|  |  |
| --- | --- |
| **DEPARTMENT**  | **PRODUCT DEVELOPMENT CELL**  |
| **PROCESS** |  |
| **Doc Ref.** | **LI/PM/01** |
| **Issue No** | 1.0 | **Rev No:** |  |
| **Issue Date**  | 25.04.2013 | **Rev Dated :** |  |
| **Issued By** | **Approved By** |
|  |  |

**Notices:**

**Copyright**

Copyright © 2012

**Disclaimer:**

**Terms of Use**

The copyright of the material of AIISH contained belongs to and remains solely with AIISH. All information contained herein is confidential and proprietary and shall not be copied or disclosed to any person or third party without prior written permission from AIISH. Unauthorized reference and use of any of the information contained herein shall in no way bind AIISH in the form of a commitment, responsibility and/or liability.

These terms and conditions shall be governed by and construed in accordance with the Indian Laws. Any dispute arising under these terms and conditions shall be subject to the exclusive jurisdiction of the courts of India.

|  |  |
| --- | --- |
| **Table of Contents** | **Page No.** |
| 1.0 | Introduction | 4 |
| 2.0 | Policy, Objectives & Scope | 4 |
| 3.0 | Oraganization Chart | 5 |
|  | 3.1 | Department Chart | 6 |
|  | 3.2 | Roles & Responsibilities | 6 |
| 4.0 | Abbreviations | 8 |
| 5.0 | Definitions | 9 |
| 6.0 | Resource and Infrastructure | 11 |
| 7.0 | Acceptance Criteria | 12 |
| 8.0 | Process/Activity Flow Chart | 13 |
| 9.0 | Procedures | 19 |
| 10.0 | Measures of Performance | 34 |
| 11.0 | Reference | 34 |

**1.0 Introduction:**

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:

**2.0 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.

**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

**3.2 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** |
|  | AIISH | All India Institute of Speech & Hearing |
|  | DOC | Document |
|  | REF. | Reference |
|  | Sl. No. | Serial Number |
|  | REV. | Revision |
|  | ALIO | Assistant Library and Information Officer  |
|  | LAC | Library Advisory Council |
|  | LIA | Library and Information Assistant |
|  | LIC | Library and Information Centre |
|  | LIO | Library and Information Officer |
|  | SLIA | Senior Library and Information Assistant |
|  | AACR | Anglo-American Cataloguing Rules  |
|  | DDC | Dewey Decimal Classification  |
|  | LA | Library Assistant |
|  | LMS | Library Management Software  |
|  | OPAC | Online Public Access Catalogue |
|  | INFLIBNET | Information and Library Network  |
|  | MTS | Multi Tasking Staff |
|  | N-LIST | National Library and Information Services Infrastructure for Scholarly Content |
|  | ERMED | Educational Resources in Medicine |

**5.0 Definitions:**

* **Accession Number**: Every book purchased should be given a unique number when it arrives at the LIC called accession number.
* **Accession register** : It is a record of books purchased in the LIC in the order in which the they are received.
* **Acquisition**: Selection and purchase of information resources.
* **Anglo-American Cataloguing Rules**: An international code used for cataloguing library books.
* **Binding**: The process of physically assembling a loosened book or loose issues of a particular volume of journal using hard board cover.
* **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.
* **Cataloguing**: The process of recording the bibliographic details of an information resource with the help of a standard code.
* **Class Number**: The number which represents the subject content of a book derived from a standard code.
* **Classification**: The process of assorting and organizing information resources according to their subject and allocating a code number to each information resource.
* **Dewey Decimal Classification**: An international code used for classifying library books according to the subject.
* **Enrolled Library User**: The students, research scholars, faculty and non-teaching staff of the institute who became members of the library.
* **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.
* **Hyperlink**: A link from a hypertext file or document to another location or file, typically activated by clicking on a highlighted word or image.
* **Intranet**: The computer network that uses Internet Protocol technology to share information, operational systems, or computing services within the institute.
* **Kardex Register**: A register for recording the receipt of issues of journals subscribed.
* **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.
* **Online Public Access Catalogue**: Online database of materials held by a library with author, title, keyword and subject specific search features.
* **Shelf Rectification**: The process of rectifying the subject wise arrangement of books on library shelves
* **Stock Verification**: The physical verification and accounting of books and journals acquired by the library periodically.
* **Subject Headings**: Terms or keywords used for describing the contents of a document.
* **Web portal**: The website which acts as a gateway of information pertaining to a field.

