

LIBRARY MANUAL



LINKAGES

This Library Manual should be linked to provision of Act, Statutes and Regulations by stating various sections and sub-sections.

Contents

LINKAGES	2
1 Preamble	6
1.1 Role of Library	6
1.2 Library Policy Manual.....	6
1.2.1 Objectives.....	6
1.3 Organization Chart.....	7
1.4 Library Hours	7
1.5 Library space	7
2 Library Committee (LC)	7
2.1 Composition.....	8
2.2 Tenure of member.....	8
2.3 Terms of Reference for LC	8
2.4 Frequency of meeting.....	8
2.5 Minutes of the Meeting.....	8
3 Library Budget and Finances	9
3.1 Library Budgeting Procedure	9
4 Procurement of Learning Resources	9
4.1 Procurement of Books	10
4.2 Process and Approvals	10
4.3 Terms and conditions for Vendors	10
5 Book Procurement	11
5.1 Process Workflow is given below	11
5.1.1 Initiation of Acquisition.....	11
5.1.2 Accessioning	11
5.1.3 Invoice Processing.....	11
5.1.4 Classifying	11
5.1.5 Cataloguing	11
5.1.6 Processing Books.....	12
5.1.7 Vendor Follow Up.....	12
5.2 Non-Supply of Books	12
5.3 Maintenance of Files and Records.....	12
5.4 Subscriptions of Journals	12
5.4.1 Subscription Process and Approvals	12

5.4.2	Bank Guarantee for Advance payment.....	13
5.4.3	Subscription Process Workflow	13
5.4.4	Receipt of and access to journals	13
5.4.5	Gratis and Exchange Periodicals	13
5.4.6	Non-Supply of Journal Issues.....	14
5.4.7	Archiving and Weeding Out.....	14
5.4.8	Maintenance of Records.....	14
5.5	Procurement of e-Resources.....	15
5.5.1	Pricing Models	15
5.5.2	Negotiation.....	15
5.5.3	Process and Approvals.....	15
5.5.4	Electronic Journals	16
5.5.5	E-Books	16
6	Circulation Section	16
6.1	Library Fine, Renewals and Reservations	16
6.2	Loss or Mutilation of Documents and Policy of Compensating Library	17
6.3	Library Access by Visitors: Day Membership and Charges.....	17
6.4	Photocopying Services	17
6.5	Theft/Misuse of Library resources	17
6.6	Issue of Library Use Certificates	17
6.7	Issue of Introduction Letters	17
7	Issue and return procedure	17
7.1	While Issuing Book.....	17
7.2	While receiving the books.....	18
8	Borrowing entitlements for faculty/Students/Admin.....	18
9	Borrowable and non-borrowable items	18
9.1	Borrowable Items	18
9.2	Non-Borrowable Items	18
10	Collection Development.....	18
10.1	Strength and weakness of the existing collection.....	19
10.2	Shift towards e-resources.....	19
10.3	Follow up with Funding Agencies	19
10.4	Follow up with UGC Infonet (Consortium).....	19
11	Stock Verification and Procedure to Write off Books.....	19
11.1	Stock Verification Periodicity	19
11.2	Loss of Publications.....	19

11.3	Preventive measures.....	20
12	User Services.....	20
12.1	Reference Service	20
12.2	Information and Digital Literacy/Library Orientation	20
12.3	Membership of other libraries.....	20
13	ICT Services Division	21
13.1	Cyber Library-Acceptable Use and Code of Conduct	21
13.2	Licenses and Fair Use of e-Resources.....	21
13.3	From Presidency University Library:	23
13.4	Computer Access-Acceptable Use and Code of Conduct	23
14	Library Security System	24
14.1	Rapid Radio RFID System	24
14.2	Closed Circuit Camera System (CCTV)	24
14.3	Security Staff	24
14.4	Library Attendants.....	24
15	Physical Ambience	24
15.1	Cleanliness	24
15.2	Electricity and Water and Ventilation	25
15.3	Floor Plan and Direction/Guideposts	25
16	Managing the Performance of Library team.....	25
16.1	Clearly defined Job Descriptions at all levels	25
16.2	Quarterly Work Plan and Predefined, agreed Targets for achievement.....	25
16.3	General Conduct	25
16.4	Department Performance Audit by yearly user feedback surveys	25
16.5	Plagiarism software.....	25
Annexures.....		26
Annexure 1.....		27
Annexure 2.....		28
Annexure 3.....		29
Annexure 4.....		30
Annexure 5.....		31
Annexure 6.....		32
Annexure 7.....		33

1 Preamble

1.1 Role of Library

The PU Library, aims to support the University's Curriculum in producing technologically and socially blended best students of the nation, well equipped with theories and research skills, to take up the challenges of physical and socio environmental development of global standards.

The Library has a mission to be well-managed and act as the knowledge hub of the entire University. It aims to have rich and comprehensively high quality of information resources in various fields. It envisions itself to be a creative and innovative partner in supporting the teaching, learning and research activities of the institution and contributes significantly to the University's mission of academic excellence. It identifies, evaluates, procures, processes and then makes these learning resources available to the faculty and students for their teaching, learning and research assignments.

That is why, our objective is to be the trinity of learning resources, faculty/students and the library staff.

Functionally library aims to integrate Academic (i.e. resource selection, technical processing, organization of materials, reader's services, update the new developments etc.) and Administrative (i.e. acquisition of materials, bill processing, budget management, etc.) aspects of the University. Therefore, the university library must have a well-designed and comprehensive 'Library Policy Manual' for its everyday activity to follow uniform procedures.

