# NETAJI SUBHAS UNIVERSITY
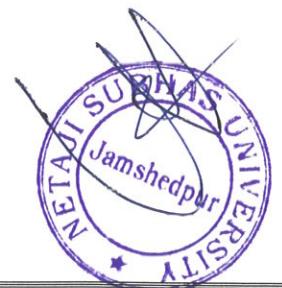## POKHARI, JAMSHEDPUR
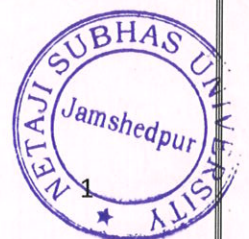


# LIBRARY MANUAL

Approved by the Academic Council Meeting held on

07th December, 2024

**Dist. East Singhbhum**
**JHARKHAND**
**(INDIA)**
Website: www.nsuniv.ac.in

# LIBRARY MANUAL

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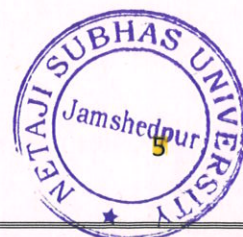
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# 1 Preamble

## 1.1 Role of Library

The Netaji Subhas University 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, procedures, 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 Policy 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.

### 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 there by touching all the Members
- Develop compatible information retrieval tools and services.
- Provide flexibility to the professional staff to take in dependent decisions and show creativity in their activities and services.
- Strengthen the basic infrastructure all facilities required to promote and maintain functionality and performance.
- Address the issues that concern the n ewer 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
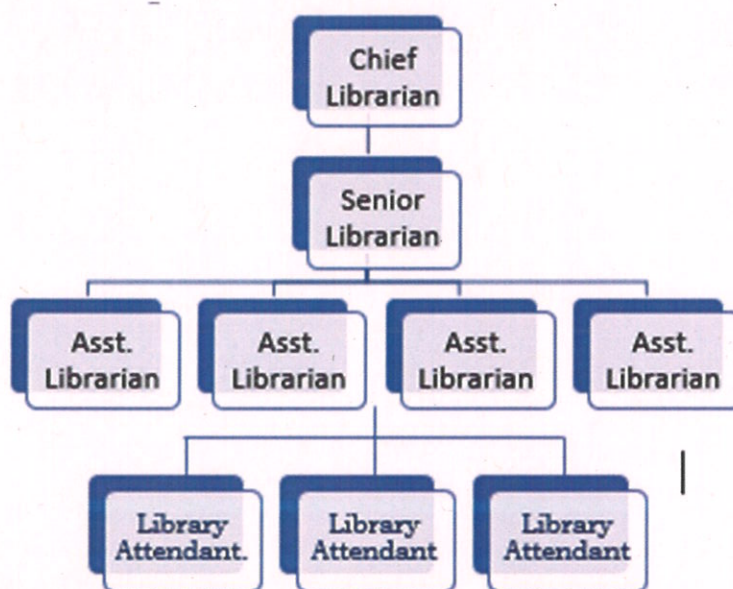


## 1.4 Library Hours
7.30am to 4.30pm; Library hours will be extended as and when required subject to the nature of requirement and availability of transport for the students.

## 1.5 Library space
Library is located in the Management Block. Put together, the total area there are about 25678 books, 120 seats and 05 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
- All Deans or their nominees from each faculty as members
- Two University Professors to be nominated by Vice-chancellor 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.,
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 f or 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 minute's hall be recorded by the Member Secretary and circulated to all members for consideration and approval.

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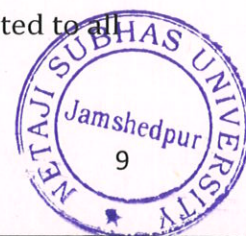
# 3 Library Budget and Finances

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 etc)

- Operating Expenditure

    - Journals/periodicals(Renewal and new subscriptions)
    - Online Archival and Bibliographical Series including-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 is 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 Book Procurement

## 4.1 Process Work flow is given below

### 4.1.1 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.

### 4.1.2 Accessioning
- Accessioning: Entering the details of the Invoice and Books in Accession Register;
- Entering the details in the Library Database on Process;
- Maintaining the Bills Files

### 4.1.3 Invoice Processing
- Receiving Books from Suppliers/Vendors;
- Cross-checking with Purchase Orders;
- Price Proof Verification;

### 4.1.4 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

### 4.1.5 Cataloguing
- Bibliographic Details of each book is entered into Cataloguing (On Process)Module database according to AACR2 Standards;
- Assigning Keywords: Minimum three key words are assigned to each title;
- Data validation: Regular editing of various access points in the database like Author, Title, Class No, etc.

