

SIKSHA 'O'ANUSANDHAN UNIVERSITY

LIBRARY MANUAL

CONTENTS

	<i>Page No</i>
PREFACE	3
VISION	3
OBJECTIVES	3
1. University Library Committee (ULC)	3
2. Physical Ambience	4
3. Library Budget	4
4. Library Automation	5
5. Manpower requirement, training and Development	5
6. Collection Development and Type of collection	6
6.1 Acquisition policy	6
6.2 Recommendations for acquisition	7
6.3 Ordering	7
6.4 Receipt of and access to the materials	9
6.5 Certification/ notification against advance payments	10
6.6. Receiving donations/ gratis resources	10
6.7 Guidelines for E-resources	10
6.8 Archiving	11
6.9 Weeding out policy	12
6.10 Procedure for weeding out	11
7. Stock verification	12
7.1 Loss of publications	12
7.2 Procedure for write-off	13
7.3 Preventive measures	14
8. Services	14
8.1 Circulation	14
8.2 On-line Public Access Catalogue (OPAC)	16
8.3 ILL/ Document delivery	16
8.4 Reference service	16
8.5 Bibliographic / full-text database search	16
8.6 User orientation programmes	17
8.7 Alerts	17
8.8 Patents search	17

8.9	Scientometric analysis	17
8.10	Customized information	18
8.11	Access to e-resources	18
8.12	Access to Open Access (OA) sources	18
8.13	University Library web pages/ portals / gateways	18
8.14	Digital libraries	18
8.15	Institutional repositories	18
8.16	Subject guides	19
8.17	Knowledge management	19
8.18	Content creation	19
8.19	FAQs	19
8.20	Multimedia creation	19
9.	Target services	19
9.1	Document delivery service	19
9.2	Website development	21
9.3	Online Public Access Catalogue (OPAC)	22
9.4	Institutional digital repositories	23
10.	Marketing of information services	23
11.	SOA University Libraries Audit	24
12.	Security and Safety Measures	24
13.	Revenue Generation	24
14.	SOA University Library Statistics	24
15.	Common Library Forms	25
15.1	Library Membership form	25
15.2	Book suggestion form	25

PREFACE

For optimal utilization of knowledge resources and tools available across all the Siksha 'O' Anusandhan University (SOAU) institutes and schools, there is a need of standardizing all the library management and financial procedures. To address such a need, the present Library Manual has been revised. I hope the manual would be of immense help and relevance to Library professionals of SOAU Libraries. This Library manual seeks to standardize and harmonize all the prevailing governance, management, financial and purchase procedures and practices across SOAU Libraries.

VISION

To adopt the best Library practices to make Siksha 'O' Anusandhan University (SOAU) Library System more effective and vibrant.

OBJECTIVES

The main objectives of Manual are to:

- Develop Library resources both print and Electronic as per the Universities course curriculum and research activities.
- Optimal utilisation of the available resources by the students, faculty and researchers of the University..
- Develop and practice the best procedures for the benefit of all stake holders of the University.
- Strengthening the infrastructural facilities required to perform various functions and services of the Library

This manual, therefore proposes as follows:

1. University Library Committee (ULC)

The University Library Committee is to be appointed by the V.C of the University. The suggested composition of ULC may be as follows:

- Chairperson: Dean/Professor nominated by the V.C. of the University.
- Members: One professor nominated by the respective Deans of the Schools/Institutions.
- Convener: Chief Librarian of the University.
- Four members nominated by the V.C.

Meeting Frequency: The ULC would meet at least once in every quarter to review the library affairs. If necessary, the committee shall meet at any point of time as and when required.

Meeting Minutes: Minutes of the meeting shall be recorded and circulated to all members for consideration.

Terms of Reference for ULC:

- a) To provide general direction to all Libraries of the University.
- b) To review functioning of respective libraries with regard to its support to the academic and research programmes of the Institutes/Schools.
- c) To advise the University on matters of policy relating to development of respective libraries.
- d) To outline the library collection development policies as and when required, for its implementation.
- e) To monitor and evaluate the trends from time to time and developments in information technologies, networking, library automation, library resource sharing, etc., and direct the libraries for their adoption.
- f) To formulate action plan for the development of library collection (both print and e-resources), infrastructure, facilities, products and services.
- g) Evaluate the suggestions made by the library users
- h) To formulate policies and procedures for library users.
- i) To assist the library in providing need based information services
- j) To review the requirements of the new programmes being introduced and advise library about financial assistance required.
- k) To evaluate the institute wise procurement of both print and e-resources and preparation of budget accordingly.
- l) Any other function as assigned by the University from time to time.

2. Physical Ambience

Library is a central resource department that is the backbone of all academic and research programmes of the University. Students and faculty would be spending their considerable time in library premises pursuing their research and studies. Hence, all Libraries of the University should have good ambience with a sizeable reading room, stack area, comfortable furniture for readers, good lighting facility and air-conditioning whenever necessary. It is very much essential that library has a checking system in place to monitor the cleanliness and hygiene of the library premises like regular sweeping, cleaning and mopping of all floors, and washrooms. There should be sufficient working place for library staff. Library shall have floor plans designed and proper directions/guideposts for people to move around the library looking for resources and services.

3. Library Budget

Library budget means the financial allocation to procure print documents (books and journals) and provide access to the electronic resources (E-books, E-journals and E-databases). The regular budget of the University Libraries should be at par with the current level of expenditure with 10 to 15% annual increment. The respective Institute / School Libraries will prepare their annual budget and submit to University Library Committee through their respective Deans for further processing and approval.

