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INTERNSHIP REPORT

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INTERNSHIP REPORT ON

Dr. B. R. Ambedkar University Library

Submitted to the Department of Library and Information Science, University of Delhi in partial fulfilment of the requirements of the Paper No. B-111: Internship Programme of B.Li.I.Sc. for the award of the degree of Bachelor of Library and Information Science.

2023-2024

Submitted by   **Supervisor**

Gaurav Kumar   Prof. Paramjeet Kaur Walia

DLISB23025

Department of Library and Information Science

University of Delhi

Delhi-110007

DECLARATION

This is to declare that this Internship Report submitted by me to the Department of Library and Information Science, University of Delhi, Delhi in partial fulfilment of the requirements of **B-111: Internship Program of B.Li.I.Sc.** for the award of the Degree of Bachelor of Library and Information Science under the guidance of **Prof. Paramjeet Kaur Walia.** This report is based on one month internship carried out by me at Dr. B.R. Ambedkar University, Kashmere Gate, New Delhi.

Place: Delhi   Gaurav Kumar

Date: 08th July, 2024   DLISB23025

CERTIFICATE

This is to certify that the Project Work Report consisting of internship report on Library of Dr, B.R. Ambedkar University, Kashmere Gate, Delhi submits to the Department of Library and Information Science, University of Delhi, Delhi in partial fulfilment of the requirements of the Paper No. B-111 Internship Programme, for the award of Degree of Bachelor in Library and Information Science, University of Delhi, has been carried out by Gaurav Kumar under my supervision.

I am satisfied that this project work is worthy of consideration for the award of the degree of Bachelor in Library and Information Science to the best of my knowledge.

Prof. Paramjeet Kaur Walia

Supervisor

Department of Library and Information Science,

University of Delhi, Delhi - 110007

ACKNOWLEGEMENT

I take this opportunity to express my profound gratitude to my Supervisor **Prof. Paramjeet Kaur Walia**. Department of Library and Information Science, University of Delhi, for her meticulous and expert guidance, constructive criticism, patient hearing and benevolent behavior throughout my project work research. I shall remain grateful to her for her cordial, cooperative attitude, wise and knowledge counsel that acted as an impetus in the successful completion of my project work. I would also like to particularly thank the Head of the Department **Sr. Prof. Rakesh Kumar Bhatt** for giving me support and inspiration during my study in the department.

I am also thankful to the Library Staff and Office Staff of Dr. B.R. Ambedkar University for extending their support in my internship.

Gaurav Kumar

PREFACE

The main objective of the Internship Report is to fulfil the partial requirements for the course of Department of Library and Information Science of the Bachelor of Library and Information Science. It is the output of one month internship in the Library of Dr. B.R. Ambedkar University.

An internship is a very good opportunity to gain practical knowledge about any real-world concept. Internship bridges the theory with the practice. Thus, it clarifies the theoretical concept of the students which may not be possible only through class lectures and follow up examinations. Internship gives the students a clear-cut idea about what they learnt in the theory and whether these are implemented in the real-world situation accordingly or with modifications.

In the Paper B-111, the practical training was given to the students which encouraged all of us to learn different kind of practical work of this profession. After the completion of the internship program, I have gathered enough experience about the periodical section, classification and cataloguing section, acquisition, library program and services, reference services, old manuscript preservation, etc. which I have shared in separate chapters of the report.

The report on Internship Programme (Dr. B.R. Ambedkar University Library) and related studies are grouped under 1 to 7 chapter which is divided in subsections.

LIST OF ACRONYM & ABBREVIATION USED

AUD	-	Ambedkar University, Delhi
OPAC	-	Online Public Access Catalogue
ILL	-	Inter Library Loan
CC	-	Colon Classification
DDC	-	Dewey Decimal Classification
UDC	-	Universal Decimal Classification
AACR	-	Anglo American Cataloguing Rules
UNESCO	-	United Nations Educational Scientific and Cultural Organization
MARC	-	Machine Readable Cataloguing
CDD	-	Collection Development Division
BR	-	Bharat Ratna
TB	-	Text Book
BB	-	Book Bank
RSD	-	Reader Service Division
CAD	-	Computer Application Division
ERD	-	Electronic Resource Division
RFID	-	Radio Frequency Identification
ICT	-	Information Communication Technology
DDS	-	Document Delivery Services

