**ALL INDIA INSTITUTE OF SPEECH AND HEARING**



**MYSORE - 570 006**

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| **DEPARTMENT** | **LIBRARY & INFORMATION CENTER** | | |
| **PROCESS** | **Acquisition, Processing and Maintenance of Information Resources and Provision of Information Services** | | |
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1. **Introduction:**

Founded along with the institute in 1965 the Library and Information Centre (LIC) caters to the information requirements of students ranging from diploma to postdoctoral, teachers and practitioners in the field of communication disorders and allied areas. It is enriched with one of the world’s best collection of speech and hearing information sources. It has both print and electronic information resources in the collection. The types of print resources are books, journals, bound volumes of journals, and theses and dissertations. The electronic resources include e-books, e-journals, bibliographic databases and digital repository. Totally there are more than 19000 print books and bound volumes, 109 subscribed journals, 1700 theses and dissertations, 176 subscribed e-books, and 1400 digitized theses and dissertations in the collection.

The Library and Information Centre is a beneficiary of national level information service projects like National Library and Information Services Infrastructure for Scholarly Content (N-LIST) by the Information and Library Network, University Grants Commission, Government of India, New Delhi and Educational Resources in Medicine (ERMED) by the Ministry of Health and Family Welfare, Government of India, New Delhi. The major activities of the LIC are:

(a) Information Acquisition,

(b) Information Processing,

(c) Information Maintenance and

(d) Information Services

1. **Information Acquisition**

All the processes involved in the procurement of information resources of various types and formats are known as Information Acquisition. The resources are acquired either as gift or by purchase. The gift resources are either institute publications received from different departments/sections of the institute or those received from other institutes/organizations. Majority of the information resources in the section are acquired by purchase. Acquisition of information sources by purchase involves the following steps.

* **Identification**
* **Selection**
* **Procurement**

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**(b) Information Processing**

All the activities involved in organizing the acquired information resources according to their subject content and making them available for usage is called information processing. The major activities involved in Information Processing are classification and cataloguing of print books, digitization of research reports and organization of electronic resources on the LIC web portal.

* **Classification and cataloguing of print books**
* **Digitization of research reports**
* **Organization of electronic resources**

**(c) Information Maintenance**

All the activities involved in the maintenance of information resources are referred by the term Information Maintenance. The major maintenance activities carried out are stock verification and shelf rectification of print books and bound volumes, binding of paperback books and completed volumes of journal issues, re-binding and repairing of binding damaged books, taking back up of non-copy right electronic resources and digital repository, verification of access to the resources over the web portal.

* **Stock verification**
* **Shelf rectification**
* **Binding**
* **Data backup**
* **E-resource access verification**

**(d) Information Services**

All the services provided by the LIC are based on the organized collection of information resources are called Information Services. The library provides both traditional information services and electronic information services. The major traditional information service provided is the Book Circulation Service in which books are issued to the users on loan basis for a specific period. The major Electronic Information Services provided include Digital Repository, Newspaper Clipping, Plagiarism Detection Service, book CD-ROMs, N-LIST and ERMED Services.

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In addition, it provides information reference service to the students and professionals working in other institutions in the country on fee basis. The information reference service facilitates reference of print resources and the usage of institute subscribed electronic resources.

* **Book Circulation Service**
* **Electronic Information Services**
* **Information Reference Service**

1. **Policy & Objective:-**

To cater to the educational, research, clinical and general information needs of speech and hearing and allied health professional community of the institute in particular and those who are working across the country in general by disseminating quality information sources and services.

1. **Scope: -**

To make available information resources such as print books, print journals, e-books, e-journals, bound volumes of journals, research reports, bibliographical databases and book CD-ROMs and to provide information services such as book circulation, digital repository, plagiarism detection, N-LIST, ERMED and news clipping to the speech and hearing and allied health professional community in the institute and those across the country.