4. Library Automation

Computerization has already been introduced in almost all libraries of the University, using LibSys Library automation software, but the aim should be at 100% computerization of all the University library services as under:

- Automation of all house-keeping library operations with net-enablement.
- Creation of OPAC
- Library resources on the University website.
- Readers related services offered by the libraries of the University.
- Development of databases, digital repositories, etc.

All the University libraries must have the following for Library automation:

4.1 Hardware

- A PC for every staff (upto Jr. Librarian) working in the Library
- A Scanner
- A photocopier
- Laser printer
- A barcode reader and printer

4.2 Software

- Net-enabled integrated library automation
- OCR, etc.

5. Manpower requirement, training and Development

Library management and librarianship are highly skill-intensive activities and need to be performed by professionally qualified personnel. Besides maintaining traditional library activities such as acquisitions, cataloguing and circulation activities, the job requirements in SOAU Libraries include information consolidation and dissemination, content development, institutional repositories, generation and maintenance of databases, etc. requires knowledge and expertise in cross disciplinary fields.

The manpower should logically be as per collection or trends in collection development and large transformations taking place. Considering that and to the extent possible following uniform formula should be worked out based on the factors as below:

- Collection size, variety and annual growth
- Services provided
- Number of users served
- Average number of transactions in a day
- Working hours including after office hours and holidays
- Extent of computerization
- Reprographic services

- Number of research scholars (part and full time)

Information and Communication Technology (ICT) has brought in, and continue to bring in paradigm shift in managing the University libraries. Therefore, recurrent training to the existing manpower is needed at regular intervals on various focus areas on use of ICT in Library and information services.

SOAU Libraries should also engage graduate and post graduate trainees for a defined period of time with suitable remuneration to undertake time bound jobs.

Induction of research fellows should be encouraged in Library and Information science by the University.

6. Collection Development and Type of collection

The main objective of a University library is to meet the needs of its users by providing the information they want at the earliest possible. This function is directly related to collection development and organization of information services using the collections acquired by the University. Collection development being the most important of these primary functions, a written acquisition policy outlining the various procedures and methods necessary for collection development need to be prepared for the use of all University libraries. The following issues need to be taken into consideration for developing print as well as e-resources:

6.1 Acquisition policy

As per the Ministry of Finance, Govt. of India OM 23(7)-EII(A)/ 83 dated 7th February 1984, (GFR 116(2)(1) (1978)), "the position of library books, etc., is different from that of stores". The above OM is reproduced below:

*"Librarian (not below the rank of Deputy Secretary to the Govt. of India) subject to the powers delegated under Delegation of Financial powers Rules, 1978, may purchase books, etc., from the reputed and standard book sellers on the prevalent terms and conditions. **Tenders need not be called for this purpose.**"*

This is important policy parameter and needs to be duly followed.

6.1.1 Type of collection

Libraries of SOAU need to have both academic and research collections in print as well as in electronic form. Therefore, the collection should be as far as possible confined to the aims and objectives of the respective schools / institutions of the University with the thrust on the newly emerging academic and research areas.

6.1.2 Acquisition vs access

There is a shift in the collection development approach with the developments in ICT area directly affecting collection development - both form and content - availability. Therefore, wherever possible and economical, priority is to be given to the access than to the acquisition.

6.2 Recommendations for acquisition

6.2.1 Tools

Several tools exist for identifying the right source of information enabling the users to make recommendations. They include:

- i. Publisher's catalogues and websites/book reviews/ online bookshops/ other library catalogues
- ii. Citations / Learned Reviews
- iii. Documents on approval / trial access / exhibitions
- iv. Any other (recommendations from colleagues, referees, etc)

6.2.2 Authority

- Any user of the University Libraries can recommend the document.
- The recommended document needs to be examined by the authority. The authority may be: Head of the Division, Project Leader, Librarian, etc., or even a group of experts (in many places it is the library committee or sub-committee) as the case may be, provided the funds for such purchase are available.

6.3 Ordering

6.3.1 Availability of funds

Ensure that requisite funds are available for the purchase of different kinds of documents.

6.3.2 Procedure for preparing a panel of vendors

The University should have a panel of vendors for purchase or facilitate purchase of different kinds of documents. Such vendors should meet with the following criteria:

- Registration number obtained from appropriate Government agencies
- Age of the vendor agency, i.e. since how long the agency (vendor) is in the library document supply business.
- *Performance* : Response to the correspondence, speed of supply, adherence to the terms and conditions
- Experience by the peers
- PAN/TAN, Sales / VAT tax number
- Publishers that the vendor supports
- Vendors turnover having at least 10 times of the value of the order (for the journals, both print and Electronic subscriptions)

Updating the panel from time to time based on the performance of the vendor is a continuous activity and this should be done by ordering books to test vendors.

6.3.3 Terms and conditions

- Librarian-in-Charge of respective Institutes / Schools of the University has to ensure or note that:
- Supply of publications is at current catalogue prices.
- Maximum discount for commercial publications (text and research books) is offered.
- Certificates on bills which need to be given should state (a) only latest editions have been supplied (b) prices have been correctly charged in accordance with the publisher's latest catalogue.
- The Good Offices Committee (GOC) rates should not be used for exchange rates as it is not a fully represented body now. Proof of RBI/ nationalized bank exchange selling rates having prices in foreign currencies on the date of invoice for (a) books and other monographs, and (b) actual date of remittance to the publishers in case of journal subscriptions.
- Outstation payments may be made by bank drafts if the vendor desires so. Electronic transfer of the payments should be encouraged.
- Payments for Journal subscriptions / are made in advance.
- There is no discount on the journals
- Special discount offered by some foreign publishers for two/three year's subscription to be availed of in case the journal is subscribed regularly and budgetary resources are available.
- The payment towards the journal subscriptions could be made (a) directly to the publisher or (b) through the subscription agent(s)/ vendor(s). Direct payment to the publisher using corporate credit cards is to be encouraged.