CONTENTS

CHAPTER-1

INTRODUCTION

1.1 INTRODUCTION

Library and Information Science Graduates can become effective reference interns to lighten the workload at busy reference desks. LIS Internships allow students in the programs to work in real world settings, guided by knowledgeable, experienced, and successful supervisors. Internships help in exploring career options and provide potential employers a valuable perspective on a student's interests and experience. *(Library &Amp; Information Science Internships, n.d.)*

Internship are arrangements in which college students and career changers lend their talent to companies in return for an opportunity to develop business skills, learn about a new industry and gain exposure to the work environment. Internship programs are set up as either non-compensated or compensated internships. Weather paid or unpaid, an internship position is often quite beneficial to the students who participates, for he or she receives real world business experience and an early opportunity to impress potential employers. Employers too benefits from internship programs by obtaining the services of skilled personnel for modest cost and by being exposed to new ideas and perspectives. *(Encyclopaedia Britanica).*

1.2 OBJECTIVE OF INTERNSHIP

➢ To observe and assess the physical facilities and infrastructure available in the Dr. B.R. Ambedkar University Library.
➢ To find out the provision of various types of library and information services.
➢ To understand selection and procurement of books in the library.
➢ To learn the technical and physical processing of various category of information sources (Automation, Cataloguing, Classification, MARC 21, Recording (Processing) of periodicals).
➢ To understand the circulation work and to understand and learn about the maintenance work of library collection.
➢ To find out the information about the staff of the library.
➢ To find out the total budget of the library.

➤ To access the ICT application in Library operation and services.

1.3 PURPOSE

➤ The internship is completed by the student for the purpose of earning academic credit only. In some cases, however, as long as the requirements for academic credit are established as a portion of the overall internship experience, students may receive payment for their work.

➤ An internship is an opportunity for a student to gain practice in the library under the guidance of a knowledgeable, experienced, and successful supervisor.

➤ The internship is intended to provide some practical application of skills, and also for students to come as close as possible to entry level‖ experiences for positions similar to that held by the supervisor.

➤ Students who have skills in various areas of information organization, acquisition, preservation, service, and presentation are available to work on specific projects in order to gain valuable experience in the application of such skills prior to entering a professional career.

1.4 SCOPE OF THE INTERNSHIP

The Internship for B.Li.I.SC. is conducted for the period of 30 Days from 05/06/2024 to 04/06/2024. It was an on-site Internship and this Internship report based on various library function of Dr. B.R. Ambedkar University Library. This report highlights the different operation and management of Dr. B.R. Ambedkar University Library and various Library operations covered in the study are as follows: Periodicals, Acquisition, Circulation, Maintenance etc. During this period, we learn about acquisition section, circulation section, technical processing, Koha module.

1.5 METHODOLOGY

Internship is count as a primary data collection because in this we work in the field and through our own individual experience we provide data or necessary content to the report so in the same way this internship report will based on qualitative research. All the information is provided through, primary sources for instance: individual observation, field work experience.

1.6 STANDARD USED IN THE INTERNSHIP REPORT

All the References in this internship report are arranged by alphabetical order by surname of the author according to the American Psychological Association, (APA) handbook for writers of Research Papers, 7th edition. The prescribed style is used throughout the Internship work report.

REFERENCES:

1. Encyclopedia Britannica. (n.d.). Encyclopedia Britannica. https://www.britannica.com/
2. *Library & Information Science Internships*. (n.d.). Luddy School of Informatics, Computing, and Engineering. https://luddy.iupui.edu/careers/services/internships/lis-internships.html#:~:text=LIS%20Internships%20allow%20students%20in,a%20student's%20interests%20and%20experience.

