

APPENDIX 1
QUESTIONNAIRE

THE IMPACT OF THE INTERNET ON THE LIBRARY

The aim of this survey is to find out how postgraduate students at the University of Malaya use the Internet and what they perceive the impact of the Internet to be on the library.

You have been chosen as part of a small group to participate in the study. The responses you give are anonymous, and your identity will not be disclosed to anyone.

Directions: Please answer all questions by placing a check mark [✓] against the answer which you consider to be most appropriate based on your situation, knowledge or opinion.

A. Background Questions

Faculty

1- Sex

Male ☐

Female ☐

2- Level of Study

Postgraduate Diploma ☐

Masters degree ☐

Ph.D. ☐

3- On the average, how many times per day do you use the library?

Less than once a day ☐

Once per day ☐

Twice a day ☐

Three or more times per day ☐

B. Use of Internet

4- What are the major information sources you consult for your research? (Mark all relevant answers.)

Books, monographs and other printed materials ☐

Printed journals ☐

Non print materials (e.g. CD-ROMs) ☐

The Internet ☐

Other (Please state.....) ☐

5- Do you use the Internet for research or projects related to your degree?

Yes ☐

No ☐

If you answered Yes in the above question, then please continue with following questions.

If you answered No, you need not answer the remaining questions. Please return the questionnaire to Abdalla Barakat Elbakhiet

MLIS Program

Faculty of Computer and Information Technology

University of Malaya,

50603 Kuala Lumpur.

C. Patterns of Internet Use

7- How did you first learn to use the Internet? *(Please mark the one method which represents your primary mode of learning.)*

- | | |
|-----------------------------|--------------------------|
| Self study | <input type="checkbox"/> |
| University course | <input type="checkbox"/> |
| From friends | <input type="checkbox"/> |
| Library orientation program | <input type="checkbox"/> |
| Other (Please state.....) | <input type="checkbox"/> |

8- Which of the following Internet services do you use in your research project?
(Please mark all that apply.)

- | | |
|---------------------------|--------------------------|
| E-mail | <input type="checkbox"/> |
| FTP | <input type="checkbox"/> |
| Listserves/Newsgroups | <input type="checkbox"/> |
| WWW | <input type="checkbox"/> |
| IRC | <input type="checkbox"/> |
| Other (Please state | <input type="checkbox"/> |

9- When do you primarily use the Internet for your research/projects? *(Please mark all that apply.)*

- | | |
|-----------|--------------------------|
| Morning | <input type="checkbox"/> |
| Afternooh | <input type="checkbox"/> |
| Evening | <input type="checkbox"/> |
| Night | <input type="checkbox"/> |

10- On the average, approximately how many hours per day do you spend on the Internet for your research/projects? [] hours

11- Where do you primarily use the Internet? *(Please mark all that apply.)*

University Computer Center ☐

Faculty ☐

Home ☐

The Library ☐

Other (Please state) ☐

12- How do you primarily determine the quality of information that you access through the Internet?(Please mark the one factor that you primarily use)

The author of the work ☐

The source of the work ☐

The content of the work ☐

Others (Please state) ☐

13- How does the Internet influence your research? *(Please mark all that apply)*

I browse less print material ☐

I conduct research with distant colleagues ☐

I spend considerable time on E-mail ☐

I carry out tasks that were previously done by reference librarian ☐

Others (Please state) ☐

14- In what way has the Internet influenced your research? *(Please rank the following options from 1 to 4, with 1 being the most important, and 4 being the least important.)*

Provides access to more recent information for research ☐

Allows better cooperation with colleagues ☐

Faster access to databases ☐

Other (Please state.....) ☐

15- What are the major problems that you have with using the Internet for your research? (Please rank the following options from 1 to 4, with 1 being the most important, and 4 being the least important.)

- Lack of knowledge/skills in using the Internet ☐
- Low quality/irrelevant information ☐
- Slow retrieval ☐
- Language ☐
- Other (Please state.....) ☐

D. Assistance from the University Library with the Internet

16- Have you received any kind of training from the library to use the Internet?

