MANUAL OF PROCEDURES AND PRACTICES

For

S&T KNOWLEDGE RESOURCE CENTRES
(CSIR Libraries and Information Centres)

COUNCIL OF SCIENTIFIC AND INDUSTRIAL RESEARCH

2007

Summary

There has been a long felt need to bring uniformity in management procedures and practices of the CSIR library and information centers (LIC) so as to further improve their efficiency, utility and services. Accordingly, DG CSIR constituted an Advisory Committee vide OM no. 8/8/2006-RDPD dated 11 September 2006 to study and submit recommendations. As a preliminary exercise some members of this Committee met and deliberated on the issues and compiled a draft manual.

This draft was then discussed in a full meeting of the Advisory Committee which met on 13 November 2006 at New Delhi and finalized the recommendations. Inputs were sought and received from various CSIR library professionals. The present Manual is a result of all these deliberations and inputs.

The Manual touches upon all important functional modules for the management of LICs of CSIR, like collection development, services, management issues and operational parameters.

The important recommendations of this Manual are:

- In keeping with the times, the Advisory group suggests that henceforth all the CSIR libraries and Information Centres, located in laboratories across India - and known by various names – be christened as Science & Technology Knowledge Resource Centres (KRC).
- Strengthen / modernize the infrastructure including adequate computer and communication hardware and relevant software
- Provision of enhanced budgetary support for meeting each individual laboratory's commitment to CSIR consortium
- Provision of regular library budget for laboratory specific requirements not covered under CSIR consortium
- Recategorization of budget heads towards expenditure for binding, purchase of ephemeral materials, reprints and translation charges, etc., from capital to recurring (more specifically contingency) budget head.
- Provision of professionally qualified and competent manpower for execution of tasks of specialized nature
- In-service training to existing manpower to enhance their skills and knowledge
- Induction of JRFs / SRFs in Library and Info Science disciplines
- Exchange of KRC's staff for short duration among CSIR KRCs
- Facility to use credit card and other electronic modes of payment transfer
- Delegation of financial powers to Heads of KRCs for purchase of library resources
- Standardized procedure for, and enhancement of ceiling on the cost of documents for the write-off

-   Leverage to use the revenue earned by KRCs for augmenting its services and activities

We hope the recommendations would be accepted for implementation which would thereafter lead to facile and uniform management practices and be recognized as trend setter in optimal utilization of information resources.

Submitted on _____ February, 2007 at New Delhi

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Contents

MANUAL OF PROCEDURES AND PRACTICES

VISION

Strive continuously to adopt best practices to make CSIR information system relevant, effective and vibrant

Objectives

The objectives of the Manual are to:

- Develop information resources to serve the laboratory's mission
- Utilize optimally the available resources for the end users
- Develop standardized best practices in the system thereby touching all the stake-holders
- Develop compatible information retrieval tools and services
- Provide flexibility to the professional staff to take independent decisions and show creativity in their activities and services
- Encourage KRC staff to interact with the ICT personnel within and outside and evolve innovative mechanism for the development of CSIR KRC
- Strengthen the basic infrastructural facilities required to promote and maintain functionality and performance
- Address the issues that concern the newer developments in the information transfer process

This Manual therefore, proposes as follows:

KNOWLEDGE RESOURCE CENTRE

1.   Advisory Committee

The KRC Advisory Committee (KAC) is to be appointed by the Head of the Institution. The suggested composition of this Committee is as follows:

Chairperson: KAC should normally be chaired by a senior level scientist not below the rank of Scientist F.

Members: One scientist each from the major areas including KRC (Head of the KRC to propose panel names) – minimum 7 members

Convener: Head, KRC

In case of National Science Library, the KAC composition should be inter-institutional, having Director, NISCAIR as Chairperson

Tenure: 2 years, No member shall serve the Committee for more than two consecutive terms. For the sake of continuity one third of members of previous committee need to continue.

1.1   Terms of Reference

- To advise the management on matters of policy relating to development of KRC.

- To outline the library collection development policy and appoint sub-committees, as and when required, for its implementation.

- To monitor and evaluate, from time to time, trends and developments in information technologies, networking, library automation, library cooperation etc., and to assist the KRC in their adoption.

- To suggest ways and means to generate revenue from library resources.

- To interact with KACs' of other CSIR laboratories on matters of mutual interest.

- To formulate action plan for the development of library infrastructure, facilities, products and services.

- Any other function as assigned by Director/MC of the laboratory.

2.   Physical ambience

Library should have good ambience with a sizeable reading room, stack area, comfortable furniture for readers, storage equipments/ systems, good lighting facility and air-conditioning wherever necessary. There should be sufficient working place for library staff.

3.   Library automation

While in many of the libraries in CSIR system computerization has been already introduced, aim should be at 100% computerization of all the KRC services as under :

- Computerization of all house-keeping operations along with net enabled integrated library software
- Creation of OPAC and their networking
- Library resources on the institute's website
- Readers related services offered by the libraries
- Development of library server(s) and databases

A KRC must have the following for library automation:

3.1   Hardware:

- A PC for every staff (Group II and beyond) working in the library
- A sturdy flat bed scanner (face up recommended)
- A photocopier (network enabled preferred)
- A bar code reader and printer
- Laser printer

3.2   Software:

- Net-enabled integrated library automation
- Office automation
- Scanning documents
- Document delivery
- Web designing (Authoring tools)
- OCR, etc.

3.3   Optional hardware :RFID, FAX

Since many of the information resources are now available over the Internet; a minimum of 3 workstations for common browsing facility in the KRC are required.

4.   KRC (Library) budget

KRC or the Library budget means the financial allocation to procure documents and provide access to the information resources. The regular budget of the KRC (library) should be at par with the current level of expenditure with 15% annual increment for sustenance. This should also take into account the commitments for CSIR consortia, and the needs of Gr. IV, Gr III staff, the student community and the current and future research priorities in the respective laboratories. The KRCs would indicate their requirements in the BE and RE for all relevant budgetary codes for capital and recurring expenditure

Additionally, all sponsored projects shall allocate 5% of the budget for library. This should be ensured by PME at the project initiation stage.