CHAPTER-2

PROFILE OF THE DR. B.R. AMBEDKAR UNIVERSITY LIBRARY

2.1 INTRODUCTION

Dr. B.R. Ambedkar University Delhi has a rich and rapidly growing library, is located in three modern campuses, with a fast-growing subscription base of Print and online resources. The library is fully automated with KOHA an open-source software for daily housekeeping operations of library across all campuses. All campuses are well connected with web and can be accessed everywhere. The library users can access all the resources offline as well as online mode. Library is playing a great role to support the vision and mission of university through its resources and services. It has always been striving hard to meet the expectations of its users. More than 16 qualified professionals run the libraries in all campuses. Library endeavours to further improve all its efforts to facilitate right information to the right user at the right time.

2.2 VISION STATEMENT

➢ AUD aspires to be a globally recognised premier liberal arts university.

➢ AUD is committed to foster an academic culture that promotes equity, social justice and excellence through engaged scholarship attuned to holistic transformation of self and society.

➢ AUD has been envisioned to be a public university that acts as an instrument for social action at the interface of civil society and the State.

➢ AUD envisions to pioneer an institutional culture of non-hierarchical functioning, team work and creativity.

2.3 MISSION STATEMENT

➢ The mission of AUD is to prepare informed and sensitive professionals characterised by their courage, compassion, competence, collaborative spirit, global and futuristic outlook, honesty and integrity.

➢ AUD is committed, through research and pedagogic interventions, to facilitate and strengthen creative commons and democratisation of knowledge, particularly so, in response to the unarticulated/unforeseen social needs and contexts.

2.4 VALUES

- ➢ Recognize users as our primary focus and believe that each user of the library is unique and important.
- ➢ Evolve to meet the changing needs of the library and its users.
- ➢ Innovative and proactive – virtual platform (anytime/anywhere).
- ➢ Promote self-education, learning, research and scholarship.
- ➢ Foster cooperation by sharing resources via local, national, and international networks.
- ➢ Promote equity of access to information.
- ➢ Value diversity.
- ➢ Respect user privacy.
- ➢ Defend intellectual freedom – appreciate use, but restrict misuse.
- ➢ Promote the Library as both a real and a virtual extended classroom.
- ➢ Embrace our role as collectors and custodians of the intellectual record.
- ➢ Offer an environment that supports creativity, flexibility, and collaboration.
- ➢ Support individual growth and organizational development.
- ➢ Promote the highest standards of our profession, including open and equitable access to information.

2.5 CORE VALUES

- ➢ Academic excellence with equity and social justice.
- ➢ Engaged scholarship.
- ➢ Nurturing diversity and pluralism.
- ➢ Commitment to social responsibility.
- ➢ Non-hierarchical functioning, team work and creativity.
- ➢ Academic integrity and innovative ethos.

2.6 LIBRARY GOVERNANCE

Library governed through Library Advisory Committee (LAC) and Library Rules.

2.6.1 PURPOSE

LAC (Library Advisory Committee) plays an advisory and advocacy role regarding the library on matters of general policy, planning, programs, goals, and objectives in its support of teaching, learning, research and community-building needs of the University.

2.6.2 OBJECTIVE

Facilitating communication with and obtaining feedback from the university community on library collections, programs, services, infrastructure, and communication mechanisms.

➢ To provide a forum for discussing University library and its community's needs and expectations for information.
➢ To act as advocates for the Library in university-wide decision-making groups.
➢ To advise the library on policy matters concerning services, resources and facilities
➢ To provide an opportunity to raise and discuss initiatives in the provision of library and information services
➢ To facilitate communication between the Library and the community it serves.

2.6.3 RESPONSIBILITIES

The Committee within the framework of the overall strategic policies of the University shall:

➢ Advises and reviews library policies for instruction, resources, services, and the facility
➢ Advises regarding library services, especially innovation, for the campus community.
➢ Discuss and evaluate budgetary issues for books, journals, databases, media, e-resources etc.
➢ Reviews benchmarking reports with peer institutions for resources, staffing, and services.
➢ Ensures the library is connected with and supports the University's academic programs.
➢ Represent the views of the Library's stakeholders on library and information services.
➢ Deliberate and advise on the direction and development of policies for library and information services to ensure the best possible support is provided.
➢ Recommend new collections and promote contributions to link Institutional Knowledge at University by University community for the dissemination and preservation of University intellectual and institutional knowledge.
➢ Support the Library's efforts in ensuring financial accountability and responsibility in the provision of library collections.
➢ Propose and champion opportunities in bringing together University community in the Library to advance knowledge and information sharing.
➢ Promote the Library to the internal and external community
➢ Report to the VC on significant matters.