**6.0 Resources and Infrastructure:**

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

* Human resource: 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.
* Equipment: The library and information center have huge repository of printed materials, e-resources and in-house publications as well as computers.

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  |

**7.0 Acceptance Criteria**

* Only the latest editions of print and e-books will be purchased.
* Only the Journals published during the current year will be subscribed.
* All the purchased print books must be classified and catalogued.
* Only the student/research scholar/faculty/other staffs of the institute are eligible for regular membership.
* Members must have library card for issuing books.

|  |
| --- |
| **8.0 Process / Activity Flow Chart** |
|  **Information Resource Acquisition** |

**Process / Activity Flow Chart - Information processing (Print resources)**

**Process / Activity Flow Chart - Information Processing (E-Resources)**

**Information Maintenance (Print Resources)**

**Book Circulation Service**

**Electronic Information Services**

|  |  |
| --- | --- |
| **9.0** | **Procedure** |
|  | **9.1** | **Procedure for Information Resources Acquisition**  |
|  |  | The acquisition of various types of information resources are governed by the Collection Development Policy, Guidelines and Procedures adopted by the LIC (LI/D/01) |
|  |  | **9.1.1** | **Acquisition of Resources by Purchase** |
|  |  |  | **9.1.1.1** | **Preparation of Tentative Lists of Resources**New Print Books |
|  |  |  |  |  | The LIC aims to develop a comprehensive collection of information resources pertaining to audiology, speech language pathology and speech sciences, the core areas along with allied areas of clinical psychology, special education, otorhinolagyngolgy and electronics. It is also committed to develop information resources pertaining to general reading such as literature, general knowledge, personality development, and competitive examinations. |
|  |  |  |  |  | The professional staff of the LIC will prepare comprehensive lists of books on various fields dealt by the institute and also on general subjects (LI/F/01).  |
|  |  |  |  |  | The subject-wise strength and weakness of the existing collection will also be considered while preparing the lists.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. |
|  |
|  |  |  |  |  | The following tools are employed by the staff in preparing the list. (a) Publishers’ catalogue, (b) Web book stores. |
|  |  |  |  |  | Suggestion of faculty, staff and students will also be taken through 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. |
|  |  |  |  | Existing Print Books |
|  |  |  |  |  | In addition to the books recommended by the faculty and staff the LIC staff will frequently analyze book issue statistics and evaluate the existing collection(LI/F/04).The most frequently used books in the collection with less number of copies will be listed for procuring in multiple copies. |
|  |  |  |  |  | Also, the list of books prescribed for each course offered by the Institute will be checked frequently against the number of copies of books available and the number of prospective student users for those books. The titles which are inadequate in numbers will be prepared for procuring in multiple copies.  |
|  |  |  |  | Journals and E-Books  |
|  |  |  |  |  | List of new and renewal journals ande-books on communication disorders and allied areas will be prepared by the professional staff of the LIC with the help of publishers’ catalogues and relevant websites. |
|  |  |  | **9.1.1.2** | **Getting Recommendation and Approval** |
|  |  |  |  |  | The tentative lists of subject resources thus prepared will be sent to the concerned departments for perusal and necessary recommendations by the faculty and staff(LI/F/02),(LI/F/13).  |
|  |  |  |  |  | The lists of resources with the number of copies (in case of print books) along with the general book list will be placed before the library advisory council for approval.  |
|  |  |  |  |  | The council approved lists will send to the Director for final approval. The finally approved lists will be processed for placing purchase order. |
|  |  |  | **9.1.1.3** | **Purchasing of Resources**Print Books |
|  |  |  |  |  | Books finally approved will be ordered for purchase with book suppliers/vendors .(LI/F/05). Tenders are not being called for the purchase of books as it is not mandatory according to General Finance Rules, 2005, Govt. of India. (L1/D/02). Orders will be placed with the vendors in the panel of vendors maintained by the LIC. The vendors are included in the panel by following a two-stage selection process. In the first stage, a tentative list of reputed and eligible vendors will be prepared by consulting publisher’s representatives and librarians of other government organizations. In the second stage these vendors will be contacted (LI/F/06) and those who satisfy the following criteria will be listed in the panel of vendors to supply books.1. a. Membership in Federation of Book Sellers