5.   Manpower development

5.1   Manpower requirement

The job requirements in CSIR libraries (henceforth KRCs) include information consolidation and dissemination, undertaking activities like content development, institutional repositories, generation and maintenance of databases, etc., requiring knowledge and expertise in cross disciplinary fields besides maintaining traditional library. Impact of ICT necessitates induction of staff both with LIS and adequate IT background.

Library management and librarianship are highly skill-intensive activities and need to be performed by professionally qualified personnel.

5.2   Manpower development:

It is overwhelmingly recognized that there should be adequate qualified/ competent manpower to effectively manage the CSIR KRC. The important factors like the size of library collection, likely additions and types thereof, number of S&T personnel in the laboratory, the KRC budget, KRC working hours, services offered, etc., should be taken into account for manpower development. As of today, CSIR KRCs (libraries) do not score equally on these parameters. There are new and old libraries, having collections of different sizes, performing different functions of varying dimensions, offering services starting from traditional to electronic. Given this kind of structure, it may perhaps not be justified to propose a single solution for all the CSIR KRCs. In modern times, paradigm shift is required in all facets of its operations, and the key to that shift is the staff. While working out this requirement it is to be recognized that library and information centers world over are in a stage of transition as far as manpower profile is concerned.

The manpower should logically be as per collection or trends in collection development and large transformations taking place. Considering that, and to the extent possible following uniform formula should be worked out based on the factors as below:

Collection size, variety and annual growth

     i.   The services provided

    ii.   Number of users served

   iii.   Working hours including after office hours and holidays

   iv.   Administrative and maintenance support required

    v.   Experimental stations /sub-libraries

   vi.   Extent of computerization

  vii.   Reprographic / translation unit (in house or outsourcing)

 viii.   Number of sponsored projects and laboratory budget

  ix.   Number of research students/ fellows

5.3 Training and reengineering

Communication and Information Technology has brought in, and continue to bring in paradigm shift in managing libraries and information centres, therefore, the existing manpower at all levels need recurrent training at regular intervals on focused service areas. HRDC, Ghaziabad may take up such training and skill development programmes with the help of other labs and outside expertise. At least two senior staff members from each KRC should be put through such a training initially and later on it should extend to others too.

5.4 Engagement of trainees

CSIR KRC should engage graduate and post graduate trainees for a defined period of time for in-house projects with suitable remuneration to such trainees from laboratory reserve fund.

Another avenue for getting trainees is by extending training facilities to students of library science departments/polytechnics. This may or may not involve payment of any remuneration. In case of any payments, this could be paid out of contingency budget head. However, it should be only a token payment.

5.5 Research fellows

Induction of JRF, SRFs should be encouraged to work in CSIR KRCs.

6. Collection development

All scientific and technical KRCs have a common objective to provide its users the information they want. The effectiveness of this function is directly related to the collection development and organization of information services. Collection development being the most important of these primary functions, a written acquisition policy outlining the various procedures and methods necessary for collection development should be prepared. While developing collections, following issues need to be taken into account:

6.1 Acquisition policy:

As per the Ministry of Finance, Govt. of India OM 23(7)-EII(A)/83 dated 7th February 1984, (GFR 116(2)(1) (1978)), "the position of library books, etc., is different from that of stores". The above OM is reproduced below:

"Librarian (not below the rank of Deputy Secretary to the Govt of India) subject to the powers delegated under Delegation of Financial powers Rules, 1978, may purchase books, etc., from the reputed and standard book sellers on the prevalent terms and conditions. **Tenders need not be called for this purpose."**

This is important policy parameter and needs to be duly followed.

6.1.1 Type of collection: CSIR KRCs are special libraries and therefore the collection should be as far as possible confined to the aims and objectives of the institute with the thrust on the newly emerging areas.

6.1.2 Acquisition vs access: There is a shift in the collection development approach with the developments in ICT area directly affecting collection development - both form and content – availability. Therefore, wherever possible and economical, priority is to be given to the access than to the acquisition. Online purchase of documents/ payments for access to the online sources using corporate credit cards or any other electronic mode of payment transfer that accelerates speed of transactions should be encouraged. A corporate credit card be provided exclusively for the acquisition of documents / access to the literature.

6.1.3 Purchase of documents in the Hindi language: All standard publications published in Hindi in the subject area of the laboratory, if available be purchased as per the extant policy. However, care should be taken to avoid a lop-sided collection development.

6.1.4 Resources with ephemeral value and those whose revised editions are frequently published: Directories, yearbooks, Swamy's handbooks, etc., do not carry long lasting value, and therefore be purchased from contingent expenditure budgets only which also would facilitate easy weeding out of these

items. A separate register be maintained for this purpose. The categorization of the documents for its ephemeral value or otherwise be decided by the KRC.

6.1.5 Micro-documents like reprints, patents: Items like these though not of ephemeral nature should be purchased under contingent expenditures.

6.1.6 Optimal utilization of funds: To optimize the utilization of financial resources the documents available in local libraries should be taken in to consideration especially while purchasing expensive documents.

6.2 Recommendations for acquisition

6.2.1 Tools: Several tools exist for identifying the right source of information enabling the users to make recommendations. They include:

    i.   Publisher's catalogues and websites/ book reviews/ online bookshops/ other library catalogues

    ii.   Citations / Learned Review

    iii.   Documents on approval / trial access

    iv.   Any other (recommendations from colleagues, referees, etc)

This is an indicative list only. Obtaining complete bibliographic information of the source/ document is essential – whatever the source of information may be.

6.2.2 Authority:

    i.   Any user of the KRC (library) can recommend the document.

    ii.   The recommended document needs be examined by the authority. The authority may be: Head of the Division, Project Leader, Librarian, etc., or even a group of experts (in many places it is the library committee or sub-committee) as the case may be, provided the funds for such purchase are available.

    iii.   The Head of the KRC could select publications falling within the following categories:

- Current and future volumes in advance series, progress series, conference series etc. provided this has initially been approved by the Competent Authority.

- Reference documents such as encyclopedia, handbooks, manuals, dictionaries, yearbooks as required by the KRC for rendering reference services.

- Documents and data sources in the field of library and information science.