2.7 TENURE AND FREQUENCY OF MEETINGS LAC

➢ Members will serve a three-year term
➢ Meetings will be held three times a year and special ad hoc meetings may be held as requested by members.

2.8 RULES AND REGULATIONS

The library will remain open throughout the year according to a schedule to be decided by the Library Advisory Committee (LAC). Library hours are subject to change and the changes if any, will be notified on the Library Notice Board from time to time.

2.8.1 RIGHT OF ENTRY

The right of entry to the University Library is reserved to Bonafede students, teachers, and staff of the University. Students are required to keep their Identity Cards with them for inspection whenever they visit the library. Library staff is authorised to request them to show their cards at any time. A strict action will be taken against unauthorised entrants. Patrons other than the above listed categories and ex-students of the university are required to seek the Librarian's written permission to use the library.

2.8.2 MEMBERSHIP

➢ Students, teachers and staff of the university are entitled to become members of the library. The identity cards issued to students and faculty will serve as Library Membership.
➢ Membership is not transferable. A member is responsible for the books borrowed on his/her own card. Neither books nor membership should be lent to another person. Sub-lending of books is a misuse of membership privileges and may lead to withdrawal of membership.
➢ Before leaving the library, members should ensure that the books they are taking out are properly issued. If a member is found removing any reading material without getting it properly issued, he/she will be immediately reported to the Librarian for suitable action.
➢ Members should keep the library informed of changes of address, telephone no., class or subject of study etc. during the period of their membership.
➢ Books should not be kept beyond the date marked on the due date-slip.
➢ Library books are for the use and benefit of not only the present but also future members of the library. Therefore, all library books should be handled with due care and consideration. Members should not use markers, pen, pencil, or disfigure the books in any way.

- Members should satisfy themselves about the physical condition of the books they wish to borrow before getting them issued; otherwise, they will be held responsible for any damage or mutilation noticed at the time of return.
- Loss of membership card should be reported immediately. Despite every precaution, the library will not be responsible if the lost card is misused.
- All users are requested to maintain silence in the library. Smoking, eating and using mobile phones etc. are strictly prohibited in the library premises. Users are expected to behave decently and maintain decorum.
- No personal belongings, except note books, and lap top computers are allowed in the library.

2.8.3 PRIVILEGES OF MEMBERS

All students, faculty members and employees of the University are eligible for the membership of the library. The various categories of members mentioned below shall be entitled to borrow the specified number of volumes from the library for the period noted against each category.

Patrons	Can Borrow	Days
UG Students	3 Books/2 Text Books	15/2
PG Students	5 Books/3 Text Books	15/2
M.Phil, PhD	10 Books	90 Days
Faculty	15 Books	1 Semester
Non-Teaching	5 Books	1 Month

Note :- Textbook should be issued only for 2 days.

2.8.4 RULES FOR BOOK REPLACEMENT

2.8.4.1 Damage and Loss of Library Documents

Users should not deface, mark, cut, or mutilate the reading material in any manner. Users will be solely responsible for any damages caused by them to the documents. In case a person repeats the offence for the second time, his/her library membership can be suspended. Users are required to verify the documents before leaving the circulation counter. Thereafter, he/she will be responsible for any damage. In case of loss of any book by the borrower, the individual shall replace the book in addition to late fine payable. Alternatively, the defaulter shall be liable to pay double the present cost of book in addition to late fine as admissible. If the book of a multi volume set is damaged or lost, the borrower shall be liable to replace the whole set in addition

to a late fine payable. Alternatively, the individual shall be liable to pay one and half times the present cost of book in addition to late fine as admissible.

2.8.4.2 Handling of Lost Books

➢ **Purchased books:-** If a purchased book issued from the library is lost or misplaced shall be replaced with current edition or an amount equal to the current price/updated edition of the book is recovered from the concerned staff member. As penalty, an equal amount of the book is to be recovered, if book could not be replaced.

