**Appendix- IV**

**Continual Improvement Programmes Carried Out**

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| **1** | |
| Area of Improvement | **Simplification of Book Issue-Return Procedure** |
| Period | September, 2012 to June, 2013 |
| People Involved | Mr. Nandeesha, B, Mr. Nidheesh David Kuruvila, Mr. Nanjunda Swamy, Mr. Lokesh, P, Mr. Raju, V, Mr. Chowdaih |
| Budget | Rs.30,000/- |
| Value/Benefit | Saves the time of the customers |

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| **2** | |
| Area of Improvement | **Making Available of Multiple Copies of Prescribed Books** |
| Period | October, 2011 to April, 2013 |
| People Involved | Mr. Nandeesha, B, Mr. Nidheesh David Kuruvila, Mr. Nanjunda Swamy |
| Budget | Rs.15,00,000/- |
| Value/Benefit | Satisfying the information needs of customers |

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| **3** | |
| Area of Improvement | **Standardised Re-organization of Books** |
| Period | July, 2011 to May, 2013 |
| People Involved | Mr. Nandeesha, B, Dr.Shijith Kumar C |
| Budget | Rs.15,00,000/- |
| Value/Benefit | Satisfying the information needs of customers |

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| **4** | |
| Area of Improvement | **Making available Book CD-ROM contents on web portal** |
| Period | July, 2011 to May, 2013 |
| People Involved | Mr. Mr. Nanjunda Swamy & Mr. P.Rajiv |
| Budget | Used existing facility/resources |
| Value/Benefit | Maximise the usage of CD-ROM contents |

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| **5** | |
| Area of Improvement | **E-Book Searching Interface** |
| Period | April, 2013 to August, 2013 |
| People Involved | Mr. Mr. Nanjunda Swamy & Mr. P.Rajiv |
| Budget | Used existing facility/resources |
| Value/Benefit | Maximise the usage of E-books |

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| **6** | |
| Area of Improvement | **Automatic Check in Check out System** |
| Period | May, 2013 to June, 2013 |
| People Involved | Mr. Nanjunda Swamy & Mr. P.Rajiv |
| Budget | Used existing facility/resources |
| Value/Benefit | Availability of exact statistics of library visits with time spent |

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| **7** | |
| Area of Improvement | **Electronic Library Card** |
| Period | May, 2013 to June, 2013 |
| People Involved | Mr. Nanjunda Swamy & Mr. Lokesh P |
| Budget | Rs. 10,000/- |
| Value/Benefit | Easy book issue-return and maintenance of statistics |

**Appendix-V**

**Continual Improvement Programmes Planned**

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| **1** | |
| Area of Improvement | **Remote Access Information Service** |
| Period | December, 2013 to January, 2014 |
| People Involved | Mr. Nanjunda Swamy, Dr.Shijith Kumar C |
| Budget | Rs. 1,10,000/- |
| Value/Benefit | Easy book issue-return and maintenance of statistics |

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| **2** | |
| Area of Improvement | **Electromagnetic Security System** |
| Period | December, 2013 to February, 2014 |
| People Involved | Dr.Shijith Kumar C |
| Budget | Rs. 14,00, 000/- |
| Value/Benefit | Prevention of book theft |

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| **3** | |
| Area of Improvement | **Online News Clipping Service** |
| Period | December, 2013 to March, 2014 |
| People Involved | Dr.Shijith Kumar C |
| Budget | Used existing facility/resources |
| Value/Benefit | Prevention of book theft |

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| **4** | |
| Area of Improvement | **Online User Feedback facility** |
| Period | December, 2013 to January, 2014 |
| People Involved | Dr.Shijith Kumar C, Mr. N. Nanjunda Swamy |
| Budget | Used existing facility/resources |
| Value/Benefit | Easy feedback from customers |

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| **5** | |
| Area of Improvement | **Online User Information Resource Suggestion facility** |
| Period | December, 2013 to January, 2014 |
| People Involved | Dr.Shijith Kumar C, Mr. N. Nanjunda Swamy |
| Budget | Used existing facility/resources |
| Value/Benefit | Opportunity for the customers to easily intimate their required resource |

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| **6** | |
| Area of Improvement | **Online Computer Usage Monitoring system** |
| Period | December, 2013 to February, 2014 |
| People Involved | Dr.Shijith Kumar C, Mr. N. Nanjunda Swamy |
| Budget | Used existing facility/resources |
| Value/Benefit | Monitoring the computer usage behaviour of customers |

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| **7** | |
| Area of Improvement | **Formulation of library policy** |
| Period | December, 2013 to January, 2014 |
| People Involved | Dr.Shijith Kumar C |
| Budget | Used existing facility/resources |
| Value/Benefit | Standardisation of procedures |