### 4.1.6 Processing of 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;
- Send the completely ready book to New Arrival Rack, Reference Section or Reserve Shelf, as the case maybe;
- Bring out New Arrivals list.

### 4.1.7 Vendor Follow Up
- Titles Not Supplied;
- Reminders to Suppliers fortnightly.

## 4.2 Non-Supply of Books
Process to be followed

- Fortnightly follow up with the vendors;
- Evaluate the supply status;
- Change supplier and re-order books;

## 4.3 Maintenance of Files and Records
Following records/files will be maintained properly:
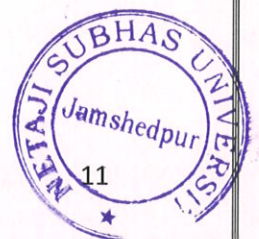
- Accession Register;
- Invoices;
- Approvals;
- Budget/Finance

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

## 4.4 Subscriptions of Journals

### 4.4.1 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;

### 4.4.2 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

### 4.4.3 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:

- Ephemeralmaterial(e.g.newsletters,progressreports,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/Journalsthathavebecomeunserviceable/mutilatedduetoheavyuse, 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
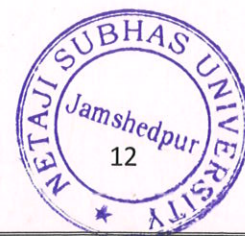
- Occasional Papers
- Discussion Papers
- Technical/Trend Reports
- Brochures
  - Prospectus etc.

## 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.

## Maintenance of Records

Important records preserved are:

- Journal Subscription Registers;
- Subscription Orders; and
- Approvals

## 4.5 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.

### 4.5.1 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.

### 4.5.2 Negotiation.

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

### 4.5.3 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;
- Analyse the Usage statistics
- Make a cost benefit analysis by considering all relevant facts
- Take the approval o f the Library Committee
- Take the approval of the Purchase Committee and the Hon'ble Chancellor/President

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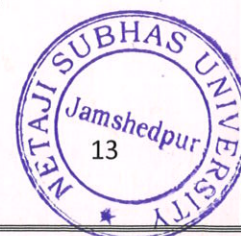
When subscribing to individual titles, same procedure as that of print journals will be followed such as: Preparing the list of journals, duplication checking, finding out price and finally putting up for the approval of Library Committee/Purchase Committee/ Hon'ble Chancellor/President.

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.

### 4.5.5 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.

## 5 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
- Attending to the Users' queries for effective interpretation of library rules and regulations;
- Maintenance of" Circulation Module" of Library Management Software and updating of all data related to library users;
- Sending Reminders to overdue documents users;
- Library Orientations/Information and Digital Literacy;
- Assisting the users for accessing OPAC and Reference;
- Managing counter operations during Weekends.

### 5.1 Library Fine, Renewals and Reservations
- There will be an overdue charge Re2/-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 14 days, if there is no demand for the book;
- Any book can be renewed only once;

- There new almost be made on or before the due date.

## 5.2 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, 1.5 times of the cost of the book will be payable.

- .

## 5.3 Theft/Misuse of Library resources

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

## 5.4 Issue of Introduction letters

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

# 6 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 receives the library books are:

## 6.1 While Issuing Book

a. Quick glance of the book for any damage.
b. Ensure that the User writes signs on the Book card.
c. Enter details in to Issue Database.
d. Discharge the books as per system uses.
e. Stamp the due date on the label;
f. After checking, hand over the books to the user.

## 6.2 While receiving the books

a. Quick glance of 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)a s per system adopted.
e. Cancel the entry in Book Card.
f. Send them to stack for Shelving.

# 7 Borrowing entitlements for faculty/Students/Admin

The numbers 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 | 28 |

| | | |
|---|---|---|
| Adjunct/Visiting faculty | 4 | 28 |
| Research Scholars | 4 | 28 |
| Students | 2 | 28 |
| Admin | 2 | 28 |

# 8 Borrowable and non-borrowable items

## 8.1 Borrowable Items
- Books from the general shelf

## 8.2 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 Encyclopedia Examination study materials, etc.

# 9 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.

## 9.1 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.

## 9.2 Shift towards -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 Stock Verification and Procedure to Write off Books

## 10.1 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
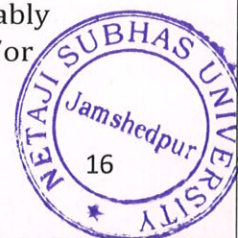
mutilated documents that need repair, or to weed out from the library collection.

- Some loss of publications is inevitable especially in the context of open access practice in libraries
- Loss of 5 volumes per1000 volumes issued and/or consulted in a year may be taken as reasonable.

