**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 andProvision 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

**(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 damaged books, taking back up of digital repository resources, 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, Plagiarism Detection Service, Book CD-ROMs, N-LIST and ERMED Services.

* Book Circulation Service
* Electronic Information Services
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, and ERMED to the speech and hearing and allied health professional community in the institute and those across the country.

1. **Organization Chart :-**
	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 :-**
* Control of Accession Register
* In-charge of Acquisition and Journal Section

* **Senior Library & Information Assistant-I:-**
* Book circulation
* Classification
* Cataloguing
* Control of CD-ROM register
* Control of catalogue data backup register
* Control of digital repository data backup register
* Control of expenditure register
* Control of In-house publication register
* In-charge of Information Processing Section
* In-charge of In-house Publication Section
* In-charge of Library Orientation Programs
* Shelf rectification
* Updating of cataloguing module of LMS
* Updating of digital repository
* **Senior Library & Information Assistant-II:-**
* Book circulation
* Control of journal subscription register
* Control of kardex register
* Control of electrical and electronic maintenance register
* Control of engineering maintenance register
* Control of material development maintenance register
* Furniture and equipment maintenance
* In-charge of Information Maintenance Section
* Maintenance of attendance and leave registers
* Monitoring access to subscribed e-resources
* Shelf rectification
* Stock verification
* Subscription of information resources
* **Library & Information Assistant:-**
* Book acquisition
* Book circulation
* Control of NLIST register
* In-charge of electronic information section
* In-charge of NLIST service
* In-charge of electronic data backup
* In-charge of Internet center
* In-charge of plagiarism detection service
* Overall maintenance of LMS
* Shelf rectification
* Updating and maintenance of library web portal
* **Library Assistant:-**
* Book circulation
* Control of Enrolled Members Data Backup Register
* Control of Membership Registers
* Control of Book Circulation Data Backup Register
* In-charge of Circulation Section
* Membership management
* Shelf rectification
* **Lower Division Clerk:-**
* Clerical and stenographic works
* Digitization
* **Multi-tasking Staff (MTS):-**
* Arranging books and journals on display stands
* Assisting in accession of newly procured resources
* Delivering of office correspondence
* Identifying damaged print resources and doing minor repair
* Monitoring the checking in and out of reading resources
* Opening and closing of library and its sections
* Shelving of books, journals and other reading materials
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 Software  |
| 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. **Accession Number**: Every book purchased should be given a unique number when it arrives at the LIC called accession number.
	2. **Accession register : It is** a record of books purchased in the LIC in the order in which the they are received.
	3. **Acquisition:** Selection and purchase of information resources.
	4. **Anglo-American Cataloguing Rules: An** international code used for cataloguing library books.
	5. **Binding**: The process of physically assembling a loosened book or loose issues of a particular volume of journal using hard board cover.
	6. **Book spine**: The part of a book's cover that encloses the inner side of the book's pages and that faces outward when the book is shelved.
	7. **Cataloguing**: The process of recording the bibliographic details of an information resource with the help of a standard code.
	8. **Class Number:** The number which represents the subject content of a book derived from a standard code.
	9. **Classification:** The process of assorting and organizing information resources according to their subject and allocating a code number to each information resource.
	10. **Dewey Decimal Classification:** An international code used for classifying library books according to the subject.
	11. **Enrolled Library User:** The students, research scholars, faculty and non-teaching staff of the institute who became members of the library.
	12. **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.
	13. **Hyperlink**: A link from a hypertext file or document to another location or file, typically activated by clicking on a highlighted word or image.
	14. **Intranet:** The computer network that uses Internet Protocol technology to share information, operational systems, or computing services within the institute.
	15. **Kardex Register:** A register for recording the receipt of issues of journals subscribed.
	16. **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.
	17. **Online Public Access Catalogue:** Online database of materials held by a library with author, title, keyword and subject specific search features.
	18. **Shelf Rectification:** The process of rectifying the subject wise arrangement of books on library shelves
	19. **Stock Verification:** The physical verification and accounting of books and journals acquired by the library periodically.
	20. **Subject Headings**: Terms or keywords used for describing the contents of a document.
	21. **Web portal:** The website which acts as a gateway of information pertaining to a field.
2. **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  |

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**

The procurement of various types of information resources are governed by the Collection Development Policy, Guidelines and Procedures adopted by the LIC (LI/D/01)