and Book Publishers association of India.1. Yearly business turnout of rupees 1 crore.
2. 10 years experience in book supply to the libraries.
3. Supplier of books to the central government institution libraries.
4. Offering of 20% discount.
 |
|  |  |  |  |  | The performance of vendors will be assessed (LI/F/07) using a set of criteria. The poorly performing vendors will be discarded from the panel and will not give any fresh orders. |
|  |  |  |  |  | The purchase order placed will be usually valid for six months unless otherwise mutually agreed upon by the Library and Information Officer and the vendor. One month before the expiry date of purchase order the vendor will be informed of this (LI/F08).  |
|  |  |  |  |  | If the books are not supplied with in the stipulated six months the purchase order will be cancelled. (LI/F/09) |
|  |  |  |  |  | Only the latest editions will be accepted unless otherwise specified. |
|  |  |  |  |  | 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.
 |
|  |  |  |  |  | Income Tax Permanent Account No. (PAN) of the supplier must be printed on the invoice. |
|  |  |  |  |  | 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.
 |
|  |  |  |  | Journals |
|  |  |  |  |  | The LIC prefers to subscribe the journal in electronic format, if available.  |
|  |  |  |  |  | Tender will not be called for the subscription of journals as it is not mandatory according to General Finance Rules, 2005, Govt. of India (L1/D/02). However, the journals are being subscribed through journal vendors. A major journal vendor is selected based on 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.