➢ **Gratis books:-** If a gratis book issued from the library is lost or misplaced, the list price of the book is mentioned/available that will be charged otherwise the following formula is applied for recovery of charges from the concerned staff member:-

No. of pages of book	Amount to be recovered (Rs.)
1–100	400
101–200	500
201–300	600
301–400	700
400–500	800
501–1000	1000
1001 and above	1200

2.8.4.3 Clearance Certificate

➢ All library documents will have to be returned along with the dues, fine etc, if any, by the individuals (staff, faculty & students etc.) at the time of leaving the University and obtaining 'clearance certificate' from library is mandatory

➢ It will be the endeavour of University Library to provide value-added information services. The above guidelines are by no means comprehensive and will be subject to review from time to time based on user feedback and requirements.

➢ The library may amend its rules as and when required.

2.9 SERVICES

2.9.1 Reference Services

- ➢ Assistance in locating a particular resource.
- ➢ Search the library catalogue or library databases.
- ➢ Find information on your topic.
- ➢ Develop a research strategy for your paper or project.
- ➢ Save the time of the user.
- ➢ Circulation Service.

2.9.2 Circulation Services

A circulation or lending service is one of the critical services of a library. The primary service circulation desk or loans desk is near the main entrance of a library in every campus where patrons can issue and return books and other reading material. Students, Staff, and faculty having university ID cards may check out library reading materials, place holds or renewed items. Users may not check out items using another patron's card. Reference books and periodicals are non-circulating and may not be checked out. Library patrons may check out a maximum of the following number of items based on their patron status. Users may not renew an item if the item is excessively overdue, on hold for another patron, or if they have unpaid fines or charges. No renewals may be made by telephone.

2.9.3 New Arrivals Display

Jacket of new books acquired by the Library are displayed in New Arrivals Display racks at the library entrance for one week; after that, they will be made available to borrow. The New Arrivals list is also displayed on Koha OPAC (Online Public Access Catalogue) and sent to all users through email.

2.9.4 ICT Services/ Computer Facilities

Library provides a computer system for users to access the information through OPAC (Online Public Access Catalogue), and Users can also use these computers for educational purposes.

2.9.5 Newspaper Clipping Service

AUD Library also provides a Newspaper clipping service for their Staff, including educational information. The service is provided in both form hardcopy as well as a softcopy. The AUD News and Educational News also uploaded in the D-Space software, which will be accessible online. Users can download the Newspaper Clipping in PDF form also.

2.9.6 Remote Access

AUD Library provides two platforms for remote access:

- Sophos Connect
- INFED (INFLIBNET Access Management Federation)

2.9.7 Single Window Search Facility

AUD library has introduced a single-window search facility through **Refread**

2.9.8 E-Journals

A large collection of Electronic journals is available through Ambedkar University Delhi Library. The library provides more than 19222 e-journals and databases to its patrons. Users can access these e-journals within the campus through the Intranet and access these e-journals at home through the Internet.

2.9.9 Inclusive Library Services

For Users with Print Disability

- Membership of Sugamya Pustakalay (DFI) -Daisy books (Talking Books) access to visually challenged users.
- Jaws software (Screen Reader Software).
- Scanner cum reader which can convert text into speech.
- Audio Books Service.

2.9.10 For Users with Physical Disability

- Each Library has a ramp for easy movement of users who used wheelchairs
- Maintain 3 feet distance between racks
- Lower shelves for easy access
- Disability Studies Collection.

2.9.11 User's Awareness Program

The Library conducts extensive user orientation programs for its users throughout the year on the use of online resources and reference management tools to promote ethics in research and maximize the benefits of resources.

2.9.12 Institutional Repository

The Library has developed its institutional repository on an open source software "D-Space". As of now, 605 documents have been uploaded in the repository. Users can access the repository within the campus on the intranet.

2.9.13 Anti-Plagiarism Software

Library provides access to two antiplagiarism software to users to check similarities.