1.2 Library Manual

This library manual is a source of information, in fact a policy document which lists out all departments, sections and their functions, procedures and guidelines within the library. It is a source that library staff will consult whenever there is any confusion about any function or procedure.

This manual has been developed with a lot of efforts including a series of meetings with all stake holders where the procedures and functions and policies are deliberated in detail, over and again to draft the final policy. Hence, this library manual has gone through a validation process before it has been finally accepted as a policy document.

1.2.1 Objectives

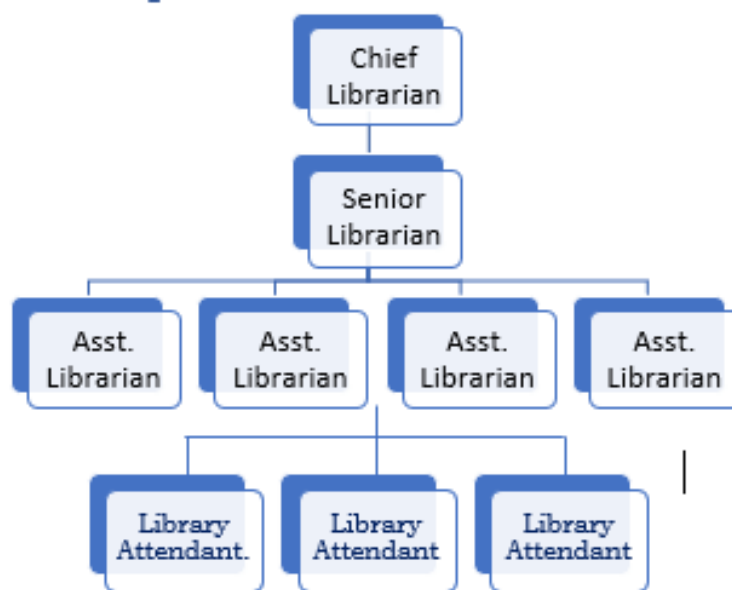
- Develop information resources to serve the University.
- Utilize optimally the available resource for the end users.
- Develop standardized best practices in the system thereby touching all the stakeholders.
- Develop compatible information retrieval tools and services.
- Provide flexibility to the professional staff to take independent decisions and show creativity in their activities and services.
- 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.

- Define policy to archive the selected works, guest lectures and other in-house resources for future reference.

This library manual purports to be a practical handbook:

- Guidelines/procedures for acquiring library documents, their technical processing and organizing them for their optimum utilization;
- Rules and regulations issued by the authorities for operation and management of library; Procedures for providing library services to the users;
- Organizing, processing, retrieval and dissemination of information as well as documents to the users.

1.3 Organization Chart



1.4 Library Hours

8.30 am to 6.30 pm; Library hours will be extended as and when required subject to the nature of requirement and availability of transport for the students.

1.5 Library space

Library is located in ___ halls, in the _____ Block. Put together, the total area is ___ sft. and there are about ___ books, ___ seats and ___ computer terminals.(specify nos.)

2 Library Committee (LC)

The Library Committee is responsible for the performance of its duties and the exercise of its powers. The function of the Library Committee is to support the functioning of the library so that it can facilitate the library development plans by advocating the library development activities with the management. The Library Committee acts as a channel of communication and dialogue between

the library and its users. The Committee's main role is to function as an interface between the Library and the academic fraternity and the university management.

2.1 Composition

Library Committee shall consist of the following members:

- Vice-Chancellor, Chairperson
- Chief Librarian, Vice-Chairperson
- HODs/Deans or their nominees from each department/centre/program/etc as members
- Senior Librarian, Member Secretary
- Student representatives from UG, PG & Ph.D. nominated by respective Heads.

In addition to the above, the Director/ Dean (Academic Affairs) may make an additional nomination to the Committee.

2.2 Tenure of member

- i. Faculty members on the Committee other than Chairman shall serve to the Committee for a period of two years.
- ii. Student-members shall serve for one year only.
- iii. The Committee shall continue to function on the expiry of its term until a new Committee is constituted by the Institute. However, the period of extension shall in no case exceed three months.

2.3 Terms of Reference for LC

- i. To provide general direction to the Library.
- ii. To formulate the policy and procedures for library use.
- iii. To review the functioning of the library regarding its support for the academic programmes of the University.
- iv. To outline the library collection development policy as and when required, for its implementation.
- v. To negotiate and approve subscriptions to online databases (e-journals, eBooks, data sets etc.)
- vi. To monitor and evaluate, from time to time, trends and developments in information technologies, networking, library automation, library cooperation etc., and to advise the library in their adoption.
- vii. To formulate action plan for the development of library human resources, infrastructure, facilities, products and services.
- viii. To supervise the allocation and utilization of funds for different departments for purchase of books and journals for the library.
- ix. Any other function as identified by the higher authorities.
- x. The Committee (LC) shall be reconstituted once in two years.

2.4 Frequency of meeting

The LC shall meet at least once in six months to review the library affairs and if necessary, more often.

2.5 Minutes of the Meeting

Meeting minutes shall be recorded by the Member Secretary and circulated to all members for consideration and approval.

3 Library Budget and Finances

Library budget means the financial allocation/dedicated funding to procure general student resources (print, multimedia or electronic) for growth of relevant and substantial resource collection for providing access to the information resources.

The annual library budget of the library has the following components:

Capital Expenditure

- Books
- Hardware Resources (Computers/Bar Code/RFID Check-in Check-out Equipment etc)

Operating Expenditure

- Journals/periodicals (Renewal and new subscriptions)
- Online Archival and Bibliographical Series including e-books (Renewal and new resources)
- Travelling Allowances for official duty for Library staff members
- Binding and other maintenance expenses.