**9.1. Acquisition of Purchased Resources**

**9.1.1. Procurement of New Print Books**

* + - 1. The LIC aims to develop a comprehensive collection of information resources pertaining to audiology, speech language pathology and speech sciences , the core areas of education, research and clinical care in the Institute, followed by allied areas clinical psychology, special education, otorhinolagyngolgy and electronics.
			2. The LIC is also committed to develop a balanced collection of information resources pertaining to general reading such as literature, general knowledge, personality development, and competitive examinations.
			3. The professional staff of the L&IC prepares comprehensive lists of books for each teaching departments of the institute keeping in view of the subject areas taught and research conducted. (LI/F/01)
			4. The subject-wise strength and weakness of the existing collection will also be considered while preparing the lists.
			5. When a new edition of a book already available with the LIC is published, that will also be included in the new list of books to be procured.
			6. The following tools are employed by the staff in preparing the list. (a) Publishers’ catalogue, (b) Web book stores.
			7. The tentative list of books prepared will be sent to the concerned departments for necessary recommendations by the faculty and staff. (LI/F/02)
			8. The faculty and staff can also suggest books to procure directly by filling an Information Resources Suggestion Form (LI/F/03) made available on the web portal [www.aiish.ac.in](http://www.aiish.ac.in). under the link Information Resource Suggestion.
		1. **Procurement of Multiple Copies of Available Books**
			1. In addition to the books recommended by the faculty and staff to procure, the LIC staff will frequently analyze and evaluate the existing collection based upon the following criteria. a) Subject wise number of books available, (b) Number of copies of frequently used books available and (c) Number of copies of syllabus prescribed books available. (LI/F/04)
			2. For the purpose of analyzing the collection according to the subject, a list of broad subject areas of interest of the Institute community has been developed and all the books in the LIC have been listed under these broad subject areas. The number of books under these broad areas will be assessed frequently and recommendation will be made to procure more books where the collection is weak.
			3. Book issue statistics will be analyzed at regular intervals and the number of copies of the most frequently used books in the collection will be checked. If such books are inadequate in number they will be recommended for procure in multiple copies.
			4. A list of books prescribed for each course offered by the Institute has been prepared according to semester. This list will be checked frequently against the number of copies of books available in existing collection and the number of prospective student users of the books in each semester of different courses. Based on this, copies will be recommended at a ratio of 1 copy per 10 students.
		2. **Approval for Purchase**
			1. The titles of books with the number of copies recommended will be placed before the library advisory council.
			2. Once the council approves, the list will send to the Director for final approval.
		3. **Purchase of Selected Books**

9.1.4.1 Books selected to procure which are finally approved by the Director will be ordered for purchase with book suppliers/vendors .(LI/F/05)

* + 1. **Purchase without tender**

9.1.5.1 Tenders are not being called for the supply of books as the necessity of calling for tenders or quotations in respect of purchase of books and journals was dispensed by the Ministry of Finance, Govt. Of India vide its O.M. No. F.23(7).EII (A)/83 dated 7.02.84. (LI/D/02)

* + 1. **Selection of Book Vendors**

9.1.6.1 The book vendors are selected based on a three stage evaluation process. In the first stage a tentative list of reputed and eligible vendors are prepared by the library staff by consulting publisher’s representatives and librarians of other government organizations. In the second stage, the listed vendors will be contacted by the Library and Information Officer (LI/F/06) and those who satisfy the following criteria will be listed in the panel of vendors to supply books.

1. Membership in Federation of Book Sellers and Book Publishers association of India.
2. Yearly business turnout of rupees 1 crore.
3. 10 year’s experience in book supply to the libraries.
4. Supplier of books to the central government institution libraries.
5. Provision of 20% discount.
	* + 1. In the third stage purchase order will be placed for lists of books approved for purchase for the year by dividing among the paneled vendors.
			2. The performance of vendors will be assessed (LI/F/07) using a set of criteria.
			3. The poorly performing vendors will be discarded from the panel and will not give any fresh orders.
			4. New vendors will be given purchase order on trial basis in the beginning and if found satisfactory will be given more books for purchase next year.
		1. **Placing Purchase Order**

9.1.7.1 Lists of books for placing purchase order will be prepared by compiling the approved titles

 along with the number of copies required.

* + - 1. Purchase order will be placed with the book suppliers included in the panel of suppliers.
			2. Supply of books has to be made strictly against the purchase orders only.
			3. Sending an acknowledgment of the receipt of purchase order, which is taken as an acceptance of the purchase order, preferably by email is mandatory.
			4. Any clarification/query regarding the purchase order should be sought from the L&IC within five (05) days of receipt of the order.
			5. The order placed will be usually valid for six months unless otherwise mutually agreed upon by the Library and Information Officer and the vendor.
			6. One month before the expiry date of purchase order the vendor will be informed in this regard. (LI/F08)
			7. If the books are not supplied with in the stipulated six months the purchase order will be cancelled. (LI/F/09)
			8. Only the latest editions must be supplied unless otherwise specified.
		1. **Invoicing Procedure**

9.1.8.1 Income Tax Permanent Account No. (PAN) of the supplier must be printed on the invoice.

9.1.8.2 The vendor shall append the following declaration on the invoice:-

1. Only latest editions have been supplied and these are not remainder titles.
2. The prices have been correctly charged in accordance with the Publisher’s/Importer’s /Distributor’s invoices and Publishers catalogues.
	* 1. **Discount on Books**

9.1.9.1 All books in English, Hindi and other Regional languages, whether of Indian origin with the exception of those covered by the following special categories, must be supplied with a discount of minimum 20% of the published prices in respect of Indian or converted into Rupee prices in the case of imported titles. However, the books are also procured without discount under the following conditions.

1. Government publications having no discount.
2. Publisher is not offering any discount. (A proof regarding this must be obtained from the publisher.)
3. If the vendor is not ready to supply the books with 20% discount, depending upon the need, approval will be taken from the Director for procuring the book for the discount offered by the vendor.
4. Short/No discount titles procured from abroad against specific order of Indian Publications. The importer or the library supplier is expected to work on a margin of 15% on net landed cost. The invoice is to be prepared on the following terms. Published price minus (-) discount earned plus (+) actual freight clearance, bank and postal charges. Documentary evidence to be submitted by the vendor to the library on demand.
	* 1. **Verification of Received Books**

9.1.10.1 The books received will be checked against the purchase order and make sure that all the books are as per the purchase order.