- Documents and data sources of popular nature of interest to all sections of KRC users

- Books or any stand alone publication as recommended by the Project Leaders under their project funds.

6.3 Ordering

6.3.1 Availability of funds

    i.   Ensure that requisite funds are available for the purchase of the item.

6.3.2 Procedure for preparing a panel of vendors: Each laboratory should have a panel of vendors for purchase or facilitate purchase of different kinds of documents. Such vendors should meet with the following criteria:

- Registration number obtained from appropriate Government agencies

- Age of the vendor agency, i.e. since how long the agency (vendor) is in the library document supply business.

- Performance: Response to the correspondence, speed of supply, adherence to the terms and conditions

- Experience by the peers

- PAN/TAN, Sales / VAT tax number

- Publishers that the vendor supports

- Vendors turnover having at least 10 times of the value of the order (for the journals subscriptions)

Updating the panel from time to time based on the performance of the vendor is a continuous activity and this should be done by ordering books to test vendors. Based on the performance, the panel should have the least number of vendors

6.3.3 Terms and conditions: Head of the KRC has to ensure or note that :

    i.   Supply of publications is at current catalogue prices.

   ii.   Minimum 10% discount for commercial publications (books and monographs) is offered.

  iii.   In the case of short/no discount titles or titles procured from abroad against specific orders (like Society publications), the handling and postage charges, if levied, need to be paid.

  iv.   No discount for Central and State Government publications

   v.   Wherever advance payment is a pre-requisite the same may be made and a record thereof should be maintained

  vi.   Certificates on bills which need to be given should state (a) only latest editions have been supplied (b) prices have been correctly charged in accordance with the publisher's latest catalogue.

 vii.   The Good Offices Committee (GOC) rates should not be used for exchange rates as it is not a fully represented body now. Proof of RBI/ nationalized bank exchange selling rates having prices in foreign currencies on the date of invoice for (a) books and other monographs,

and (b) actual date of remittance to the publishers in case of journal subscriptions.

viii. Outstation payments may be made by bank drafts if the vendor desires so. Electronic transfer of the payments should be encouraged.

ix. Journal subscription are made in advance

x. Libraries should not subscribe journals against 'personal subscriptions'. However, journals received against institutional membership are acceptable.

xi. There is no discount on the journals

xii. Special discount offered by some foreign publishers for two/three year's subscription to be availed of in case the journal is subscribed regularly and budgetary resources are available.

xiii. The payment towards the journal subscriptions could be made (a) directly to the publisher or (b) through the subscription agent(s)/ vendor(s). Direct payment to the publisher using corporate credit cards is encouraged.

xiv. In case of payments through vendors the following options are available:

- Reimbursement of the amount paid to the publishers by the vendors against firm orders after receiving one of the following documentary proofs:

- After direct confirmation from publishers that the journals are subscribed in the name of the laboratory

- Against proof of remittance as (i) a copy of the letter sent to the publisher giving details of the journals for which remittance has been made and (ii) copy of demand draft issued by bank attested by the bank or a letter from the bank giving details of remittance (if the payment is made by foreign currency draft obtained from the bank)

- Publisher's acknowledgement of receipt of payment or letter from bank as a proof regarding the final remittance to the publisher (if the payment is made from vendor's foreign currency account)

b) Advance payment against bank guarantee. The bank guarantee can be released only after receiving any of the above documents/proofs as spelt in (xiv a) above.

- Missing issues: Replace original missing issues by publisher certified and reproduced copy or extend the subscription period equivalent to corresponding period or refund either in the form of credit note or cheque (local vendors) or Bank DD (outstation vendors). Claims for missing issues to be settled with in 2 years from the first month for which subscription is paid.

6.3.4 Ordering monographs:

i. Avoid unnecessary duplication of material that is to be procured; confirm non-availability before ordering.

ii. Select the vendor from the panel of vendors for placing order (criteria: order to the vendor who brought to your notice the document; vendor dealing with the publisher; spread of the orders among the vendors on the panel). However, it is not always essential to order only with the vendor on the panel but try new vendors as test and to include them on the panel (as a continuous process). Note that there are also cases where the documents can be obtained only from specific sources, standard agencies – who may not be on the panel.

iii. The ordering can be done by print, online, e-mail, etc., depending upon the convenience of the KRC with standard terms and conditions.

iv. Specify date of delivery and any specific conditions of supply other than normal.

6.3.5 Ordering journals:

0. Compile priority list with the approval of KRC advisory committee

i. Adhere to the conditions of CSIR e-journals consortium

ii. Proper budget estimate based on the subscription price including postage, if any; currency conversion

iii. Place orders from available options as indicated under terms and conditions

6.3.6 Ordering non-book material i.e. technical reports, reprints, patents, etc.

i. Depending on the type of information/ document / situation, this ordering procedure has to be flexible.

ii. These items can be ordered preferably from the Principals or their authorized/exclusive distributors.

6.4 Receipt of and access to the materials:

6.4.1 Check-in system:

i. Ensure that the items received are as per the order for the print material. In case of electronic or digital resources the access is enabled to the desired resource

ii. Avoid duplication of manual efforts if the library has computerized house-keeping operations (generate accession register, catalogue cards, new arrivals bulletins, etc from the databases itself).

iii. Accessioning the virtual resources should not be done since they do not exist in physical form.

6.4.2 Technical processing:

i. Classification of documents procured, should be carried out with any standard scheme.

ii. Follow indexing and cataloguing standards/ techniques during data entry

iii. The KRCs should shift to the OPAC rather than continuing with card catalogue.

iv. The links to the virtual resources must be added either on KRC or intranet server.

6.5 Certification/ notification against advance payments:

i. The bill(s) and documentary proofs be duly scrutinized by KRC. The bill(s) duly certified by the Head of the KRC or his/her designated authority be sent to F&A Section for payment.

ii. In case of advance payment, after the receipt of the document the necessary entry should be made in records to close down the outstanding balance.