Manpower Expenditure

- Wages and Perquisites
- Professional Development Expenses (workshop/seminars/conference/training programs/refresher course etc. for library staff members).

3.1 Library Budgeting Procedure

- i. The financial allocation received under the heads of accounts/funds are to be planned to purchase for the same.
- ii. The Librarian and Library committee (LC) must play vital role in planning and allocation of funds/grant provided to library.
- iii. Based on librarian's observations in circulation and reference counters, recommendation and feedback/opinion of library staff, faculty, students, administrative staff, changing technology, by forecasting changes in syllabus/curriculum.
- iv. Divide the grants based on information materials required, types of materials, department/subject wise etc.
- v. Before placing the orders to suppliers, the librarian must take approval and duly signed by the Chairperson of the Library Committee for the procurement of recommended list materials need to the library.

4 Procurement of Learning Resources

Procurement of learning resources constitutes the primary responsibility of library. Library makes a systematic effort in building up the collection development by identifying, evaluating, selecting, processing and making it available to the users. Whether it is a book, journal or an online database, any learning resource that gets added must go through a rigorous selection process. And since this collection building requires huge sums of money and has long-

lasting repercussions, it is very much essential that libraries have a well thought out collection development policy.

4.1 Procurement of Books

It has been customary for the faculty and students to take part in book selection in the University. The Library staff usually recommends general reference books and those materials not covered by departmental subject categories like books on library and information science etc. Publishers and Vendors are increasingly providing electronic lists of titles available for purchase, printed catalogues and other printed announcements. These may be forwarded to the departments from time to time. Besides catalogues, book reviews in important magazines and databases are also a basis for recommending books for the library. The library may also circulate reviews of books to the departments to keep them informed about new publications.

4.2 Process and Approvals

- i. Recommendation: Faculty can recommend the books to be procured for their courses and research. Students/Research Scholars can also recommend the books for procurement provided their recommendation is endorsed by research supervisor.
- ii. Indent Approval: All indents will be routed through the Library Purchase Committee and for the approval from Chairperson of Library Committee.
- iii. Purchase Orders: Purchase orders need to be in hard copies unless the vendor has a prescribed online ordering system. Chief Librarian is authorized to issue the Purchase Order with standard terms and conditions.
- iv. Prices: The list of books is circulated to the vendors and comparative quotations are submitted to the Purchase Committee for scrutiny. However, the Committee is empowered to ignore the lowest quote in case such an action is advisable in the interest of the university. Books can be purchased from any vendor from anywhere in the country provided that the Chief Librarian is satisfied with the capabilities and standard practices followed by the vendor.
- v. Supply Deadline: Maximum time limit for supplying ordered titles will be 60 days. However, after checking the supply status with suppliers, based on genuineness of circumstances, additional one-month time may be allowed by the Chief Librarian. Chief Librarian will not accept books supplied after 3 months of purchase order.
- vi. Prices: Prices will have to be as per the rates quoted. Chief Librarian is free to reject the books in case the invoice prices are higher than P. O. prices.
- vii. Foreign Currency: For foreign exchange conversion, Good Offices Committee (GOC) rates will be followed.
- viii. Price Proof: Chief Librarian is free to demand proof for prices as well as for foreign exchange conversion rates.

4.3 Terms and conditions for Vendors

- i. All books carry the net price as per the quotations.
- ii. The book order be acknowledged within 7 days of placing the order.
- iii. Only the latest editions be supplied unless specified otherwise.
- iv. The maximum time limit for supplying the books is 60 days.
- v. The Purchase order would be treated as cancelled, if the ordered books are not supplied within 60 days.

- vi. Any defective copy will be replaced by the vendor within 2 weeks of bringing it to their notice.
- vii. Vendor must be prepared to replace the defective copies even if the defect is noticed after the book is processed and stamps are put on the book.
- viii. Payment will be made normally within 60 days from date of receipt of the invoice.

5 Book Procurement

5.1 Process Workflow is given below

5.1.1 Initiation of Acquisition

- Receiving recommendations using letters, Emails, Noting Sheets, Publisher Catalogues with marking and initials;
- Finding out the details of the specific title(s);
- Duplicate Checking;
- Getting quotations from the vendors;
- Preparation of comparative statements;
- Approval process;
- Issue of Purchase Orders.

5.1.2 Accessioning

- Accessioning: Entering the details of the Invoice and Books in Accession Register;
- Entering the details in the Library Database;
- Making entries in Bill Register and forwarding the invoices;
- Maintaining the Bills Files
- Maintaining bill Register Data in EXCEL Sheet or ERP

5.1.3 Invoice Processing

- Receiving Books from Suppliers/Vendors;
- Cross-checking with Purchase Orders;
- Foreign Exchange Rate Verification as per Good Offices Committee Report;
- Price Proof Verification;
- Making entries in the Bills Register

5.1.4 Classifying

- Classify Books/Thesis/Dissertations as per the Dewey Decimal Classification (DDC) Schedule;
- Assign Book Numbers;
- Assigning collection number in case required;
- Write the Class No, Book No and Collection on the back of Title page

5.1.5 Cataloguing

- Bibliographic Details of each book is entered into Cataloguing Module database according to AACR2 Standards;
- Assigning Keywords: Minimum three keywords are assigned to each title;
- Data validation: Regular editing of various access points in the database like Author, Title, Class No, etc.
- Making Analytical Entries, wherever needed.

5.1.6 Processing Books

- Stamping – Library Stamp to be put on the back of Title page, on Secret page and on the Last page;
- Paste Spine labels, Bar Codes on the Front Page and on the Title page and laminate it with Cello tape;
- Insert RFID Security tape;
- Prepare Book cards using System;
- Send the completely ready book to new Additions Rack, Reference Section or Reserve Shelf, as the case may be;
- Bring out New Arrivals list.

