1. Introduction

The global changes particularly the Information and Communication Technologies (ICT) have impact on the functioning of academic libraries. The developments in ICT have changed the users' expectation from the academic libraries in different ways. The ways to build collection and services to the end users vary from the recent past practices. To meet the end-users demands effectively, the academic libraries need to identify and adopt good practices and benchmarks. Thus, preparing guidelines in a standardized way based on the best practices employed by libraries is significant which will ultimately enhance the value based services of academic libraries.

Library and Information Services of Higher Education institutions play a central role in enhancing the quality of academic and research environment. The National Accreditation and Assessment Council (NAAC) strive for quality and excellence in higher education and advocates for enhancing the role of Library and Information Services in improving academic environment. Though, it is institutional accreditation that the NAAC does, the assessment of a library, a vital sub-unit, is a key step that integrates itself with the overall evaluation. Library is the fulcrum of support for the entire range of academic activities on an educational campus. In today's high-tech learning environment, the library as a learning resource is taking up increasingly more academic space and time in the life of a learner. In times ahead, this will be even more so. Thus NAAC has decided to identify the set of best practices in Library & Information Services, with the help of a few case presentations from few selected libraries of the accredited universities and colleges. This is a great initiative in promoting the libraries in identifying and sharing good or best practices that can be adopted in the Indian academic environment. Best Practice may be innovative and be a philosophy, policy, strategy, program, process or practice that solves a problem or create new opportunities and positively impact on organizations. Institutional excellence is the aggregate of the best practices followed in different areas of institutional activities. In general, the use of technology and innovative ideas lead to evolve best practices in library and information environment.

The data on best practices have collected on a format developed by NAAC and presented tem under the four broad areas viz. A. Management and Administration of Library B. Collection and services C. Extent of use services D. Use of Technology. A database of the documented practices will be available in NAAC website and regular updating will be made with consultations on contributing institutions. The best practices all have mentioned might be in practice in many institutions. We have mentioned the name of one contact for further details as it was submitted to us by that particular institution.. We do hope that the outlined practices may serve as one of the ways to strengthen the library and information services of academic libraries.

2 A. Management and Administration of Library

Library and Information System Management is the basic and core activity which helps the user community in identifying and accessing knowledge resources in an academic institution. It also comprises the activities performed in relation to the development of vision, mission, goals and policies of the library, working hours, stock verification methods, copyright issues, membership, budgeting and reporting, resource mobilization, technical processing methods, manpower development, basic amenities and facilities as well as collection development management or information resources development, technical services, information services generation, technological, legal and copy right issues, to name a few. It also concerns with strategic planning of LIS in present and future operations. Identifying and internalization of best practices in the management and administrative functions at regular interval would enhance the collection development process, services dissemination and use of the library as a whole. Active participation and periodic meetings of library advisory committee, involvement of librarian in academic activities of the college/university, support from the management, participation of the users, standard facilities with innovative library buildings, regular flow of resource generation, skilled and qualified staff deployment with further training, capacity building in terms of information and communication technology, information dissemination facilities etc. are a few areas where best practices can be accommodated. Appropriate planning and fore thinking is required in attaining the above mentioned with a detailed analysis of user base, objectives of the affiliating institution and its future strategies. As the management and administration of the library is pivotal in collection development and delivery of information products and services to the end users, adoption of best practices in this area lead to continuous improvement in overall performance.

Listed below are the best practices adopted by the respective institutions in management and administration of the library system. An effective management of library supports excellence in the students, supports divergent research needs on and off campus, continues to adopt changes, and contributes in strengthening the academic life in the campus of the institution in all aspects.

1. Observation of other library practices by institutional visits

Goal of the practice: The goal of the practice was to refresh the library staff members and educate them about the prevailing work practices in other college/institutional libraries.

The process: The library staff member are taken for a one-day visit to other College/ Institutional libraries to study their functioning, the purpose being to refresh them and also make them aware about the best practices followed elsewhere.

Impact of the practice: There is qualitative improvement in the services offered to the students by the staff who have become enthusiastic and resourceful

Resources required: Library staff members who are open-minded and eager to know and learn the best practices followed in other libraries. Financial support from the management to organize such visits.

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St. Joseph's (Autonomous) College,
Tiruchirapalli – 620 002
Tel: 0431-2721417/2721418
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Web: www.sjctni.edu

2.In -service program

Goal of the practice: The Goal is to motivate professional staff to enhance their skill and expertise in conventional and e-library associated services and operations.

The process: Staff members are given the opportunity to familiarize and expertise with library automation, e-library services by arranging in-house and external training programmes. By rotation of staff at various sections, on - job training is also given. Staff Development programmes organized on the areas such as Gardening, Yoga, Health and Team building.

Impact of the practice: The morale of the staff has been increased due to the training and expertise in recent areas of library operations. E-skills such as web hosting, automation have been acquired by the professional staff. As the out come, the quality of library services and usage has been enhanced.

Resources required: Training of the staff in use of new systems and techniques has to be arranged. Funds are required with the support of management.

For further details/contact person: The Principal/ Convener Library Committee
St. Agnes College, Mangalore -575002
Tel: Phone 0824-2218414
Email. stagnes@vasnet.co.in

3. Staff promotional practice

Goal of the practice: To develop a clear promotional policy to the library staff and thus enhance the performance level in University Library System

The process: Designing and implementing a transparent promotion policy with requirements in terms of qualifications, length of service, expertise, regularity etc, with a time frame for promotion. A clear job description and responsibility has to be ensured.

Impact of the practice: The practice made the library staff in acquiring necessary qualifications and experience required to get a promotion to the next higher grade. As the transparent promotional policy informs the staff on their roles and responsibilities, it motivates and brings excellence in the information products and services of the library.

Resources required: Drafting of the promotional policy, discussion with the staff is required for which the staff involment is important. Implementing the Policy at regular intervals based on the review of the performance and   with necessary requirements.

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University of Hyderabad
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4. Maintenance of service areas

Goal of the practice:	To maintain cleanliness inside & and outside the library and provide suitable atmosphere for reading and searching.
The process:	Library is a place where many people visit to read, consult and borrow reading materials. It is necessary the atmosphere in the Library is inviting with cleanliness of areas in and outside of the library. Maintenance of calm and neat atmosphere in the reading and stack areas is a must for concentrated reading and searching of materials. IGM Library concentrated to achieve this to provide the users clean and green environment including dust free environment in the stack and reading areas.
Impact of the practice:	Library Users are appreciative of the library efforts in keeping the entrance, reading and stack areas neat and clean. Green lawns in front and also in the courtyard within the library are a place of attraction for many users for reading in the evening and night. The lawn in front of the library is also used for academic group discussions on various topics by the faculty and students.
Resources Required:	Outsourcing the cleaning and mopping activities including maintenance of toilets. Dusting and Shelving of reading materials promptly on regular basis. Maintenance of reading tables and chairs etc.
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5. Special deposits scheme

Goal of the practice: The goal of the practice is three fold:

1. To provide facilities of the learning resources center (Library) to outsiders.
2. To ensure optional use of the collection and services.
3. To generate additional financial resources to the learning resources Center and there by to increase the number of services as well as user satisfaction.

The process: The learning resources Center started a Special Deposit Scheme (SDS) in 2001 to provide an opportunity to off campus users (Specially economically backward classes) to avail the facilities of the library resources and reading room at close distance and affordable costs.

Impact of the practice: Members of SDS have benefited in getting reading facilities closer to their homes, as a consequence, many could successfully clear various competitive exams like NET, SLET and University affiliated courses. Resources generated between 2001 – 2006 have been extremely helpful in building up infrastructure of the library.

Resources required: An enlightened Management.

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Mahila Mahvidyalaya
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Nagpur – 9
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E-mail :crekhak@yahoo.co.in

6. Resource generation (through external membership)

Goal of the Practice: The goal was to facilitate access of library services to students of affiliated colleges of the university for their studies, research as well as for exploiting their professional knowledge. As a consequence, to be able to generate financial resources and thereby supplement the monies received by the library so as to provide additional user services.

The Process: Library facilities are made available to the faculty members, administrators, students of the 108 affiliated colleges of Mangalore University on all working days. While individual members are charged Rs. 500/- per year, institutions are charged at Rs. 1,000/- per year. For institutional membership, five cards are issued.

Impact of the Practice: While a couple of lakhs are earned annually through external membership, more importantly, access is being provided to the users from affiliated colleges who do not have adequate library facilities.

Resources required: Committed library and information professional staff who can conduct practical training programmes for students. One professional to monitor the activities.

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Fax:0824-2287289
E-mail: mkb@mangaloreuniversity.ac.in
Web: www.mangaloreuniversity.ac.in

7. Resource generation (through internet service)

Goal of the practice: To avail the use of web/ online resources to the College and other University faculty and researchers, where the facility is not available and to generate funds through nominal fee to provide uninterrupted services.

The process: Computers with printers made available to the external users from various colleges teachers of self-finance institutes, academic staff training colleges and other Universities. The following services are provided free and with nominal charges.

