**Appendix-II**

**Measures of Performance Data**

1. **Library Visits of Users** (*Frequency of Review: Monthly*)

|  |  |
| --- | --- |
| **Month** | **Number of Users Visited** |
| July | 875 |
| August | 2477 |
| September | 2791 |
| October | 2412 |
| November | 1715 |
| **Total** | **10270** |

Impression: The usage is more during the months of August, September and October, the initial months of new semesters for the students. Extending the working hours of the section during these months may be useful for the students. However, this inference can only be corroborated after collecting data for one or two consecutive years.

1. **Web portal usage** (*Frequency of Review: Monthly*)

Impression: Around 6000 customers are visiting the web portal every month which is an indication of the usefulness of the resources and services over the portal. This also points out the need for providing more electronic information sources and services.

1. Print Books Purchased (*Frequency of Review: Yearly*)

|  |  |  |
| --- | --- | --- |
|  **Year** | **No. of Books Added** | **Expenditure** |
| 2013-14 | 420\*\* |  ` 7,34,234/- |
| 2012-13 | 669 | ` 21,19,795/- |
| 2011-12 | 844 | ` 30,70,765/- |
| 2010-11 | 682\* | ` 7,91,659/- |
| 2009-10 | 559\* | ` 6,77,940/- |

 \* Includes PG dissertations

 \*\* Upto November 2013

Impression: During the last four year the number of books purchased has been increased considerably.

1. **E-Books Purchased** (*Frequency of Review: Yearly*)

|  |  |  |
| --- | --- | --- |
| **Year** | **No. E-Books added** | **Expenditure** |
| 2013-14 | Nil |  Nil |
| 2012-13 | Nil |  Nil |
| 2011-12 | 38 |  ` 2,56,189/- |
| 2010-11 | 138 | ` 7,69,276/- |

Impression: Concerted efforts must be made in purchasing of more e-books as no books have been purchased during the current and previous years.

1. **Journals Subscribed** (*Frequency of Review: Yearly*)

|  |  |  |
| --- | --- | --- |
| **Year** | **No. of Journals Subscribed** | **Expenditure** |
| 2012-13 | 109 |  ` 56,43,880/- |
| 2011-12 | 106 | ` 55,97,593/- |
| 2010-11 | 79 |  ` 24,01,843/- |
| 2009-10 | 69 | ` 18,72,276/- |

Impression: The subscription of journals has been increasing gradually.

1. **Customer Feedbacks** (*Frequency of Review: Monthly*)

|  |  |
| --- | --- |
| **Category of feedback** | **Numbers** |
| Satisfied  | 46 (62%) |
| Moderately Satisfied  | 18 (24 % |
| Dissatisfied  | 10 (14%) |
| **Total**  | **74**  |