All India Institute of Speech and Hearing, Mysore-06

Library and Information Centre

**Corrective and Preventive Actions**

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| **S.No** | **Problem** | **Root Cause Analysis** | **Corrective Action** | **Preventive Action** |
| 1 | Missing of books | The books may be taking out by the users during their library visits. An analysis of the subjects of books lost shows that majority of the books lost are from core subject areas. However, the missing has been reduced to numbers that are well within the limit in the last few years. | Restricted carrying of personal print materials and wearing of aprons inside the library by the customers. | Initiated the installation of Electromagnetic Security System |
| 2 | Scattering of books on same subject in different locations | The system used for classifying and arranging the books was very out dated. | All the print books have been coded and re-organized according to Dewey Decimal Classification Scheme, an international code for the classification of library books. | Classification and organization of new books according to the Dewey Decimal Classification System has been implanted as a routine procedure. |
| 3 | Usage of computers for non-academic purposes by the students | The Internet centre is located in the 3rd floor of the building and no staff has been posted monitoring the student activities at the Internet centre. | The multitasking staff has been assigned to manually monitor the student activities at regular intervals | An open source software titled ‘I-talk’ capable of online monitoring of the computer desktop activities has been identified. The software is getting installed and the staff at regular intervals will monitor the usage. |