Creating email id	Free	Downloading of review of literature from CD ROM Databases per CD	Rs.10/-
Infonet services (Online)	Free		
Inter Library loan	Free		
Document Location Service (Stack room & Periodical)	Free	Internet Browsing Charges per hr	Rs.10/-
		Photocopying charges per copy	Re.1/-
		Email information Transfer	Rs.10/-
		Use of Computer For personal use per hr.	Rs.10/-
		Password free eJournals per subject download charges	Rs.25/-
		Identification and downloading website clusters	Rs.10/-
		CD Databases search per topic	Rs.10/-
		Co-authors Finding	Rs.25/-

Impact of the practice: The practice made effective marketing of information and information products. The faculty and research students from other Universities and Colleges, institutions get benefit of accessing the information resources at right time. The library has earned a sum of Rs. 6.5 lakhs during the past 3 years and the fund has been used in providing better services

Resources required: Deployment of committed library and information professional staff and trainee students who can help and monitor the users in using the facilities.

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Madurai Kamaraj University, Madurai – 6250021
Tel. 0452-2458465, Fax: 0452 – 2459181/2458449
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8. Student internship programme

Goal of the Practice: To provide practical training in the different sections of the library to library and information science students and thereby get a clear understanding of library mechanics.

The Process: The students were divided into groups (two students per group) and a work and time schedule for posting the student groups in the different sections was prepared; a brief orientation of the work in different sections was given before the starting of the schedule. After the completion of every posting, an oral feedback was ensured. At the end of the schedule, a written report was prepared and presented by the student groups.

Impact of the Practice: The practice provided hands on experience to students and thereby they could get a clear understanding of the functions/activities in each section of the library. In addition, there was confidence building in students, and there was an enhancement in the judgment and communication ability of students.

Resources required: Committed library and information professional staff who can conduct practical training programmes for students.

Remarks, if any: A library which has all the systems in place is a pre-requisite.

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Sarojini Naidu Govt Girls P. G. (Autonomous) College
Shivajinagar, Bhopal – 462 016
Tel: 0755 – 2763311, Fax: 0755 – 2552560
Email: snggpget_bpl@sancharnet.in
        Bkhanuja04@yahoo.com
Web: www.mp.nic.in\highereducation\snggpgcb

9. Student participative programme

Goal of the Practice: The goal of the practice is to involve students in the maintenance of the library and thereby inculcate service mindedness in them on the one hand and library consciousness on the other.

The Process: The students are imparted knowledge about the library and it's functioning by trained staff before involving them in the activities of maintenance and up keep of the library.

Impact of the Practice: Development of a positive outlook and attitude in students and awareness about the value of a library and its services. In addition, the maintenance staff is benefited by the assistance of students.

Resources required: Dedicated professional staff to train students. A Minimum fund and the consent of the management is required.

Remarks, if any: A large number of students have opted for this programme and now the number is restricted to make the programme effective.

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10.Earn while learn programme

Goal of the practice:	To employ research students to work in the Library 20 hours a week.
The Process:	Library has several part-time jobs for the students to work in the Library under earn while learn program. The research scholars, who do not have any financial assistance, are selected to work in various sections of the library. Eight Student Assistantship Programs are available in the library to work for 20 hours a week without affecting their regular research work. They are paid Rs.3,000 per month. They are trained to assist the library staff members in different types of regular non-technical works.
The Impact of the practice:	Several students get financial support to meet their expenditure during their studies in the University. The students expressed that the jobs in the library are interesting and useful to know the reading materials in their area of interest. They are able to understand the behind the scene works in the library, which is not visible to the users. This has improved the relationship between the library staff and the users in understanding the intricacies of services the library staff provide them.
Resources required:	Budget allocation under Earn-While Learn Program. Selection of students and train them on the jobs to perform routine non-technical works.
For further details/ contact person:	The University Librarian University of Hyderabad P.O. Central University Hyderabad-500 046 Telefax: 040-23010318 e-mail: igmlnet@uohyd.ernet.in Web: www.uohyd.ernet.in

11. Library science as optional course/paper

Goal of the practice: The goal of the practice is to create awareness about the library and its functioning and to encourage students to opt for formal library science courses.

The process: Library science optional course is offered as a semester course for both arts and science students at the graduate level. The curriculum includes basic knowledge of library management that helps the students in getting a general understanding of the importance and use of libraries in different contexts.

Impact of the practice: There is recognition / appreciation among the students of the library and its use in an academic environment. A positive impact is seen, in that these students have opted for full-time formal course in library & information science after their graduation.

Resources required: Course material and staff for conducting these optional courses.

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Web: www. ladydock.org

2. B. Collection and Services

Collection Development / Management and Information Services Generation are two important interrelated functions that facilitate the provision of the right information to the right user at the right time and thereby conformance to the five laws of Library Science is ensured. However, collection or Information Sources Development should be based on sound policies and programs. Therefore, there is a need for the formulation of Collection Development Policy which takes in to consideration factors, such as users and their informational requirements, subject boundaries to be covered by the information sources, Documentary and Non-documentary sources to be covered, priorities and limitations, if any, methods of procurement, type of materials if any, governing the selection like; forms of materials to be collected or excluded, languages and geographical areas to be covered, chronological period to be covered or excluded, extent of duplication of materials, if any, methods of procurement, type of collection agreements that can be considered at local, regional, national or international levels. Nevertheless, technology is changing how we collect, store and access materials. Future for libraries therefore lies in a policy of access rather than ownership, as most material will be in electronic form in future and due to economic grounds. For the time being, perhaps it can be on-the-spot access to current materials and remote access to older material leading to the concepts of CORE COLLECTION AND CORE ACCESS. Of course, the problem of integration of electronic resources with traditional forms needs to be addressed by the profession.

Best practices in collection development would include a well defined Collection Development/Management policy that ensures access to peer reviewed journals procured by individual and/or consortia approach as well as networked access to documents of all types available in other academic libraries through inter-institutional cooperation; and a well thought of weeding policy in the libraries so as to maintain an active balanced collection. In the context of Library and Information Services (LIS), the library/information center should provide appropriate services geared to the different requirements of different user groups' students, teachers, researchers, etc in the academic libraries. In addition, technology will shape users' expectations whose demand will increase. They will want approaches that are user focused and will demand for customization, interactivity and excellent support, interactive and inter connected services will be most valued. Hence collaboration among all types of libraries could lead to new solutions and new services that best address the changing needs of users. Perhaps, a variety of services ranging from reference to electronic information services have to be delivered both, in anticipation and on demand. Information analysis and consolidation services, appropriate orientation and information literacy training programs, service for the un- reached segments would be the order of the day.

Listed below are the best practices followed in selected libraries in the area of collection and information services.

12. Compact storage of less used collection

Goal of the Practice:

Every Library will have its less used collection. Over a period of time these collection will increase due to the syllabus changes, out dated contents etc. This will reduces the chances of the popular book to draw the attention of its users due to crowded less used books. Hence it was felt appropriate to separate the less used collection and shift to the compact shelving.

The Process:

The process of separating less used collection is done with the help of circulation data and the suggestions of Faculty and Students. These less used books are being stored in the compact storage unit. As all these books are already in the digital database, their location will be shown on dormitory storages. Once the user searches the OPAC and demand for any of these less used collections. The Library staff can find and supply the required book and replace after its use.

Impact of the Practice:

The major problem of less used books can be reduced to zero. At the same time intellectual knowledge contained in these less used books will be retained for the reference of the future generation. User's time in retrieving the documents also is saved.

Resources required:

Compact Storage furniture, necessary building/ Space, Identification though OPAC.

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13. Collection development in different formats

Goal of the Practice: To focus on collection development in different formats and organization and maintenance of collection.

The Process: Libraries should focus on accessing the materials in digital formats together with the other collection. Development of hybrid library with the acquisition of digital collection with the print collection.

Impact of the Practice: It is necessary to evaluate the resources on the web and integrate URL link to OPAC for the users to access filtered and appropriate information. Licensing agreements with unlimited access facility enable the users to consult the materials 24/7.

Resources required: Collection Development Tools, System to streamline the procedures to acquire, process and shelving the reading materials. To organize the materials bay guides and shelf guides for easy location. Computer terminals to the users with Internet facility to access the digital resources.

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University of Hyderabad
Hyderabad – 500 046.
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igmlnet@uohyd.ernet.in
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14. Library book exhibition

Goal of the Practice: The goal is to make awareness among the students on the latest books available in their subjects.

The Process: A set of reputed book publishers and distributors are invited to display the recent books in the exhibition.

Impact of the Practice: Book selection process is possible for the faculty members and the students are interested to buy books for their information needs.

Resources required: Sufficient space needs to be provided to the booksellers to exhibit their collections.

Remarks, if any: It can be enlarged in future by inviting the database vendors to display digital resources.

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15. Extended library opening hours

Goal of the Practice: To provide uninterrupted reading facilities to the users in a conducive atmosphere.