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1. **Organization Chart :-**

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* 1. **Department Chart :**

Library & Information Assistant

Senior Library & Information Assistant

Asst Library & Information Officer

Library and Information Officer

Multi Tasking Staff

[Lower Division Clerk

Library Assistant

* 1. **Roles & Responsibilities:**
* **Library & Information Officer :-**
* Overall management of Library and Information Center
* **Assistant Library & Information Officer :-**
* In-charge of book acquisition
* Control of Accession register
* **Senior Library & Information Assistant-I :-**
* Information processing
* Management of cataloguing module of the Library Management System Software
* Management of In-house publication section
* Management of the digital repository
* Book Circulation
* Shelf rectification
* Conduct of orientation programs
* Control of in-house publication register
* **Senior Library & Information Assistant-II :-**
* Management of subscribed information resources
* Shelf rectification
* Furniture and equipment maintenance
* Maintenance of attendance and leave registers
* Updating and maintenance of library web portal
* Book Circulation
* Control of Journal Register
* Control of Kardex Register

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* **Library & Information Assistant:-**
* Book acquisition
* Book circulation
* Shelf rectification
* Monitoring LMS software and digital repository software and access to subscribed / purchased e-resources
* Monitoring electronic data backup
* Monitoring the library web portal
* Monitoring the Internet center
* **Library Assistant:-**
* Book circulation
* Membership management
* Shelf rectification
* **Lower Division Clerk:-**
* Clerical and stenographic works
* **Multi-tasking Staff (MTS):-**
* Shelving of books, journals and other reading materials
* Monitoring the checking in and out of reading resources
* Delivering of office correspondence
* Opening and closing of library and its sections
* Assisting in accession of newly procured resources
* Arranging books and journals on display stands
* Identifying damaged print resources and doing minor repair

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1. **Abbreviations :**

|  |  |  |
| --- | --- | --- |
| **Sl. No.** | **Abbreviation** | **Description** |
| 1 | AIISH | All India Institute of Speech & Hearing |
| 2 | DOC | Document |
| 3 | REF. | Reference |
| 4 | Sl. No. | Serial Number |
| 5 | REV. | Revision |
| 6 | ALIO | Assistant Library and Information Officer |
| 7 | LAC | Library Advisory Council |
| 8 | LIA | Library and Information Assistant |
| 9 | LIC | Library and Information Centre |
| 9 | LIO | Library and Information Officer |
| 10 | SLIA | Senior Library and Information Assistant |
| 11 | AACR | Anglo-American Cataloguing Rules |
| 12 | DDC | Dewey Decimal Classification |
| 13 | LA | Library Assistant |
| 14 | LMS | Library Management System |
| 15 | OPAC | Online Public Access Catalogue |
| 16 | INFLIBNET | Information and Library Network |
| 17 | MTS | Multi Tasking Staff |
| 18 | N-LIST | National Library and Information Services Infrastructure for Scholarly Content |
| 19 | ERMED | Educational Resources in Medicine |

1. **Definitions:**
   1. **Acquisition:** Selection and purchase of information resources.
   2. **Hyperlink**: A link from a hypertext file or document to another location or file, typically activated by clicking on a highlighted word or image.
   3. **Kardex Register:** A register for recording the receipt of issues of journals subscribed.

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* 1. **Web portal:** The website which acts as a gateway ofinformationpertaining to a field.
  2. **Intranet:** Thecomputer network that uses Internet Protocol technology to share information, operational systems, or computing services within the institute.
  3. **Class Number:** The number which represents the subject content of a book derived from a standard code.
  4. **Classification:** The process of assorting and organizing information resources according to their subject and allocating a code number to each information resource.
  5. **Cataloguing**: The process of recording the bibliographic details of an information resource with the help of a standard code.
  6. **Subject Headings**: Terms or keywords used for describing the contents of a document.
  7. **Online Public Access Catalogue:** Online database of materials held by a library with author, title, keyword and subject specific search features.
  8. **Stock Verification:** The physical verification and accounting of books and journals acquired by the library periodically.
  9. **Shelf Rectification:** The process of rectifying the subject wise arrangement of books on library shelves
  10. **Binding**: The process of physically assemblinga loosenedbook or loose issues of a particular volume of journal using hard board cover.
  11. **ERMED**: Is a consortium run by the National Medical Library, Ministry of Health & Family Welfare, Govt. of India for providing free access to more than 2700 biomedical e- journals to health institutions across the country.
  12. **N-LIST**: A user name and password based electronic information service provided by the INFLIBNET, Ahmedabad using which the users of the member institutions can access thousands of e-journals and e-books at nominal fee.
  13. **Enrolled Library User:** The students, research scholars, faculty and non-teaching staff of the institute who became members of the library.
  14. **Dewey Decimal Classification:** An international code used for categorizing library books according to the subject.
  15. **Anglo-American Cataloguing Rules:** An international code used for cataloguing library books.