5.1.7 Vendor Follow Up

- Titles Not Supplied;
- Reminders to Suppliers fortnightly.

5.2 Non-Supply of Books

Process to be followed

- Fortnightly follow up with the vendors;
- Evaluate the supply status;
- Change supplier and re-order books;
- Prepare a performance report of the supplier every six months.

5.3 Maintenance of Files and Records

Following records/files will be maintained properly:

- Accession Register;
- Bill Register;
- Purchase Orders;
- Invoices;
- Approvals;
- Reminders;
- Budget/Finance

Records will be maintained in hard/soft copies as per the decision of the Chief Librarian.

5.4 Subscriptions of Journals

5.4.1 Subscription Process and Approvals

- Beginning of Renewal Process: The process of renewals should begin at least four months in advance (in September) so that by December end/early January all the renewals are done, and the subscriptions are continued without any discontinuation in issues;
- Subscription Agents: Chief Librarian chooses the subscription agent on the basis of credibility and proven track record. The agent has to deliver all print journals by hand delivery and cost of issues not received will be refunded by the Agent;
- Foreign Currency: For subscription agents, the foreign currency conversion rate will be as per GOC rates.

5.4.2 Bank Guarantee for Advance payment

Since for journal subscriptions, advance payment is required, it is essential that University has certain mechanism to safeguard the advance payments paid to the subscription agent. Therefore, bank guarantee or similar facility may be insisted upon if needed.

5.4.3 Subscription Process Workflow

- Recommendation & Approval: The list of journals to be renewed is put on faculty circulation through email and recommendations received. Faculty can also recommend new titles;
- The List is put up to the Library Committee for approval;
- The List approved by the Library Committee is put up to the Purchase Committee for journals comprising Chief Librarian, Dean(s) of the concerned School(s)/College(s), Vice Chancellor;
- The List is approved by the Hon'ble President/Chancellor for subscription;
- Ordering: Journals Renewal and Subscription Orders will be issued to empanelled agents by Chief Librarian;
- Advance payment is the norm in the case of all journals;
- Maintain proper Bill Register for all invoices passed;
- Binding of Journals: Journals will be bound depending on the need.

5.4.4 Receipt of and access to journals

- Ensure that the items received are as per the order.
- Ensure that all ordered journals are received as and when published and no delay takes place in the supply/delivery.
- Ensure that all receipt of journals is recorded in the Library Management System;
- Processing of Journal Issues: Physical verification, Stamping;
- Timely display of the Loose Issues of the periodicals on the respective display racks.
- Linking to the online content wherever applicable;
- Accessioning the virtual resources should not be done since they do not exist in physical form;
- Preserving the accompanying materials such as CDs/DVDs etc.

5.4.5 Gratis and Exchange Periodicals

- The documents relevant to the scope of the university's academic areas be added and displayed.
- Efforts be made to get the free/discounted subscription/s to the periodical/s wherever possible.
- Gratis may be accepted from the university's faculty, scholars, or outside institutes and organizations of similar interest.
- Duplication of periodicals be avoided as far as possible unless duplicate copies are essential.
- In case the gratis materials are going to be useful in future too, they may be accessioned.
- Grey literature, such as Newsletters need not be accessioned.

5.4.6 Non-Supply of Journal Issues

- i. Reminders: Missing issue reminders can be sent at the following frequency:
 - For weekly and bimonthly journals: Once every month;
 - For Quarterly/Biannual journals: Once every two months.
- ii. Replacement of missing issues: Supplier must be asked to replace missing issues by way of
 - replacement copy; or
 - publisher certified and reproduced copy; or
 - refund either in the form of credit note or Demand Draft/Cheque; or
 - extend the subscription period equivalent to corresponding period

5.4.7 Archiving and Weeding Out

Adequate space should be provided for storage of back volumes in the library.

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

- Ephemeral material (e.g. newsletters, progress reports, pamphlets) including those materials that lose value after a certain period such as: annual reports, directories, yearbooks, etc.;
- Duplicate issues of the journals.
- Material (Books, journals, reports) that the library received as gifts/complementary by individuals/institutions and organizations which have no relevance to the University users;
- Books/Journals that have become unserviceable/mutilated due to heavy use, wear and tear, obsolete/white ant old infected material.

Other Resources Managed

A variety of other information resources being received free are displayed for use in the Periodicals Section, Example:

- Complimentary Loose issues of Journals
- Annual Reports
- Working Papers
- Occasional Papers
- Discussion Papers
- Technical/Trend Reports
- Brochures
- Prospectus etc.

Non-Book Materials

Library would have always a collection of materials on electronic media (CDs, DVDs, Pen drives, Hard Disks) which will continue to grow. They will be indexed in the computerized catalogue besides in the Automation system for circulation.

5.4.8 Maintenance of Records

The transactions of all the activities/procedures/etc. in the Periodicals Section should be carefully and properly recorded for the relevant information and documentation. Important records preserved are:

- Journal Subscription Registers;
- Bills Register;

- Subscription Orders; and
- Approvals

5.5 Procurement of e-Resources

Library has electronic Resources which include electronic journals, online databases, data sets, bibliographic databases, indexing/abstracting services, software tools for research, eBooks, etc.

5.5.1 Pricing Models

There exist many pricing models. Popular pricing models are:

- Annual Subscription/Lease: Access to content is available on 12 months basis.
- Perpetual Access: Access to content is available for the year that we are subscribing. After expiry of subscription, we will still have access to the content of the year we subscribed for future but not for the subsequent years.
- There are several e-books which provide permanent access to the content of the purchasing edition which is continuous for future editions too.