Those who can't visit the library during the day-time can make use of the Library in the evening hours.

The Process: This process is carried out by proving the following.

Two reading halls having reading capacity of 500 readers (9 a.m. to 9 a.m.)

Textbook section (8 a.m. to 10 p.m.). Outer Reading hall is open 24X7. Readers can bring their own reading material.

Impact of the Practice: Textbook consultation has increased.

Hall remains open with 100% occupancy.

Useful for students preparing for various competitive examinations.

Very fruitful for readers who are unable to visit the library during daytime.

Resources required: Additional working heads.

Additional space of approx 9000 sq.ft. and 300 seats for outer reading hall which remains open for 24 hours a day and 362 days a year.

Remarks, if any: Awareness about the value of this practice needs to be created among users.

For further details/ contact person:
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A.C. Joshi Library
Panjab University, Chandigarh.
Tel: 0172-2548159 (O), 0172-2542238 (R)   Fax: 0172-2548159
E-mails: anandvk@pu.ac.in

16. Extended hours of service

Goals of the practice:	To keep the Library Hours to be 7 days a week and 16 hours a day to enable the users to exploit the reading materials.
The Process:	Library is kept open for 16 hours a day i.e., 8.00 am to 12.00 midnight during week days. Students, Research Scholars and Faculty members are busy during the normal working hours. Most of the students staying in the Campus and day scholars need the facility after their class and lab works.
The Impact of the practice:	Number of students using the Library facilities have expressed that they are able study in the evening and also after taking Dinner hours. They want this facility to be extended 24 hours a day. Library is exploring the possibility to meet their demand. Users are happy that the library database and digital collection is available 24 hours a day and 7 days a week.
Resources required:	Reorganization of staff duties, Organization of shift, holiday duties on rotation basis to all the staff members, Strengthening the security of reading materials.
For further details/ contact person	The University Librarian, University of Hyderabad P.O Central University, Hyderabad- 500 046 Telefax: 040- 23010318 E-mail: igmlnet@uohyd.ernet.in URL: www.uohyd.erent.in

17. Collection enhancement in hybrid library

Goal of the Practice: To focus on collection development in different formats and to organize the collection in ideal way.

To maintain CD/DVD collection using CD server to access the content.

The Process: This process is carried out by proving the following.

By providing CD servers.

By providing Internet facility.

Impact of the Practice: The collection usage has increased.

Users are oriented towards the use of collection

Resources required: Infrastructure and systems, servers and networking.

Trained library professionals.

Remarks, if any: This is one of the solutions in the digital library.

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2.C. Extent of the Use of Services

The Cascade of information sources and information explosion requires the libraries to play increasingly significant role in evaluating resources and educating the user. New skills and approaches are required for assessing the user's specific requirements. Satisfying with the existing services would not promote the standards and quality of information services. Hence continuous user promotion and information literacy programs have to be launched with novel ideas to enhance the use of services. Besides the traditional user education and feed back of the users, there are a few user education and use measurement practices which are essential for academic libraries.

The major priorities in information services

For a better and qualitative information service the academic libraries need to play significant role**.** They have to build the users' trust in the academic library services and to get them to use the services to capture information once, and then to share it across all relevant services to make information widely available, and to provide equal access to all.

They need to ensure that they follow guidelines on accessibility, usability and design produced by the national and by international standards. They have to achieve consistency in information provision, e.g. by establishing a common look and feel across academic libraries.

The following practices are crucial in academic information services in enhancing the use.

To maintain the currency of information by updating it and removing out of date material.

To provide the wide access to information in a multiplicity of ways, e.g. to accommodate both the naïve and experienced user; e.g. to accommodate both the need for a quick, simple, targeted answer and the need for an exploration of detailed information and publications so users can become knowledgeable and empowered to engage with academic activities

To provide a range of information tools to access so users can choose to the available options.

To ensure that providing specific user groups with controlled views of information on required topics (which enables the institution to target information, and the user to obtain information easily) does not result in the users being prevented from finding other information that they determine they want.

Some of the best practices followed in measuring and enhancing the use of services in selected colleges and universities are outlined below.

18. User Education (Information literacy programme)

Goal of the Practice: To orient the newly enrolled library user to the facilities and services provided by the library.

To raise awareness about the services.

To optimize usage of the library.

To provide guidance on accessing electronic databases (infonet) to faculty and scholars.

The Process: Staffs man the reference desk and meet the members who walk into the library and gather details of information needs and take them to the process of retrieving information from the library. Information on search/query is collected on a proforma designed by the library. Formal training on using Internet to access INFONET databases is arranged every fortnight at the library for the benefit of faculty and scholars.

Impact of the Practice: Feedback is obtained to evaluate and enhance quality of information services and products.

Resources required: Staff resources (both in terms of skill and time) internet access, external experts (trainers)

Remarks, if any: Helps in precisely enunciate the information needs of the users

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19. Initiation to fresher (Information Literacy Program)

Goal of the practice: To acquaint the new students in understanding the services the library provides them. To enable the students to exploit the information resources available in the library to supplement their learning process to support class room teaching.

The Process: Library has been conducting Orientation Program to the new students admitted every academic year. Library has drawn formal orientation classes in the library. Students attend the program according to the time-table drawn by the library. First 10 days, after they are admitted to the courses, a formal request is made to the Deans / Heads of Schools and Departments. to encourage the students to attend the orientation program as per schedule. Students are explained about the resources, facilities, services the library provides them. They are taken round the library apart from training them in searching the library database, e-journals, e-mail and Internet browsing etc. The schedules are drawn based on the subject/discipline to go into the details in 90 minutes duration.

Impact of the process: Students find it useful to know about the resources available in their discipline. They know specific locations of different types of materials and the privileges the library provides them. The hands-on training in using the e-resources, OPAC etc is appreciated.

Resources required: Trained library staff to handle classes. Guides, brochures, rules and regulations of the library for distribution.

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URL: www.uohyd.ernet.in

20. Preparatory course for students' projects (Information literacy programme)

Goal of the Practice: To develop awareness of library resources and then usage in relation to preparation of assignments, term papers, project reports, etc.

The Process: Guidance/training in groups and individuals is imparted in preparing assignments and project reports. Instruction on literature search, compilation of bibliographies, citation of references, etc. is provided by the librarian.

Impact of the Practice: Serves as an excellent orientation to research report writing especially in organization of references.

Resources required: Invited faculty from neighboring institutions to supplement librarian's expertise is required. For developing course material staff time is required. Some recurring expenditure as honorarium to invited faculty needs to be given.

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Web:www.ladydoak.org

21. User orientation (Information literacy programme)

Goal of the Practice: Creating awareness on library resources, facilities and services among new users and thus to ensure optimum use.

The Process: This is orientation programme to freshers who have joined the college during the academic year. Instruction and presentation on use of catalogue and familiarization with organization of collection, type of resources available and range of services provided is highlighted. Information on rules and membership enrollment is provided. Students are taken on conducted library tours in groups to familiarize with various sections of the library.

Impact of the Practice: Encourage students to use the library by motivation. Inculcate reading habits and self study among the students particularly undergraduate students.

Resources required: Preparation of presentations, lectures, manpower to do so and promotional materials is required.

For further details/
contact person: The Principal/ Librarian
Loyala College of Social Sciences
Sree Kariyam,Thiruvananthapuram – 695 017,Kerala
Tel. 91-471-2591018,Telefax 91-471-2591760
Email. lcsstvm@asianetindia.com
Web: www.loyolatvm.org

22. Information aids (Information literacy programme)

Goal of the Practice: To Maximize user involvement, information access and to inculcate interest on new products and services .

The Process: Orientation to freshers on use of facilities and resources is given as part of user education. Promotional materials on various products and services are made available to the users. Through regular displays of new additions user are kept up-to-date on the additions made to the library. Instruction on use of Internet and web resources is also provided.

Impact of the Practice: Increase in percentage of use of periodical, reference, circulation and reprographic sections. Appropriate use of web resources. Optimum utilization of textbooks and other relevant materials in departments also witnessed.

Resources required: Preparation of user aids. Training to library professionals in providing user education. Cost for promotional materials. Space and display materials for timely dissemination.

For further details/
contact person: The Principal/ Convener Library Committee
St. Agnes College, Mangalore -57500
Phone 0824-2218414
Email. stagnes@vasnet.co.in

23. Course module on Library and Information Science (Information literacy)

Goal of the Practice: To impart skills on tools and techniques for users to retrieve information from the library and web through formal curriculum.

The Process: Information literacy programme is delivered formally as part of the course module in Research methodology/ Technical writing in the academic curriculum of Kerala Agricultural University. Information literacy programmes and the skills are imparted using a blend of theory and practical sessions. Training in locating documents using OPAC, searching online and CD databases using Boolean truncation and other search techniques is provided. Users are made to familiarize with Hardware/ Software and other process of selecting, downloading and printing records from internet and CD Server. Customized short duration courses on CD-Searching, online information retrieval are also offered. Instructions and Training is imparted by the professional staff of the library as part of their responsibility.