In case of payments through vendors the following options are available:

- a) Reimbursement of the amount paid to the publishers by the vendors against firm orders after receiving one of the following documentary proofs:
 - After direct confirmation from publishers that the journals are subscribed in the name of SOAU
 - Against proof of remittance as (i) a copy of the letter sent to the publisher giving details of the journals for which remittance has been made and (ii) copy of demand draft issued by bank attested by the bank or a letter from the bank giving details of remittance (if the payment is made by foreign currency draft obtained from the bank)
 - Publisher's acknowledgement of receipt of payment or letter from bank as a proof regarding the final remittance to the publisher (if the payment is made from vendor's foreign currency account)
- b) Advance payment against bank guarantee. The bank guarantee can be released only after receiving any of the above documents/proofs as spelt in (xiv a) above.
- c) Missing issues
Replace original missing issues by publisher certified and reproduced copy or extend the subscription period equivalent to corresponding period or refund either in the form of credit note or cheque (local vendors) or Bank DD (outstation vendors)..

6.3.4 Ordering Books

- i. Avoid unnecessary duplication of material that is to be procured; confirm non-availability before ordering.
- ii. Select the vendor from the panel of vendors for placing order (criteria: order to the vendor who brought to your notice the document; vendor dealing with the publisher; spread of the orders among the vendors on the panel). However, it is not always essential to order only with the vendor on the panel but try new vendors as test case and to include them on the panel (as a continuous process). Note that there are also cases where the documents can be obtained only from specific sources, standard agencies - which may not be on the panel.
- iii. The ordering can be done by print, online, e-mail, etc., depending upon the convenience of the University with standard terms and conditions.
- iv. Specify date of delivery and any specific conditions of supply other than normal.

6.3.5 Ordering journals

- i. Compile priority list with the approval of University Library Committee
- ii. Adhere to the conditions of INDEST and or INFLIBNET e-journals consortium in case of e-resources.
- iii. Proper budget estimate based on the subscription price including postage, if any; currency conversion
- iv. Place orders from available options as indicated terms and conditions.

6.4 Receipt of and access to the materials

6.4.1 Check-in system

- Ensure that the items received are as per the order for the print material. In case of electronic or digital resources the access is enabled to the desired resource
- Avoid duplication of manual efforts if the library has computerized house-keeping operations (generate accession register, catalogue cards, new arrivals bulletins, etc from the databases itself).

6.4.2 Technical processing

6.4.2.1 Classification

- Classify Books/Thesis/Dissertations as per the Dewey Decimal Classification (DDC) Schedule.
- Assign Class Numbers.
- Write the Call Number on the back of Title page.

6.4.2.2 Cataloguing

- Bibliographic Details of each book is entered into Cataloguing Module database according to AACR2 Standards either in catalogue card or in database as the case may be.
- Minimum three keywords are assigned to each title
- Regular editing of various access points in the database like Author, Title, Class No, etc.
- Making Analytical Entries, wherever needed.

6.4.2.3 Stamping and Bar coding

- Stamping – Library Stamp to be put on the back of Title page, on Secret page and on the Last page.
- Due date slip to be paste on the first page of the book.
- Paste bar Codes on the Front Page and on the Title page and laminate it with Cello tape
- Send the completely ready to use new arrivals to New Additions Rack, Reference Section or Reserve Shelf, as the case may be.

The University Libraries should shift to the OPAC rather than continuing with card catalogue.

6.5 Certification/ notification against advance payments

- i. The bill(s) and documentary proofs be duly scrutinized and certified by the In-Charge of the Library or designated authority be sent to Accounts Section for payment.
- ii. In case of advance payment, after receipt of the document, the necessary entry should be made in records to close down the outstanding balance.

6.5.1 Financial powers

The purchases requiring financial sanctions for amounts more than the permissible limits will have to be put-up to the Dean / Director.

The Head of University Libraries shall maintain an Assets Register wherein all capital purchases are to be inventoried.

The ex-post facto financial sanction may be taken as and when the books are received. This is being purposely suggested to avoid taking financial sanction for all the books approved by University Library Committee because neither all the books are supplied together nor books are supplied 100% by booksellers against the purchase order.

6.6 Receiving donations/ gratis resources

6.6.1 Acceptance policy

- i. The documents relevant to the scope of the Institute's research areas be added and accessioned in the collection
- ii. Avoid duplication unless essential
- iii. Transfer/donate those documents that are not relevant to the institute

6.6.2 Pricing of gratis/unpriced documents

If the price of the Gratis / Complimentary document is known, the same should be entered but for non-priced documents the price be determined on the basis of Re.1.00 per page.

6.7 Guidelines for E-resources

- i. Large opportunities exist in this area for negotiation with the publishers/ resource providers and arrive at win-win situation. E-journals, e-books, databases, etc., are the resources available in electronic form and one can have virtual access to these resources.