* + - 1. The books will also be checked for its physical perfectness and the invoice for its correctness in entries and calculation of price.
			2. The imperfection if any in the invoices and books will be intimated to the vendor (LI/F/10).
			3. The defective invoices/ books have to be replaced at the expense of the vendor.
			4. The books received as per the purchase order will be recorded in a status register of books ordered and supplied (LI/F/11)
		1. **Accessioning of Books**

9.1.11.1 Once the books and the corresponding invoice are found to be satisfactory, the books will be taken to the stock by entering the details in the Accession Register (LI/R/01).

9.1.11.2 Accession register constitutes a permanent record of the library and is the most important library register. The details entered in the Accession Register are author, title, edition, publisher, and supplier, invoice no original and discounted price.

9.1.11.3 Once entered in the Accession register, the invoice will be certified and send for passing payment.

* + 1. **Procurement of Journals, E-Books and Bibliographic Databases**

9.1.12.1 The professional staff of the L&IC prepares comprehensive lists of new journals, e-books and bibliographic databases relevant for each teaching departments of the institute every year keeping in view of the subject areas taught and research conducted.

* + - 1. The lists are prepared based on (a) publishers’ catalogues/websites, (b) web sites of professional associations pertaining to communication disorders and allied fields, (c) websites and catalogues of database vendors/ aggregators.
			2. The tentative lists thus prepared will be sent to the concerned departments for necessary recommendations. (LI/F/12)
			3. The faculty and staff can also recommend the resources directly through the Information Resource Suggestion form (LI/F/03).
			4. The resources thus recommended will be compiled and placed before the Library Advisory Council for approval.
			5. Once the council approves, the list will send to the Director for final approval.
		1. **Journal Subscription Format**

9.1.13.1 The LIC prefers to subscribe the journal in electronic format, if available, subject to the following conditions.

1. There must be a reasonable guarantee of the stability/ consistency of the electronic journal.  For this reason, journals available electronically in aggregated databases will not be considered for subscribing only in electronic format. E.g. Lippincott Willaims & Wilks journals are presently available over the aggregated database OVID. Such journals which are accessible only through aggregated databases will be subscribed both in electronic and print format.
2. The Journal content, beyond the most recent issue/year, must be easily accessible at the desktop and the content for the subscribed years must be available to own for the L&IC.
3. The license must allow the cancellation of the print journal title.
4. The content of the print must not differ from that of the electronic (e.g., the print version contains significantly more material than the electronic version).
	* 1. **Subscription of Selected Journals**

9.1.14.1 The Institute is not calling for tender for the subscription of journals as the necessity of calling for tenders or quotations in respect of purchase of books and journals was dispensed by the Ministry of Finance, Govt. Of India vide its O.M. No. F.23 (7).EII (A)/83 dated 7.02.84. (LI/D/02)

* + - 1. However, the journals are being subscribed through journal vendors.
			2. A major journal vendor is selected who satisfied the following eligibility criteria.
1. More than 10 years experience in subscription of journals for the central govt. organizations
2. Sole agency/preferred agency/authorized agency of journal publishers pertaining to communication disorders.
3. More number of branches in the country.
4. Yearly turnover of more than Rs. 5 crores.
	* + 1. The journals which could not be subscribed by the major vendor will be subscribed through a minor vendor randomly identified.
			2. M/s Allied Publishers Subscription Agency, Bangalore is the major vendor and M/s Standard book Company the minor vendor for the supply of journals at present.
		1. **Terms and Conditions in Supply of Journals**
			1. The major vendor has to execute an agreement with the Institute, containing the terms and conditions in supply of journals, in a stamp paper worth Rs.200/- (LI/D/03).
			2. Purchase order (LI/F/13) will be placed with the journal vendor upon execution of the agreement. .
			3. The performance of the journal vendors will be constantly evaluated by the LIC based upon a set of criteria. (LI/F/14)
		2. Receipt of Invoices and certification

9.1.16.1 The invoice submitted by the vendors will be checked thoroughly against the subscription order, price proof and currency conversion rate by the LIC staff. If found correct, the bill be certified and send for passing payment and the details will be entered in the journal subscription register. (LI/R/02)

* + 1. Receipt of Journal Issues
			1. The journal issues received will be recorded in the Kardex Register. (LI/R/03)
			2. The e-journals subscribed will create a link on the web portal to the concerned publisher’s web site and each issue received will be activated.
			3. The access to the subscribed e-journals is restricted inside the main campus and the Panchavati campus.
		2. Reminder to non-received Journal Issues
			1. Reminders will be send to the vendor regarding the non-received journals (LI/F/15) .
		3. **Procurement of E-Books**
			1. E-books on Communication Disorders and related fields are procured by the LIC irrespective of their print format availability in the collection.
			2. Currently E-books are procured from four publishers namely, Wiley, Elsevier, Taylor & Francis and Cambridge.
			3. The E-books are procured with discount through the major journal vendor namely, Allied Publisher’s Subscription Agency.
			4. The procedures followed in the identification, selection, approval and placing order are same as that of print books and journals.
			5. The details of e-books procured are entered in the E-book Accession Register (LI/R/04).
		4. **Procurement of Bibliographic Databases**
			1. Bibliographic databases are the databases which provide abstracts of journal articles pertaining to a field of knowledge.
			2. The LIC subscribes to the two well known bibliographic databases pertaining to communication disorders namely, COMDISDOME and Linguistics and Language Behavior Abstracts.
			3. The procedures in the approval and placing order for the bibliographic databases are same as that of journals.
			4. The details of the bibliographic databases procured are entered in the Journal Subscription Register (LI/R/02).
		5. **Procurement of Electronic Resources available over NLIST and ERMED**
			1. In addition to the directly subscribed e-journals and e-books the L&IC is getting access to thousands of electronic resources including e-journals and e-books as the Institute is a part of two national level electronic information service projects namely, NLIST and ERMED.
			2. For availing NLIST service a nominal subscription fees has to be paid in advance every year
			3. The expense for the ERMED service is taken care of by the Ministry.
			4. These resources available through NLIST and ERMED include e-journals and e-books pertaining to communication disorders which we procure directly.
			5. Even though the directly procured e-resources are available over NLIST and EDMED databases and thereby creating duplicate subscription, direct subscription of such resources are continued considering the chances of non-availability of NLIST and ERMED services in future.
	1. **Procurement of Free Information Resources**
		1. **Procurement of Free Journals**
			1. Considerable number of journals on communication disorders and allied fields are available free

of cost. These include both print and electronic journals.