The journals which could not be subscribed by the major vendor are being subscribed through a minor vendor randomly identified |
|  |  |  |  |  | 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). |
|  |  |  |  |  | Purchase order (LI/F/14) will be placed with the journal vendor upon execution of the agreement. |
|  |  |  |  |  | The performance of the journal vendors will be constantly evaluated by the LIC based upon a set of criteria (LI/F/15). In case it is not satisfactory, new vendor will be considered.  |
|  |  |  |  | E-Books |
|  |  |  |  |  | E-books on Communication Disorders and related fields are procured by the LIC irrespective of their availability in the collection in print format. |
|  |  |  |  |  | The E-books are procured with discount through the major journal vendor namely, Allied Publisher’s Subscription Agency. |
|  |  |  |  |  | The procedures followed in the identification, selection, approval and placing order are same as that of print books and journals.  |
|  |  |  | **9.1.1.4** | **Receiving of Purchased Resources**Print Books |
|  |  |  |  |  | The books received will be checked against the purchase order and make sure that the books are as per the purchase order. |
|  |  |  |  |  | The books will also be checked for its physical perfectness and the invoice for its correctness in entries and calculation of price. The imperfection if any in the invoices or the books will be intimated to the vendor to replace (LI/F/10). |
|  |  |  |  |  | The books received as per the purchase order will be recorded in a status register of books ordered and supplied (LI/F/11) |
|  |  |  |  |  | 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) and the invoice will be certified and send for making payment (LI/F/12). |
|  |  |  |  | Journals |
|  |  |  |  |  | The invoice submitted by the vendors will be checked against the subscription order, price proof and currency conversion rate (LI/F/16). The access of e-journals and physical verification of print journals will be carried out. 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). |
|  |  |  |  |  | The journal issues receivingthroughout the subscription period will be recorded in the Kardex Register (LI/R/03). |
|  |  |  |  |  | For the e-journal issues receivingthroughout the subscription period, linkswill be activated on the web portal. |
|  |  |  |  |  | Reminders will sendto the vendor regarding the non-received journals (LI/F/17) and get refunded the price of missing issues paid. |
|  |  |  |  | E-books |
|  |  |  |  |  | The activation of e-books will be checked and the Invoice received are verified and certified for passing payment (LI/F/18).  |
|  |  |  |  |  | The details of e-books procured are entered in the E-book Accession Register (LI/R/04). |
|  |  | **9.1.2** | **Acquisition of Free Information Resources** |
|  |  |  | **9.1.2.1 Resources published by other Organizations**  |
|  |  |  |  | Journals &E-Books |
|  |  |  |  |  | Considerable number of journals on communication disorders and allied fields are available free of cost published by other organizations. These include both print journals, e-journals and e-books.  |
|  |  |  |  |  | The LIC staff will frequently check and identify such resources on the web and provide links on the web portal. |
|  |  |  |  |  | The regularly published free print journals received in the L&IC are also displayed in the periodical section of the Institute. |
|  |  |  |  | Print Books  |
|  |  |  |  |  | The LIC accepts books that enhance the strength of its collection and support the instructional, clinical, research and recreational activities of the Institute scholarly community.  |
|  |  |  |  |  | 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. |
|  |  |  |  |  | If the material are not suitable because of poor physical condition, out-of-date knowledge or other factors, the item will be not be taken to stock. |
|  |  |  |  |  | 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. |
|  |  |  |  |  | Special terms or a condition if any, requested by the donor will be discussed with the Director before the gift is accepted. |
|  |  |  |  |  | The accepted gift books will be entered in the Gift Book Register. (LI/R/05) |
|  |  |  |  |  | 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.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/19). No acknowledgement letter will be send in case the material is not taken to the stock. |
|  |  |  | **9.1.2.1** | **In-house Resources** |
|  |  |  |  |  | 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. |
|  |  |  |  |  | Also, all the departments have to send copies of manuals, conference proceedings, books etc. prepared by them and published by the Institute to the LIC. |
|  |  |  |  |  | All these resources mentioned above are taken to stock by entering the details into the In-house-Publication Register. (LI/R/06) |
|  | **9.2** | **Procedure for Information Processing**  |
|  |  | **9.2.1** | **Print Books** |
|  |  |  |  | The contents of each book procured by the LIC will be analyzed for identifying the subject exposition. |
|  |  |  |  | A code number called class number will be assigned to each book according to the subject derived from the Dewey Decimal Classification Scheme (DDC), an international code for library classification (LI/D/04).  |
|  |  |  |  | The Class Number will be written using pencil on the reverse side of the title page of the book and printed on the spine of the book as spine label. |
|  |  |  |  | Once the book is classified it will be taken for cataloguing. Cataloguing is the process of assigning the metadata elements needed to locate a book. The metadata also called bibliographic elements are the author, title, edition, publisher, place of publication, year of publication etc. Cataloguing is done using an International code called Anglo-American Cataloguing Code, Sear’s list of Subject Headings(LI/D/05)and the Library Management Software (LMS).  |