- ii. There exist many pricing models. The SOAU Libraries can adopt any model depending on factors relevant to their Libraries. The SOAU Libraries have to decide based on the estimated usage, cost etc. to pick up the most appropriate model.
- iii. Experiences indicate that the young generation of users has preference for the e-access, therefore, there is a need to have a shift from print resources to e-resources.
- iv. One can enforce terms to the publishers/vendors relating to the pricing, access to the back volumes, lock in period, perpetual access, archival rights, governing laws, training and awareness programmes, immunity, access to the walk-in-users, usage statistics, simultaneous access, etc.
- v. There are no standard/ uniformly acceptable terms, as of yet, in this area, as this is almost virgin and challenging field.
- vi. Since the INDEST and INFLIBNET e-journals consortiums are providing access to large number of resources to many Universities and Institutions,SOAU should join these existing consortia for getting required e-resources..
- vii. In case of termination of the agreement or on expiry of the agreement, the licensor shall provide the full-text of the e-journals, entered into agreement and for the period of agreement, on the prevalent state of art formats, i.e. DVDs, CDs, etc., along with the retrieval software.
- viii. E-books are becoming a common reality.SOAU Libraries may consider providing access to these resources by taking into account current pricing models and trends in usage.

6.8 Archiving

In order to provide better access to the frequently consulted literature, back volumes are archived in a less active storage area. In general, the half-life of the scientific literature is less than 10 years, therefore the volumes older than 10 years be archived in the less active storage area. Also, if the libraries have the access to the back volumes online from the publisher's websites, etc., the print volumes of these journals also be considered for archiving in less active storage area. Adequate space should be provided to SOAU Librariesfor archival storage.

6.9 Weeding out policy

The following categories of materials can be considered for regular weeding out:

- i. Ephemeral material (e.g. newsletters, annual reports, progress reports, pamphlets) including those materials that lose value after a certain period of time such as: 'Current Contents', directories, yearbooks, who's who, etc. These are weeded out say after every three years.
- ii. Duplicate issues of the journals may be weeded out only when the complete volume is bound.
- iii. Unused collection other than those having archival value. This is considered as a continuous process.

6.10 Procedure for weeding out

- i. Identify the documents to be weeded out
- ii. Review the list of such documents by a committee constituted for the purpose
- iii. Receive the recommendations of the committee

- iv. Obtain sanction of the respective Deans of Institutes / Schools for documents recommended to be weeded out
- v. Write off such documents after obtaining specific sanction and delete such entries from accession register. Add these to the withdrawals register. Update assets register. Update the database accordingly, if this is being maintained. Note that write off procedure includes stamping as "Written off from (name of Institute)" on the document being written off.
- vi. Identify and communicate to other Libraries that might be interested in receiving the weeded out documents at their cost and transfer such documents in case of expressed demand on first come first serve basis
- vii. In the absence of any response, discard and send the identified material to the Stores section for disposal.

7. Stock verification

Physical verification of the SOA University Library stocks has to be carried out to identify the losses, identifying misplaced documents, identifying documents that need repair, etc. Depending upon the size of the library following periodicity is fixed:

Size of library	Periodicity
Up to 20,000 volumes including journal back volumes	100% physical verification at 3 year intervals
Above 20,000 and up to 50,000 volumes including the journal back volumes	100% physical verification at 5 year intervals
Above 50,000 volumes and up to 1,00,000 volumes including the journal back volumes	Sample (20% of the total stock) physical verification at intervals of not more than 5 years. If such a sample verification reveals losses up to 10% of the sample chosen, complete verification is required to be done
Above 1,00,000 volumes including the journal back volumes	Sample (10% of the total stock) physical verification at intervals of not more than 5 years. If such a sample verification reveals losses up to 10% of the sample chosen, complete verification is required to be done

The sample can be of random generation of numbers. The verification has to be carried out by a team of members appointed by the VC and the SOA University Libraries staff will assist the verification team.

7.1 Loss of publications

- Some loss of publications is inevitable especially in the context of open access practice in libraries. The librarian has a role as information manager and not just a custodian. Therefore he/she should not be held responsible for the losses.
- Loss of 5 volumes per 1000 volumes issued and/or consulted in a year may be taken as reasonable.

- Loss of a book of the value exceeding Rs.2000.00 for books published in India, and Rs. 10,000.00 for books published abroad, and books of special nature and rarity shall invariably be investigated and consequential action taken. The Dean/Director/VC will have the powers to write off all such losses. The base values suggested for Indian and Foreign books shall be reviewed every five years.
- A publication may be considered as lost only when it is found missing in two successive stock verifications and only thereafter action be taken to write off the publications by competent authority.
- If the loss of books is more than the permissible extent, the causes of such loss may be investigated by the competent authority and the remedial measures be strengthened / suggested.
- Occasional loss/damage of issues of periodicals is inevitable during postal transit. If the payment is made directly to the publisher, then sometimes it is not possible to get the replacement. In such cases, the non-receipts/damages be considered as loss and written-off.

The following OM of the Ministry of Finance (Extract from Ministry of Finance O.M. No. 23(7) E II(A)/83 dated 7.2.1984 (GFR 116(2)(1)(1978) and CAG's U O No. 1964-TA.il/21-83 dated 23.12.83) states the procedure very explicitly :

- *Librarian who is of the rank not below Deputy Secretary to the Govt. of India or Head of the Department may write off the loss of books, volumes, etc. mentioned in the preceding paragraph provided the total value of all such books, etc. does not exceed the monetary limit prescribed the Delegation of Financial Powers Rules, 1978 for Head of a Department in respect of deficiencies and depreciations in the value of stores included in the stock and other accounts. In the event of the total value exceeding the monetary limit specified above, the loss of books shall be written off by the competent authority as specified in the Delegation of Financial Power Rules, 1978.**
- *There may be no objection to the Librarian disposing of mutilated/damaged/obsolete volumes to the best interest of the library. However, the disposal of such volumes should be made on the recommendations of a three-member Committee to be appointed by the competent authority which shall decide whether the books mutilated/damaged/obsolete are not fit for further use.*