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1. **Resources and Infrastructure :**

For an effective functioning, the library and information center is endowed with following infrastructure.

* **Manpower:** Consists of well experienced group of staff at the technical level to carryout library work smoothly.
* **Physical:** Stack section, Reference section, Bound volume section, Journal section, In-house publication section and Browsing center.
* **Equipments:** The library and information center have huge repository of printed materials, e-resources and in-house publications as well as computers.

**PROCEDURE**

The resource requirements shall include People, Materials (Inventory), Machinery, equipment, Funds, Information, Infrastructure such as Building, Workspace & associated Utilities, Supporting services such as transportation & communication and Work Environment

The above needs are identified through various forums including

* Management Review Meetings
* New Process Planning
* Corrective and preventive actions
* Continual improvements

The Resource identification and implementation is carried out as below:

|  |  |  |
| --- | --- | --- |
| **Input** | **Activity** | **Output** |
| Resource requirement | Each divisional head/functional head shall identify the resource requirement | Identified resources |
| Identified resources | Review of the identified resources based on the following   * Impact on customer satisfaction, * Impact on the performance and effectiveness of quality management system, * Financial implication, etc | Decision on the resources identified |
| Finalized resources | Implementation of resources identified through continual improvement methodology wherever required | Review and reports on resources and continual improvement |
| Review and reports on resources and continual improvement | Review of resource requirements in Management Review Meetings and action plans with responsibility and authorities are decided wherever required and ensure the implementation as per Plan. | Reports on the action taken |

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1. **Acceptance Criteria**
2. Only the latest editions of print and e-books will be purchased.
3. Only the Journals published during the current year will be subscribed.
4. All the purchased print books must be classified and catalogued.
5. Only the student/research scholar/faculty/other staffs of the institute are eligible for regular membership.
6. Members must have library card for issuing books.
7. **Procedure for Information Resources Acquisition**

**9.1. Acquisition of Purchased Resources**

**9.1.1. Print Books**

* + - 1. Identification and preparation of tentative lists of latest published books on communication disorders (subject books) and general books on literature, personality development and competitive examinations by the library staff by going through the publisher’ catalogues, online book catalogues and other websites to be procured for the year.
      2. Adding the books suggested for purchase, if any, by the staff and students to the list.
      3. Cross-checking of the titles in the lists with the online public access catalogue of the library for duplication with the existing collection.
      4. Exclusion of the duplicate titles from the list, provided the books are not revised editions of the ones available in the existing collection, and enough numbers of multiple copies are available in the collection to serve the users (in case they are heavily used books).
      5. Categorizing the books according to the subject fields dealt by the individual Departments.
      6. Sending the categorized lists of subject books indicating the status of its availability in the existing collection along with the abstracts of information contents to the concerned departments in specific format for selection and recommendation by the faculty and staff. (Format of book/e-book recommendation) (LI/F/01)
      7. Presenting the lists containing selected subject books along with the list of general books before the Library Advisory Council for approval.
      8. Making of necessary additions or deletions in the lists by the Library Advisory Council and sending for the Director’s approval.
      9. Final approval for the lists by the Director after modifications, if any.

