**Corrective and Preventive Actions Taken**

1. **Problem Definition: Missing of Books**

An analysis of books lost since the inception of the L&IC has been carried out and it is found that missing of books has been reduced considerably during the last 10 years. Also it is observed that over the years majority of books lost are pertaining to speech and hearing.

**Corrective and preventive action(s) taken**

1. Purchase of multiple copies of books pertaining to speech and hearing
2. Purchase of books in e-format wherever available
3. Purchase of photocopying machine
4. Restriction of the entry of personal print materials and wearing of aprons inside the library
5. Installation of Electromagnetic Security System (under process).
6. **Problem Definition:** Scattering of Subject Books

**Corrective and preventive action(s) taken**

1. Re-organized the entire collection using Dewey Decimal Classification Scheme, an international scheme for library classification.
2. Appropriate labels have been assigned on books
3. **Problem Definition:** Using computers in the Internet centre for non-academic purposes by the students

**Corrective and preventive action(s) taken**

An online monitoring system based on the open source software ‘i-talk’ has been implemented for monitoring the usage.

1. **Problem Definition:** Purposeful hiding of important books

**Corrective and preventive action(s) taken**

Daily shelf rectification by the professional staff