnaire distributed, 102 users returned the duly filled in questionnaire making 68 percent response. The representation from PG Student is highest (80%) followed by Teachers(72.00%), Research Scholar(65.71%)and Non-teaching staff (52.50%) respectively. Out of 102 respondents, 53 (51.96%) are male and 49(48.04%)are female. Regarding Knowledge about Computer handling /Internet access ,70.59 percent of the total respondent said "Yes", male and female group sharing 77.36 percent and 65.31 percent respectively. Thus maximum of the user community of the MUL covered under the survey are Computer/ Internet literate.

### *Table A1  Category of users and their identification*

| Sl. No | Category Users | User Response | | | Sex | | Knowledge about Computer/Internet Access | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | QD | QR | Response | Male (%) | Female (%) | Yes (%) | No (%) | Male | | Female | |
| | | | | | | | | | Yes | No | Yes | No |
| 01 | P. G. Student | 50 | 40 | 80.00 | 23 (57.50) | 17 (42.50) | 27 (67.50) | 13 (32.50) | 19 (82.61) | 04 (17.39) | 08 (47.06) | 09 (52.94) |
| 02 | Research Scholar | 35 | 23 | 65.71 | 11 (47.83) | 12 (52.17) | 20 (86.96) | 03 (13.04) | 09 (81.82) | 02 (18.18) | 11 (91.67) | 01 (8.33) |
| 03 | Teachers | 25 | 18 | 72.00 | 07 (38.89) | 11 (72.22) | 13 (27.78) | 05 (85.71) | 06 (14.29) | 01 (72.73) | 08 (27.27) | 03 |
| 04 | Non teaching Staff | 40 | 21 | 52.50 | 12 (57.14) | 09 (42.86) | 12 (57.14) | 09 (42.86) | 07 (58.33) | 05 (41.67) | 05 (55.56) | 04 (44.44) |
| | Total | 150 | 102 | 68.00 | 53 (48.04) | 49 (70.59) | 72 (29.41) | 30 (77.36) | 41 (22.64) | 12 (65.31) | 32 (34.69) | 17 |

QD= Questionnaire Distributed;     QR= Questionnaire Returned       Source: Questionnaire

## 4.A2   Users Awareness About INFLIBNET Services

Even though most of the users of different category know about computer, the number of users who are aware about INFLIBNET Services of the Library are found to be less(51.96 %). Among the different groups, Research Scholars and Teachers are found to be more aware about the services in comparison to others as the table A2 revealed. Awareness about the same among the PG students and Non – teaching Staff are below the desired rank.

### *Table A2 :  Users Awareness About INFLIBNET Services*

N=102

| Sl. No | Category of Users | Yes | | No | | Total | |
|---|---|---|---|---|---|---|---|
| | | Male(%) | Female(%) | Male (%) | Female (%) | Yes(%) | No(%) |
| 01 | P. G. Student (40) | 09(22.50) | 05(12.50) | 14(35.00) | 12(30.00) | 14(35.00) | 16(65.0 |
| 02 | Research Scholar | 10(43.48) | 09(39.13) | 01(4.35) | 03(13.04) | 19(83.61) | 04(17.39) |
| 03 | Teachers | 06(33.33) | 07(38.89) | 01(5.56) | 04(22.22) | 13(72.22) | 05(27.78) |
| 04 | Non teachingStaff | 03(14.29) | 04(19.05) | 09(42.86) | 05(23.80) | 07(33.34) | 14(66.66) |
| | | 28(27.45) | 25(24.51) | 25(24.51) | 24(23.53) | 53(51.96) | 49(47.00) |

Source: Questionnaire

## 4.A3   Basic Training on the Use of INFLIBNET Services

Irrespective of their knowledge on Computer handling/ Internet access and awareness of INFLBNET Services, more than 50 percent of each group of users say that they do not require training on the use of the services. It is also remarkable from Table A3 that those who require the training among the male and female group of users are more or less same 23.53 percent and 22.55 percent respectively.