5.5.2 Negotiation

Negotiation plays a vital role in deciding the pricing factors. One can enforce terms to the publishers/vendors in form of pricing, access to the back volumes, locking period, perpetual access, archival rights, governing laws, training and awareness programs, immunity, access to the walk-in-users, usage statistics, simultaneous access, etc.

There are no standard/ uniformly acceptable terms that are established in this area, as this is almost virgin and challenging field. Huge scope exists in this area for negotiation with the publishers/ resource providers and arrives at win-win situation.

Involvement of Library Committee is always preferred to negotiate price and terms and conditions for electronic databases/journals.

5.5.3 Process and Approvals

Online databases are expensive resources which need to be evaluated properly before subscribing. Hence, the following procedure is to be followed for subscribing to Online Databases (not for single and individual e-Journals or eBooks)

- Identify the need
- Ask for a Trial Access;
- Publicize the availability of resource on Trial;
- Analyse the Usage statistics
- Make a cost benefit analysis by considering all relevant facts
- Take the approval of the Library Committee
- Take the approval of the Purchase Committee and the Hon'ble Chancellor/President

5.5.4 Electronic Journals

When subscribing to individual titles, same procedure as that of print journals will be followed such as: Preparing the list of journals, duplication checking, finding out price and finally putting up for the approval of Library Committee/Purchase Committee/ Hon'ble Chancellor/President.

If e-Journals are being subscribed as subject collections, bundles, or databases, then the matter will be thoroughly discussed in the Library Committee regarding the relevance of the resource to University.

5.5.5 E-Books

Library should go for e-books especially in cases where payment is made once, and access is available perpetually.

When purchasing/subscribing to individual eBook titles, same procedure as that of print books will be followed with regard to preparing the list of titles, duplication checking, finding out price and finally putting up for the approval of Purchase Committee/ Hon'ble Chancellor/President.

If e-books are being purchased or subscribed as subject collections, bundles, or databases, then the matter will be discussed and approved by the Library Committee.

6 Circulation Section

Circulation Section handles the Front Desk operations of the library and is very important because it is the first point of contact for faculty and users. Efficient Circulation Desk leaves a lasting impression on the user and hence it is very important section of the library. Major Activities of the Section are:

- Registration of new members;
- Issue and returns of Learning Resources (Primarily Books);
- Attending to the Users' queries for effective interpretation of library rules and regulations;
- Inter Library Loan Service;
- Maintenance of "Circulation Module" of Library Management Software and updating of all data related to library users;
- Sending Reminders to overdue documents users;
- Correspondence & No Due issuing;
- Library Orientations/Information and Digital Literacy;
- Assisting the users for accessing OPAC and Reference;
- Managing counter operations during Weekends.

6.1 Library Fine, Renewals and Reservations

- There will be an overdue charge Re.5/- per day per book
- Fines not paid will be kept pending as "due from borrower" in the Library Management System;
- "No dues" certification will be issued from library only after the library dues are fully paid up;
- Books can be renewed for another term of 15 days, if there is no demand for the book;
- Any book can be renewed only once;

- The renewal must be made on or before the due date.

6.2 Loss or Mutilation of Documents and Policy of Compensating Library

- Library materials are to be handled with care;
- If a borrowed book is lost or mutilated, the user will replace it with a new copy of the same edition;
- In case the borrower is unable to replace the book, 3 times of the cost of the book will be payable.

6.3 Library Access by Visitors: Day Membership and Charges

- All external users who want to utilize library facilities and services for their academic purposes need to obtain permission from the Chief Librarian. The users need to produce a valid identify proof like their university/college of study, work
- Place ID, Driving License, Adhar Card, PANCARD, Voter ID.
- Use of online resources by external users is subject to availability of computer terminals.

6.4 Photocopying Services

- Library has two photocopiers and the service operates from 9.00am to 6.30pm
- Photocopying charges
- Students, Faculty, Staff, Alumni and external users – Rs 1 per exposure.
- Copyright rules are applicable for photocopying process. At any given point, only up to 20% document can be photocopied. Photocopying of any document cover to cover is prohibited.
- Photocopies can be taken from Books, Journals, Project Reports, Thesis/Dissertations, etc.

6.5 Theft/Misuse of Library resources

- Stealing or abuse of Library resources like books, journal issues, reports, and dissertations will attract disciplinary procedures.

6.6 Issue of Library Use Certificates

- Certificates for having used the library services will be issued by the Chief Librarian, on request, provided the user has entered the entry/exit details on the Gate Register.

6.7 Issue of Introduction Letters

- Chief Librarian will issue Introduction Letters to Students/Faculty Members of the University who wish to visit other libraries.

7 Issue and return procedure

Issue and return of library materials are routine operation of any library. Proper sequence of activities to be followed to issue and receive the library books are:

7.1 While Issuing Book

- Quickly glance the book for any damage.
- Ensure that the User writes signs on the Book card.

- c. Enter details into Issue Database.
- d. Discharge the books as per system uses.
- e. Stamp the due date on the label;
- f. After checking, handover the books to the user.

7.2 While receiving the books

- a. Quickly glance the book for any damage.
- b. Check Due dates for necessary action.
- c. Cancel the entries from user account.
- d. Charge books (in case of overdue) as per system adopted.
- e. Cancel the entry in Book Card.
- f. Send them to Stack for Shelving.