Impact of the Practice: This programme is highly appreciated by users. Increase in usage of electronic resources is reported. There are evidences of relevant and quality of information retrieved. Increased level of commitment from students is known as the module is compulsory and forms part of the curriculum.

Resources required: Training room with LAN – CD Server, Projector, Printers, Scanner, PCs depending upon the number of students and provision for recurring expenditure. 20 hours of staff time for each module is required.

For further details/ contact person: The Principal/ Librarian
Kerala Agricultural University College of Horticulture
Vellanikkara, Thrissur - 680 656, Kerala
Tel: 0487 - 2370822

24. Library use statistics

Goal of the Practice: To gather feedback on the use of facilities and services. To enable to assess/ increase the quality of services delivered by the library.

The Process: Data is captured through registers maintained at all services points. Main register is kept at the entrance to capture data on footfalls in the library on day-to-day bases. The data captured is analyzed periodically. The findings will then be fed into the decision making process. It is found that 300 users visit every day and 35 – 40% of these are from outside the University. Internet, periodical and theses units have the maximum usage as evident from the statistics.

Impact of the Practice: Helps in optimum deployment of manpower and other resources. It also helps in assessing the life cycle of information products or services. Helped in enhancing the he quality of the services like literature search and digital repository.

Resources required: Maintenance of user register, staff time in terms of monitoring, recording and analysis of use data.

Remarks, if any: Consistency in observation and compilation of use data would help in precise decision making in delivering services.

For further details/
contact person: The University Librarian
Madurai Kamaraj University, Madurai – 6250021
Tel. 0452-2458465, Fax: 0452 – 2459181/2458449
E – mail: sriwinsall@yahoo.com
Web: www.mkuniversity.org

25.Library best user award

Goal of the Practice: To attract more students to visit the library and use the resources**.**

The Process: Data is gathered through visitor register maintained in the library. Usage data is compiled through circulation of library items. Based on the above data and the observations of the librarian one best user award are given to the student who has made maximum use of the library. Cash/book in the form of award is given to best user from the each discipline.

Impact of the Practice: Increase in frequency of visits to the library.
Increase in the use of library reference materials.

Resources required: Finance for instituting awards. Maintenance/Monitoring of user statistics. Commitment from librarian and support of management is also required.

For further details/ contact person: The Principal/Librarian
Seshadripuram Evening Degree College
Seshadripuram
Bangalore – 560 020

26. User feedback practice through different formats.

Goal of the Practice: To collect user inputs at regular intervals in different formats to identify and address gaps in facilities and services.

The Process: User feedback is collected on all aspects of library services formally through suggestion box, feedback forms and library services evaluation forms. Appropriate actions are initiated regularly on the suggestion received from the users. Book recommendations boxes are also kept at stack room, reference and reading halls and users are encouraged to recommend books for additions to the library. Necessary action is then initiated and user is kept informed.

Impact of the Practice: Helps in collection development. Changes and improvement in facilities and services.

Resources required: Suggestion boxes printed feedback and services evaluation forms. Monitoring and maintenance.

Remarks, if any: Timely Follow-up actions on users feed back has to be ensured.

For further details/ contact person: The University Librarian
Bangalore University, JnanaBharathi
Bangalore – 560 056
E-mail. <bublibrary@rediffmail.com> Mob. 944967937
Phone .080- 23214001 Fax. 080- 231219295

27. User Feedback Practice thru suggestion boxes

Goal of the practice	To maintain suggestion Box to get User feed back on various services provided to them. To evaluate the feedback forms or letters to improve library services. Streamlining or focusing the services with modifications, if any to meet the User needs.
The Process:	Library is a service center to support the teaching, learning and research needs of the users. Apart from providing regular and routine services, it is necessary to provide new and improved services. It is necessary to get feedback on the regular and new services from the Users to streamline or modify to suite to the requirements of the end users. The feedback forms or letters are opened every day by the Reader Services Section to evaluate them to take further decisions in the matter.
Impact of the practice:	User satisfaction levels have increased. The informal feedback from the users in the form of dialogue also helped to correct or modify certain procedures that helped them. User interaction is encouraged by all the sections on informal basis and this has improved the functioning and activities in the library.
Resources required:	A feedback box near the entry point of the library. The Reader Services Section to open this box regularly to take decisions at their level or at a staff meeting based on the issues. Regularly scheduled meetings of Section Heads to discuss the issues.
For further details:/ contact person	University Librarian, Indira Gandhi Memorial Library, University of Hyderabad P.O. Central University Hyderabad-500 046 Telefax: 040- 230101318 e-mail: igmlnet@uohyd.ernet.in URL: www.uohyd.ernet.in

2.D. Use of Information Technology in Libraries

The impact of Information Technology (IT) is enormous and global in its magnitude. IT has become an integral part of all aspects of the library. IT has profoundly affected library operations, information resources, services, staff skills requirements and users expectations. IT has virtually unlimited potential for variety of useful applications in libraries as it significantly contributes to improved quality, increased productivity, more efficient operations, better resource sharing and more effective services to the users. The proper exploitation of new technologies in library is no longer a matter of choice but a matter of survival in an era of rapidly changing technology and global knowledge society. Today, the success of a modern library is increasingly dependent on the most effective utilization and strategic management of new technologies in libraries. It is believed that the versatility and power of Information Technology which include accommodation of increase workload, achievement of greater efficiency in improving existing services, ability for generation of new services, facilitating cooperation and in providing for an integrated approach without regard to format, location or medium through which it is served, which can light heartedly be called "one stop information shopping" can stand in good stead in the quest for quality and productivity in information services and products.

Library Services need to reach to the user desktops with the use of Technology. Some of the University and College Libraries that are using technology in their libraries spelt out their best practices with specific goals and objectives, the process they adopted, the impact of the practice on the end user and the resources and skills that required using technology etc. These are some practical examples for the libraries, who wish to adopt in their libraries with suitable modification based on their requirements.

These best practices need to be constantly updated as the implementation of Information Technology Tools are used in Libraries with the changes that are taking place in the Information Technology applications. Libraries are encouraged to help in adding value to the existing practices or add new practices that they are adopting for the end user benefit in providing new and improved services.

28. On-line information retrieval (Internet access facility)

Goal of the Practice: To provide online access to globally generated information to the students and researchers.

The Process: One of the most important roles the libraries play in society is providing access to information. Access to current and comprehensive information is important to improve teaching and learning activities. For this purpose, an air-conditioned computer room with five computers with broadband connection of 512 kbps is created exclusively to the students and researchers with a nominal fee of Rs.300 for 50 hours to access online information resources. Library staff members monitor this service during the working hours of the Library.

Impact of the Practice: The User Community received it with enthusiasm. Within a short span of time, it became one of the most utilized services of the library.

Resources required: Five PCs, Computer Tables and Chairs, broadband connectivity of 512 kbps and skilled library staff to guide the users to retrieve relevant information.

For further details/
contact person: Principal
Loyola College of Social Sciences,
Sree Kariyam, Thiruvananthapuram-695 017
Telephone: 0471-2591018, Telefax: 0471-2591760
E-mail: lcsstvm@asianetindia.com
Web: www.loyolatvm.org

29.Free browsing Unit (Internet access facility)

Goal of the Practice:	To provide access to Web resources, to facilitate students easily access Web resources, to educate the users for the systematic approach to the current information to support their projects, assignments etc.
The Process:	Large numbers of resources are available in the Web and students need to be provided with the required facility to access the same. A browsing unit with five computers with Internet connectivity is created for free use by the students during working hours. Librarian and senior faculty members are guiding them in searching the relevant topics and also taking printouts.
Impact of the Practice:	Students are well informed about the e-resources and they are permitted to use the facility only for academic purpose. Students are benefited by getting current information.
Resources required:	Thirteen Computers with multimedia facility with 256 kbps Internet connectivity. Training to library staff in familiarizing e-resources to enable them to guide the students.
For further details/ contact person:	The Principal / Librarian Lady Doak College, Madurai – 2 Telephone: 0452-2530527, 2524575 E-mail: ladydoak@md3.vsnl.net.in Web: www.ladydoak.org

30. Broad band Internet Center (Internet access facility)

Goal of the Practice: To provide Internet access facilities to the users in the library for e-mail, browsing Internet, accessing e-journals, databases, institutional repository, Web OPAC and accessing other libraries etc.

The Process: Entire Campus is networked with OFC connecting all the Schools, Departments and other central facilities. All the services in the library are computerized. Library users are familiar in using the e-resources. Library conducts User Orientation and User Awareness programs on regular basis to expose them to the new environment. Thirty-Six Computers are exclusively placed in the entrance lobby of the Library with 2 Mbps Internet connectivity apart from six computers near the stack areas. All the registered library users are allowed to use the facility from morning 9.00 am to 12.00 midnight. These systems are connected to the UPS for reliable access without interruptions. Designated library staff members help the users and maintain the systems with minimum downtime.