### *Table A3. Basic Training on the Use of INFLIBNET Services*

| Sl. No | Category of User | Yes | | No | | Total | |
|---|---|---|---|---|---|---|---|
| | | Male(%) | Female(%) | Male (%) | Female (%) | Yes(%) | No(%) |
| 01 | PG Student = 40 | 12(30.00) | 11(27.50) | 6(15.00) | 11(27.50) | 18(45.00) | 22(55.00) |
| 02 | Research Scholar =23 | 5(21.74) | 6(26.09) | 6(26.09) | 6(26.09) | 11(47.89) | 12(52.17) |
| 03 | Teachers = 18 | 2(11.11) | 5(27.78) | 6(33.33) | 5(27.78) | 8(44.44) | 10(55.56) |
| 04 | Non Teaching Staff =21 | 5(23.81) | 7(33.33) | 5(23.81) | 4(19.05) | 10(47.62) | 11(52.38) |
| | Total = 102 | 24(23.53) | 29(28.43) | 23(22.55) | 26(25.49) | 47(46.08) | 55(53.92) |

Source: Questionnaire

### 4.A3.1   User Expectation of Training

Those who require training on the use of INFLIBNET Services expected the training mostly from INFLIBNET Staff followed by Library and Information Professionals by all group of users except in case of Research Scholars as shown by Table A3.1

### *Table A3.1 User Expectation of Training*

| Sl.No. | Category of User | Expectation from | | |
|---|---|---|---|---|
| | | INFLIBNET Staff | Library & Information Professional | Any other |
| 01 | PG Student = 40 | 16 | 11 | 02 |
| 02 | Research Scholar = 23 | 10 | 11 | - |
| 03 | Teachers = 18 | 07 | 04 | 04 |
| 04 | Non Teaching Staff = 21 | 10 | 06 | 01 |

Source : Questionnaire

### 4.B1   Table B.1 INFLIBNET Services Received by Users

Table B1 draws inference that among the various services rendered, Internet Access and E-mail are mostly used by the users. Other services are found to be less used, but remarkably Research scholars are very much benefited with downloading of E-sources (82.61%).

### *Table B1 INFLIBNET Services Received by Users*

| Sl.No. | Service Recieved | PG Student(%) | Research Scholar (%) | Teachers (%) | Non-Teaching |
|---|---|---|---|---|---|
| 01 | Internet Access | 34(85.00) | 20(86.96) | 14(77.78) | 16(76.19) |
| 02 | OPAC | 02(5.00) | 01(4.35) | 03(16.67) | 03(14.29) |
| 03 | E-Mail | 30(75.00) | 20(86.96) | 16(88.89) | 18(85.71) |
| 04 | Access to Other | -(-) | 03(13.04) | 03(16.67) | -(-) |
| 05 | Downloading of E-sources | 15(37.50) | 19(82.61) | 06(33.33) | 05(23.81) |
| 06 | Access to Online Union Catalogue | -(-) | -(-) | 01(5.56) | -(-) |
| 07 | COPSAT | -(-) | -(-) | 03(16.67) | -(-) |
| 08 | Others | 02(5.00) | 04(17.39) | -(-) | -(-) |

Source: Questionnaire

## 4.B2   Purpose of Use of Internet

Internet service is used for different purposes by different groups of users. As Table B2  suggests  access to Academic Website through internet is higher among the PG students. For other groups of users, E-mail  dominates over other purposes for which they use internet. However, access to Academic Website is also quite remarkable in case of Research Scholars and Teachers.

### *B2 Purpose of use of Internet*

| Users | Purposes | | | | | |
|---|---|---|---|---|---|---|
| | E-mail | Academic Website | E-Journals Database | Online | Others | First in Rank |
| PG Students | 15 | 24 | - | - | 01 | Academic Website |
| Research Scholars | 22 | 20 | 03 | - | - | E-mail |
| Teachers | 16 | 15 | 08 | 10 | 03 | E-mail |
| Non-Teaching Staff | 17 | 04 | - | 09 | 03 | E-mail |

Source: Questionnaire.

## 4.B3   Attitude Towards the Speed of Internet

The speed of internet for downloading of sources is quite insufficient as felt by all groups of users under study except Non-teaching staff who felt the speed is poor as highlighted by the Table B3

### *B3 Attitude Towards the Speed of Internet for Downloading*

| Users | Attitude of Users | | | | |
|---|---|---|---|---|---|
| | Sufficient | Insufficient | Poor | Very Poor | First in Rank |
| PG Students | 01 | 34 | 05 | - | Insufficient |
| Research  Scholars | 04 | 18 | 01 | - | Insufficient |
| Teachers | 02 | 13 | 03 | - | Insufficient |
| Non-Teaching Staff | 01 | 08 | 11 | 01 | Poor |

Source: Questionnaire.

## 4.B4   Access to OPAC

As Table B4 shows, access to OPAC by different user groups is quite negligible. This may be due to their lack of knowledge about the service. Its users are very few in all respects.