7.2 Procedure for write-off

The following procedure should be followed:

- List the documents not found during stock verification
- University Libraries staff to make all possible efforts to locate the document within Library not found during stock verification.
- Prepare a semi-final list of the and extensively publicize within the institution
- Wait for 2-4 weeks and seek cooperation of the institute staff for locating the missing stock.
- Compile a final list of documents not found thereafter.
- Compare with the list of earlier stock verification to identify common entries
- Compare losses with borrowing/ consulting / photocopying statistics
- Put up the list of common entries to the respective Deans of Schools / Institutes along with justification for the losses (open access, limited staff, inadequate security system, large number of students visiting library, losses within permissible limits, etc.)
- Get approval from the Registrar and Vice Chancellor.
- Issue of Office Order by the Registrar and intimate the Auditor of SOAU

- Make necessary entries in the accession register, write-off register, assets register, etc
- Remove records from databases
- Close file.
- Improve the system with additional precautionary measures

7.3 Preventive measures

Some preventive measures are listed below:

- Follow closed access system for the rare books and specialized documents.
- Measures like sealing of windows with wire mesh, adequate vigilance in the stack room(s), provision of adequate lighting, use of electronic or magnetic gadgets for detection of the theft, closed-circuit television monitoring system, introduction of identity / membership cards for identification of users, etc., can be adopted. These are applied depending on the size and use of the library vis-a-vis losses.

8. Services

The Libraries of Universities of the modern times, need to provide services using both the conventional and the IT enabled means, as below:

Conventional	Network based
Circulation OPAC	Access to e-resources
ILL/ Document delivery	Access to OA (Open Access) Resources
Reference service	Library web pages / portals / gateway
Bibliographic / full-text / database search	Digital Libraries
User orientation programmes	Institutional repositories
Alerts	Subject guides
Patents search	Knowledge management
Scientometric analysis	Content creation
News clipping	FAQs
Customized information	Multimedia creation
Translation	

8.1 Circulation

A conventional service, would stay until libraries exist and is the most basic service of any University Library. This would continue till the print literature is available and subscribed. Major Activities of the Section are:

- Issue and returns of Learning Resources(Primarily Books)
- Registration of new Members and issue of barcode Generated ID Card for Users
- Inter Library Loan Service
- Sending Reminders to overdue documents users
- Correspondence & No Due issuing

The components of this service are users, documents and SOAU Library staff. This service needs to be provided using modern techniques and tools.

8.1.1 Borrowing entitlements

Depending upon the size of Library, staff and number of users, the SOAU Library may decide the entitlements for various categories of the users.

8.1.2 Loan Period

This may also be decided at individual institution / school libraries of the University.

8.1.3 Overdue charges

The decision could be taken at local level. However, those Libraries who have adopted the system of charging the defaulters for returning publications beyond the due date it is proposed that a uniform overdue charge be made applicable in all SOA University libraries: The charges proposed are Rs.1.00 per day per document, including journals and others, for the period the publication is not returned after the expiry of the loan. Such charges are, however, subject to the final approval of respective Deans / Director.

If the document is reported (in writing) as lost/ misplaced, the overdue charges are not levied in such case from the date of report until the same is replaced. If the cost of the document is less than the overdue charges, the respective Libraries may resolve the matter on case-to-case basis.

8.1.4 Mode of payment

To be decided locally and in agreement with the local authorities including finance and accounts section.

8.1.5 Renewals

The documents borrowed and due for return must be brought to the circulation counter even for the renewals. This is important because (a) library staff can examine the physical condition of the document and repair, if required (b) the library can ensure physical existence of this document with the user (c) the reserved document can not be renewed.

8.1.6 Loss or mutilation of documents by members

- Lost documents have to be replaced by the users.
- Respective SOAU Libraries may help users in procuring the document.
- On replacement, the same accession number is given to the copy after ensuring that the document is not of an earlier edition than the one that is lost.
- Write on the document and accession register that “this is a replaced copy since the original document is lost”. Update catalogue record.
- Normally, photocopy of the lost document is not acceptable.
- If the lost document is not available in the market, the user has to pay the cost of the lost document. Some judgment of the librarian is essential in this regard. If it is deliberate act, the user may be charged with double the cost with current exchange rates. Else, the purchase cost with current exchange rates plus 10% processing cost be recovered.

- If the document lost is expensive (>Rs.10,000) or rare and very valuable-one, the amount to be recovered should be decided by the University Library Committee on case-to-case basis.
- The lost document which is part of a serial/multi-volume set, if lost, cost of complete volume/set is required to be recovered.
- Individually priced book/volume in a series, if lost, the cost of the lost book in series is to be recovered.
- A number of books acquired by the library contain floppies, CDs etc. along with it. In case of any loss/damage, the whole document will be treated as lost/ damaged therefore the user has to replace the book with a fresh one or pay for the cost of complete document.
- Documents that are mutilated due to rain, rodents and termites, tearing, or mishandling can be dealt by the respective Library-in-charges on case to case basis depending upon the condition of the document. If, however, the loss is due to conditions such as fire, earthquakes, or other natural calamities, etc., the case may be referred to respective Deans of schools / institutes and, if recommended, to the VC for writing-off such losses.

8.2 On-line Public Access Catalogue (OPAC)

Almost all SOAU Libraries have created their databases using LibSys one of the most popular integrated library automation software. However, some of them have ported these on a stand-alone system and not on the network. It is essential that these should be made available on institute's web server. This job would require partnership with IT groups. A mechanism needs to be adopted to network all available OPACs of SOAU Libraries. All libraries should adopt Z39.50 standard facilitating the networking of OPACs and also metadata harvesting by harvesters.