6.5.1 Financial powers

i. The Head of the KRC holding position at the level of Scientist B and above or equivalent may be delegated powers to recommend books, sanction expenditure and order books/journals. However, the powers to accord financial sanction, in a single order may be limited according to the level of the position as follows:

Scientist B/C or the equivalent:	Upto 3.00 lakhs
Sc.EI/EII or the equivalent;	Upto 5.00 lakhs
Scientist F and equivalent:	Upto 10.00 lakhs and above

i. The purchases requiring financial sanctions for amounts more than the permissible limits will have to be put-up to the Director.

ii. The Head of the KRC shall maintain an Assets Register wherein all capital purchases are to be inventorized.

iii. The ex-post facto financial sanction may be taken as and when the books are received. This is being purposely suggested to avoid taking financial sanction for all the books approved by KRC Committee because neither all the books are supplied together nor books are supplied 100% by booksellers against the purchase order.

6. 5.2 Sanction Register

If it is not possible to obtain sanction on a day-to-day basis, the Head, KRC may open and maintain a sanction register wherein document purchase entries shall be made regularly. At the end of each month an ex-post facto sanction may be obtained from the competent authority..

6.6 Receiving donations/ gratis resources

6.6.1 Acceptance policy

i. The documents relevant to the scope of the Institute's research areas be added and accessioned in the collection

ii. Avoid duplication unless essential

iii. Transfer/donate those documents that are not relevant to the institute

6.6.2 Pricing of Gratis/unpriced Documents

If the price of the Gratis / Complimentary document is known, the same should be entered but for non-priced documents the price be determined on the basis of Re.1.00 per page.

6.7 Guidelines for E-resources:

i. Large opportunities exist in this area for negotiation with the publishers/ resource providers and arrive at win-win situation. E-journals, e-books, databases, etc., are the resources available in electronic form and one can have virtual access to these.

ii. There exist many pricing models. The KRC can adopt any model depending on factors relevant to KRC. The KRC have to decide based on the estimated usage, cost etc. to pick up the most appropriate model.

iii. Experiences indicate that the young generation of users have preference for the e-access, therefore, there is a need to have a shift from print resources to e-resources.

iv. One can enforce terms to the publishers/vendors relating to the pricing, access to the back volumes, lock in period, perpetual access, archival rights, governing laws, training and awareness programmes, immunity, access to the walk-in-users, usage statistics, simultaneous access, etc.

v. There are no standard/ uniformly acceptable terms, as of yet, in this area, as this is almost virgin and challenging field.

vi. Since the CSIR e-journals consortium is providing access to large number of resources to CSIR labs, care needs to be taken that the individual labs concentrate on other individual titles/publishers and specific areas either forming area specific labs/institutes consortia or joining other existing consortia or on their own for negotiation with the publishers.

vii. In case of termination of the agreement or on expiry of the agreement, the licensor shall provide the full-text of the e-journals, entered into agreement and for the period of agreement, on the prevalent state of art formats, i.e. DVDs, CDs, etc., along with the retrieval software.

viii. E-books are becoming a common reality. CSIR KRCs may consider providing access to these resources by taking in to account current pricing models and trends in usage.

6.8 Archiving

In order to provide better access to the frequently consulted literature, back volumes are archived in a less active storage area. In general, the half life of the scientific literature is less than 10 years, therefore the volumes older than 10 years be archived in the less active storage area. Also, if the libraries have the access to the back volumes online from the publisher's websites, etc., the print volumes of these journals also be considered for archiving in less active storage area. Adequate space should be provided to KRCs for archival storage.

6.9   Weeding out policy

The following categories of materials can be considered for regular weeding out:

i.   Ephemeral material (e.g. newsletters, annual reports, progress reports, pamphlets) including those materials that lose value after a certain period of time such as: 'Current Contents', directories, yearbooks, who's who, etc. These be weeded out say after every three years.

ii.   Duplicate issues of the journals may be weeded out only when the complete volume is bound.

iii.   Unused collection other than those having archival value. This be considered as a continuous process.

6.10   Procedure for weeding out:

i.   Identify the documents to be weeded out

ii.   Review the list of such documents by a committee constituted for the purpose

iii.   Receive the recommendations of the committee

iv.   Obtain sanction of the Director for documents recommended to be weeded out

v.   Write off such documents after obtaining specific sanction and delete such entries from accession register. Add these to the withdrawals register. Update assets register. Update the database accordingly, if this is being maintained. Note that write off procedure includes stamping as "Written off from (name of lab)" on the document being written off.

vi.   Identify and communicate to other KRCs that might be interested in receiving the weeded out documents at their cost and transfer such documents in case of expressed demand on first come first serve basis

vii.   In the absence of any response, discard and send the identified material to the Stores section for disposal.

7.   Stock Verification

Physical verification of the KRC stocks has to be carried out to identify the losses, identifying misplaced documents, identifying documents that need repair, etc. Depending upon the size of the library following periodicity is fixed:

Size of library/ KRC	Periodicity
Up to 20,000 volumes including journal back volumes	100% physical verification at 3 year intervals
Above 20,000 and up to 50,000 volumes including the journal back volumes.	100% physical verification at 5 year intervals
Above 50,000 volumes and up to 1,00,000 volumes including the journal back volumes	Sample (20% of the total stock) physical verification at intervals of not more than 5 years. If such a sample verification reveals losses up to 10% of the sample chosen, complete verification is required to be done
Above 1,00,000 volumes including the journal back volumes	Sample (10% of the total stock) physical verification at intervals of not more than 5 years. If such a sample verification reveals losses up to 10% of the sample chosen, complete verification is required to be done

The sample can be of random generation of numbers. The verification has to be carried out by a team of members appointed by the Director and the KRC staff will assist the verification team.

7.1 Loss of Publications

i. Some loss of publications is inevitable especially in the context of open access practice in libraries. The librarian has a role as information manager and not just a custodian. Therefore he/she should not be held responsible for the losses.

ii. Loss of 5 volumes per 1000 volumes issued and/or consulted in a year may be taken as reasonable.

iii. Loss of a book of the value exceeding Rs.2000.00 for books published in India, and Rs.10,000.00 for books published abroad, and books of special nature and rarity shall invariably be investigated and consequential action taken. The Director will have the powers to write off all such losses. The base values suggested for Indian and Foreign books shall be reviewed every five years.

iv. A publication may be considered as lost only when it is found missing in two successive stock verifications and only thereafter action be taken to write off the publications by competent authority.

v. If the loss of books is more than the permissible extent, the causes of such loss may be investigated by the competent authority and the remedial measures be strengthened / suggested.

vi. Occasional loss/damage of issues of periodicals is inevitable during postal transit. If the payment is made directly to the publisher, then sometimes it is not possible to get the replacement. In such cases, the non-receipts/damages be considered as loss and written-off.