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* + - 1. Placing of purchase order for the finally approved books with book suppliers to supply the books along with the terms and conditions. (Format of book/e-book Purchase Order) (LI/F/02)
      2. Taking of necessary decisions by the LIO regarding request for the extension of purchase order, if any, received from the supplier. Accepting the request provided the reasons cited for extension are genuine. Otherwise, rejection of the request and cancellation of purchase order and listing those books for placing order with another supplier next year.
      3. Cross checking of the books received against the purchase order as well as the invoice for details such as title, author, publisher, year of publication etc.
      4. Verification of the books for their physical condition.
      5. Verification of the price of the books with the publisher’s catalogue or supplier’s invoice.
      6. Informing the supplier of defectiveness, if any, in the invoice or the physical condition of the book for replacement.
      7. Taking the books into the stock by entering the details into the Accession Register (LI/R/01) once the books and the corresponding invoice are received in perfect condition.
      8. Certification of the invoice and sending for the approval of the Director for making payment
      9. Sending the invoice approved by the Director to the accounts for making payment.
      10. Sorting out and listing of the non-supplied books by the supplier for placing order with another supplier next year.
      11. Sending the accessioned books for information processing.

* + 1. **E-Books**
       1. Identification and preparation of tentative list of latest published e-books on communication disorders by the library staff by going through the publisher’ catalogues, online book catalogues and other websites, to be procured for the year.
       2. Cross-checking of the list with the existing collection of e-books as well as print books. The duplicate e-books are discarded. In case, the corresponding books are available in print format in the collection, marking of the same in the list.
       3. Sorting of the e-books in the list according to the subject dealt by the departments.
       4. Sending the department wise lists thus prepared in specific format to the concerned departments for selection by the faculty and staff.
       5. Presenting the lists with selected e-books before the Library Advisory Council for approval.

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* + - 1. Sending the books approved by the Library Advisory Council for the final approval of the Director.
      2. Placing of purchase order with the journal vendor for the books finally approved by the Director.
      3. Activation of the e-books ordered by the publisher on the LIC web portal.
      4. Receiving of invoice from the vendor.
      5. Cross-checking of the e-books with purchase order and the invoice received by the LIC staff.
      6. Verification of the price from the publisher’s catalogues.
      7. Verification of the e-books accessibility over the LIC web portal.
      8. Intimating the publisher/vendor regarding access and downloading problem, if any.
      9. Taking e-books to the stock by entering the details into the E-Book Accession Register (LI/R/02) provided, there is no problem in accessing and downloading the e-books
      10. Certification of the invoice and sending for Director’s approval for making payment
      11. Sending the Director approved invoice for making payment to the Accounts Section.
    1. **Journals (Print and Electronic)**
       1. Preparation of the tentative list of subject journals relevant for subscription by LIC staff by consulting the publishers’ catalogues Internet websites and based on the suggestions received from faculty and staff.
       2. Sorting of the journals identified according to the subjects dealt by the individual departments.
       3. Sending the department wise lists in specific format to the concerned departments for selection by the faculty and staff. (Journal Recommendation Format) (LI/F/05)
       4. Presenting the lists with selected resources before the Library Advisory Council for approval.
       5. Submitting the resources approved by the Library Advisory Council to the Director for final approval.
       6. Placing purchase order with the journal vendor in specific format for the list of resources approved by the Director along with terms and conditions. (Format of Journal Purchase Order) (LI/F/06)
       7. Cross-checking the invoice received from the vendor with the purchase order and the price catalogue of the publisher.
       8. Informing the vendor of discrepancy, if any, found in the invoice and get the correct invoice.
       9. Certification and sending the invoice for Director’ approval for making advance payment.

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* + - 1. Sending the Director approved invoice to Accounts Section for making advance payment.
      2. Entering the details of journals subscribed and the payment made in the Journal Subscription Register (LI/R/03).
      3. Recording the journal issues received periodically in the Kardex Register. (LI/R/04)
      4. Checking the links created on the web portal for accessing the e-journals frequently for the activation of latest issues of journals subscribed in electronic format.
      5. Sending reminders to the vendor for missing issues once in three months.
      6. Informing the vendor for refunding the advance payment made if he fails to supply the missing issues.
      7. Transferring the check of the refunded amount to Accounts Section and recording the details against the concerned journals in the Journal Subscription Register (LI/R/03).
    1. **N-LIST Resources** 
       1. Taking the recommendation of the LAC for the subscription of N-LIST.
       2. Submitting the recommendation of the LAC for the final approval of the Director.
       3. Making advance payment through Accounts Section.
       4. Creation and activation of the N-LIST account for the institute by the INFLIBENT, Ahmedabad.
       5. Verification of accounts access by the LIC staff using the sample user name and passwords provided by the INFLIBENT.