8.3 ILL/ Document delivery

The Interlibrary loan (ILL) has been a traditional service and a corner stone for cooperation amongst libraries. However, this is normally a 'manual' service, wherein some cases the complete volume/book may have to be lent and in few cases only the concerned article. The document delivery services are now offered electronically: (a) storing an electronic document on the server and providing link to the requester to pick it up, (b) sending the electronic document as mail attachment. The delivery of the documents should not take more than 48 hours in normal circumstances.

8.4 Reference service

Traditionally this service is being offered using print reference tools which may continue. However, with the availability of access to the Internet resources to every user, the user prefers to find solutions to his/her needs over Internet. The popular search engines do not cater to the specific users / personalized requirements. The links to various reference tools for specific subjects / areas of knowledge available on Internet could be provided from SOAU Library server to cater to the specialist's requirements.

8.5 Bibliographic / full-text database search

While one can access a number of full-text journals either for fee or free, the importance of bibliographies would still continue. This is so because, they are more comprehensive and cover various publishers, document types, etc. Both commercial and non-commercial bibliographic databases exist today. They are also available in

various forms - CDs, online, besides print. These databases can be searched with standard techniques to retrieve desired information.

A combination of products is available with the passage of time. There are some vendors who harvest bibliographic information from different resources and make it available after careful analysis for the benefit of their users. The retrieved information then provides users an opportunity to open the full-text document (provided the user has obtained the rights for the concerned publisher). Many publishers are providing a search interfaces of their databases - bibliographic or full-text - through cross referencing mechanisms transgressing different publishers.

Examples of some open source databases are: DoAJ, Scirus, Open J-Gate, Google scholar, Ingenta, etc. University Libraries of SOAU should give links to useful bibliographic services through their sites and also repackaged references for their specific requirements.

8.6 User orientation programmes

User orientation programme is an essential component for proper utilization of resources available within and outside the organization. This is usually conducted through user familiarization especially for the fresh / novice users and advanced orientation for all the other users. It is the responsibility of the University Libraries to organize these programmes periodically to familiarize the users and optimize their capacity to meet their information requirements.

8.7 Alerts

Traditionally, this service was offered in the form of Current Awareness and SDI Services. Now publishers/ service providers/ open access search engines provide a variety of alert services. Librarians can play a major role in identifying and enabling end users to avail such services effectively. Every Library of the SOAU should bring out at regular intervals the lists of additions of books, journals and other kinds of documents both in print and electronic forms.

8.8 Patents search

Patent resources are one of the important resources for R&D and global competitiveness. Full-texts of the patents of many countries are freely available on their respective websites. Commercially available databases with value added services are also available. Patents search needs specialized expertise and therefore an intermediary is essential to search and provide the information to end-users.

8.9 Scientometric analysis

Measuring impact of research or the research productivity is an important parameter in the management of science. The publications of the scientific staff, projects and organizations are the products of the research. Though there are many limitations, some models have been evolved to convert the quality of these publications in to quantitative form. Librarians have been traditionally dealing with the bibliographic information and citation data for ages. Scientometric analysis of the information provides the management the relative performance of the individuals, projects, institutes, schools, departments of SOAU for various purposes like promotions, awards and funding.

There are unique tools available for Scientometric analysis: Web of Science, Scopus, Google scholar, Citebase, Journal Citation Reports, etc. However, there is no single tool that is exclusive for comprehensiveness.

8.10 Customized information

The flood of literature in any field of knowledge in terms of quantity and variety and range calls for filtering and repackaging the information to suit the specific needs of end users. A critical mass of information focusing the requirement in a form that can be easily assimilated is the most effective information solution for an individual to resolve a problem. Services based on both -print and cybermedia is emerging as an important mode of service and Libraries of SOAU should adopt the same.

8.11 Access to e-resources

The information resources are available in e-form and the publishers are offering these under various models. The libraries may avail access to resources relevant to their area in e-form. These may be e-journals, databases, e-books and other monographs, etc. Access may be on consortium or institutional basis.

8.12 Access to Open Access (OA) sources

Substantial numbers of journals are available in open access, and the Libraries of SOAU may select relevant journals from the lists to provide a link from their websites. Similarly links may also be given to e-print archives that are of interest to the institute. One can also make use of Directory of Open Access Journals (DoAJ) and Open J-Gate.

8.13 University Library web pages/ portals / gateways

SOAU Library web page is a good media that can serve as a window for all University Library services and also as a gateway for outside sources that are relevant to the institute's requirements. Every Library of the SOAU should develop its own website giving details like working hours, membership details, rules, and links to OPAC, floor plan, etc. SOAU Libraries can also think of setting up of portals which index the web sources available world over that are of interest to the concerned schools / institutes of the SOAU. Gateways will help users to access available resources of Libraries of the University seamlessly.

8.14 Digital libraries

Digitization of resources for archival and allied services has emerged as an accepted practice. It covers digitization of documents available in the library and capturing and archiving of the resources already available elsewhere. The SOAU papers, thesis, dissertations, reports and other grey literature can be digitized and made available over the network. Major initiatives like institutional repositories, e-prints archives, multimedia databases, etc., form part of the digital libraries.

8.15 Institutional repositories

Institutional repositories (IRs) are one type of open access initiatives (OAI) providing visibility for the research outputs of the SOAU. All Institutes/schools of SOAU should develop their own IRs.