The following OM of the Ministry of Finance (* Extract from Ministry of Finance O.M. No. 23(7) E II(A)/83 dated 7.2.1984 (GFR 116(2)(1)(1978) and CAG's U O No. 1964-TA.II/21-83 dated 23.12.83) states the procedure very explicity:

*Librarian who is of the rank not below Deputy Secretary to the Govt. of India or Head of the Department may write off the loss of books, volumes, etc. mentioned in the preceding paragraph provided the total value of all such books, etc. does not exceed the monetary limit prescribed the Delegation of Financial Powers Rules, 1978 for Head of a Department in respect of deficiencies and depreciations in the value of stores included in the stock and other accounts. In the event of the total value exceeding the monetary limit specified above, the loss of books shall be written off by the competent authority as specified in the Delegation of Financial Power Rules, 1978.**

*There may be no objection to the Librarian disposing of mutilated/ damaged/ obsolete volumes to the best interest of the library. However, the disposal of such volumes should be made on the recommendations of a three-member Committee to be appointed by the competent authority which shall decide whether the books mutilated/damaged/obsolete are not fit for further use.**

7.2 **Procedure for write-off :** The following procedure should be followed ad seriatum:

i. List the documents not found during stock verification

ii. KRC staff to make all possible efforts to locate the document within KRC not found during stock verification.

iii. Prepare a semi-final list of the documents not found and extensively publicize within the institution

iv. Wait for 2-4 weeks and seek cooperation of the institute staff for locating the missing stock.

v. Compile a final list of documents not found thereafter.

vi. Compare with the list of earlier stock verification to identify common entries

vii. Compare losses with borrowing/ consulting / photocopying statistics

viii. Put up the list of common entries to the Director along with justification for the losses (open access, limited staff, inadequate security system, large number of students visiting library, losses within permissible limits, etc.)

ix. Get approval from the Director

x. Issue OM and intimate the FAO of the Lab.

xi. Make necessary entries in the accession register, write-off register, assets register, etc

xii. Remove records from databases

xiii. Close file.

xiv. Improve the system with additional precautionary measures

7.3 Preventive measures:

Some preventive measures are listed below:

i. Follow closed access system for the rare books and specialized collections.

ii. The exit/entry to the KRC be monitored

iii. Measures like sealing of windows with wire mesh, adequate vigilance in the stack room(s), provision of adequate lighting, use of electronic or magnetic gadgets for detection of the theft, closed-circuit television monitoring system, introduction of identity/membership cards for identification of users, etc., can be adopted. These be applied depending on the size and use of the library vis-à-vis losses.

iv. Inadequate staff in the KRC could also be one of the reasons for the losses.

8. Services :

The KRCs of the modern times, need to provide services using both the conventional and the IT enabled means, as below:

Conventional	Network based
Circulation	Access to e-resources
OPAC	Access to OA (Open Access) resources
ILL/ Document delivery	
Reference service	Library web pages/ portals / gateway
Bibliographic / full-text database search	Digital Libraries
User orientation programmes	Institutional repositories
Alerts	Subject guides
Patents search	Knowledge management
Scientometric analysis:	Content creation
News clipping	FAQs
Customized information	Multimedia creation
Translation	

8.1 Circulation

This is the most basic service of the KRC. This would continue till the print literature is available and subscribed. The functions of circulation include issue, and returns, of the documents, reminders, reservation of documents, overdue

charges, membership, ILL, etc. The KRC should shift to the automated circulation system if not done already including bar code/RFID.

8.2   On-line Public Access Catalogue (OPAC)

Good number of CSIR KRCs have created their databases using one or the other of the integrated library automation systems. However, some of them have ported these on a stand alone system and not on the network. It is essential that these should be made available on the Internet either on institute's web server or the KRC's server itself. This job in some laboratories would require partnership with IT groups. A mechanism needs to be adopted to network all available OPACs from CSIR KRC's. All libraries should adopt Z39.50 standard facilitating the networking of OPACs and also metadata harvesting by harvesters.

8.3   ILL/ Document delivery

The Interlibrary loan (ILL) has been a traditional service and a corner stone for cooperation amongst libraries. However, this is normally a 'manual' service, wherein some cases the complete volume/book may have to lent and in few cases only the concerned article. The document delivery services are now offered electronically: (a) storing an electronic document on the server and providing link to the requester to pick it up, (b) sending the electronic document as mail attachment. Since the second option is simpler, following description focuses on the same. The delivery of the documents should not take more than 48 hours in normal circumstances.

8.3.1 Pricing mechanism

i.   The CSIR KRCs including NISCAIR should not charge if the requests are received from other CSIR KRCs for their own use and if the material is supplied from their own resources.

ii.   The charges for the supply of the document to other institutes other than CSIR depend on the policies of the concerned KRC. However, it may be ensured that this is done under the 'fair use' clause of copyright act.

8.4   Reference service

Traditionally this service is being offered using print reference tools which may continue. However, with the availability of access to the Internet resources to every user, the user prefers to find solutions to his/her needs over Internet. The popular search engines do not cater to the specific users / personalized requirements. The links to various reference tools for specific subjects / areas of knowledge available on Internet could be provided from KRC server to cater to the specialist's requirements.

8.5   Bibliographic / full-text database search

While one can access a number of full-text journals either for fee or free, the importance of bibliographies would still continue. This is so because, they are

more comprehensive and cover various publishers, document types, etc. Both commercial and non-commercial bibliographic databases exist today. They are also available in various forms – CDs, online, besides print. These databases can be searched with standard techniques to retrieve desired information.