## 10.2 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 any type of 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  User Services

## 11.1  Reference Service

Library houses many important reference sources like Encyclopedias, 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.

## 11.2  Information and Digital Literacy/Library Orientation

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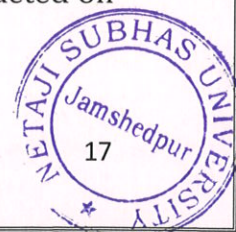
# 12   ICT Services Division

## 12.1  Cyber Library-Acceptable Use and Code of Conduct

- Do not connect our 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, key board 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 the library staff in case of any computer related problems.
- Please keep the cyber library clean.
- Keep silence in cyber library.

# Guidelines for Fair Use of e-resources at Netaji Subhas University Library, Jamshedpur: Usage Policy

- Electronic resources such as e-journals, e-databases, e-books made available by Netaji Subhas University Library, Jamshedpur are for academic use.

- These resources can be searched, browsed and material may be down loaded 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 Netaji Subhas University Jamshedpur from accessing these resources.

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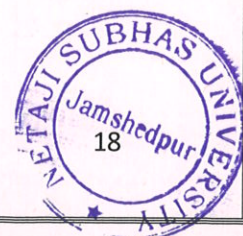
Users to ensure that the use of electronic resources does not breach the terms and conditions specified in the license agreements.

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

The following actions are prohibited:

- Providing access to anyone other than Netaji Subhas 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.

## 12.2 From Netaji Subhas University Library:

Netaji Subhas 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 Netaji Subhas University users to abide by the usage policy as any breach of rules causes in convenience to other users as a result of blocking or suspension of access. If you have any questions, please contact Netaji Subhas University Library staff.

## 12.3 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-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, on lines hopping, 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
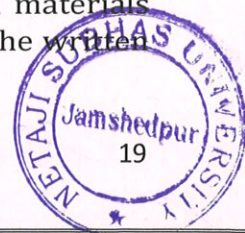
permission of the administrator.

- 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..
- 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.

# 13   Library Security System

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

## 13.1   Closed Circuit Camera System (CCTV)

- Library has installed cameras across different, 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

## 13.2   Security Staff

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

## 13.3   Library Attendants

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

# 14   Physical Ambience

### 14.1 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.

### 14.2 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.

### 14.3 Floor Plan and Direction/Guide posts

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

## 15 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:

### 15.1 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 libraries 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.

### 15.2 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.

### 15.3 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.

### 15.4 Department Performance Audit by yearly user feedback surveys

Library will initiate an annual department performance audit where in the performanceofeachsectionoflibrarywillbeevaluatedbasedonthefeedback surveys and user satisfaction surveys. This feedback and evaluation will certainly help library to overcome any lacunae in the facilities and services being provided.

### 15.5 Plagiarism software

Library subscribes to the Plagiarism check software. 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.
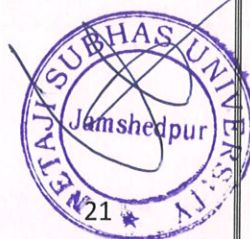
# Annexures

Annexure 1: Library Membership Form for Faculty / Staff

Annexure 2: Library Membership Form for Students/ Research Scholars

Annexure 3: Lost/Mutilated Book Replacement Request Form

Annexure 4: Book Recommendation Form/Indent

## Annexure1

### **Library Membership Form for faculty/staff**

Date........................

Name ...................................................... ID Number

.....................................Designation.....................................................Department

.................................

Home Address..................................................................................................

................................................................................................................................

................................................................................................Phone(O)...

.....................................Cellphone......................................................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
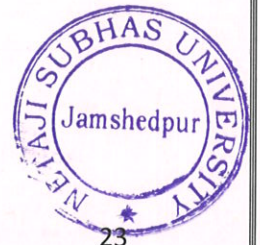
Number..............................................................

Annexure2

**<u>Library Membership Form for students/Research Scholars</u>**

Date.....................…..

Name ............................................................ ID Number

.................................Designation................................................................Department

...............................

Home Address............................................................................................…

.......................................................................................................................…

...........................................................................................................Phone(O)...

...................................Cellphone...........................................Email

address................................................................................Subjects o

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
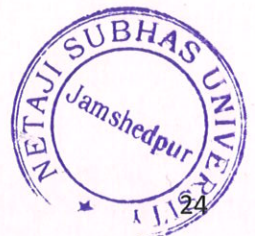
Number...................................................…

## 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

## Book Recommendation Form

Date......................

Title of the book recommended......................................................................................

..................................................................................................................................A

uthor.......................................................................................................................

Edition ....................Year....................... 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................................................................................