**9.2. Acquisition of Free Resources**

* + 1. **Acquisition of Free Print Resources** 
       1. **Institute Publications (Research Reports and others)**
          1. Receiving the PG dissertations, Ph.D. theses and other research reports from the academic section and other institute publications from various departments.
          2. Taking into stock by entering the details into the In-house-Publication Register. (LI/R/05)
       2. **Publications Received from Other Institutions/Individuals**

9.2.1.2.1 Receiving of print resources from other institutions/ individuals

9.2.1.2.2 Determining the usefulness of the resources for the LIC

9.2.1.2.3 Entering the details f the resources in the Gift Register, (LI/R/08) in case they are useful.

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* + 1. **Acquisition of Free Electronic Resources** 
       1. **Acquisition of ERMED E-journals**

* + - * 1. Creating link on LIC web portal with the National Medical Library’s ERMED consortium portal.
        2. Receiving journal issues.

* + - 1. **Acquisition of Other Free Web based Resources**
         1. Identification of free web based e-journals and e-books on communication disorders
         2. Listing on LIC web portal according to the category of the resource
         3. Creating links to the resource publisher’s website
  1. **Procedure for Information Processing**
  2. **Print Books** 
     1. Analysis of the subject contents of the books acquired (both purchased and gift)
     2. Identification of appropriate subject class number using Dewey Decimal Classification Code, an international code for library classification.
     3. Assigning the class number in pencil on the reverse of the title page and on the spine of the book.
     4. Cataloguing of the classified books using the Anglo American Cataloguing Rules-2, an international catalogue code for libraries
     5. Identifying the appropriate subject headings and keywords for describing the contents of the books using Sear’s List of Subject Headings.
     6. Entering of metadata elements into the Library Management Software and enabling online public access catalogue (OPAC) searching.
     7. Shelving of books according to subject class number at appropriate locations.
  3. **Print Journals** 
     1. Arranging/ displaying the journal issues received on the named journal display racks.

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* 1. **Research Reports and Institute Publications**
     1. Assigning of category number for theses, dissertations and other research reports of the institute and shelving in respective shelves in In-house Publication Section.
     2. Arranging institute publications other than research reports as a separate category.
     3. Arranging the research reports received from other organizations/individuals in a separate shelf in In-house Publication Section.
     4. Cataloguing of all the resources in in-house section.
  2. **E-Journals** 
     1. Listing of the four categories of E-journals namely, institute subscribed journals, free web based journals on communication disorders, NLIST journals and ERMED journals, on the LIC web portal.
     2. Creating hyperlinks for individual journals with the concerned journal publisher’s website and enabling access.
  3. **E-Books**
     1. Searching and identification of e-books pertaining to communication disorders from the N-LIST database.
     2. Identification and entering of metadata elements of both N-LIST and the institute purchased E-books into the E-book software.
     3. Hyper linking the E-books on the E-book software on the LIC web portal with the publisher’s website.
     4. Enabling searching and downloading of e-books.
  4. **Book CD-ROMs**
     1. Collecting the acquired Book CD-ROMs.
     2. Identification and entering of metadata elements into the CD-ROM database.
     3. Uploading the contents of CD-ROMs into CD-ROM database on the web portal and enable searching and downloading of the contents.