8 Borrowing entitlements for faculty/Students/Admin

The number of items that the user is eligible to borrow are provided in the following table:

Category	Books	
	No of Books	Issue Period (working days)
Academic Staff: faculty	10	30
Adjunct/Visiting faculty	10	30
Research Scholars	5	30
Students (All schools/Colleges)	3	15
Admin	2	15

9 Borrowable and non-borrowable items

9.1 Borrowable Items

- Books from the general shelf
- CD ROMS and DVDs can be borrowed for a period of one week

9.2 Non-Borrowable Items

- Journals Bound Volumes, Loose issues of journals and the latest issue of the magazines;
- Dissertations/Project Reports;
- Reserve Textbooks;
- Specific reference sources such as Encyclopaedias, Examination study materials, etc.

10 Collection Development

All academic and research libraries have a common objective to provide its users the information they want. The effectiveness of this function is directly related to 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 is prepared.

10.1 Strength and weakness of the existing collection

In relation to the various academic programmes as offered by the University, Library should make provisions in the budget to strengthen these programmes with best possible learning resources. Based on the observations, an effort should be done to add books, journals and e-resources in the area of the current and new programme from time to time.

10.2 Shift towards e-resources

Due to the conveniences like multiuser access and anywhere, anytime access, there is a considerable demand for online databases, e- journals and e-books. The University also has excellent access infrastructure like high internet bandwidth, Wi-Fi connectivity in the campus. These E-resources can also be accessed out of campus hence; emphasis may be given more towards e-resources.

10.3 Follow up with Funding Agencies

Library will be in the look-out for funding agencies like UGC, Trusts/endowments, and Publishers etc. for augmenting finances to strengthen the collection development process. Library will also encourage faculty members, alumni and private individuals to donate specific titles such as rare books and expensive reference books.

10.4 Follow up with UGC Infonet (Consortium)

Library will continuously liaise with consortium agencies like UGC Infonet for inclusion and addition of new journals and databases to support the new academic programs

11 Stock Verification and Procedure to Write off Books

11.1 Stock Verification Periodicity

- Physical verification of the library stocks must be carried out preferably every year in order to identify the losses, identifying misplaced and/or mutilated documents that need repair, or to weed out from the library collection.
- Some loss of publications is inevitable especially in the context of open access practice in libraries
- Loss of 5 volumes per 1000 volumes issued and/or consulted in a year may be taken as reasonable.

11.2 Loss of Publications

Books are vulnerable to physical handling and environmental conditions. Hence, mutilation, wear and tear of books by heavy use is a common occurrence in libraries. Some loss of publications is inevitable especially in the context of open access practice in libraries. The librarian and library staff has a role as information manager and facilitator and not just a custodian. Library is the responsibility of entire library team and the security guards employed in the library. Therefore, librarian alone should not be held responsible for the losses, unless it is attributed to dishonesty and gross negligence. The following

guidelines are provided by the Government of India regarding inevitable loss of library documents:

- Loss of 5 volumes per 1000 volumes issued and/or consulted in a year may be taken as reasonable.
- Loss of a book of a value exceeding Rs. 1,000/- (Rupees One thousand only) and rare books irrespective of value shall invariably be investigated and appropriate action taken.
- Publication may be considered as lost only when it is found missing in two successive stock verifications and thereafter only action be taken to write off the publications by competent authority.
- If the loss of book is more than the permissible extent, the causes of such loss may be investigated by the competent authority and the remedial measures be strengthened.
- There may be no objection to the Librarian, after due approval, in 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 Library Committee which shall decide whether the books mutilated/damaged/obsolete are not fit for further use.

11.3 Preventive measures

- Follow closed access to the rare books and specialized collections.
- The exit / entry to the library may be monitored 24 x 7.
- Sealing of windows with wire mesh, installation of wicket gate, adequate vigilance in the stack rooms, provision of adequate lighting, introduction of identity / membership cards for identification of users, etc., can be adopted.
- Employ adequate number of staff in the library for monitoring.
- Use of electronic or magnetic gadgets for detection of the theft, closed circuit television monitoring system, implementation of RFID Application, RFID can be implemented.
- Smart card to Library users can be adopted

12 User Services

12.1 Reference Service

Library houses many important reference sources like Encyclopaedias, Dictionaries, handbooks and Manuals, Statistics, Yearbooks. The collection ranges from general to subject specific sources. All the reference sources are housed near the entrance in both halls.

Library also has access to online reference sources which may be accessed from the library website.

12.2 Information and Digital Literacy/Library Orientation

Library will conduct Information Literacy/User Education/Orientation programmes periodically. Besides this, these awareness programmes will be conducted on request from users from time to time.

12.3 Membership of other libraries

From time to time, the University library will endeavour to have membership of other large prestigious libraries in consultation with the Library Committee.

13 ICT Services Division

13.1 Cyber Library-Acceptable Use and Code of Conduct

- Do not connect your mobile or any external device to computers.
- Do not install any software without prior permission of library staff.
- Do not download movies or songs.
- Do not remove LAN cord, keyboard and mouse from the computers.
- Do not save any document on the desktop.
- Turn off the computer after your work is completed.
- All drives will be formatted after every 15 days by library staff without any intimation.
- Library staff will not be responsible for any data loss
- Please inform to the library staff in case of any computer related problems.
- Please keep the cyber library clean.
- Keep silence in cyber library.

13.2 Licenses and Fair Use of e-Resources

The licenses for electronic resources impose two types of restrictions on its usage, namely i) who can use these resources; and ii) how the resources can be used. The first restriction defines authorized users for e-resources, which generally includes students, faculty, staff and onsite visitors of a subscribing institution. The second restriction deals with how these resources can be used. It is the responsibility of individual users to ensure that e-resources are used in a fair and just manner and for personal, educational and research purposes only.