|  |  |  |  | The details of the catalogued book will be entered in the Online Public Access Catalogue (OPAC)module of the LMS for enabling searching of the details of the books by the users on OPAC. |
|  |  |  |  | The book which is classified and catalogued will be taken to the shelf and arranged in respective location according to the class number. |
|  |  |  |  |  |
|  |  | **9.2.2** | **Print Journals** |
|  |  |  |  | The print journals are arranged/ displayed alphabetically on the labeled journal display racks in the Periodical Section. |
|  |  | **9.2.3** | **In-house Resources-Print**  |
|  |  |  |  | The print copies of the in-house resources will be assigned a category wise serial number and shelved in respective shelves in In-house Publication Section. |
|  |  | **9.2.4** | **In-house Resources-Electronic** |
|  |  |  |  | The in-house resources such as print PG dissertations, Ph.D. theses, and other research reports received in the In-house Publication Section will be digitized and contents uploaded to the digital repository database along with the bibliographic/ metadata elements. |
|  |  |  |  | Searching and retrieval of the contents will be enabled on the web portal. |
|  |  | **9.2.4** | **E-Journals** |
|  |  |  |  | The E-journals will listed on the LIC web portal. |
|  |  |  |  | Hyperlinks will be created for individual journals with the concerned journal publisher’s website on the web portal to enable searching and downloading of the articles. |
|  |  | **9.2.5** | **E-Books** |
|  |  |  |  | The metadata/bibliographic elements will be entered into the E-book database. |
|  |  |  |  | The E-books will be hyperlinked with the respective publisher’s website on the LIC web portal. |
|  |  |  |  | Searching and retrieval will be enabled over the web portal. |
|  |  | **9.2.6** | **Book CD-ROMs** |
|  |  |  |  | The book CD-ROMs received free of cost while purchasing print books will not be issued along with the corresponding books because of their fragile nature. |
|  |  |  |  | Such CD-ROMS will be detached from the corresponding books and details will be entered in book CD-ROM register (LI/R/07).  |
|  |  |  |  | The CD-ROM contents will then uploaded into the CD-ROM database along with the metadata/bibliographic elements. |
|  |  |  |  | Searching and retrieval will be enabled over the web portal. |
|  | **9.3** | **Procedure for Information Maintenance**  |
|  |  | **9.3.1** | **Information Maintenance of Print Resources** |
|  |  |  | **9.3.1.1** | **Shelf Rectification** |
|  |  |  |  |  | Shelf rectification is the process of verifying the classified subject arrangement of books on the shelves.  |
|  |  |  |  |  | The Library and Information Officer will divide the shelf rectification work among the professional staff. |
|  |  |  |  |  | The staff will rectify the collection, identify the misplaced books and replace the books in correct locations. |
|  |  |  | **9.3.1.2** | **Stock Verification**  |
|  |  |  |  |  | Stock verification or physical verification is to periodically check and account for the books and bound volumes acquired by the LIC. |
|  |  |  |  |  | The stock verification will be conducted every year by an Officer appointed by the Director, working in another Department/ Section of the Institute. The normal duration of the stock verification is two weeks which may extend to three weeks. |
|  |  |  |  |  | The book circulation service will be completely suspended and other services partially during the period of stock verification. Also, the user entry will be restricted. |
|  |  |  |  |  | A report will be submitted to the Director by the Stock Verification Officer soon after the completion of the verification detailing the books found missing if any. |
|  |  |  |  |  | Efforts will be made by the LIC staff to trace out the missing books. It will be continued during the next two stock verifications and traced out books will be reported to the Director. |
|  |  |  |  |  | Request will be made by the Library and Information Officer to the Director to write off the untraced books as per the provisions under rule no. 194 of the General Finance Rules (LI/D/02), Government of India. |
|  |  |  |  |  | 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. |
|  |  |  | **9.3.1.3** | **Binding**  |
|  |  |  |  |  | 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.  |
|  |  |  |  |  | The list of such resources will be prepared and get the approval through purchase requisition form |
|  |  |  |  |  | The Purchase Section will invite quotation and resources will be handed over to the lowest bidder. |
|  |  |  |  |  | The returned bound journals will be entered in the Accession Register and placed in bound volume section. |
|  |  |  |  |  | The bound books will be placed in their previous locations in the shelves |
|  |  |  | **9.3.1.4** | **Weeding Out Activity** |
|  |  |  |  |  | The LIC carries out weeding activity by continually evaluating the print collection and removing the items that are no longer relevant and unusable. |
|  |  |  |  |  | The LIC staff will periodically analyze the collection and the irrelevant and unusable resources received free of cost will send to the Stores Section for further needful.  |
|  |  |  |  |  | Considering the fact that the LIC is having enough space at present,the collection of purchased resources will be subjected to only temporary weeding out. In the temporary weeding out procedure, the outdated and unusable items will be removed from the active collection and kept separately in a room. The items thus removed from the active collection will be marked in the OPAC for the attention of the users. |