Impact of the Practice: This facility is heavily used from 9.00 am to 12.00 midnight. Library users are satisfied with identifying the resources, search results apart from accessing Web OPAC in locating the reading materials in the library.

Resources required: Thirty Six computers, LAN facility, UPS connectivity, two professional staff members.

For further details/
contact person:
The University Librarian,
University of Hyderabad
P.O Central University,
Hyderabad- 500 046
Telefax: 040- 23010318
E-mail: igmlnet@uohyd.ernet.in
Web: www.uohyd.erent.in

31. Library homepage for Information dissemination

Goal of the Practice: To disseminate current information on various subjects to all the library users in time both online and physical.

The Process: Regular display of information about the latest additions and other current information like job opportunities, fellowships, training, student placement, academic, research and scientific news are displayed on the notice board as well as the library website.

Impact of the Practice: A good number of faculty and researchers regularly use this service and make effective use of their academic and research interests. Timely and wider dissemination made effective use and recognition of Library & Information Services and number of logs to library website increased.

Resources required: Regular scanning of library documents, e-resources, lead academic websites and TV & Radio broadcasts on higher education. Coordination among reference and digital section staff. Library webpage / website, notice boards in appropriate places.

For further details/
contact person: The University Librarian,
Madurai Kamaraj University,
Madurai – 625 021
Telephone: 0452-2458465
E-mail: sriwinsall@yahoo.com
Web: www.mku.ernet.in

32. Dynamic Library Website

Goal of the Practice: To allow the users remote access to the library and feel acquainted with the services of the library and to get satisfactory answers to their queries from the remote access.

The Process: Library has developed its website linking its OPAC. It has also linked to its electronic library consisting of all 4,000 e-journals through UGC- Infonet along with its own subscribed databases. Website also has links to various other resources created by the library. Library has linked to all the free resources on the web and enables the users to personalize their searches using "My Library" Software.

Impact of the Practice: This will enable the user to familiarize with the library activities and access the library catalogues through the remote access. User can also renew/reserve books, access the content pages of his formal journals and ask for a copy of the article to be delivered to him at his work place.

Resources required: Resources required: Campus Networking (OFC), two servers, leased connectivity of at least 2 Mbps speed, at least two computers science graduates to maintain the website.

For further details/ contact person:
The University Librarian,
Bangalore University,
Jnana Bharathi,
 Bangalore-560 056
Telephone: 080-2321 4001, Fax: 080-2312 9295
E-mail: bublibrary@rediffmail.com
Web: www.library.bub.ernet.in

6. Practice:	**33. User feed back through library homepage**
Goal of the Practice:	To disseminate library resources to the users' desktops and to receive user feed back on e based services. To create a new environment and use innovative means to maximize use on the investment in technology and to deliver online services with remote access facility.
The Process:	Library homepage is key to its resources with extended facility to link useful resources with dynamic and seamless access facility to electronic resources available globally. Library homepage is designed with less than four clicks in reaching to the required information. The page layout is user friendly with all the useful information organized logically. Library staff members, who acquired necessary skills created it and they maintain and update the information with periodic checks to the links in the library. This is linked to the University Website. Library OPAC is linked to the digital full-text resources created in-house as part of building a digital library. Links are provided to access over 18,000 full-text e-journals, databases, e-books and digital repository etc. FAQs, what's new facility are dynamically updated.
Impact of the Practice:	Library users visit the homepage regularly and the total hits per day are a measure to know the steep increase over the period. Users interact with the web master with suggestions and appreciations as the case may be. Feed-back enabled the homepage to be user friendly with ease of access to useful information resources.
Resources required:	Web server with tools, backup facility with security mechanism. Library staff members (two) with skills in designing the homepage. Periodic updating of information resources, checking the dead links and adding new links. Coordinating with all the sections of the library in updating the activities and information resources etc.
For further details/ contact person:	The University Librarian, University of Hyderabad P.O Central University, Hyderabad- 500 046 Telefax: 040- 23010318 E-mail: igmlnet@uohyd.ernet.in Web: www.uohyd.ernet.in

34. 24/7 Access to e-resources

Goal of the Practice: To provide un-interrupted world-wide access to the library resources searchable from anywhere, anytime, by anyone.

The Process: Library has five high-end SUN servers in a distributed network model. All the resources available in these servers including the CD Net server are available on the Intranet. Library database server, web server, digital library server are available on the Internet. These servers are available for access on 24/7 basis. The infrastructure and the resources are maintained in-house by the library staff. E-resources include: over 18,000 full-text e-journals, subscribed external databases, digital resources created by the library by converting non-copyrighted printed books and other documents. All the digitized full-text content of theses and dissertations submitted to the University apart from the digital repositories created with internally generated materials are open for 24/7 access. Users are provided with lot of e-resources access at their desktops with all the facilities. Campus-wide LAN supports all the transactions in text and multimedia content.

Impact of the Practice: Library Users have been accessing the e-resources created by the library and some material available on the net at the point of origin. Seamless Access to the resources with simple navigation is enabling the users appreciate the efforts of the library in providing them useful information resources. There is close formal and informal interaction with the users in improving the facility as and when required.

Resources required: Hardware, Software, Network facility, UPS support and Air-conditioning the server room with remote log-in facility to the system administrator. Periodic preventive maintenance of servers with least down time, Security mechanisms etc. Skilled Library staff members (three) to maintain the services on 24/7 basis.

For further details/ contact person: The University Librarian,
University of Hyderabad
P.O Central University,
Hyderabad- 500 046
Telefax: 040- 23010318
E-mail: igmlnet@uohyd.ernet.in
Web: www.uohyd.erent.in

35. Group concessional Night Services offer for outside students and scholars in accessing e-resources.

Goal of the Practice: To make available resources to the College and other University faculty and researchers where the facility is not available and to give uninterrupted service.

The Process: Computer with printer is available for pay and use. Homogeneous group users are from various colleges among the southern districts, teachers from self-financing institutions, Academic Staff Colleges and other Universities. Charges are collected based on the use, printing etc.

Impact of the Practice: On the basis of such marketing of information and information products, the University Library earned a sum of Rs.6.5 lakhs during the past three years. Researchers, Academics, Students of the region are greatly benefited.

Resources required: Manpower deployment, trainee students deployed on shift basis, 24 hours Internet connectivity, proper monitoring of services, one security personnel.

For further details/ contact person: The University Librarian
Madurai Kamaraj University
Madurai-625021
Telephone: 0452-2458465
E-mail: sriwinsall@yaboo.com

36. Access to Digital repository through library website.

Goal of the Practice:	To create the digital center of the faculty publications, research outputs and University publications and locate the same on the website of the University Library.
The Process:	Bangalore University Library has installed a web server on Linux platform and installed Dspace digital library software for creating different repositories. At present the faculty publications repository is created. It is proposed to create other repositories.
Impact of the Practice:	Users can access the repositories through the Bangalore University Library website. The important resources like theses and dissertations, project reports and question papers can be accessed from a remote location without visiting the library.
Resources required:	Web server, webpage creation, installing Dspace and creating repository.
For further details/ contact person:	The University Librarian, Bangalore University Library Jnana Bharathi, Bangalore-560 056 Telephone: 080-2321 4001 Fax: 080-23219295 E-mail: bublibrary@rediffmail.com

37. Digital access to all internal documents

Goal of the Practice:	Providing common system to access and use all in-house generated resources
The Process:	Users need to use institutional or other works for different purposes and library is able to create such a facility. Digitalization of in house generated documents not only of academic but also administrative, staff welfare, general announcements etc.
Impact of the Practice:	Own publications are made available to library users and those will be for use and reuse with wider access. Timely access to the information on institutional developments help the staff to thoroughly aware of the institutional needs, individuals' responsibilities and privileges.
Resources required:	Digital repository software like: GSDL, Dspace, Digital collection (Born or created sources) and Internet & Intranet connectivity.
For further details/ contact person:	The Principal/ Librarian Don Bosco Institute of Technology Premier Automobile Road Kurla (w), Mumbai-400 070 Telephone: 022-2504 0508 Ext:117 E-mail: icbandi@yahoo.co.in Web: www.donboscoit.ac.in

38. Digital repositories

Goal of the Practice: To create in-house generated publications and other information resources in digital format in a repository for wider access.

The Process: University generates lot of information resources every year as internal publications apart from faculty publications, theses & dissertations regularly. These resources are presently not accessible widely. Academic publications relate to primary sources and valuable for the end user. Creation of Institutional Repositories by the Universities enable wider access 24/7 basis. Library has installed necessary infrastructure installing Dspace apart from the VTLS software to link the full-text digital resources created internally.

Impact of the Practice: Users are able to access these resources using links on the library homepage and also some resources as links at the 856 tag of MARC21 to the Web OPAC. These resources are growing and along with the number of users of these resources are steadily growing. Users are accessing these resources over the Campus-Wide LAN with facilities for downloading, saving, printing etc. Usage and user feedback is encouraging and the library is able to add new resources regularly.