* + - 1. The L&IC frequently check the publication of such journals, especially e-journals on the web and provide link on the web portal to such free e-journals under the link Free E-Journals.
			2. The regularly published free print journals received in the L&IC are also displayed in the periodical section of the Institute.
		1. **Procurement of Gift Books**
			1. The LIC welcomes gifts of books, periodicals, photographs, electronic media, archival material, and other information resources that enhance the strength of its collection and support the instructional, clinical, research and recreational activities of the Institute scholarly community.
			2. No gift books will be added to the collection if it is found that the material is not at all useful for the Institute community.
			3. If the materials are not suitable because of poor physical condition, out-of-date knowledge or other factors, the item will be not be taken to stock.
			4. Gifts are accepted with the understanding that they become the property of the Institute and the LIC will make all necessary steps as to their retention, location, cataloging, and other considerations related to their use and disposition.
			5. Special terms or a condition if any, requested by the donor will be discussed with the Director before the gift is accepted.
			6. The accepted gift books will be entered in the Gift Book Register. (LI/R/05)
			7. An acknowledgement letter to the donor within one week of receipt of the gift will be send to the donor in case the material is taken to the stock.
			8. No acknowledgement letter will be send in case the material is not taken to the stock.
			9. Small gifts will be acknowledged by a letter of acknowledgement by the Library and Information Officer and the gifts from reputed personalities and institutions will be acknowledged by a former letter of acknowledgement by the Director of the Institute. (LI/F/16)
		2. **Procurement of In-house Publications**
			1. It is mandatory for the Academic Section of the Institute to send copies of all the PG dissertations, Ph.D. theses and other reports of research works carried out at the Institute to the LIC.
			2. Also, all the departments have to send copies of manuals, conference proceedings, books etc. prepared in their respective departments and published by the Institute to the LIC.
			3. All these resources mentioned above are taken to stock by entering the details into the In-house-Publication Register. (LI/R/06)
	1. **Procedure for Information Processing**
	2. **Print Books**
		1. The LIC uses the Dewey Decimal Classification scheme (DDC), an international code for library classification (LI/D/04) to organize books on the shelves so they may be easily retrieved.
		2. DDC is a hierarchical number system that organizes all human knowledge into ten main categories.
		3. Each main category is then divided into ten sub-categories and each sub-category is then also divided into ten specific topics.
		4. Each of these topics may be further divided into more specific subject areas. A decimal point is used after the first three digits to separate the specific subjects - it also makes the numbers easier to read.
		5. The contents of each book procured by the LIC will be analyzed for its subject exposition and assign a DDC number called Classification Number .
		6. The Class Number will be written using pencil on the reverse of the title page of the book and printed on the spine of the book as spine label.
		7. On each shelf the books will be arranged in a numerical sequence from left to right by their Class Number.
		8. Once the book is classified it will be taken for cataloguing
		9. Cataloguing is the process of assigning the descriptive elements needed to locate a book.
		10. The descriptive elements also called bibliographic elements are the author, title, edition, publisher, place of publication, year of publication etc.
		11. Cataloguing also involves identification of subject key words or subject heading
		12. Cataloguing of the books in the LIC is done using the LMS
		13. The keywords or the subject heading are assigned to the books with the help of Sear’s List of Subject Headings, an international manual used for the purpose. (LI/D/05)
		14. The usage of LMS for cataloguing enables the creation of an online catalogue called Online Public Access Catalogue (OPAC) for searching of books.
		15. Once the book is catalogued and OPAC enabled, the books are taken to the shelves.
	3. **Print Journals**
		1. The print journals are arranged/ displayed alphabetically on journal display racks in the Periodical Section.
	4. **Research Reports and Institute Publications**
		1. The print PG dissertations, Ph.D theses, and other research reports received in the Inhouse Publication Section will be digitized and uploaded to the digital repository software on the web portal.
		2. Author, title, category of the report, key words and abstract are entered into the software to enable searching.
		3. The print copies of PG dissertations, Ph.D theses, and other research reports are assigned a category wise serial number and shelved in respective shelves in In-house Publication Section.
		4. Other Institute publications are shelved in Inhouse Publication Section in appropriate locations.
	5. **E-Journals**
		1. The four categories of E-journals namely, institute subscribed journals, free web based journals on communication disorders, NLIST journals and ERMED journals will be listed on the LIC web portal.
		2. Hyperlinks will be created for individual journals with the concerned journal publisher’s website to enable access.
	6. **E-Books**
		1. The N-LIST database will be searched for identification of e-books pertaining to communication disorders.
		2. E-books on the LIC web portal will be hyperlinked with the respective publisher’s website.
		3. The details of both N-LIST and the institute purchased E-books will be entered into the E-book searching interface designed on the web portal to enable searching and downloading of e-books.
	7. **Book CD-ROMs**
		1. The book CD-ROMs are being procured as a part of purchasing books.
		2. These CD-ROMs will not be a replica of the books with which they are being supplied. Normally these CD-ROMs will contain some supplementary information related to the topics of discussion in the book or pictures, images etc.
		3. Such CD-ROMs are not being issued along with the corresponding books because of their fragile nature.
		4. The CD-ROMS are detached from the corresponding books and details are entered in book CD-ROM register (LI/R/07).
		5. The CD-ROMS contents will then uploaded into the CD-ROM searching system designed on the web portal to enable searching and downloading of the contents according to the title, author and accession number of the corresponding book.
	8. **N-LIST**
		1. Hyper link will be created on the web portal with the website of INFLIBNET, Ahmedabad, the service provider to enable access.
		2. E-books and e-journals pertaining to communication disorders will be identified from the N-LIST databases.
		3. E-books identified will be added to the E-book searching system on the web portal
		4. The e-journals identified will be listed along with other e-journals on the web portal and hyperlinking them with the concerned publisher’s website.
	9. **Procedure for Information Maintenance**
	10. **Information Maintenance of Print Resources**
		1. **Shelf Rectification**
			1. Shelf rectification is the process of verifying the classified subject arrangement of books on the shelves.
			2. The shelf rectification is divided among the professional staff .
			3. Periodic rectification will be conducted by the staff and replace the books in correct locations.
		2. **Stock Verification**
			1. Stock verification or physical verification is to periodically check and account for the books and bound volumes acquired by the LIC.
			2. The stock verification will be conducted every year by an Officer appointed by the Director, working in another Department/ Section of the Institute.
			3. The book circulation service will be completely suspended during the period of stock verification. Also, the user entry will be restricted and other information services will be partially suspended.
			4. The normal duration of the stock verification is two weeks which may extend to three weeks.
			5. The books found missing will be reported by the Stock Verification Officer to the Director.
			6. The decision regarding the missing books will be taken only after confirmation of missing in the next two annual stock verifications.
			7. If a book is found to be missing during the three consecutive annual stock verifications, the Library and Information Officer will request the Director to write off the books from the stock as per the provisions under rule no. 194 of the General Finance Rules (LI/D/02), Government of India, which states:

Loss of five volumes per one thousand volumes of books issued/consulted in a year may be taken as reasonable provided such losses are not attributable to dishonesty or negligence. However, loss of a book of a value exceeding Rs. 1,000/- (Rupees One thousand only) and rare books irrespective of value shall invariably be investigated and appropriate action taken.

* + - 1. The written off book details will be entered in the Written off Book Register (LI/R/08) and it will be marked against the Accession Number of the book written off in the Accession Register.
		1. **Binding**
			1. The following information resources taken for binding: (a) Loose issues of completed volumes of subscribed journals, (b) Paper backs books purchased by the library, (c) Binding damaged hard cover books.
			2. Approximate number of document to bound will be calculated and quotation will be invited.
			3. The firm getting the quotation will be provided with a room for binding.
			4. The bound volumes of journals will be entered in the Accession Register and placed in bound volume section.
			5. The books after binding will be placed in their previuos locations in the shelves
		2. **Weeding Out Activity**
			1. Weeding is a periodic or continual evaluation of resources intended to remove items that are no longer useful from the collection.
			2. To ensure that the information materials are useful and accessible and to avoid trouble for the users in finding interesting and relevant materials, the LIC has been carrying out weeding at regular intervals.
			3. The periodic weeding out makes the collection more visually attractive and more inviting to users.
			4. One of the major objectives of the weeding out in libraries in general is to alleviate space constraints. Whereas the Institute library and information centre at present is having enough space.
			5. Considering this, the LIC has been following a temporary weeding out procedure.
			6. In the temporary weeding out procedure, the outdated items will be removed from the active collection and kept separately in a room. The titles removed from the active collection will be marked in the OPAC for the attention of the users.
			7. However, in future the temporarily weeded out books will be removed permanently from the collection with the recommendation of the Library Advisory Council and the approval of the Director.
			8. The permanently weeded out books by the Director will be marked in the Accession register.
			9. The following books are taken from the active collection as a part of temporary weed out.
1. Highly damaged beyond their use
2. Outdated book
	1. **Maintenance of Electronic Resources**
		1. **Maintenance of Purchased Electronic Resources**
			1. Accessibility of e-books and e-journals over the web portal from inside the campus will be frequently checked.
			2. The Department of Electronics will be informed of problem, if any, with respect to the computers of internet connection.(LI/F/17)
			3. If the problem is with respect to the publisher, the vendor/publisher will be informed (LI/F/18).
		2. **Maintenance of Other Electronic Resources**
			1. Accessibility of digital repository resources, and book CD-ROMs from inside the campus will be frequently checked.
			2. The LIC staff will rectify the problem if any related to the software.
			3. Problem, if any, related to the Intranet will be rectified by the Dept. of Electronics.
	2. **Electronic Data Backup**
		1. **Back up of Circulation of Books**
			1. The issued book details will be copied from the library management system (Book Magic Software) upon closing the transaction every working day.
			2. A folder by name Circulation Transactions will be created in the data backup computer.
			3. The copied details will be pasted into the folder.
			4. The process will be repeated on every day by deleting the previous day’s data store and the details will be entered in Circulation of Books Data Backup Register. (LI/R/09).
		2. **Backup of Enrolled Members**
			1. The enrolled member details will be copied from the library management system
			2. A folder by name Enrolled Members will be created in the data backup computer.
			3. The copied details will be pasted into the folder.
			4. The process will be repeated upon each and every updation of the member details and the details will be entered in Enrolled Members Data Backup Register (LI/R/10)
		3. **Back up of Digital Repository**
			1. Copying the contents of digital repository.
			2. A folder by name Digital Repository will be created in the data backup computer.
			3. The copied details will be pasted into the folder.
			4. The process will be repeated on each and every time of updation of the repository and the details will be entered in Digital Repository Data Backup Register (LI/R/11)
		4. **Backup of Catalogue Data**
			1. Copying the contents of Catalogue database.
			2. A folder by name Catalogue Database will be created in the data backup computer.