Guidelines for Fair Use of e-resources at Presidency University Library, Bengaluru : Usage Policy

- Electronic resources such as e-journals, e-databases, e-books made available by Presidency University Library, Bengaluru are for academic use.
- These resources can be searched, browsed and material may be downloaded and printed as single copies of articles as is done in the case of printed library material. Downloading or printing of a complete book or an entire issue or a volume of one or more journals (called systematic downloading) is strictly prohibited.
- Use of robots, spiders or intelligent agents to access, search and/or systematically download from these resources is also prohibited. Any violation of this policy will result in penal action as per the rules and regulations of the University
- Please be aware that systematic downloading will cause the publisher to block to the entire community of users at Presidency University, Bengaluru from accessing these resources.

Presidency University Library subscribes to several e-journals, e-books and databases for use by authorized users in the University. The terms and conditions for using these resources are spelled out in electronic resource license agreements by each publisher. It is the responsibility of individual

users to ensure that the use of electronic resources does not breach the terms and conditions specified in the license agreements.

Licenses vary from publisher to publisher; however, the general principles are as follows:

The following actions are prohibited:

- Providing access to anyone other than Presidency University community members.
- Downloading or printing entire issues of online journals or major portions of electronic books.
- Using software or other automated tools to systematically download substantial quantities of licensed content.
- Using licensed resources for commercial purposes.

Permitted	Not Permitted
<ul style="list-style-type: none"> • Viewing, downloading, copying, printing and saving a copy of search results • Viewing, downloading, copying, printing and saving individual articles • Using e-resources for scholarly, educational or scientific research, teaching, private study and clinical purposes • Sending a copy of an article to another authorized user (i.e. current faculty, students or staff) • Posting the URL to the publisher's version of the article on another website (publisher links will allow only authorized users access) 	<ul style="list-style-type: none"> • Use of robots or intelligent agents to do systematic, bulk or automatic downloading is not permitted • Systematic downloading or printing of entire journal issues or volumes, or large portions of other e-resources is not permitted • Using e-resources for commercial gain is not permitted (i.e. reselling, redistributing or republishing licensed content) • Transmitting, disseminating or otherwise making online content available to unauthorized users (i.e. sending to mailing lists or electronic bulletin boards) is not permitted • Posting the publisher's version or PDF of an article to another website is not permitted (instead, post the URL to the article which will allow only authorized users access)

Breaches of the license agreement with publishers could result in the suspension of access to the resources for the member institutions.

Publishers have systems in place to monitor any actions perceived as excessive and/or systematic downloading. If such an incident occurs, it will trigger an automated chain of events that lead to denying access to their content until the subscriber investigates the source of the problem and assure the publisher that the issue has been resolved to the publisher's satisfaction.

13.3 From Presidency University Library:

Presidency University Library reserves the right to restrict, suspend or revoke any users' access to its subscribed electronic resources should he/she be found guilty of non-compliance to this policy.

It is important for all Presidency University users to abide by the usage policy as any breach of rules causes inconvenience to other users as a result of blocking or suspension of access. If you have any questions, please contact Presidency University Library staff.

13.4 Computer Access-Acceptable Use and Code of Conduct

Only faculty, staff and students of the University are authorized to use the Computers, Internet facility or to access e-Resources.

Students are expected to observe network etiquette by being polite. Students are prohibited from pretending to be someone else; transmitting obscene messages or pictures; revealing personal addresses or telephone numbers- either their own or another person's; or using the network in a way that would disrupt use by others.

The following policy for use of computers, networks, and system resources, including the Internet and e-resources, shall apply to all the faculty, staff, and students of University.

- Every user in whose name a system account is issued will always be responsible for its proper use.
- Users shall not let other persons use their name, login password, or files for any reason.
- Users shall not use others' system accounts or try to steal another user's password.
- Users shall not erase, rename, or make unusable anyone else's computer files, programs or disks.
- Users shall not use Computers for any non-instructional or non-administrative purpose such as instant messaging, online shopping, or personal use of streaming media including online radio stations or video broadcasts.
- Users may not install, download, copy, or distribute copyrighted materials such as software, audio or video, files, graphics, and text without the written permission of the administrator.
- Users shall not use the Computers for illegal purposes, in support of illegal activities, or for any other activity prohibited.
- Users shall not write, produce, generate, copy, propagate, or attempt to introduce any computer code designed to self-replicate, damage, or otherwise hinder the performance of any computer's memory, file system, or software. Such software is often called a bug, virus, worm, Trojan horse, or other name.
- Users shall not use Computers to purposefully access materials that are abusive, obscene, sexually oriented, threatening, harassing, damaging to another's reputation, or illegal. If accidental access to prohibited materials occurs, users are expected to immediately discontinue such access and report the incident either to Library staff or to the administrator.

- Users shall not intentionally damage the system, damage information belonging to others, misuse system resources, or allow others to misuse system resources.
- Users shall not alter or vandalize computers, networks, printers, or other associated equipment and system resources. Alteration or vandalism includes, but is not limited to: removal of parts, intentional destruction of equipment, altering system settings or software, installing unauthorized or unlicensed software or programs, attempting to degrade or disrupt system performance, or attempting to make system resources unusable.
- Users shall not use Computers for the forgery or attempted forgery of email messages. Attempts to read, delete, copy, or modify the email of other system users, deliberate interference with the ability of other users to send/receive email, or the use of another person's email account is prohibited.
- Users should not use library network for sending and receiving many personal messages, including using group email distribution lists to send non-administrative or non-instructional messages to other users.

14 Library Security System

Library employs a security system to safeguard the library resources. The following security systems are employed in the library.