A combination of products is available with the passage of time. There are some vendors who harvest bibliographic information from different resources and make it available after careful analysis for the benefit of their users. The retrieved information then provides users an opportunity to open the full-text document (provided the user has obtained the rights for the concerned publisher). Many publishers are providing a search interfaces of their databases – bibliographic or full-text – through cross referencing mechanisms transgressing different publishers.

Examples of some open source databases are: DoAJ, Scirus, Open J-Gate, Google scholar, Ingenta, etc. KRC should give links to useful bibliographic services through their sites and also repackage references for their specific requirements.

8.6   User orientation programmes

User orientation programme is an essential component for proper utilization of resources available within and outside the organization. This is usually conducted through user familiarization especially for the fresh / novice users and advanced orientation for all the other users. It is the responsibility of the KRCs to organize these programmes periodically to familiarize the users and optimize their capacity to meet their information requirements.

8.7   Alerts

Traditionally, this service was offered in the form of Current Awareness and SDI Services. Now publishers/ service providers/ open access search engines provide a variety of alert services. Librarians can play a major role in identifying and enabling end users to avail such services effectively. Every KRC should bring out at regular intervals the lists of additions of books, journals and other kinds of documents both in print and electronic forms.

8.8   Patents search

Patent resources are one of the important resources for R&D and global competitiveness. Full-texts of the patents of many countries are freely available on their respective websites. Commercially available databases with value added services are also available. Patents search needs specialized expertise and therefore an intermediary is essential to search and provide the information to end-users.

8.9   Scientometric analysis:

Measuring impact of research or the research productivity is an important parameter in the management of science. The publications of the scientific staff,

projects and organizations are the products of the research. Though there are many limitations, some models have been evolved to convert the quality of these publications in to quantitative form. Librarians have been traditionally dealing with the bibliographic information and citation data for ages. Scientometric analysis of the information provides the management the relative performance of the individuals, projects, laboratories for various purposes like promotions, awards and funding.

There are unique tools available for scientometric analysis: Web of Science, Scopus, Google scholar, Citebase, Journal Citation Reports, etc. However, there is no single tool that is exclusive for comprehensiveness.

8.10 News clipping

News and reports appearing in the media, especially in news papers, relevant to S&T in general and the organization in particular constitute an important set of information. Identifying, capturing, archiving and disseminating this information constitute a useful service. This is practiced in many laboratories but mostly manually. A very few labs run web based News Clipping service. A strengthened activity in this area, particularly by assigning one of the KRC; the responsibility to comprehensively collect such information from various sources including web resources, in association with the rest of the KRCs and later facilitating their access through website is a preferred option. If a KRC so desires, it can, however, establish such service in its own niche domain to cater to select clientele.

8.11 Customized information

The flood of literature in any field of knowledge in terms of quantity and variety and range calls for filtering and repackaging the information to suit the specific needs of end users. A critical mass of information focusing the requirement in a form that can be easily assimilated is the most effective information solution for an individual to resolve a problem. Services based on both - print and cybermedia is emerging as an important mode of service and KRCs of the laboratories should adopt the same.

8.12 Translation

Large number of publications are being published in languages other than English which necessitates availability of that information in English language for understanding and assimilating as an input for further advancement of S&T. It becomes more critical in case of patents in other languages. KRCs may maintain a panel of translators for meeting translation requirements.

8.13 Access to e-resources

The information resources are available in e-form and the publishers are offering these under various models. The libraries may avail access to resources relevant to their area in e-form. These may be e-journals, databases, e-books

and other monographs, etc. Access may be on consortium or individual laboratory basis.

8.14 Access to Open Access (OA) Sources

Substantial number of journals are available in open access, and KRCs may select relevant journals from the lists to provide a link from their websites. Similarly links may also be given to e-print archives that are of interest to the institute. One can also make use of Directory of Open Access Journals (DoAJ) and Open J-Gate.

8.15 KRC (Library) web pages/ portals / gateway

KRC web page is a good media that can serve as a window for all KRC (library) services and also as a gateway for outside sources that are relevant to the institute's requirements. Every KRC should develop its own website giving details like working hours, membership details, rules, links to OPAC, floor plan, etc. KRCs can also think of setting up of portals which index the web sources available world over that are of interest to the concerned laboratory. Gateways will help users to access available resources of KRC seamlessly.

8.16 Digital libraries

Digitization of resources for archival and allied services has emerged as an accepted practice. It covers digitization of documents available in the library and capturing and archiving of the resources already available elsewhere. The institute's reports and other grey literature can be digitized and made available over the network. Major initiatives like institutional repositories, eprints archives, multimedia databases, etc., form part of the digital libraries.

8.17 Institutional repositories

Institutional repositories (IRs) are one type of open access initiatives providing visibility for the research outputs of the institutes. More than 30 IRs have already been setup in India out of which 3 are from CSIR laboratories. While some of the CSIR labs are in the process of developing IRs, some have already given the links to the full-texts of their publications as html links. All CSIR labs should eventually develop their IRs. One of the laboratories can lead the move by harvesting the metadata of all IRs of CSIR laboratories.

8.18 Subject guides

Subject guides can form the basis for literature search and direct towards actual information available in database and full-text forms. The KRCs should take the initiatives to compile subject guides in the areas of their interest and make them available through the KRC website.

8.19 Knowledge management

Librarians should exploit the knowledge available both in explicit and tacit forms. The scientists, based on their long experience accumulate a lot of knowledge that should be harnessed for future progress of research. The librarians can record, digitize, organize and make available this knowledge for future use.

8.20 Content creation

Information exists in a variety of forms. Technically, it is not so difficult to create a website, but contents creation is a challenging task. Librarians have traditionally been trained in collecting, organizing and archiving information and therefore they can ably undertake this activity, especially aspects such as manpower and project information, news and events information, data literature published by the CSIR laboratories, etc. Laboratories should try to put in a system wherein such activities are undertaken and encouraged.

8.21 FAQs

FAQs on library systems and services need to be created as resource utilization tools helping to answer the users queries that are likely to be asked on specific functions, facilities and services. The librarians should create FAQs and place on their websites.