			3. The copied details will be pasted into the folder.
			4. The process will be repeated upon each and every time of updating the database/catalogue and the details will be entered in the Catalogue Data Backup Register (LI/R/12)
3. **Procedure for Information Services**
	1. **Book Circulation Service**
		1. Circulation means issuing print books and other materials to valid members on loan and canceling loans from issue records upon return of the same. It is one of the most important services of the Library and Information Centre. The resources are being issued subject to the observance of applicable intellectual property & copyright laws.
		2. **Book Transaction Procedure**
			1. The Library and Information Centre applies a mix of manual and automated procedures for carrying out the circulation service.
			2. The manual system adopted is a modified form of the traditional Browne System of Book Circulation.
			3. In the manual system, the members are given a membership card with barcoded patron details. For every library book, a book card is made and kept inside a book pocket provided at the back cover page of the book.
			4. While issuing a book the Circulation staff removes the book card from the book pocket, get the signature of the borrower on the book card, note the due date on the book card, keep the book card in issue tray according to due date, put in due date stamp on the date slip, enter the book details and user details in the Library Management System software by scanning barcodes on both the book and membership card.
			5. At the time of receiving books from the borrowers, the concerned book card is inserted back in the book pocket of the book and the software is updated.
		3. **Issue of Library Membership** **Card**
			1. All the regular members of the LIC are provided with a library Identity card.
			2. Filled in application in prescribed form (LI/F/18; LI/F/19, LI/F/20; LI/F/21) duly forwarded by the head of the respective unit (in case of staff) along with two recent photographs (passport size) shall be submitted to the Library for this.
			3. Membership is granted on the express understanding that they legally bind themselves to return all documents issued to them (which are the property of the Govt. of India) on their own, obtain a ‘No-dues Certificate’ at the time of termination of their membership, and abide by the general rules and regulations of the LIC (LI/D/06).
			4. Once the card is prepared the member will be informed of this via e-mail. (LI/F/22)
			5. For borrowing purposes, users must produce their membership card which is affixed with a bar code. No books will be issued without membership card.
			6. The membership card is not transferable.
			7. The membership details will be entered in respective Membership Registers (LI/R/13;LI/R/14;LI/R/15;LI/R/16;LI/R/17;LI/R/18).
		4. **Borrowing Privileges**
			1. A member is allowed to borrow a certain number of books for a period of time. The users category-wise borrowing privileges are as follows: Diploma Students- 1 book; Degree & PG Students- 2 books; Research Scholars- 5 books; Teachers- 10 books; Clinical and Technical Staff-4 books; Others- 2 books
		5. **Book Issue & Return Timing**
			1. Books will be issued at any time between 8.45 am to 7.00 pm from Monday to Friday and between 9.15 am to 4.00pm on Saturday. The return of books is between 8.40 am to 5 pm on working days and between 9.15 am to 4.00 pm on Saturday.
		6. **Verification for damage**
			1. Borrowers shall be required to carefully check the book or material before borrowing for any defect/damage such as page missing, tearing of pages, underlining, making notes, damaging of binding and get the same approved by the staff on duty.
			2. In case a library document is found to be damaged and the same has not been reported to the staff on duty the borrower shall be held responsible for such damage (s) and shall be required to replace it or pay the value there of as determined by the Library and Information Officer.
			3. Also, they have to keep the borrowed book/ material in a good physical condition and not mark, mutilate, deface or damage it. The borrowers shall be liable to pay fine or replace the book or material marked, mutilated or damaged.
		7. **Non-transferable**
			1. Library documents are non-transferable,
			2. Also, member will not be permitted borrow library documents(s) on other member’s account.
		8. **Loan Period**
			1. The loan periods of books for different categories of borrowers are as follows.

|  |  |  |  |
| --- | --- | --- | --- |
| **Sl.No** | **Borrower Category** | **Book Category** | **Loan Period** |
| 1 | Students  | Stack books | 1Week |
| Reference books | One day |
| 2 | Research Scholars | Stack books | 1 Week |
| Reference books | One day |
| 3 | Teachers | Stack books | 1 Month |
| Reference books | 1 Month |
| 4 | Others  | Stack books | 1 Week |
| Reference books | One day |