### *Table B4 Access to OPAC*

| Response | Users | | | |
|---|---|---|---|---|
| | PG Students | Research  Scholars | Teachers | Non-Teaching Staff |
| Yes (%) | 11(27.50) | 03(13.04) | 04(22.22) | 01(4.76) |
| No (%) | 29(72.50) | 20(86.96) | 14(77.78) | 20(95.24) |
| Total (%) | 40(100.00) | 23(100.00) | 18(100.00) | 21(100.00) |

Source: Questionnaire.

## 4.B4.1   From Where Users Access to OPAC

Those few users who have access to OPAC have the habit of visiting the Library from where they get this facility. Access to the same from their departments through campus network and others is also found among the teachers, but negligible as shown by Table B41

*Table B4.1 Place of access to OPAC*

| Place | Users | | | Non-Teaching Staff |
|---|---|---|---|---|
| | PG Students | Research Scholars | Teachers | |
| Library | 11 | 03 | 03 | 01 |
| In the Dept. through Campus network | - | - | 01 | - |
| Others | - | - | 01 | - |

Source: Questionnaire.

## 4.B5   Access to COPSAT

Most of the users are found not to be aware of COPSAT service, which is now made available in floppy. However, few of Research Scholar and Teachers as Table B5 revealed, access  the same.

*B5  Access to COPSAT through e-mail*

| Response | Users | | | Non-Teaching Staff |
|---|---|---|---|---|
| | P G Students | Research Scholars | Teachers | |
| Yes (%) | 07(17.50) | 09(39.13) | 05(27.78) | 04(19.05) |
| No (%) | 33(82.50) | 14(60.87) | 13(72.22) | 17(80.95) |
| Total (%) | 40(100.00) | 23(100.00) | 18(100.00) | 21(100.00) |

Source: Questionnaire.

## 4.C1     Attitude Towards INFLIBNET Services

Teacher community have opined that INFLIBNET Services enable library automation, improves efficiency and allows greater access to information sources rating them at first rank. For PG students and non-teaching staff, the source is useless for those having no skill in computer handling. As understood from Table C1, Research Scholars also feel that INFLIBNET service enables them to have greater access to information  sources.

*Table C1: Attitude Towards INFLIBNET Services*

| Response | Users | | | Non-Teaching Staff(Rank No.) |
|---|---|---|---|---|
| | P G Students (Rank No.) | Research Scholars (Rank No.) | Teachers (Rank No.) | |
| Enable Automation of Library | 27(4) | 20(4) | 18(1) | 19(3) |
| Improves Efficiency | 33(3) | 22(2) | 18(1) | 17(3) |
| Reduce Professional workloads | 18(6) | 16(6) | 17(2) | 13(6) |
| Facilitates Resource Sharing | 24(5) | 19(5) | 13(3) | 15(4) |
| Greater Access to info. Sources | 34(2) | 23(1) | 18(1) | 14(5) |
| Useless for those having no skill of computer handling | 40(1) | 21(3) | 13(3) | 21(1) |
| Wastage of Money | 11(7) | 09(7) | 04(5) | 5(7) |
| Others | 02(8) | 04(8) | 05(4) | 3(8) |

Source: Questionnaire

### 4.C2  INFLIBNET Service Towards Meeting Information Needs of Users

INFLIBNET service play an important role to meet the information needs of the users. But how far they depend on the services for the purpose is required to be ascertained. From the Table C2 it is clear that all group of users depend on the services to some extent only, except the Non-teaching staff for whom the services are useful only to a little extent.

*Table C2: INFLIBNET Services Towards Meeting Users Information Needs*

| Extent of Dependency | Users | | | |
|---|---|---|---|---|
| | P G Students (Rank No.) | Research Scholars (Rank No.) | Teachers (Rank No.) | Non-Teaching Staff (Rank No.) |
| To a great extent | 10(3) | 02(3) | 02(3) | 01(4) |
| To serve extent | 17(1) | 18(1) | 13(1) | 04(2) |
| To a Little extent | 11(2) | 03(2) | 03(2) | 13(1) |
| Not at all | 02(4) | - | - | 03(3) |

Source: Questionnaire.

### 4.C3  Level of Satisfaction

Partial satisfaction of the INFLIBNET services is seen among all groups of users as they rated highest in rank. Full satisfaction of the same is found to be placed in second rank by teachers only as understood from Table C3.