8.22 Multimedia creation

Creation of resources / contents requiring multimedia tools form part of the activities of any modern library system. This should include: creation of a database of audio-video programmes, either locally developed or captured from different sites to suit the needs of end users of the institute, searchable archive of photo galleries, events held in the institute, archives of technical presentations of scientists made on different occasions, etc. With the advancement of ICT applications this facility creation is considered to be of tremendous scope and acceptance. The KRC professionals should get themselves involved in the multimedia creation activities.

9. Target services

Above mentioned services are important in one or the other context and the KRCs should provide these to the users depending on local needs, the expertise and available infrastructure. However, some important services that every CSIR KRC needs to implement and put in operation, preferably within two years, if not already operational, are the procedures which have been dealt in detail below.

9.1 Circulation

   i. A conventional service, would stay until libraries exist

   ii. This service needs to be provided using modern techniques and tools

   iii. The components of this service are users, documents and KRC staff

9.11 Borrowing entitlements:

Depending upon the size of KRC, KRC staff and number of users the KAC may decide the entitlements for various categories of the users.

9.12   Loan Period

This may also be decided locally.

9.13   Overdue charges

The decision could be taken at local level.

However, those KRCs who have adopted the system of charging the defaulters for returning publications beyond the due date it is proposed that a uniform overdue charge be made applicable in all CSIR KRCs: The charges proposed are Rs.1.00 per day per document, including journals and others, for the period the publication is not returned after the expiry of the loan. Such charges are, however, subject to the final approval of KAC / Director.

If the document is reported (in writing) as lost/ misplaced, the overdue charges are not levied in such case from the date of report until the same is replaced. If the cost of the document is less than the overdue charges, the KRC may resolve the matter on case-to-case basis.

9.14   Mode of payment

To be decided locally and in agreement with the local authorities including finance and accounts section.

9.15   Renewals

The documents borrowed and due for return must be brought to the circulation counter even for the renewals. This is important because (a) library staff can examine the physical condition of the document and repair, if required (b) the library can ensure physical existence of this document with the user (c) the reserved document can not be renewed.

9.16   Loss or mutilation of documents by members

  i.   Lost documents have to be replaced by the users.
  ii. KRC may help users in procuring the document.
  iii. On replacement, the same accession number be given to the copy after ensuring that the document is not of an earlier edition than the one that is lost.
  iv. Write on the document and accession register that 'This is a replaced copy since the original document is lost'. Update catalogue record.
  v.   Photocopy of the lost document is not acceptable.
  vi. If the lost document is not available in the market, the user has to pay the cost of the lost document. Some judgment of the librarian is

essential in this regard. If it is deliberate act, the user may be charged with double the cost with current exchange rates. Else, the purchase cost with current exchange rates plus 10% processing cost be recovered.

vii. If the document lost is expensive (>Rs.10,000) or rare and very valuable one, the amount to be recovered should be decided by the KRC Advisory Committee on case-to-case basis.

viii. The lost document which is part of a serial/multi-volume set, if lost, cost of complete volume/set is required to be recovered.

ix. Individually priced book/volume in a series, if lost, the cost of the lost book in series is to be recovered.

x. A number of books acquired by the library contain floppies, CDs etc. along with it. In case of any loss/damage, the whole document will be treated as lost/damaged therefore the user has to replace the book with a fresh one or pay for the cost of complete document.

xi. Documents that are mutilated due to rain, rodents and termites, tearing, or mishandling can be dealt by the Head of the KRC on case to case basis depending upon the condition of the document. If, however, the loss is due to force majeure conditions such as fire, earthquakes, or other natural calamities, etc., the case may be referred to KAC and, if recommended, to the Director for writing-off such losses.

9.2   Document delivery service

9.2.1 Purpose

i. Sharing of available resources among CSIR KRCs (libraries)

ii. Access to the documents not readily available, within least time

iii. Creation of a full-text database of acquired reprints

9.22   Tools

Documentary resources

i. The print collection

ii. The e-resources (It may please be noted that within CSIR consortium sharing is permitted)

Hardware

i. Flat bed scanner (minimum specs: resolution 1200x2400 dpi, 148 bit scanning depth, instant preview in 5 seconds, quality enhancement facility. Also note that these are best specs for the year 2006. (As IT products with higher and better specifications are being introduced in the market at fairly regular intervals and that too at competitive rates, efforts should be made to buy the best within the budgetary allocations)

ii. Note that advanced scanners such as face up scanners are also available for heavy duty jobs

iii. PC – to interface with scanner, to receive requests and send documents

iv. Server – to maintain database, to upload document for users

Software

i. Software to scan and store multiple copies in single file (normally received along with the hardware)

ii. Besides this software, the document delivery software are also available which are used for high end services and perform tasks in sequential order like scanning and storage of a file, automatic attachment to the mail message, message text, selection of requester's address, etc. (These work along with D servers too e.g. Ariel, Digital Postman)

iii. PDF editors

Internet/e-mail

e-mail account

9.2.3 Procedure

Sending document to other laboratory

i. Receive requests by email (print letters – not to be encouraged)

ii. Find availability of document requested

- o e-resources
  - download (note that within CSIR consortium sharing is permitted)
- o Print resources
  - Scan (resolution 150 pixels, B&W, A4 size)
  - In some scanners facility exists to clean and trim page images
  - Save and repeat the operation for all pages so required
  - Save the file (pdf format is most desired format, TIF format for archiving)

i. Dispatch

- o Open mailbox/ account
- o Select send new mail option /select reply option to the request received
- o Type requester's correct mail address, subject (as document request)