➢ Urkund
➢ Turnitin

2.9.14 Services for Alumni and Visitors

AUD library can allow alumni/visitors to access the library under the following terms and conditions-

➢ Alumni/visitors must submit a recommendation letter/application mentioning the period and timing of using the library.
➢ They must submit a valid Government ID proof to the library.
➢ They will be only allowed to consult library resources within library premises.
➢ They will not be allowed to issue library books, magazines, newspapers, journals, etc.
➢ They can use a computer installed in the library to access e-resources with the help of available library staff.
➢ The library will not provide any user id/password/ library card.
➢ The alums/visitors must follow all the rules and regulations mentioned on the AUD library page.
➢ They must submit their bags at the property counter, and the library will not be responsible for any   loss of the items.
➢ Personal books, food, and water will not be allowed to carry inside the library.

> ➤ The users will only allow access to the library for the requested and permitted period; beyond this, they must submit a new application/recommendation letter.

2.9.15 Intra-Campus Library Loan

Intra-Campus Loan is the service that provides access to the physical books among all four campuses. This service is open to faculty, Staff, and currently enrolled students. In this service, users can borrow a book from any campus and drop a request mail for the required book. The book will be available within a day on the campus where borrower made a request.

2.9.16 Inter Library Loan Service (ILL)

Developing Library Network (DELNET) is very well known throughout India. DELNET has a database of 2,28,45,202 bibliographic details of books which can be obtained through one of its services known as Inter Library Loan (ILL). DELNET provides services to more than 5523 Institutes and Universities in South Asia and the USA. The library is an eminent member of DELNET. The library is providing access to the DELNET collection to its users. As such, the users can access databases hosted by DELNET.

2.9.17 Document Delivery Service (DDS)

Document Delivery Services (DDS) supports scholarly research by obtaining library materials such as books, periodical articles, dissertations, government documents and technical reports unavailable in Ambedkar University Delhi Library through DELNET. Additionally, DDS delivers scanned journal articles from Library and library collections nationwide.

2.9.18 OPAC (Online Public Access Catalogue)

Library provides information about the library holdings through Koha OPAC of all the three campuses libraries. The holding contains Print Book, Conference Proceeding, Reports, E-Books, Dissertation and Thesis, CD/DVDs etc.

To access AUD OPAC user can visit **http://aud-opac.kohacloud.in/**

2.10 COLLECTION

The print collection of Ambedkar University Delhi Library comprises of following: -

Document Category	Total Collection
Books (Purchased)	55000+
E-Journals	19200+
Electronic Databases	35
Gifted Books	4735
Print Research Journals	53
E-Books (Including Subscribed from ProQuest)	150000
Bound Journals	703
Print Magazines	50
M.A/ M.Phil/ Ph.D Dissertation (Including Subscribed from ProQuest)	1000000
Newspapers (Hindi & English Newspapers)	21

ELECTRONIC RESOURCES

Library System subscribes to a large number of electronic databases. It is being made available through campus network in university campus. Besides a good number of databases are also accessible through UGC/ INFLIBNET Digital Library Consortium. User can visit www.aud.ac.in then services, library, resources for details. Data will be available in the following categories:

- ➢ E-Books
- ➢ E-Journal Databases
- ➢ Online Databases
- ➢ E- Dissertation (M.A./ M.Phil/ PhD)
- ➢ DELNET (Developing Library Network) online resources
- ➢ Archival Database

REFERENCE:

- *Library Home | Dr. B. R. Ambedkar University Delhi.* (2024, May 7). https://aud.delhi.gov.in/library-home

CHAPTER-3

ACQUISITION OF INFORMATION SOURCES

3.1 INTRODUCTION

Acquisition forms a vital link in the cycle of publishing, selection, request and providing materials for use. The imperatives for acquisition staff are to find and acquire materials as quickly materials as quickly and as economically as possible, while offering an efficient and responsive service. The effective acquisitions section is founded on nurturing successful relationships with those outside and inside the workplace. To other information staff acquisitions looks like the most deskbound of occupations, since links are not so often made with the users of the materials being bought.