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* 1. **Digital Repository** 
     1. Digitization of the research reports received.
     2. Uploading of digitized research reports to digital repository software on the web portal.
     3. Identification and assigning of metadata elements such as authors, title, type of the report, key words and abstract into the software to enable searching.
  2. **N-LIST**
     1. Creating hyper linking on web portal with the website of INFLIBNET, Ahmedabad, the service provider.
     2. Identification of e-books and e-journals pertaining to communication disorders from publisher’s databases on N-LIST
     3. Hyper linking each e-book to the respective publisher’s website.
     4. Identification of and entering of metadata elements of e-books identified in the e-book database and enabling, searching and downloading.
     5. Listing e-journals identified along with other e-journals on the web portal and hyper linking each one of them with the publisher’s website.
     6. Collecting the details such as first names, last names and e-mail ids from the faculty, staff and students for the generation of User Ids.
     7. Communicating the details to the INFLIBNET, Ahmedabad.
     8. Generation of User Ids by the INFLIBENET and sending to LIC.
     9. Distribution of User Ids and passwords among the users.
  3. **News Clipping** 
     1. Digitization of the news clippings received from the office of the Public Information Officer of the institute.
     2. Uploading the digitized clippings on to the news clipping software on the LIC web portal.
     3. Identification of metadata elements and entering into the software and enabling searching and downloading of clippings.
     4. Restricting access from outside the campus.

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* 1. **Procedure for Information Maintenance**
  2. **Information Maintenance of Print Resources** 
     1. **Shelf Rectification**
        1. Assigning of a specific number of book shelves for rectification to the professional staff by LIO.
        2. Conducting of rectification by the staff and identifying the misplaced books.
        3. Replacing the books in correct locations by looking at the subject class number of books.
     2. **Stock Verification** 
        1. Appointing one staff working in other department/ section as stock verification officer by the Director.
        2. Fixing the date of date of commencement of stock verification by stock verification officer after consulting the library and Information Officer
        3. Notifying the enrolled library members regarding the date of commencement of stock verification and return the books borrowed within the stipulated time.
        4. Suspension of the book issue-return process and commencement of stock verification.
        5. Identification of missing of books, if any
        6. Re-checking.
        7. Finalizing the missing books, if any, and reporting to the Director by the stock verification officer
        8. Effort to trace out the missing books by the LIC staff till next stock verification.
        9. Reporting traced out books, if any during the next stock verification.
        10. Request to write off books missing for two years consecutively.
        11. Writing Off of books by competent authority.
        12. Making of necessary changes in Accession Register. (LI/R/01)
     3. **Binding** 
        1. Identification and listing of the following resources. (a) Loose issues of completed volumes of subscribed journals, (b) Paper backs books purchased by the library, (c) Binding damaged hard cover books.
        2. Invites quotation for binding.

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* + - 1. Handing over of materials to the binder.
      2. Receiving the bound volumes of journals and books.
      3. Entering the details of bound volumes of journals in book accession register.
      4. Placing the bound volumes of resources in appropriate locations.
  1. **Maintenance of Electronic Resources** 
     1. **Maintenance of Purchased Electronic Resources** 
        1. Frequent checking of accessibility of e-books and e-journals purchased, over the web portal from inside the campus
        2. Informing the Department of Electronics the problem, if any, in accessing the resources.
        3. Rectification of the problem by the Department of Electronics in case, it is related to the Intranet.
        4. If there is no problem with respect to the Intranet and still the resources could not be accessible, informing the same to the vendor/publisher.
        5. Rectification of the problem by the vendor/publisher.
        6. Sending reminder if the problem has not been rectified within reasonable time.
     2. **Maintenance of Other Electronic Resources** 
        1. Frequent checking of the LIC web portal accessibility of digital repository resources, book CD-ROMs, and news clipping service from inside the campus.
        2. Self rectification by the LIC staff in case of problem if any related to the software.
        3. Rectification of the problem, if any, related to the Intranet by the Dept. of Electronics.
        4. Taking back up of the resources once in a week.
  2. **Electronic** **Data Backup**
     1. **Back up of Book Issue Databases**
        1. Copying of issued book details from the library management system (Book Magic Software) upon closing the transaction of the day.
        2. Creating a folder circulation transactions in the data backup computer.
        3. Pasting the details into the folder.
        4. Repeating the process on every day by deleting the previous day’s data store.