- o Attach file to the mail being sent
- o Insert standard text
- o Send

i. In the absence of availability of requested document send regret letter (this can be avoided if the list of holdings OPAC are available on Internet)

ii. Delivery within 24-48 hours

Receiving document from other KRC

i. Receive request (email) from requester (complete bibliographic details)

ii. Ensure that the requested document is not available within the KRC

iii. Select other CSIR KRC having the document (OPACs, Union Catalogue of serials on ICAST's website)

iv. Send e-mail request for pdf file

v. Send reminder after 48 hours

vi. Receive document (mail attachment)

vii. Download file

viii. Ensure all pages are received well

ix. Delete pages other than the document pages

x. Save file

xi. Create record in reprint database

xii. Link document to the record

xiii. Upload record and document on library server

xiv. Ensure that it opens on browser

xv. Send reply to requester with standard text regarding availability of document

xvi. Reply the supplier CSIR KRC acknowledging receipt of the document

xvii. Delete concerned mails

9.24 Post-delivery mechanism

i. Upload scanned file's bibliographic details on reprints database and link file

ii. Upload the document on server

iii. Ensure that the links work from browser

9.3 Website development

9.3.1 Purpose

    i.   Have web presence on intranet / Internet – worldwide visibility

    ii.   Virtual library available anytime from anywhere

    iii.   Saves costs on paper work

    iv.   Quick results, easy archiving. Contents become valuable as the data grows

9.3.2 Tools

Hardware

    i.   Server – for the KRC (an area can also be made available on institute's server with passwords, etc for KRC)

    ii.   PCs for development purpose

Software

    i.   Authoring tools (e.g. DreamWeaver, FrontPage, NVU)

    ii.   Multimedia tools (e.g. Adobe set of softwares, Macromedia toolkit)

    iii.   Operating system (e.g. Linux)

9.3.3 How the information is served

    i.   Plain pages (html files), e.g. KRC (Library) rules services, statistics, links to reference tools, FAQs – one can begin development with plain html pages.

    ii.   Dynamic pages (pages built after searching relevant information from databases) e.g. OPAC, Institute's publications, bibliographic details, multimedia catalogues – presentations at institute/ by institute staff, image gallery, links to the e-resources, favourite websites /database, etc)

9.3.4 Tips

    i.   Partnership with the IT group to harness required support

    ii.   Initiate the activity using tutorials available on Internet on 'how to create websites'

    iii.   Websites are essential tools for rendering KRC (library) services

    iv.   Backups of the site should be taken on regular intervals

9.4 Online Public Access Catalogue (OPAC)

Purpose

    i.   Guide to the available resources

    ii.   Better utilization of the resources

    iii.   Excellent tool for resource sharing

9.4.1 Tools

Website

Software

  i. Database management software that can be searched using the browser

9.4.2 Procedure

  i. Define a database

  ii. Use of standard formats like Dublin Core, CCF, MARC-21

  iii. Define data entry, editing formats

  iv. Define work strategy (data entry by outsourcing, in house; priority – the newly added books to the library are entered first and backlog next; from original source – books from shelves or from accession register or from worksheet - if worksheet – require to define worksheet format - etc)

  v. Data entry and editing

  vi. Development of Search and retrieval mechanisms

  vii. Hosting / uploading data base on website

  viii. Online help for searching/ FAQ

  ix. Feedback

  x. Regular updation

  xi. Backup

9.5 Institutional repositories

9.5.1 Purpose

  i. Access to the full-text literature of the institute on Internet

  ii. Eventual increase in citation rate and therefore productivity of the institute

9.5.2 Tools

  i. Server

  ii. Software: Dspace, e-print, Greenstone

9.5.3 Points to consider

  i. Since this is a virgin area, it would be ideal if all CSIR KRCs (libraries) use "Dspace" for its inherent advantages

  ii. Requires users initiatives to upload their documents on the repositories

  iii. KRCs need to promote this activity by way of awareness programmes and once the structure is in position keep on populating it.

  iv. Take care of copyright issues

v. One can place all types of documents: pre and post prints, presentations, reports, theses and dissertations, multimedia files, standards, conference papers, etc.

9.5.4 Procedure

i. Set-up an archive using any of the available freewares

ii. Encourage users to upload their post refereed articles by themselves

iii. Organize awareness programmes

iv. Write to the publishers for permissions to upload published papers

v. Scan and OCR the documents that are not available in digital form with the authors for uploading

vi. Get the archive harvested by different harvesters

vii. Generate statistics of downloads from time to time to sensitize authors

10. Marketing of information services

KRCs (Library) is a hub of information resources which may be useful for various scholarly work. Therefore, proper publicity and marketing of these resources to prospective users is an essentially required service. For marketing purpose, following tools/ techniques may be adopted:

i. Compilation and distribution of brochures to prospective users

ii. Demos and exhibitions

iii. Orientation programmes

iv. Outreach programmes including information on websites

v. e-mails and other modes of communication, etc.

11. Library audit

Auditable files / registers / records are to be maintained with all necessary entries as called for. These documents are to be produced before the audit parties for periodical checking. Following are the auditable documents:

i. Accession registers

ii. Register of losses / loss statement files

iii. Files/ registers of weeded out / written off documents

iv. Kardex

v. Files of stock verification and reconciliation

vi. Record of money received from different sources

vii. Assets abstract register

viii. File relating to audit objections/ observations

ix. Any other documents that deal with the financial matters

12. Security and safety measures

Adequate number of fire extinguishers, fire detection alarms, and wet riser system should be installed at all strategic points in the KRC. The KRC staff should be provided training to handle such equipment.

Spraying of insecticides, pesticides, fungicide etc. should be taken up in an appropriate way. If necessary, this job be entrusted to outside parties on contract basis. The KRC staff should avoid taking food in the stack area. Otherwise, there is every danger of infestation by pests such as cockroaches, rats. Dusting of collection should be made a regular habit. The cleaning and maintenance of the KRC may be outsourced.

The KRC property including documents, furnitures, instruments, etc. should invariably be insured appropriately as per the extant Government instructions on the subject.

13. Revenue generation

Most of the CSIR KRCs do provide such services for which it levies charges. It may be photocopying services, SDI services, Translation, Access to Corporates or value addition of any other type. Such charges are usually credited to laboratory's miscellaneous earnings and repatriated to central pool.

It is suggested that such earning be credited in project mode under a sponsored project head and retained by the library to augment its resources and promote `HRD activities.

14. Library statistics

Quantitative information about library systems, products and services in the form of statistical data helps in judging the performance and needs of the library. It also helps take appropriate management decisions for the development of the system. The statistical data with appropriate correlations be presented in the form of tables / graphics. Sample statistics include:

   i.   Fund allocations
   ii. Expenditure data
   iii. Membership data
   iv. Usage data of documents / resources and services
   v.   Visitor statistics, etc.

CSIR KRCs should maintain these statistics.