8.16 Subject guides

Subject guides can form the basis for literature search and direct towards actual information available in database and full-text forms. The SOAU Libraries should take the initiatives to compile subject guides in the areas of their interest and make them available through the University website.

8.17 Knowledge management

Librarians should exploit the knowledge available both in explicit and tacit forms. The faculty and researchers at University, based on their long experience, accumulate a lot of knowledge that should be harnessed for future progress of research. The libraries of SOAU can record, digitize, organize and make available this knowledge for future use.

8.18 Content creation

Information exists in a variety of forms. Technically, it is not so difficult to create a website, but contents creation is a challenging task. Librarians have traditionally been trained in collecting, organizing and archiving information and therefore they can ably undertake this activity, especially aspects such as project information, news and events information, data and literature published by the SOAU, etc.

8.19 FAQs

FAQs on library systems and services need to be created as resource utilization tools helping to answer the users queries that are likely to be asked on specific functions, facilities and services. The librarians should create FAQs and place on their websites.

8.20 Multimedia creation

Creation of resources / contents requiring multimedia tools form part of the activities of any modern library system. This should include : creation of a database of audio-video programmes, either locally developed or captured from different sites to suit the needs of end users of the institute, searchable archive of photo galleries, events held in the institute, archives of technical presentations of scientists made on different occasions, etc. With the advancement of ICT applications this facility creation is considered to be of tremendous scope and acceptance. All the University Library professionals should get themselves involved in the multimedia creation activities.

9. Target services

Above mentioned services are important in one or the other context and the SOAU Libraries should provide these to the users depending on local needs, the expertise and available infrastructure. However, some important services that every Institution/School Libraries of SOAU needs to implement and put in operations which have been dealt in detail below.

9.1 Document delivery service

9.1.1 Purpose

- Sharing of available resources among libraries
- Access to the documents not readily available, within least time

- Creation of a full-text database of acquired reprints

9.1.2 Tools

a) Documentary resources

- The print collection
- The e-resources (It may please be noted that within some consortium such as INDEST and INFLIBNET sharing is permitted)

b) Hardware

- Flat bed scanner has to be procured for this purpose and efforts should be made to buy the best within the budgetary allocations
- Note that advanced scanners such as face up scanners are also available for heavy duty jobs.
- PC - to Interface with scanner, to receive requests and send documents
- Server -to maintain database, to upload document for users

c) Software

- Software to scan and store multiple copies in single file (normally received along with the hardware)
- Besides this software, the document delivery software are also available which are used for high end services and perform tasks in sequential order like scanning and storage of a file, automatic attachment to the mail message, message text, selection of requester's address, etc.
 - PDF editors

d) Internet/e-mail

- e-mail account

9.1.3 Procedure

a) Sending document to other Libraries

- Receive requests by email (print letters - not to be encouraged)
- Find availability of document requested
 - e-resources
 - ownload (note that within any consortium sharing is permitted)
 - Print resources
 - Scan (resolution 150 pixels, B&W, A4 size)
 - In some scanners facility exists to clean and trim page images
 - Save and repeat the operation for all pages so required
 - Save the file (pdf format is most desired format, TIP format for archiving)
- Dispatch
 - Open mailbox/ account
 - Select send new mail option /select reply option to the request received
 - Type requester's correct mail address, subject (as document request)

- Attach file to the mail being sent
- Insert standard text
- Send
- In the absence of availability of requested document send regret letter (this can be avoided if the list of holdings OPAC are available on Internet)
- Delivery within 24-48 hours

b) Receiving document from other Libraries

- Receive request (email) from requester (complete bibliographic details)
- Ensure that the requested document is not available within the Library
- Select other Libraries having the document (OPACs, Union Catalogues, etc.)
- Send e-mail request for pdf file
- Send reminder after 48 hours
- Receive document (mail attachment)
- Download file
- Save file
- Create record in reprint database
- Link document to the record
- Upload record and document on library server
- Ensure that it opens on browser
- Send reply to requester with standard text regarding availability of document
- Reply the supplier by acknowledging receipt of the document
- Delete concerned mails

9.1.4 Post-delivery mechanism

- Upload scanned file's bibliographic details on reprints database and link file
- Upload the document on server
- Ensure that the links work from browser

9.2 Website development

9.2.1 Purpose

- Have web presence on intranet / Internet - worldwide visibility
- Virtual library available anytime from anywhere
- Saves costs on paperwork
- Quick results, easy archiving. Contents become valuable as the data grows

9.2.2 Tools

a) Hardware

- Server - for the SOAU Library (an area can also be made available on institute's server with passwords, etc for University Library)

- PCs for development purpose

b) Software

- Authoring tools (e.g. Ore am Weaver, Front Page, NVU)
- Multimedia tools (e.g. Adobe set of softwares, Macromedia toolkit)
- Operating system (e.g. Linux)

9.2.3 How the information is served

Plain pages (html files), e.g. University Library rules, services, statistics, links to reference tools, FAQs -one can begin development with plain html pages.

Dynamic pages (pages built after searching relevant information from databases) e.g. OPAC, Institute's publications, bibliographic details, multimedia catalogues - presentations at institute/ by institute staff, image gallery, links to the e-resources, favourite websites /database, etc.)