14.1 Rapid Radio RFID System

- RFID system is integrated with ERP.
- The alarm will go off if a user tries to leave library without getting books issued at the counter

14.2 Closed Circuit Camera System (CCTV)

- Library has installed X cameras across different floors, stack rooms and study areas for monitoring.
- Monitors are available for viewing the movements or recording of previous days.
- Senior Librarian has access to recording of the footage

14.3 Security Staff

In addition, library staff keeps a vigil at the exit points. In case of alarms at the RFID gates, the staff quickly rushes there in order to stop the user from carrying a book without issuing.

14.4 Library Attendants

Library attendants have been allotted different sections of the stack rooms as well as computer terminals and they monitor these areas.

15 Physical Ambience

15.1 Cleanliness

Library is a central resource department that is the backbone of all academic programmes of the university. Therefore, the library must be kept spick and span always so that students and faculty would be motivated to spend time in the library. Library needs to have a system to monitor the upkeep of the reading hall equipment and shelves.

15.2 Electricity and Water and Ventilation

Library needs to ensure that these essential things are always working, and users would not be put to any inconvenience.

15.3 Floor Plan and Direction/Guideposts

Library shall have floor plans and proper directions/guideposts for people to move around the library looking for resources/services.

16 Managing the Performance of Library team

The University library is managed by a professionally qualified and competent team. The performance of the team shall be regularly improved by taking the following measures:

16.1 Clearly defined Job Descriptions at all levels

Each member of the library team shall have a clearly defined, unambiguous job description that facilitates and gels with the library's and then University's Mission and Vision Statements. The organization chart with a clear reporting structure be developed for having effective span of control within the library.

16.2 Quarterly Work Plan and Predefined, agreed Targets for achievement

Each section in the library shall have a Quarterly Work Plan. Here, the works to be carried in the next quarter and the predetermined, agreed targets for achievements will be decided. There will be a review process after every quarter for assessment.

16.3 General Conduct

Every member of library team shall maintain the highest level of professional conduct in discharging their duties. Staff members are expected to be in their sections always unless otherwise their official duties take them away from the desk. Providing polite and efficient service shall be the motto of the library.

16.4 Department Performance Audit by yearly user feedback surveys

Library will initiate an annual department performance audit wherein the performance of each section of library will be evaluated based on the feedback surveys and user satisfaction surveys. This feedback and evaluation will certainly help library to overcome any lacunae in the facilities and services being provided.

16.5 Plagiarism software

Library subscribes to the Plagiarism check software, **Turnitin**. Use of this software is restricted to the faculty and students of the university. Faculty members will be trained in the use of this software.

Annexures

Annexure 1: Library Membership Form for Faculty / Staff / Others

Annexure 2: Library Membership Form for Students / Research Scholars

Annexure 3: Day Membership/Visitor Membership Form

Annexures 4: Lost/Mutilated Book Replacement Request Form

Annexure 5: Book Recommendation Form/Indent

Annexure 6: Request for Inter Library loan/ photocopy request

Annexure 7: Library Use Certificate

Annexure 1

Library Membership Form for faculty/ staff/ others

Date.....

Name ID Number

Designation Department

Home Address.....

.....

.....

Phone (O) Cell phone

Email address.....

Subjects of interest

I agree to abide by the rules and regulations of the library.

Signature

For official use: Library card issued on

Reference Number.....

Sanne
27
REGISTRAR
PRESIDENCY UNIVERSITY
Registrar
BANGALORE

Annexure 2

Library Membership Form for students/ Research Scholars

Date.....

Name ID Number

Designation Department

Home Address.....

.....

.....

Phone (O) Cell phone

Email address.....

Subjects of interest

I agree to abide by the rules and regulations of the library.

Supervisor's signature

Signature of the Scholar

For official use: Library card issued on

Reference Number.....

Jayashree
28
REGISTRAR
PRESIDENCY UNIVERSITY
Registrar
BANGALORE

Annexure 3

Application for Day Membership/ Visitor Membership

Date.....

Name

Home Address.....

.....

.....

Phone (O) Cell phone

Email address.....

Subjects of interest

I agree to abide by the rules and regulations of the library.

Supervisor's signature

Signature of the Scholar

For official use: Library card issued on

Reference Number.....

Janice
29
REGISTRAR
PRESIDENCY UNIVERSITY
Registrar
BANGALORE

Annexure 4

Lost/Mutilated Book Replacement Request Form

Date.....

Title of the book damaged/ lost

..... Accession Number.....

Name of the borrower..... ID Number

Phone (O) Cell phone

Email address.....

I agree to replace the above book with a new copy before

I agree to pay the cost of the book as indicated by the Librarian.

Signature of the user

For official use: Book replacement details

Sanjeev
30
REGISTRAR
PRESIDENCY UNIVERSITY
Registrar
BANGALORE

Annexure 5

Book Recommendation Form

Date.....

Title of the book recommended

.....

Author.....

EditionYear..... Publisher.....

ISBN.....

Recommended by

Name of the borrower.....

ID Number.....

Phone (O) Cell phone

Email address.....

Signature of the user

For official use: Action taken details.....

Annexure 6

Request for Inter-Library loan/ Photocopy request

Date.....

Title of the book/ article

.....

Author.....

EditionYear..... Publisher.....

Journal title.....

Volume Year Pages.....

Name of the user.....

ID Number.....

Phone (O) Cell phone

Email address.....

I agree to pay the charges for inter library loan/ photocopy charge

Signature of the user

For official use: Action taken details.....



Annexure 7

Library Use Certificate

Date.....

This is to certify that Dr/Mr/Ms..... of
..... has visited and used the Presidency University
Library during and

Signature

Sanne
33
REGISTRAR
PRESIDENCY UNIVERSITY
Registrar
BANGALORE