In reality acquisition staff have to learn to deal with a variety of people apart from their immediate colleagues. Good ethical relationships with suppliers and publishers are fundamental, but so too are links with finance officer's accountants and auditors. Being in control of a budget brings responsibility and a measure of power. A head for figures and a memory for titles, an ability to negotiate a license or good discount, and enhanced skills in using automation to speed the process and report on results, are just some of the attributes needed for acquisition. The detective skills of reference staff, the descriptive skills of cataloguers, and the common-sense skills of the realist, are all equally required. Like all information staff, acquisition people need to keep up with what is happening inside their workplace, but also outside in the world of publishing and a good deal is happening.

Acquisition are first-line cataloguers, as orders are loaded onto the online system ahead of their actual arrival. And it is acquisition staff who check online services for bibliographic details ahead of ordering and receipt. Integrated library systems with multi-functioning single workstations which communicate electronically all the way along the chain are rapidly becoming the norm. If there is a sticking point in total integration it is the interface with institutional finance systems. Much more acquisition information is now held with, and accessible from, our suppliers. Acquisitions staff need to balance the loss of tedious record-keeping work with the potential loss of control over data.

(Chapman, 2004)

3.2 METHODS OF ACQUISITION

A. BOOK

3.2.1 Acquisition through Monetary Payment

3.2.1.1 Standing vendor

The selection is done after inviting quotations through a tender containing the terms and conditions for supply. The firm offering the most favorable terms is approved for the specified period. All needed resources are acquired through the firm. Often clever firms out bid others by offering maximum rate of discount and get approved. In actual practice the firms fail to supply short-discount, no-discount and other books which involve more effort in procurement. The system is therefore not helpful for major libraries in building up its collection.

3.2.1.2 Books on Approval

Under approval method local firms are encouraged to bring to library from new consignments on a fixed day in the month or week and leave them with the library. It gives library opportunity to invite persons authorized for selection for close look in the books and identify those appropriate for their subjects. The library is saved from selecting books from printed catalogues and preparing list for approval by the subject expert.

3.2.1.3 Direct order to Publisher

Acquisition through direct order to publishers is the most important method for building up collection. The library prepares its list of requirements from publisher's catalogues and after approval of the appropriate authority places order direct to publishers.

3.2.1.4 Standing Order

Books published under a series with regular interval, multivolume books where each volume is published with time lag and books published in parts till such time all the parts are complete. Payments for standing order are made on receipt of material only and order automatically gets cancelled once supply of all volumes has been received.

3.2.1.5 Blanket Order

Libraries which plan to build up collection on a given geographical area or on a given subject discipline, resort to blanket order method. Under the system publishers or stock in an area or subject are given blanket order to supply all publications to the library as and when these are published. A few years back certain American libraries had authorized the Library of Congress, Delhi office to purchase all books on certain subject because no American stockiest was dealing on these subjects.

3.2.1.6 Tender System, Quotation Method and Dealer Library Plan

These are also some times mentioned as procurement methods, Under Tender System a list of selected books is prepared and tender for offering the books at the maximum discount is floated. The firm offering maximum discount on the printed price is asked to supply books. Obviously, this is a cumbersome, rather impractical method. The library has to take all steps through which order copy passes each time a list is ready for acquisition. Similarly, dealer library plan under which publishers will send books on approval for selection can be practical only in case of publishers operating in the same city. No foreign or major local publishers would agree to this method. As far as quotation method is concerned, it has been discussed under terms and conditions of supply.

3.2.2 Acquisition through Payment in Kind

3.2.2.1 Institutional Membership Method

Acquisition through institutional membership is normally done by research and special libraries. The parent body of the library one of its members becomes member of an institution or organization working in the same or an allied area. By virtue of the membership, it is entitled to receive their publications which on receipt are transferred to the library. Sometimes the library itself takes up membership of an association or institution and becomes entitled to receive its publication.

3.2.2.2 Exchange Arrangement Method

The method is well suited to the needs of the libraries belonging to organizations which also have publications documenting their own work. Sometimes such arrangements are on cost-to-cost basis. Both the bodies keep an eye on the total value of the books dispatched

and received. Most often such arrangements are for periodical publications only. Duplicate materials and materials not required are also used for exchange purposes.