Resources required: Good computing facilities and infrastructure, skilled manpower to create and constantly update the resources with new information.

For further details/ contact person: The University Librarian,
University of Hyderabad
P.O. Central University,
Hyderabad- 500 046
Telefax: 040-2301 0318
E-mail: igmlnet@uohyde.ernet.in
Web: www.uohyd.ernet.in

39. CD Mirror server facility

Goal of the Practice: To disseminate the information from magnetic sources like CDs, Floppies and DVDs.

The Process: Library non-book materials are mounted on CD mirror server on regular basis and the users can access these materials through the Campus LAN.

Impact of the Practice: These CD and DVD resources are very delicate and users are not allowed to take them outside the library. These resources are copied to the CD Net Server and the connectivity to this server on the Intranet enable the users to access these resources.

Resources required: CD Server compatible with Windows NT, Netware, UNIX and OS/2 network, as well as the IPX and TCP/IP protocols. Databases are being captured into the CD Server regularly and placed on the Institutes LAN.

For further details/ contact person: The Librarian,
Don Bosco Institute of Technology
Premier Automobile Road,
Kurla (W), Mumbai-400 070
Telephone: 022-2504 0508 Ext.117
E-mail: icbandi@yahoo.co.in
Web: www.donboscoit.ac.in

40. CD NET server facility

Goal of the Practice: To provide network access (Intranet) to the CD resources received regularly in the library to enable the users to access them at their desktops.

The Process: Library has installed CD Server (Procom) with a capacity to store over 1000 CDs in its hard disk. These disks are stackable as the content increased. Each slot can take 5 CDs and with one command all these CDs are copied to the hard disk of CD net. The CD content received as part of a printed book is also copied and linked to the OPAC using 856 tag of MARC21.

Impact of the Practice: Users need not deal with individual CDs or DVDs. The information becomes available for access with remote access on the Intranet. Users are appreciating this service and using the same on regular basis. We received feedback for improvement in the content organization. Content is updated regularly.

Resources required: CD Server, skilled manpower to copy and organize data in the CD server. Maintenance of content and access over the Intranet by the library staff. Three staff members are handling this facility with access 24/7 basis.

For further details/ contact person: The University Librarian,
Indira Gandhi Memorial Library
University of Hyderabad
P.O. Central University,
Hyderabad- 500 046
Telefax: 040-2301 0318
E-mail: igmlnet@uohyde.ernet.in
Web: www.uohyd.ernet.in

41. Digitization of manuscripts

Goal of the Practice:	To harness the knowledge embedded in the manuscripts, preservation and conservation of the cultural heritage of our Nation and enhanced digital connectivity for wider access.
The Process:	A total of 1492 manuscripts are in Hindi, Persian, Sanskrit, Punjabi and Sharda Script. Digitization brings these otherwise inaccessible treasures to potential users. All the content is digitized and stored for access.
Impact of the Practice:	Use of manuscripts has increased manifold. Users are both National and International. Several research Scholars access these materials on regular basis as primary texts.
Resources required:	Pentium 4 system, Digital Camera, Adobe Photo Shop, CDs and DVDs for storage of data, Dspace etc.
For further details/ contact person:	The University Librarian A.C. Joshi Library Punjab University, Chandigarh - 160014 Tel.: 0172-2548159 (O), 0172 – 2542238(R) Fax: 0172-2548159 E-mail: anandvk@pu.ac.in

42.Multi lingual, integrated, web enabled database with complete automation of in-house services

Goal of the Practice: To make the user aware of library resources for optimum utilization and to simplify and automation library procedures to achieve efficiency and maximize the output.

The Process: Library database has over 6 lakh records including multi-lingual scripts on Campus-wide LAN connecting all the departments in the form of Web OPAC. The automated environment facilitates integrated library services & training sessions for the library users.

Impact of the Practice: Use of Online facility of OPAC has increased significantly including the affiliated colleges of the University. ILL requests are on the increase. Efficiency of in-house operations including circulation has increased. Quality and quantity of library services increased.

Resources required: Database Server, nodes, OFC Network, High speed Internet connection, multi-lingual good quality software. Skilled manpower to handle the operations.

For further details/ contact person: The University Librarian
A.C. Joshi Library
Punjab University,
Chandigarh
Tel: 0172-2548159(O), 0172 - 2548159(R) Fax: 0172-2548159
E-mail: anandvk@pu.ac.in

43. Using self developed integrated Library software (Automation of in-house services)

Goal of the Practice: To create a database of all the documents available in the library, to fully automate all the library functions and services in a networked environment.

The Process: Use of ICT in library operations has become a priority. Library has initiated automation in the year 1999 and the database is available for access.

Impact of the Practice: Use of catalogue increased and retrieval of documents became faster. Accessibility of information resources increased due to the use of CD databases.

Resources required: Hardware, Power backup, application software, professional expertise to handle the operations.

For further details/ contact person: The Principal/ Librarian,
Loyola College of Social Sciences,
Sree Kariyam,
Thiruvananthapuram -695 017
Telephone: 0471-2591018, Telefax: 2591760
E-mail: lcsstvm@asianetindia.com
Web: www.loyolatvm.org

44. Web OPAC

Goal of the Practice: To make the library retrieval tool OPAC on the Web for wider access.

The Process: Library collection availability and its status are very important for the users. The card Catalog is converted into machine-readable format to make it available for access over the Internet.

Impact of the Practice: Users are benefited at large scale by using this service at their own departments and they also can reserve the materials that are not available for their future use.

Resources required: Library database compatible with Web OPAC, Internet connectivity, Automated Library transactions using barcode, smart cards etc.

For further details/
contact person: The Librarian,
Don Bosco Institute of Technology
Premier Automobile Road,
Kurla (w), Mumbai-400 070
Telephone: 022-25040508, Ext: 117
E-mail: icbandi@yahoo.co.in
Web: www.donboscoit.ac.in

45. Information retrieval through Web OPAC

Goal of the Practice: To make available library resources searchable on the Web using the browser with some permission to the end user to search, reserve, print, save and retrieve the status of a document etc.

The Process: Bibliographic description of documents is included in creating a database in standard format. The standard used is MARC21 using Virtua, library management software. The database is searchable with all the permissions that an end user need. User can use any browser to search the library database from the remote systems. Digitized material, taking into account of copyright issues is linked using tag 856 of MARC21 to enable the end user to click and read the full-text online. Search strategy is simple using any parameter by the end user.

Impact of the Practice: Since the library has no card catalog, the entire library users use the computer terminals for searching, retrieving the holding of the library with accuracy. The simple search procedure became popular among the library users. Many users visit the library homepage and click the web OPAC icon to make simple and advanced searches. Help is also available on screen for the users. Web OPAC enables the users to know the status of books borrowed by them with all other relevant information.

Resources required: Web Server, application software, database in standard formats, skilled manpower to create and maintain the database on 24/7 basis, Network connectivity etc.

For further details/
contact person: The University Librarian,
Indira Gandhi Memorial Library
University of Hyderabad
P.O. Central University,
Hyderabad- 500 046
Telefax: 040-2301 0318
E-mail: igmlnet@uohyde.ernet.in
Web: www.uohyd.ernet.in

46. Campus-wide local area network (LAN) facility

Goal of the Practice: To network the information resources of the library with the entire academic and research activities on the campus. To evolve user friendly environment by using the Information and Communication Technology Tools to provide quality and quick retrieval to the information sources along with the resources available in other libraries at their desktops.

The Process: Library card catalog is converted into a structured machine readable database with all the international standards. All the automated activities are stabilized and made available on the Camp-wide LAN.

OFC is used to network all the buildings on the campus, connecting all the buildings

Impact of the Practice: Library users and other users, who access database, are appreciative of the simplicity of searching. All the users are trained and comfortable in retrieving the information.

Resources required: Optical Fibre cabling is required with network staion, airconditioning and the parent institution should have networked through LAN.

For further details/
contact person: The University Librarian,
University of Hyderabad
P.O. Central University,
Hyderabad- 500 046
Telefax: 040-2301 0318
E-mail: igmlnet@uohyde.ernet.in
Web: www.uohyd.ernet.in

47. Database creation using international standard formats

Goal of the Practice: To create library database using the International Standards for easy retrieval among the libraries working in different environments apart from uploading and downloading the records.

The Process: Library database in standard formats enables the end user to retrieve information easily and accurately. Networking and sharing the resources for retrieval, uploading and downloading in any environment becomes possible using Z39.50 protocol. All the resources available in the library are cataloged using MARC21, the International Standard for machine readable catalog world over. The database server is Z39.50 compliant to enable the Internet Users to access the database with ease.

Impact of the Practice: Users feel highly comfortable using the library database. Library staff members are able to download or upload bibliographic records from OCLC database. Processing section is able to download around 70% books data from OCLC resulting into reduce in the time gap in sending the processed books to the stack area. Database is error free with complete cataloguing of a document.