* + - 1. The books/materials borrowed shall not be used for any commercial purposes and are subject to copyright restrictions.
			2. Borrowers shall be responsible for any books or materials borrowed on their card.
			3. Members proceeding on long leave exceeding three months must return the borrowed book before leaving.
			4. A book/material may be recalled urgently, before the due date, if required, without assigning any reason. On such recall, borrowers should be able to return it within one day and late fee will be levied otherwise.
			5. An issued document is not permitted to take inside the LIC without returning.
		1. **Renewal**
			1. A document issued may be renewed for one more time provided there is no reservation against it.
		2. **Return of Books**
			1. Patrons are responsible for returning the books in good condition and the returned books will be checked by the circulation counter staff for damages. Fine will be levied for the damaged books depending upon the type and extent of damage. The type of damage for which a patron will be charged include, but are not limited to, water damage, pen/pencil marks, torn/ripped pages or covers, and sticky notes.
		3. **Late Fee**
			1. To keep the library circulation current so that books do not remain with the borrower for more than a prescribed period of loan, late fee will be collected from all the users for the books returned after due date, the details of which are given below.
* Stack books= Rs.1/ per day
* Reference books = Rs. 5/- per day
	+ - 1. A book return reminder will be sent to the borrower after two week of due date. (LI/F/23)
			2. No excuse can be given in paying late fee as the process is totally automated and the due will get generated automatically against the borrower making default.
			3. The late fee will not be collected by the Library and Information Centre directly. The defaulter has to make the payment at the cash counter of the institute and produce the receipt at the LIC.
			4. The circulation system software will accumulate the amount due against each borrower and the same will be visible at the issue/return display monitors at the circulation counter. When the late fee accumulated reaches ` 50/- the borrower has to clear it by making payment and produce the receipt.
			5. No book will be issued to the borrower when the overdue charge against him exceeds `100/-
		1. **Loss of Membership Card**
			1. The loss of membership card should immediately be reported to the LIC.
			2. Duplicate card will be issued based on request (LI/F/24) along with the payment of Rs.100/- at the cash counter of the institute and producing the receipt.
		2. **Reservation of Books**
			1. The books in heavy demand usually remain in circulation. The patrons could reserve such books so that they could get the priority in borrowing them upon their receipt in the library.
			2. The reservation can be done online by right clicking the title of the book in the OPAC search result window or by making request to the library staff at the circulation counter.
			3. The status of the reserved book can be availed through the View Status option of the OPAC. No other intimation will be communicated the user in this regard. The reserved book once reached back the collection will not issue for others for two days.
		3. **Loss of Books**
			1. A borrower shall report to the Library and Information Officer the loss of a borrowed library book or material, immediately on discovery of such loss No fine will be levied after the date of reporting of loss of book.
			2. The borrower should replace the book or pay the fine within two months of reporting of loss of book.
			3. The borrower shall be required to replace the lost book or pay the price of the latest edition of the book plus 20% of the book as the processing fee for procuring the book.
			4. In case there is no latest edition, cost of the book will be calculated as per the price against the accession number of the book in the Accession Register and in such a case double the amount of the book must be paid.
			5. In case of replacement of a book or material only a new copy of the latest edition of the same imprint shall be accepted. Cheaper reprint of foreign publication shall not be accepted as replacement for the original imprint.
			6. Where the lost book or material has been received ex-gratia or the price is not known, the replacement price shall be determined by the Library and Information Officer with the due approval of the Director.
			7. Once the borrower has decided to pay for the lost book, he has to give a declaration towards this in the specific format (LI/F/25).
			8. Once the Director approves, the borrower has to make the payment at the cash counter of the institute and produce the receipt. Upon receiving the receipt the book loan will be cancelled and necessary postings will be made by the in the Accession Register against the Accession Number of the book lost.
			9. The details of the book will be entered in Missing/ Book lost refund Register
			10. When a borrower has lost a book or material which is part of a multi volume set of which individual volumes cannot be purchased separately, he is required to replace or pay the cost of the whole set.
			11. Where the borrower pays for the whole set, he shall be entitled to claim the remaining parts of the new set, provided the replaced volume and the remaining volumes in the library are of the same edition. In other case, he will be entitled for the old set in the library.
			12. No lost document shall be accepted once the recovery is made.
			13. All library patrons, including faculty, are responsible for paying lost book charges.

**12. 1.15 Issue of New Books**

12.1.15.1 A newly arrived book will be issued only after a period of 7 days of processing it. Till then the book will be displayed on New Arrival Display Stand. However, the patrons can reserve the new books on display in advance.

* + 1. **Issue of other Library Materials**
			1. The Journals and Bound Volumes will be issued only under the following circumstances.
			2. The Photocopying facility of the library is not functional.
			3. No softcopy of the material is subscribed or accessible.
			4. The Journals and Bound Volumes issued must be returned on the same day.
			5. The Theses and Dissertations will not be issued to any category of users.
			6. Purely reference books such as encyclopedias, dictionaries etc. will not be issued out of the Library and are to be consulted within the library premises.
			7. CD/DVDs accompanying the print books will not be issued to the patrons as these are made available on our web-portal [www.aiish.ac.in](http://www.aiish.ac.in).under the link BOOK CD-ROMs for downloading.
			8. Contents of CD/DVDs coming under the restrictions of copyright laws will not be made available on the portal for copying.
			9. In special cases the Library and Information Officer will have the right to issue journals, bound volumes, encyclopedias, dictionaries etc. to a library member.
	1. **Electronic Information Services**

The electronic information services provided by the LIC are governed by the Electronic Resource Usage Policy, Guidelines and Procedures (LI/D/07).