- Yes ☐
- No ☐

If you answered "Yes" to the above question, please continue with question no.17 onwards. If you answered "No" to the above question, do not answer questions 17 to 21. Please proceed directly to question no.22.

17- What help was rendered to you by the librarians? (Please mark all that apply)

- Lectures/Workshops ☐
- Printed materials (notes, brochures) ☐
- Practical training ☐
- Others (Please state) ☐

18- Were the librarians available for help during the training sessions?

- Yes ☐
- No ☐

19- Were the librarians available for help after the training sessions?

Yes ☐

No ☐

20- To what extent are you satisfied with the help from the librarians?

Very satisfied ☐

Satisfied ☐

Not satisfied ☐

21- Do you seek help from librarians to determine quality of information on the Internet?

Yes ☐

No ☐

22- What are your expectations for the future in terms of the assistance provided by the library?

.....
.....
.....

E Changes in the Role of the Library

23- In your opinion, what should the library do for post-graduate students in this era of information technology? (Please rank the following options from 1 to 4, with 1 being the most important, and 4 being the least important.)

Continue to provide print material ☐

Provide more non-print materials (e.g. CD-ROM) ☐

Provide training on using the Internet ☐

Other (Please state.....) ☐

24- In your opinion, what should the role of the librarians be in this era of information technology? (Please rank the following options from 1 to 4, with 1 being the most important, and 4 being the least important.)

- Continue to do their jobs as at present ☐
- Work as guides to information resources ☐
- Work as Internet trainers ☐
- Other (Please state.....) ☐

25- Which do you prefer to use for your research?

- Internet. ☐
- Library resources ☐
- Both ☐

26- Do you think that the Internet will replace the library in the future?

- Yes ☐
- No ☐

APPENDIX 2

INTERVIEW QUESTIONS

THE IMPACT OF THE INTERNET ON LIBRARY AND INFORMATION SERVICES

This survey is part of a study to find out what postgraduate students and librarians perceive the impact of the Internet to be on the library.

This interview is designed to find out how librarians at the University of Malaya Library see the impact of the Internet on the role of library and librarians. The following are some of the questions you will be asked.

A. Background Information

- 1-How long have you worked as a librarian?
- 2-What is your highest qualification in the field of library and information science?
- 3- Have you had any formal training on the Internet, which was organized by the library?

B. The impact of the Internet on the library

- 4- Do you use different Internet services (for example, e-mail) for work-related activities? If yes, what type of activities do you use them for? How has the Internet changed the way you carry out these duties?
- 5- The Internet is providing library patrons with a vast array of seemingly accurate information. How would you describe the need for the Internet as a tool for postgraduate studies in this library? How would you describe the use of the Internet in the UM library by postgraduate students? Have the postgraduate students required much assistance in using the Internet? How would you describe the impact of the Internet on postgraduate students using this library? In your opinion, what should the library do for postgraduate students in this era of Internet?

6- Based on your observations, to what extent has the Internet helped to improve the efficiency in this library? Please give some relevant examples.

7- The use of the Internet is expected to change the various aspects of information transfer process. In your opinion, what should be the role of librarians in this era of the Internet?

8- What changes do you expect the Internet to have on the role of library and librarians with regard to different information services offered by your library?

9- It is expected that the role of libraries and librarians will change with the use of the Internet. How will the information profession meet the challenge of these changes?

10- In the past, libraries were seen as the main facility for the storage and retrieval of information. This situation has now changed with the emergence of the Internet. As a librarian, what effect do you think the Internet will have on the collection of the library and its role as a repository of information?

11- Library and information professionals have traditionally been trained in the acquisition, organization, access and providing services in the utilization of information. What changes has the Internet had on human resources of the library? What changes do you expect to see in the future?

12- Lastly, what concluding comments or thoughts do you have on the impact of the Internet on library and information services, both at present and in the future?