Resources required: Skilled & trained staff members, OCLC membership to access WorldCat, database in Z39.50 compliant server and Internet connectivity.

For further details/ contact person:
The University Librarian,
University of Hyderabad
P.O. Central University,
Hyderabad- 500 046
Telefax: 040-2301 0318
E-mail: igmlnet@uohyde.ernet.in
Web: www.uohyd.ernet.in

48. Electronic surveillance system

Goal of the Practice: To create a system that can arrest pilferage of books or unauthorized issue of books.

The Process: Library collection is increasing with additions of documents every year. Library is kept open for more than 16 hours a day and it is proposed to open round the clock. It is necessary to create a system that can arrest pilferage of books from the library. All the books are inserted with EM tags that are invisible and a security gate is installed with electro-magnetic field that detects unauthorized books going out from the library with a beep sound to alert the staff.

Impact of the Practice: Since library is open for longer hours with limited staff working in shift duties, the security gate is helping in arresting pilferage of books from the library. Since the libraries don't have frisking facilities, this system will detect pilferage and save the library collection.

Resources required: Installation of Security panels at the exit, charging and discharging unit, EM tags (single side or double side adhesive and permanent tags). Inserting the tags in the acquisition section.

For further details/ contact person: The University Librarian,
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3. Conclusion

Best practice in simple term known as the practice which pave the way for enhancing the existing function and help in effective implementation or use of the process. Some of the highlighted practices here are well accepted practices experimented in different library environments in optimizing the use of library and information services. Use of technology in designing and delivering the information products and services is always made good results. Automation of all in-house operations in academic libraries with bar coding, user identity and web- opac facilities is a best practice in totality of library services. It has to be encouraged for wider adaptation of all higher education institutions. Though Information literacy and user awareness programs are seemed to be normative practices, in its effective implementation that make significant change in enhancing the use of information sources. Hence adopting new techniques and tools in imparting user education may be of best practice in extent of use of library services. Developing digital repositories with subscribed subject content, open sources and institutional information and customizing as to the internal requirements with remote access is one of the globally adopted best practice in large libraries. Disseminating information through library website/ homepage in a networked environment is made possible due to the advent of technology and this has to be adopted in our academic libraries. Some of the practices mentioned in this document such as in- service training, extended library hours, segregation of less used collection, use of students in library services through earn while learn schemes are feasible for many libraries to adopt in enhancing the quality of the services.

The documentation on the best practices followed in the selected libraries will initiate other libraries to opt for the ideal way of managing the libraries and services of academic institutions. With the global village concept, the academic libraries need to orient to the highly qualitative information collection and services. The current networked environment enables the libraries to outreach any users at remote locations. Thus the libraries need to be dynamic and extend their services beyond the traditional ones, which were confined to book and other print collections.

The best practices outlined in the document will be reviewed periodically and the up to date policies and practices will be framed. We do hope that this basic document would initiate the best practices in the Indian academic libraries.

Appendix A

Guidelines on Quality indicators in Library and Information Services:
Universities/Autonomous Colleges

Introduction

Increasingly, accreditation activity is gaining momentum in our country as people and educational institutions have come to realize that quality enhancement is essential for the institutions and the country. In the process of institutional accreditation, libraries have a crucial role. The services of the libraries have been expanding as they contribute significantly to the learning process, particularly, the e-learning process.

In the accreditation process, evaluation of libraries is an essential component, where the collection, services and their outreaching capacity are monitored. In the recent past, significant developments have been reported in library and information services and the libraries are shouldering newer responsibilities in higher education. Hence the standards for assessing the quality of library services need to be updated. It is true that libraries largely support learning, teaching and research processes in institutions. So far, mostly, the classroom has, by and large, been the primary source of learning, with library accorded a supplementary status. In times ahead, one can foresee a role reversal, and indeed, in the increasingly learner-centric educational effort, one may already be witness to the library becoming the primary learning resource in many instances, with conventional classroom teaching playing mainly a facilitating role. In case of Open Distance Learning (ODL), this has always been the case.

It is in this backdrop, that the NAAC has developed a set of objective indicators to facilitate assessment of the Library and Information Services of academic institutions. The guidelines are derived from an understanding of the global developments in the activities and services of libraries, the national environment, and the outcome of a recent national-level workshop held at the NAAC, in which college and university librarians and library scholars from across the country had participated. The parameters are defined by considering certain factors such as age of the institutions, courses offered by them and so on. The institutions are grouped into two broad categories: one, the university-level institutions (these include universities, deemed-to-be universities, autonomous colleges, and postgraduate colleges) and the other, the colleges (affiliated/constituent colleges). A set of indicators for university/autonomous college libraries is presented in the following pages.

A. Management of Library and Information Services

In universities (and in large colleges as well), the library system normally consists of a central 'university library' and 'branch or department libraries'. The large campus environment often defines the use of the library in terms of the strength and size of the text and research collection. The central library supports the general information requirements of the users whereas the department libraries cater to the specific subject needs of the users, both for study and research. By considering a set of minimum parameters listed below would help to ensure quality in library systems of university and autonomous colleges.

a. Number of days the Library is kept open

   This is to help in knowing whether the library is kept open on Saturdays, Sundays and other holidays so as to facilitate use by students and faculty.

b. Working hours

   This parameter refers to opening and closing hours of the library, whether library opens before the institution's opening time and closes after the closing time so that readers have an opportunity to use the library without disturbance to their academic schedules.

c. Library Advisory Committee

   The formation of the library committee with an equal representation by faculty and students, and the role of the committee and its functions in developing the library services are to be well defined.

d. Manpower development

   Qualifications and experience of the librarian and the library staff should be on par with that of the academic staff and should fulfill the norms prescribed by UGC/AICTE/NCTE/ICMR etc. for guaranteeing a professional approach in delivering information services. Training programs and professional involvement of library professionals need to be encouraged. Total qualified and semi-skilled manpower, the ratio between number of users and collection, needs to be maintained as per UGC/AICTE and government norms for promoting a better library environment.

e. Infrastructure of the Library

   The Managements may look into the aspect of location of the library, to see whether the library has a place of its own with proper planning and organization of space, and has proper furniture, necessary quantity and quality of reading chairs, tables, display racks, magazine racks, etc. The minimum carpet area for service counters and other sections of the library as prescribed by government and other governing bodies are to be taken note of along with proper ventilation, fans, and water and toilet facilities. Fixing of notice boards,

research cubicles for scholars/teachers, providing uninterrupted power supply systems (UPS, generator, etc.) along with due attention to overall building maintenance and cleanliness also need consideration.

f. ICT Infrastructure and Know-how

Quantification and computer facilities, systems for enabling e-library services, etc. need to be determined, taking into account the total number of users, type of users and programs offered. The library should have networking facility and be a part of institutional network, with fully implemented automation. The bandwidth of Internet access and subscription, organization and access of e- resources, etc. are important factors in the transmission of digital information services.

g. Overall policy of the institution on library

The Library should have an approved policy on the collection development support, introduction of new services, support in terms of fund, annual increase of budget, binding procedure, removal of obsolete books, and policy on loss of books and an ongoing commitment of the institution in deputing library professionals for continuing and further education.

h. Budget

There should be a proportionate growth in the library budget. Budget for different documents such as books, journals and other resources and ICT infrastructure are to be defined as to the scope of the institute. Sources of income other than state, central and UGC grants may be identified for enhancing the collection and services.

B. Collection and Services provided to Users
(i). Collection

The library is required to provide varied, authoritative and up-to-date resources that support its mission and the needs of its users. Resources may be provided onsite or from remote storage locations, on the main campus and/or at off-campus locations. Moreover, resources may be in a variety of formats, including print or hard copy, online electronic text or images, and other media. A university/autonomous college should contain the quantity of resources as prescribed by the government, UGC/AICTE and other governing bodies. They may generally be in the form of books, text books, standard reference, current journals which include national, international and peer reviewed journals, back volumes, e- resources such as full text/secondary databases, CDs/DVDs, AV materials, etc.. The Library may maintain a special collection of national and international agencies (World Bank, UNO, EU, UGC, DST, etc.) government documents, book-bank, rare materials, collections for civil

service/competitive exams, etc. Even with limited budget, the library may explore ways, such as open access sources to provide quality resources in the most efficient manner possible. Collection currency and strength may be maintained through judicious weeding-out policies.

(ii). Services

The library has a key role in supporting the academic activities of the institutions by establishing, maintaining, and promoting the library and information services, both quantitatively and qualitatively. The library offers a wide range of services from reference to electronic information services. University and autonomous college libraries may answer the following basic questions while ensuring the appropriate services.

Does the library provide the following facilities/services to the tudents?