* + 1. **General**
			1. The electronic information services provided by the LIC are based on institute’s own digital resources, subscribed/purchased resources, software and services offered by national and international organizations, and free web resources and software.
			2. The in-house operations of the LIC have been wholly automated using a commercial Integrated Library management System called Book Magic.
		2. **Access Modes**
			1. The electronic information resources and services provided by the LIC in four modes of access:
	1. Open access: The digital repository constituted of various categories of research reports of the Institute has been providing open access globally.
	2. IP based access: The subscribed/purchased electronic information resources from the commercial publishers have been providing IP based access inside the campus. In this mode of access the Institute community get access to subscribed resources through the computers connected to the Internet from inside the main campus and Panchavati campus.
	3. User name and password based access: The user name and password based access has been providing to NLIST and Plagiarism Detection services. In this mode of access the users can avail these services from any networked computer irrespective of locality.
		1. **Internet Service**
			1. The LIC is providing Internet service to the regular and temporary members throughout the

working hours.

* + - 1. More than twenty computers are arranged for providing Internet service at the 3rd floor of the

LIC.

* + - 1. The members are permitted to use the facility on first come first serve basis.
		1. **Digital Repository Service**
			1. The LIC has been maintaining and developing a comprehensive collection of digital repository of institutional research reports pertaining to communication disorders. The major types of resources in digital repository are the reports of research carried out at the Institute namely, P.G. dissertations, Ph.D. theses, and the reports of Institute Funded Research (AIISH Research Fund).
			2. The research reports are received both in print and electronic format and those received in print format are digitized by the LIC staff.
			3. The repository facilitates author, title, guide and subject wise searching.
		2. **E-book Service**
			1. The E-book service is provided on the web portal with a search interface designed using Open Biblio software.
			2. The users can make author, title and subject based searching and downloading of E-books purchased directly by the Institute and those available through NLIST.
		3. **E-Journal Service**
			1. Access to the following categories of e-journals are provided on the web portal
1. Institute subscribed e-journals
2. NLIST e-journals
3. ERMED e-journals
4. Free e-journals
	* 1. **Online Journal Archives**
			1. LIC purchases all the available online archives of the journals pertaining to the core areas of Speech Language Pathology and Audiology irrespective of whether they are available in print format in LIC or not.
			2. Access to the archival issues is provided along with the current subscription of these journals.
		2. **NLIST Service**
			1. The LIC subscribes to the National Library and Information Services Infrastructure for Scholarly Content (NLIST) a user name and password based electronic information service provided by INFLIBNET, UGC and renews the subscription every year.
			2. The NLIST provides access to thousands of e-books and e-journals on a wide variety of subject fields.
			3. The LIC identifies the e-books and e-journals pertaining to communication disorders and the e-journals identified are listed along with its subscribed e-journals and e-books are being made available through a search interface on the web portal.
			4. All the regular members of the LIC are providing user name and password for availing NLIST service and will be intimated of this through E-mail.(LI/F/26)
			5. The details of the NLIST members are maintained in NLIST Membership Register.(LI/R/19)
			6. The NLIS account will be cancelled when his/her Institute affiliation terminates.
		3. **ERMED Service**
			1. ERMED which stands for Educational Resources in Medicine is an electronic journal consortium service provided by the National Medical Library, Ministry of Health and Family Welfare. The LIC is getting access to thousands of e-journals
			2. The service is made available on the web portal
		4. **Online Public Access Catalogue**
			1. The LIC is facilitates the bibliographic details of all the print books through the its Online Public Access Catalogue (OPAC).
			2. The OPAC facility is available only inside the Institute campus.
		5. **Plagiarism Detection Service**
			1. With the objective of promoting academic integrity, the Institute has implemented a plagiarism prevention mechanism based on Turnitin, the world’s most popular originality verification software.
			2. The turnitin usage is abide by the Turnitin Guidelines (LI/D/08 )
			3. The regular members have to take a Turnitin account for availing the service. An application in prescribed format has to be submitted for this purpose. (LI/F/27)
			4. The service is user name and password based and can be availed using any computer with internet connection irrespective of access location.
			5. The Turnitin user details are maintained in Turnitin User Register (LI/R/20).
		6. **Usage Monitoring**
			1. Using the check in check out module of the Integrated Library Management System the entry, time spent in the library and exits are recorded.
			2. The web portal visits are recorded using the website counter software
			3. The usage of computers in the Internet centre is monitored using an open source software ‘i-talk’.
			4. The usage statistics of e-journals where ever available from the concerned publisher is maintained.(LI/F/28)
5. **Measures of Performance**

|  |  |  |  |
| --- | --- | --- | --- |
| **Sl. No.** | **Process measurement** | **Data** | **Frequency of review** |
| 1 | Purchase of Information Resources  | Number | Yearly |
| 2 | User Satisfaction  | Percentage  | Half Yearly  |
| 3 | Library Visits of Users | Number | Monthly |
| 4 | Web Portal Usage  | Number | Monthly |
| 5 | Information Resource Usage  | Number | Monthly  |
| 6 | Information Services offered  | Number | Yearly |
| 6 | Expenditure on Information Resources  | Amount | Yearly |

1. **Reference :**

|  |  |  |
| --- | --- | --- |
| **Sl. No.** | **Document Description** | **Doc reference** |
| **01** | Quality Management Systems- Fundamentals and Vocabulary | **ISO 9000:2008** |
| **02** | Quality Manual  |  |
| **03** | Quality Procedure  |  |
| **04** | Collection Development Policy Document  | LI/D/01 |
| **05** | General Financial Rules, Govt.of India  | LI/D/02 |
| **06** | Information Resource Agreement  | LI/D/03 |
| **07** | Dewey Decimal Classification | LI/D/04 |
| **08** | Sear’s List of Subject Heading | LI/D/05 |
| **09** | General Rules and Regulations | LI/D/06 |
| **10** | Electronic Resources Policy Document | LI/D/07 |
| **11** | Turnitin Guidelines  | LI/D/08 |