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* + 1. **Backup of Enrolled Members**
       1. Copying the enrolled member details from the library management software (Book Magic)
       2. Creating a folder enrolled members in the data backup computer
       3. Pasting the copied contents on to the folder.
       4. Repeating the process upon each and every updation of the member details.
    2. **Back up of Digital Repository**
       1. Copying the contents of digital repository.
       2. Creating a folder digital repository in the data backup computer
       3. Pasting the copied contents on to the folder.
       4. Repeating the process on each and every time of updation of the repository.
    3. **Backup of Catalogue Data**
       1. Copying the contents of Catalogue database.
       2. Creating a folder Catalogue Database in the data backup computer.
       3. Pasting the copied contents on to the folder.
       4. Repeating the process upon each and every time of updating the database/catalogue.

1. **Procedure for Information Services**

* 1. **Book Circulation Service**
     1. Distribution of regular membership forms to different categories of users namely students, research scholars, non-teaching permanent staff, non-teaching contract staff, teaching permanent staff and teaching contract staff.
     2. Creation of student memberships upon the receiving filled-in application form from the students and the list of students admitted along with their register numbers from the Academic Section. (Format of Student Membership) (LI/F/07)
     3. Creation of other memberships (Research scholar, Permanent staff, and Contract staff) based upon the filled-in application forms duly forwarded by the head of the department/section of the applicant. (LI/F/08, LI/F/09, and LI/F/10)

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* + 1. Creation of memberships for the contract staff only after paying caution deposit in the Institute account and certification of the same by Accounts Officer in the filled-in form.
    2. Approval of Membership by LIO.
    3. Entering of member details in membership registers and LMS Software.
    4. Issuing of ID cards.
    5. Selection of books by the members by making use of OPAC and taking the assistance of LIC staff.
    6. Entering of members ID card number and signature to the book card of the book to be issued.
    7. Issue of books at the circulation counter manually and using software.
    8. Returning of books by the borrower.
    9. Entering the returned details into the software by the circulation staff.
    10. Collection of fine from defaulters.
    11. Replacing of books on to the shelves.
    12. **Loss of Book Issued**
        1. Reporting of loss of book by a borrower to the LIC.
        2. Getting the declaration from the borrower for making payment of the lost book as per the rules and getting the approval of the Director.
        3. Payment of fine by the borrower at the cash counter.
        4. Making necessary remarks in the Accession Register. (LI/R/01)
  1. **Electronic Information Services**
     1. Accessing of the web portal by the users
     2. E-journal Access
        1. In case of institute subscribed and ERMED e-journals, download articles only from inside the campus
        2. In case of free journals, download articles by selecting the particular journal link irrespective of access location.
        3. In case of N-LIST e-journals download the e-journal articles by entering the user name and password irrespective of access location.
     3. E-book access
        1. In case of institute purchased e-books, download chapters only from inside the campus.

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* + - 1. In case of free e-books, download chapters/ entire book by selecting the particular e-book link irrespective of access location.
      2. In case of N-LIST e-book download the chapters/ entire book by entering the user name and password irrespective of access location.
    1. Digital Repository Access: Access and retrieve report irrespective of access location
    2. Book CD-ROM access: Access and download only if inside the campus.
    3. Access News clipping: Access and download only if inside the campus.
    4. Plagiarism checking service: Access the service from anywhere by entering the user name and password.

1. **Measures of Performance**

|  |  |  |  |
| --- | --- | --- | --- |
| **Sl. No.** | **Process measurement** | **Data** | **Frequency of review** |
| 1 | Purchase of print books | Number | Yearly |
| 2 | Purchase of e-books | Number | Yearly |
| 3 | Purchase of journals | Number | Yearly |
| 4 | Feedback of users | Number | Monthly |
| 5 | Library visits of users | Number | Monthly |

1. **Reference :**

|  |  |  |
| --- | --- | --- |
| **Sl. No.** | **Document Description** | **Doc reference** |
| **01** | Quality Management Systems- Fundamentals and Vocabulary | **ISO 9000:2008** |
| **02** | Quality Manual & Quality Procedure |  |
| **03** | LMS Software Manual | LI/D/01 |
| **04** | Barcode Manual | LI/D/02 |

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