Publication and Research Support services

Information display and notification

Bibliographic compilation

ILL/Resource Sharing

Reprographic facilities

Book bank

User orientation

Computers

OPAC/Indexing services

Audio-visual resources

Internet

Digital library services

Any other

Ratio of library books to number of students enrolled

Number of log-in's into the e-library services/e-documents

delivered per month (Efforts made towards developing

on-campus electronic environment and encouraging

e-deliveries may be mentioned)

Network of academic libraries under the university's jurisdiction

Membership of library networks (INFLIBNET/DELNET) and Consortia

(UGC INFONET/ INDEST) or any other

C. Extent of the use of services

Performance evaluation of university and autonomous college libraries needs to be carried out at regular intervals in order to enhance the quality and its sustenance. Normally, the

evaluation can be made on the compilation of statistics based on use. The following parameters would help in assessing the extent of use of library and its services.

I.a). Average number of books issued/returned per day. ☐

b). Number of reference enquiries (users) on an average ☐
per month (percentage may be specified)
c). Number of services delivered per-user per month ☐
d). Average number of users who visited/documents consulte☐
per month

II. Compiling the information on number of Log- ins into the E-Library Services/ E - documents delivered per month.

D. Best practices for university/autonomous college Libraries

In the library context, the 'best practice' may be viewed as one that enhances user satisfaction contributing to full realization of one's academic potential. Listed below is a suggestive set of best practices.

Library Brochure/Dairies /Information Packs.

Central Reference Library for the use of constituent and affiliated colleges.

A feedback from stakeholders through scientifically designed and analyzed questionnaire, at least twice a year.

Compiling and displaying of student/teacher attendance statistics (graphic) on the notice boards of the library as well as in the departments.

Communication of current awareness to different user groups.

Information literacy programs

Beginning of the academic year with a general presentation

Periodically for need based groups

Teaching library programs

Creation of digital Repositories

Article Repositories

Publication Repositories

Question paper Repositories

Course ware Repositories

Displaying new arrivals of books/journals and circulating a list to different departments that use the library.

Suggestion box and timely response.

Development of a website/web page for the library including all the services and necessary information.

Establishing linkage with other libraries and avail free/ nominal fee services.

Initiatives for research projects/ turn key projects from the library.

Development of electronic environment on the campus and encouragement to e-deliveries.

Developing linkage with the functional units of the universities.

Information Center

Computer Center

Department of Computer Science

Student welfare Directorate/Training & Placement Cell

Conducting Exhibitions/Demonstrations/Lectures on Current Issues.

Building a Network of College Libraries under the aegis of the University.

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Appendix B

Guidelines on Quality indicators in Library and Information Services: Affiliated/Constituent Colleges

Introduction

Increasingly, the accreditation activity is gaining momentum in our country as people and educational institutions have come to realize that quality enhancement is essential for the institutions and the country. In the process of institutional accreditation, libraries have a crucial role. The services of the libraries have been expanding as they contribute significantly to the learning process, particularly the e-learning process.

In the accreditation process, evaluation of libraries is an essential component, where the collection, services and their outreaching capacity are monitored. In the recent past, significant developments have been reported in library and information services and the libraries are shouldering newer responsibilities in higher education. Hence the standards for assessing the quality of library services need to be updated. It is true that libraries largely support learning, teaching and research processes in institutions. So far, the classroom has, by and large, been the primary source of learning, with library accorded a supplementary status. In times ahead, one can foresee a role reversal, and indeed, in the increasingly learner-centric educational effort, one may already be witness to the library becoming the primary learning resource in many instances, with conventional classroom teaching playing mainly facilitating role. In case of Open Distance Learning (ODL), almost always, this has been the case.

It is in this backdrop that the NAAC has developed a set of objective indicators to facilitate assessment of the Library and Information Services of academic institutions. The guidelines are derived from an understanding of the global developments in the activities and services of libraries, the national environment, and the outcome of a recent national-level workshop held at the NAAC, in which college and university librarians and library scholars from across the country had participated.

College libraries need to have facilities that promote effective and interactive access and use of information resources for all users. In the area of physical facilities, the libraries need to offer safe, comfortable, well-lighted, clean space, with adequate and appropriate seating arrangements to ensure effective use of the library's resources including digital resources. Also, college libraries are required to consider study space needs, while allocating the seating space, with special attention being paid to reserve collections and the hostel environment of

the institution. The libraries need to prepare well-framed rules and guidelines with regard to hours of access, circulation policies, and other regulations to offer better services to the users.

Affiliated college libraries function with the primary mission of meeting the library and information needs mainly of enrolled undergraduate students. The guidelines presented below identify the principal factors influencing the development and maintenance of college library services and collections.

A. MANAGEMENT OF LIBRARY AND INFORMATION SERVICES

In affiliated colleges, the core objective of the library is to support the academic programmes offered and the library may evolve its collection and services mainly to reflect the curriculum requirements of its users. Besides, the library may design a system to deliver its products and services to attract more users. Ultimately the library should aim at bringing all its target users to the library and ensure its optimum usage. The parameters compiled here would facilitate the quality enhancement and sustenance of library services to a large extent. The libraries of the affiliated colleges may firm up their performance by equipping/enabling themselves to answer the following questions in the affirmative.

1. Does the library function on Saturdays, Sundays and holidays to facilitate use by students and faculty?

2. Does the library have extended and appropriate working hours before/after the class hours?

3. Does the college have a Library Advisory Committee? If yes, what is the role of the library committee?

4. Are the qualifications, experience and pay of the Librarian on par with that of the academic staff and as per government/UGC norms?

5. Has the librarian attended/participated in orientation/refresher courses and workshops/seminars (national/regional)?

6. Does the library have separate premises of its own? Does it contain minimum infrastructure facilities such as utilities, staff area, reading hall, periodicals section, circulation counter, service area, Information Display, etc.?

7. What is the ratio of the seating capacity to the users (students and faculty)?

8. Is the Generator facility extended to the library?

9. What are the measures for overall maintenance and cleanliness of the library?

10. Does the library have computers and Internet facilities?

11. Are the library functions automated? If yes, are they fully/partially automated?

12. What are the financial/funding sources other than the state, central and UGC grants?

13. Is there any defined policy for collection development, stock verification, promotion and training of library staff?

B. COLLECTION AND SERVICES PROVIDED TO USERS
I. Collection

The library is required to provide varied, authoritative and up-to-date resources that support its mission and fulfill the needs of its users. Resources may be provided in a variety of formats, including print or hard copy, online, electronic text or images, and other media. A college library needs to have the quantity of resources as prescribed by government, UGC, AICTE and other governing bodies. The collection of a college library may answer the following, for maintaining the quality of the resources.

1. Mention the total collection of Documents
Books
Text Books
Reference Books
Current Journals

                Indian   Foreign

Peer reviewed Journals
Back Volumes of Journals
Magazines
E- Information Resources
CD's /DVD's
Databases
Online Journals
Special collection
Competitive Examinations
Braille materials/Rare collection
AV Materials
   (x)   Book Bank

2. Ratio of the library books to the number of students enrolled

II. SERVICES

The library has a key role in supporting the academic activities of the institutions by establishing, maintaining and promoting library and information services, both quantitatively and qualitatively. The library offers a wide range of services from reference to electronic information services. College libraries may answer the following basic questions for ensuring appropriate services to the academic community.

I) Does the library provide the following basic services?

    a.   Circulation Services   ☐

    b.   Clipping services   ☐

   c. Bibliographic compilation   ☐

   d. Information display and notification services ☐

   e. Reference/referral services   ☐

   f. Photocopy and printing services   ☐

   g. User Orientation/Information Literacy   ☐

   h. Resource sharing/ILL   ☐

   I. Internet / digital resources availability ☐

   j. Any others

C. Extent of the Use of Services

Performance evaluation of college libraries needs to be carried out at regular intervals in order to sustain and enhance their quality. Normally, the evaluation can be made on compilation of use statistics. The following parameters would help in assessing the extent of use of library and its services.

1. a) Average number of books issued/returned per day.   [   ]

  b) Number of reference enquiries (users) on an   [   ]
     average per month (percentage may be specified)

  c) Number of services delivered per capita per month   [   ]

  d) Average no. of users who visited/documents consulted [   ]
     per month

D. BEST PRACTICES FOR COLLEGE LIBRARIES

Listed below are some of the best practices that can enhance the academic information environment and usability.

Computerization of library with standard digital software.

Inclusion of sufficient information about the library in the college prospectus.

Compiling student/teacher attendance statistics and locating the same on the notice board.

Displaying newspaper clippings on the notice board periodically.

Career/Employment Information/ Services.

Internet Facilities to different user groups.

Information literacy programs.

Suggestion box and timely response.

Displaying new arrivals and circulating a list of those to academic departments.

Conducting book exhibitions on different occasions.

Organizing book talks.

Instituting Annual Best User award for students.

Organizing competitions annually.

Conducting user surveys periodically.

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Appendix – C

Format to compile Best Practices in Library and Information Services

Practice:

Goal of the practice:

The process:

Impact of the practice:

Resources required:

For further details/contact person:

Appendix – D

List of Participants of the workshop on Identifying Best Practices in Library and Information Services held at NAAC on 26th October 2005

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9. **Ms.Zabeen Ahmed**
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Appendix E

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