9.2.4 Tips

- Partnership with the IT group to harness required support
- Initiate the activity using tutorials available on Internet on 'how to create websites'
- Websites are essential tools for rendering Library services
- Backups of the site should be taken on regular intervals

9.3 Online Public Access Catalogue (OPAC)

9.3.1 Purpose

- Guide to the available resources
- Better utilization of the resources
- Excellent tool for resource sharing

9.3.2 Tools

- Website
- Software
- Database management software that can be searched using the browser

9.3.3 Procedure

- Define a database
- Use of standard formats like Dublin Core, CCF, MARC-21
- Define data entry, editing formats
- Define work strategy (data entry by outsourcing, in house; priority - the newly added books to the library are entered first and backlog next; from original source - books from shelves or from accession register or from worksheet - if worksheet - require to define worksheet format - etc.)
- Data entry and editing
- Development of Search and retrieval mechanisms

- Hosting / uploading data base on website
- Online help for searching/ FAQ
- Feedback
- Regular updation
- Backup

9.4 Institutional digital repositories

9.4.1 Purpose

- Access to the full-text literature of the institute on Internet
- Eventual increase in citation rate and therefore productivity of the institute

9.4.2 Tools

- Server
- Software : Dspace, e-print, Greenstone

9.4.3 Points to consider

- Since this is a virgin area, it would be ideal, if SOAU Libraries use "Dspace" for its inherent advantages
- Requires users initiatives to upload their documents on the repositories
- Libraries need to promote this activity by way of awareness programmes and once the structure is in position keep on populating it.
- Take care of copyright issues
- One can place all types of documents: pre and post prints, presentations, reports, theses and dissertations, multimedia files, standards, conference papers, etc.

9.4.4 Procedure

- Set-up an archive using any of the available freewares
- Encourage users to upload their post refereed articles by themselves
- Organize awareness programmes
- Write to the publishers for permissions to upload published papers
- Scan and OCR the documents that are not available in digital form with the authors for uploading
- Get the archive harvested by different harvesters
- Generate statistics of downloads from time to time to sensitize authors

10. Marketing of information services

All SOAU Libraries are hubs of information resources which may be useful for various scholarly works. Therefore, proper publicity and marketing of these resources to prospective users is an essentially required service. For marketing purpose, following tools/ techniques may be adopted:

- Compilation and distribution of brochures to prospective users
- Demos and exhibitions
- Orientation programmes

- Outreach programmes including information on websites
- E-mails and other modes of communication, etc.

11. SOA University Libraries audit

Auditable files / registers / records are to be maintained with all necessary entries as called for. These documents are to be produced before the audit parties of the SOAU for periodical checking. Following are the auditable documents:

- Accession registers
- Register of losses / loss statement files
- Files/ registers of weeded out / written off documents
- Kardex for journal entry
- Files of stock verification and reconciliation
- Record of money received from different sources
- Assets abstract register
- File relating to audit objections/ observations
- Any other documents that deal with the financial matters

12. Security and safety measures

- Adequate number of fire extinguishers, fire detection alarms, and wet riser system should be installed at all strategic points in the Libraries. The Library staff should be provided training to handle such equipment.
- Spraying of insecticides, pesticides, fungicide etc. should be taken up in an appropriate way. If necessary, this job is entrusted to outside parties on contract basis. The staff should avoid taking food in the stack area. Otherwise, there is every danger of infestation by pests such as cockroaches, rats. Dusting of collection should be made a regular habit. The cleaning and maintenance of the library may be outsourced.
- The Library property including documents, furniture, instruments, etc. should invariably be insured appropriately.

13. Revenue generation

University libraries provide Library and Information services for which it levies charges. It may be photocopying services, SDI services, and document supply service, access to e-resources or value addition of any other type. Such charges are-usually credited to University's miscellaneous earnings and repatriated to central pool.

14. SOA University Library statistics

Quantitative information about library systems, products and services in the form of statistical data helps in judging the performance and needs of the Library. It also helps to take appropriate management decisions for the development of the system. The statistical data with appropriate correlations are to be presented in the form

of tables / graphics. Sample statistics include - Fund allocations; Expenditure data; Membership data; Usage data of documents / resources and services; Visitor statistics, etc.

15. Common Library Forms

15.1 Library Membership form

<p style="text-align: center;">SIKSHA 'O' ANUSANDHAN UNIVERSITY</p> <p style="text-align: center;">Library</p>
--

PASS PORT
SIZE
PHOTO

ID No. of Student:

Sl. No:

I, the undersigned would like to apply for Library Membership as **Student/Research Scholar/Faculty/Project Assistant**. I hereby undertake the responsibility to abide by rules of the library. In case of late return/loss or damage of any information resource borrowed by me, I am willing to pay the required amount.

Name in full Mr/Miss/Mrs/Dr.

Regd. No.:.....

Course :.....

Permanent Address
:.....

Present Address
:.....

Telephone No.(R), Mobile

E-mail ID

I shall abide by the regulations governing the IAS Library, SOAU.

Date:_____ Signature:_____

I recommend that Mr./Miss/Mrs.: _____

may be given library Membership for the year_____

HOD/Co-ordinators

LIBRARIAN (I/C)

15.2 Book Suggestions form

Siksha 'O' Anusandhan University
Book Suggestion Form

Sl. No.	Author(s)/Editors	Title of the Publication	Vol., Ed., Year	Publisher	Cost (Rs./\$)	No. of copies suggested	Justification for procurement (Textbook /Reference/ Research/ Project)	Total Cost	No. of Copies already available
1									
2									
3									
4									

Name of the Faculty:

Library Stock Checked for

Duplication: Yes/No

Designation & Department:

Signature of Assist. Librarian-

in-Charge (Acquisitions):

Signature:

Signature of Librarian-in-

Charge:

Signature of HOD / Signature of Associate Dean:

Signature of Chief Librarian:

Signature of Dean / Director/Chairman, Library Committee