*Table C3: Level of Satisfaction on INFLIBNET Services*

| Level of satisfaction | Users | | | |
|---|---|---|---|---|
| | P G Students (Rank No.) | Research Scholars (Rank No.) | Teachers (Rank No.) | Non-Teaching Staff (Rank No) |
| Fully satisfaction | 01(3) | 03(3) | 03(2) | 01(3) |
| Partially satisfaction | 20(1) | 16(1) | 14(1) | 14(1) |
| Not satisfaction | 19(2) | 04(2) | 01(3) | 06(2) |

Source: Questionnaire.

### 4.D1  Difficulties Encountered by Users

Among the various group of users Research Scholars (91.30%) are the group who encountered most difficulties in using the services followed by Teachers (88.89%), Non-teaching Staff (85.71%) and PG students (85.10%) as evident from Table D1.

*Table D1: Difficulties Encountered by the  Users*

| Response | Users | | | |
|---|---|---|---|---|
| | P G Students | Research Scholars | Teachers | Non-Teaching Staff |
| Yes (%) | 34(85.00) | 21(91.30) | 16(88.89) | 18(85.71) |
| No (%) | 06(15.00) | 02(8.70) | 02(11.11) | 03(14.29) |
| Total (%) | 40(100.00) | 23(100.00) | 18(100.00) | 21(100.00) |

Source: Questionnaire.

### 4.D1.1   The Problems

PG students and Teachers feel that the number of computer (machines) available in the library is limited thereby making them problem in the use of the same. Another similar problem for P G students is that they are not aware of the INFLIBNET services. For the Non-teaching staff the system is not user friendly. Research scholars also expressed the same view as shown by the Table D1.1

*Table D1.1: The problems faced*

| Response | Users | | | |
|---|---|---|---|---|
| | P G Students (Rank No.) | Research Scholars (Rank No.) | Teachers (Rank No.) | Non-Teaching Staff(Rank No.) |
| Lack of Computer Knowledge | 13(5) | 03(6) | 05(6) | 09(4) |
| Limited No. of Machines | 31(1) | 19(2) | 16(1) | 07(5) |
| Information is not updated | 27(4) | 16(4) | 09(5) | 13(3) |
| Process is not understood | 29(3) | 16(4) | 14(3) | 16(2) |
| Not aware of the services | 31(1) | 18(3) | 11(9) | 17(1) |
| System is not user friendly | 30(1) | 20(3) | 15(2) | 17(1) |
| Cannot access to information | 27(7) | 11(5) | 03(7) | 06(6) |
| Others | 04(8) | 02(7) | - | 05(7) |

Source: Questionnaire

### 4.D.2  Overcoming the Difficulties

Users adopted different ways to overcome the problems they faced as shown from Table D2. Most of the PG Students changed their approach to overcome the problem while Research Scholars consult staff for help. But  teachers and non-teaching staff take assistance from others.

*Table D2: Overcoming the Difficulties*

| Way of overcoming the Diffiulties | Users | | | |
|---|---|---|---|---|
| | P G Students | Research  Scholars | Teachers | Non-Teaching |
| System is not user friendly | 30(1) | 20(3) | 15(2) | 17(1) |
| Consulting staff | 25 | 18 | 06 | 04 |
| Taking assistance from other | 23 | 11 | 13 | 16 |
| Changing approach | 27 | 16 | 04 | 11 |
| Others | 02 | 01 | 14 | 07 |

Source : Questionnaire

### 4.E1     Expectation in Future

All groups of users under study are found to  expect a lot from the INFLIBNET services in the near future. Their expectations from the service as specified in the returned questionnaire include the following:

- Adequate fund from UGC.
- More machines(computers) to be  installed.
- Conduct of Users Awareness Programme by INFLIBNET staff
- Users Oriented/ Friendly services.
- Involvement of more staff in providing the services
- Online access to the databases of other libraries of he country.
- Complete computerization of library and making all the resources available in digital format.

## 4.E2 Suggestions

Some of the important points as suggested by the users for the overall improvement of the services are enumerated below:

- Necessary arrangement should be made for uninterrupted to disturb in power supply so that service can be provided to the users in full swing.
- Users should be educated on regular basis about the services provided under INFLIBNET programme of UGC.
- Services rendered should be made more user friendly so that users can get maximum benefit from the same.
- Adequate computers should be installed in the library proportionately with the number of its users.
- Necessary arrangement should be made to improve the speed of internet by upgrading V-Sat so that downloading of e-resources can be done in time.
- Internet service should be made available regularly.
- Efforts should be made to avail the full text of the documents to the users.