|  |  |  |  |  | The procedure for permanent weeding out of the purchased resources will be derived later at appropriate time.  |
|  |  | **9.3.2** | **Maintenance of Electronic Resources**  |
|  |  |  | **9.3.2.1** | **Maintenance of Purchased Electronic Resources**  |
|  |  |  |  |  | The LIC staff will ensure accessibility of e-books and e-journals over the web portal frequently. |
|  |  |  |  |  | The Department of Electronics will be informed of the problems, if any, with respect to the internet or network in general.(LI/F/20) and get it rectified. |
|  |  |  |  |  | The respective publisher / the vendor will be informed in case the problem is with respect to the resource itself (LI/F/21) and get it rectified. |
|  |  |  | **9.3.2.2** | **Maintenance of Other Electronic Resources**  |
|  |  |  |  |  | The LIC staff will ensure accessibility of of digital repository resources, and book CD-ROMs frequently.  |
|  |  |  |  |  | The Department of Electronics will be informed of the problems, if any, with respect to the internet or network in general.(LI/F/20) and get it rectified. |
|  |  |  |  |  | Self-rectificationwill be made by the LIC staff ifthe problem is related to the software/resource itself.  |
|  |  | **9.3.3** | **Electronic Data Backup** |
|  |  |  | **9.3.3.1** | **Books Circulation Data** |
|  |  |  |  |  | A folder by name Circulation Transactions will be created in the data backup computer. |
|  |  |  |  |  | The data on the daily book circulation will be copied from the library management system upon closing the transaction and pasted into the folder by the staff on circulation duty |
|  |  |  |  |  | The process will be repeated on every working day by deleting the previous day’s data store.  |
|  |  |  |  |  | The backup details will be entered in Circulation of Books Data Backup Register. (LI/R/09). |
|  |  |  | **9.3.3.2** | **Enrolled Members Data** |
|  |  |  |  |  | A folder by name Enrolled Members will be created in the data backup computer.  |
|  |  |  |  |  | The enrolled member details will be copied from the library management system by the Staff in Charge and pasted into the folder. |
|  |  |  |  |  | The process will be repeated upon each and every updating of the member details in the LMS.  |
|  |  |  |  |  | The backup details will be entered in the Enrolled Members Data Backup Register (LI/R/10). |
|  |  |  | **9.3.3.3** | **Digital Repository Data** |
|  |  |  |  |  | A folder by name Digital Repository will be created in the data backup computer. |
|  |  |  |  |  | The contents of digital repository will be copied and pasted into the folder by the Staff in Charge. |
|  |  |  |  |  | The process will be repeated on each and every time of updating of the repository. |
|  |  |  |  |  | The backup details will be entered in the Digital Repository Data Backup Register (LI/R/11).  |
|  |  |  | **9.3.3.4** | **Catalogue Data** |
|  |  |  |  |  | A folder by name Catalogue Database will be created in the data backup computer. |
|  |  |  |  |  | The contents of Catalogue database will be copied and pasted into the folder. |
|  |  |  |  |  | The process will be repeated upon each and every time of updating the database/catalogue. |
|  |  |  |  |  | The details will be entered in the Catalogue Data Backup Register (LI/R/12) |
|  | **9.4** | **Procedure for Information Services** |
|  |  | **9.4.1** | **Book Circulation Service** |
|  |  |  |  | Circulation means issuing print books and other material to valid members on loan and canceling loans from issue records upon return of the same.  |
|  |  |  |  |  | The Library and Information Centre applies a mix of manual and automated procedures for carrying out the circulation service. |
|  |  |  |  |  | The manual system adopted is a modified form of the traditional Browne System of Book Circulation. |
|  |  |  |  |  | In the manual system, the members are given a bar coded membership card upon submitting an application in specific format it. (LI/F/22; LI/F/23, LI/F/24; LI/F/25) subject to abide by the general rules and regulations of the LIC (LI/D/06). |
|  |  |  |  |  | Once the card is prepared the member will be informed of this via e-mail. (LI/F/26) |
|  |  |  |  |  | For borrowing purposes, users must produce their membership card which is affixed with a bar code. No books will be issued without membership card. |
|  |  |  |  |  | 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). |
|  |  |  |  |  | Books will be issued to the members upon producing the membership card. Circulation staff will remove 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.  |
|  |  |  |  |  | At the time of returning the book the concerned book card is inserted back in the book pocket of the book and the software will be updated.  |
|  |  |  |  |  | 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. |
|  |  |  |  |  | The reference books will be issued for two days, subject books in Stack Section for one week and literature books in Stack Section for two weeks. |
|  |  |  |  |  | A stack book issued may be renewed for one more time. |
|  |  |  |  |  | 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. Fine will also be collected for late returned books. |
|  |  |  |  |  | A book return reminder will be sent to the borrower after one month of due date. (LI/F/27) |
|  |  |  |  |  | The loss of membership card should immediately be reported to the LIC.  |
|  |  |  |  |  | Duplicate card will be issued based on request (LI/F/28) along with the payment of Rs.100/- at the cash counter of the institute and producing the receipt.  |
|  |  |  |  |  | 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. |
|  |  |  |  |  | The borrower should replace the book or pay the fine within two months of reporting of loss book. |
|  |  |  |  |  | In order to pay fine for the lost book, the borrower has to give a lost book declaration in specific format (LI/F/29) and get the approval of the Director and make the payment at the cash counter of the institute and produce the receipt. Then the status of the book from loan category will be cancelled and necessary postings will be made in the Accession Register against the Accession Number of the book lost and the details of the book will be entered in Missing/ Book lost refund Register (LI/R/08). |
|  |  | **9.4.2** | **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). 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. |
|  |  |  |
|  |  |  | **9.4.2.1** | **Digital Repository**  |
|  |  |  |  |  | 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). |
|  |  |  |  |  | The research reports will be received both in print and electronic format and those received in print format will be digitized by the LIC staff.  |
|  |  |  |  |  | The repository facilitates author, title, guide and subject wise searching |
|  |  |  |  |  | The contents of the repository can be viewed from anywhere irrespective of the location. |
|  |  |  | **9.4.2.2** | **E-books** |
|  |  |  |  |  | The E-book service is provided on the web portal with search interface designed using Open Biblio software.  |
|  |  |  |  |  | The users can make author, title and subject based searching and downloading of E-books. |
|  |  |  |  |  | The contents of the E-books subscribed by the Institute can be viewed only from inside the campus computers connected to Internet where as NLIST e-books can be accessed using user name and password from anywhere irrespective of the location. |
|  |  |  | **9.4.2.3** | **E-Journals** |
|  |  |  |  |  | Access to the e-journals are provided on the web portal  |
|  |  |  |  |  | The contents of the e-journals subscribed by the Institute can be viewed only from inside the campus computers connected to Internet where as NLIST e-journals can be accessed using user name and password from anywhere irrespective of the location. |
|  |  |  | **9.4.2.4** | **NLIST**  |
|  |  |  |  |  | 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. |
|  |  |  |  |  | The NLIST provides access to thousands of e-books and e-journals on a wide variety of subject fields. |
|  |  |  |  |  | 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.  |
|  |  |  |  |  | All the regular members of the LIC will be providing user name and password for availing NLIST service and will be intimated of this through E-mail.(LI/F/30)  |
|  |  |  |  |  | The details of the NLIST members are maintained in NLIST Membership Register.(LI/R/19) |
|  |  |  |  |  | The NLIST account will be cancelled when his/her Institute affiliation terminates. |
|  |  |  |  |  | The NLIST resources can be accessed using user name and password from anywhere irrespective of the location. |
|  |  |  | **9.4.2.5** | **Plagiarism Detection Service** |
|  |  |  |  |  | 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.  |
|  |  |  |  |  | The turnitin usage is abide by the Turnitin Guidelines (LI/D/08) |
|  |  |  |  |  | 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/31) |
|  |  |  |  |  | The service is user name and password based and can be availed using any computer with internet connection irrespective of access location.  |
|  |  |  |  |  | The Turnitin user details are maintained in Turnitin User Register (LI/R/20).  |
|  |  |  |  |  | The Turnitin based plagiarism can be accessed using user name and password from anywhere irrespective of the location. |
|  |  |  | **9.4.3** | **Information Service for Professionals in Other Organizations** |
|  |  |  |  |  | The professionals and students belonging to the organizations pertaining to Communication Disorders in the country are permitted to use the library resources and services for reference.  |
|  |  |  |  |  | For this they have to submit an application in prescribed form (LI/F/33).  |
|  |  |  |  |  | Once, the Director approves the request for reference, they have to pay prescribed fee for the service at the Institute cash counter. |
|  |  |  |  |  | The approval letter along with the cash receipt has to be produced to the LIC for availing the reference service. The details of the temporary members thus enrolled are recorded in the Temporary Membership Register (LI/R/23)  |
|  |  |  | **9.5** | **Procedures for Usage Monitoring and User Feedback** |
|  |  |  |  |  | Using the check in check out module of the Integrated Library Management System the entry, time spent in the library and exits are recorded. |
|  |  |  |  |  | The web portal visits are recorded using the website counter software |
|  |  |  |  |  | The usage of computers in the Internet centre is monitored using an open source software ‘i-talk’. |
|  |  |  |  |  | The use of print resources such as books issued and referred, and the web portal use are recorded in Usage Statistics Register. (LI/R/21) |
|  |  |  |  |  | The usage statistics register of e-journals where ever available from the concerned publisher is maintained.(LI/R/22) |
|  |  |  |  |  | The feedback of the users with respect to the information sources and services provided by the LIC will be collected regularly using a feedback form (LI/F/32). The feedback will be analyzed and appropriate action will be taken for improving the sources and services.  |
| **10.0** | **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 |
| **7** | Expenditure on Information Resources  | Amount | Yearly |

 |
| **11.0** | **References** |
|  |

|  |  |  |
| --- | --- | --- |
| **Sl. No.** | **Document Description** | **Doc reference** |
| **01** | Quality Management Systems- Fundamentals and Vocabulary | ISO 9001:2008 |
| **02** | Quality Manual  | QM |
| **03** | Quality System Procedure  | QSP |

 |