## 5.    **Conclusion**

The major findings of the present assessment can be summarized as below:

- The INFLIBNET services of MU Library are not fully known to all groups of users. New members of the library, specially PG students and non-teaching staff, are required to be educated in this regard.
- Majority of the users under consideration have knowledge of computer/internet access irrespective of their sex criterion except in case of female PG students.
- The overall awareness about INFLIBNET services among users is very encouraging. However, the situation in case of PG student and Non-teaching staff is to be checked.
- Eventhough, some of them suggest to conduct training on INFLIBNET services, the percentage of those users who do not require the same is also considerably high.
- Sending e-mail is the most important purpose for majority of Internet users.
- The speed of internet is not sufficient for the users.
- Access to OPAC & COPSAT by users is required to be checked. They do not seem to be aware of the same.
- The general attitude of the users towards the services are varied among different group of users.
- To some extent majority of the users depend on the services to meet their information needs.
- They are partially satisfied with the same.
- Majority of the users encountered different types of problems in the use of the services for which they adopt different ways to overcome.
- They also suggested to improve upon the services in many ways.

The findings of the present study, as observed, will be useful in providing the services under INFLIBNET programme to meet the complex information needs of the users community.

## 6.    References

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### APPENDIX-I

**Users' Attitude Towards UGC-INFLIBNET Services: An Assessment**

# QUESTIONNAIRE

Note :    1. *Please put a (" ) mark against the appropriate items as per your choice.*
         2. *Please specify wherever applicable.*

## A:    USERS IDENTIFICATION

1.    Name:
2.    Department/ Section:
3.    Designation:
4.    Category:  Diploma/ P.G./ Research Scholar/ Teacher/ Non-teaching Staff
5.    Sex:      Male/ Female
6.    Knowledge of Computer handling/ Internet access:      Yes/ No
7.    Awareness about INFLIBNET services:         Yes/ No.

**If Yes, what more services are expected by you(please specify).**

(a) …………………………………. (b) …………………………………
(b) …………………………………. (d) …………………………………...

8.    Do you require basic training on the use of INFLIBNET services? Yes/ No.
     If yes, from whom do you expect the training?
     (a) INFLIBNET staff                  (b) Library & Information Professionals
     (c)  Any other (please specify).

## B:    SERVICES RECEIVED BY USERS

1.    What are the INFLIBNET services received by you?
     (a) Internet access                  (b) OPAC (Online Public Access Catalogue)
     (c) e-mail                           (d) Access to other
     (e) Downloading of e-sources         (f) Access to Online Union Catalogue
     (g) COPSAT                           (h) Any other (please specify).

2.    For what purpose do you use Internet in the Library.
     (Please mark (1-5) in the order of maximum use to least use)
     *e-mail    academic website    e-journal    online databases    any other purposes*

2.1 How is the present speed of Internet for downloading.
(a) Sufficient (b) Insufficient            (c) Poor   (d) Very poor

3.    Have you ever accessed to OPAC? Yes/ No.
If yes, where? (please tick)

(a)  In the library
(b)  In our department over campus network
(c)  Where (please specify)

4.  Can you access to COPSAT through electronic media?   Yes/ No

## C:    FEED BACK

1.    How do you feel about the INFLIBNET services?
(a) Carry out automation of library            (b) Improves efficiency
(c) Reduces professional workloads            (d) Facilitates resource sharing
(e) Enables to have greater access to information resources
(f)   Useless for those who do not have skill on computer handling
(g)  Wastage of money                      (h) Any other (please specify)
2.  How far INFLIBNET services enable you to meet your information needs?
(a) To a great extent            (b) To some extent    (c) To a little extent
(d)   Not at all
3.  What is your level of satisfaction from the same?
(a) Fully satisfactory            (b) Partially satisfactory          (c) Not satisfactory

## D:    DIFFICULTIES

1.  Do you encounter any problem in the use of the services? Yes/ No.
If Yes, what are they(please mark the following).
(a) Lack of computer knowledge            (b) Limited number of machines
(c) Information are not updated            (d) Do not understand the process
(e) Not aware of the services available            (f) System is not user friendly
(g) Cannot access to information            (h) Any other(please specify)
2. How do you overcome those difficulties?
(a) By consulting concerned staff            (b) By taking the assistance from others
(c) By changing approach            (d) Any other(please specify)

## E:    SUGGESTIONS

1.  What do you expect from INFLIBNET services in future? (please specify)

(a) ………………………………………………………………………
(b) ………………………………………………………………………
(c) ………………………………………………………………………
(d) ………………………………………………………………………

2.   Please suggest some points for overall improvement of the services.

(a) ………………………………………………………………………
(b) ………………………………………………………………………
(c) ………………………………………………………………………

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