3.3 Acquisition through Gift, Donation and Deposit

3.3.1. Gift

Gift of books to libraries has been a very valuable but insignificant source of acquisition. Often scholars send their own books to libraries so that it may become accessible to wider reading public. Some may leave a will to their heirs to gift their book collection to local library or to library specializing in the field in which they had their interest in life. Occasionally, Embassies gift books of authors of their country to major libraries of the host country. Major and minor but famous libraries are regular recipient of books, manuscripts and other valuable documents, as gift from heirs of eminent scholars.

3.3.2. Deposits

Deposit, another way of free receipt is also a source of acquisition in libraries. Sometimes collection of papers of historical importance in the possession of a person, files of activities of political party or pressure group, etc. is deposited in libraries for safe custody and for use by research scholars. The library of the Indian Council of World Affairs was made depository library for Jaya Prakash Narayan's personal papers. National and State governments regularly send to libraries official publications for use by library members. International Organizations like UNESCO, UN, The World Bank, etc. select libraries in different countries to deposit some or all of their documents for use by research scholar's. The World Bank has chosen universities of Kerala, Punjab, Bombay, etc. as libraries for depositing its documents and books. Deposits are also obtained through soliciting by the organizations or by influential individuals associated with the parent body of the library. With efforts of Dr. V.K.R.V.Rao, one time Director of The Delhi School of Economics, the Rattan Tata Library of the School became depository library for publications of U.N as well as of F.A.O and IBRD. Similar was the case of the Library of the ICWA, popularly known as Sapru House Library. In terms of usefulness such materials far exceed books obtained with great efforts and on high payment publications. National level libraries become depository library for the national government. The National Library of India is depository library for Government of India publications.

3.4 Activities of Acquisition Section

The overall activities under acquisition section are:

> ➤ Receive the recommendation of books from the department.
>
> ➤ Verification of books in library whether the book is available or not.
>
> ➤ Quotations and perform invoice are invited from the approved vendors.
>
> ➤ Prepare comparative statement.
>
> ➤ Ordering of book.
>
> ➤ Receive the books along with the invoice.
>
> ➤ Verification of invoice according to the comparative statement.
>
> ➤ Entry of bill in bill register.
>
> ➤ Accessioning of books.
>
> ➤ Bill process and send to account section for payment.

3.5 Ordering

The library has two step to order a collection of books or resources-

> ➤ First one is recommendation.
>
> ➤ Second is approval from the library committee.

Recommendation means the higher authority (library committee) have to recommend the books or documents first then library prepares a letter for the publishers to send the recommended books to the library for the approval. Then library prepares another letter for the approved books those have been selected by the library to buy. All the functions are headed by the execution of Library Committee.

The library committee of many libraries consists of:

1.Librarian as Member secretary

2.Professors

3.Associate Professors

4.Assistant Professors

The Acquisition process a very crucial part of library and almost all collection is acquired by the CNA (Central News Agency).

1) The demand of books, documents or other resource materials from students, faculties and non- teaching staffs are received through e-mail/post at library.

2) The recommendations and demands of books or documents thus received are cross checked in the library whether they are available or not library tends to purchase those books which are not available. Before preparing the order, the list of books have to be approved by the library committee.

3) The Library Committee has to approve the books and documents which has to be purchased If any' of the book or material that has dented or found irrelevant by the library committee will be omitted.

4) Books and documents which are approved by the library committee will be forwarded for the supply order purpose. Library has to find out the vendors with quality service and providing materials in cheap rate.

B. SERIALS

Serials or periodicals are the most popular form of reading material in all types of libraries. Any publication which is published with the same title at a fixed interval may be called a serial/periodical. A distinction is made however between a serial and a magazine, the latter being more a publication for popular reading than a serial which is associated with materials of serious nature. There has been an element of confusion about the terms serial and periodical. According to Anglo-American Cataloguing Rules (1988) a serial is a publication in any medium issued in successive parts bearing number or chronological designation and intended to be continued indefinitely. Serials include periodicals, newspapers, annuals, (reports, yearbooks, etc.) the journals, memoirs, proceedings, transaction, etc. of societies and numbered monographic series. The ALA Glossary of Library and Information Science excludes newspapers from periodicals but includes annals. Ranganathan's definition excludes serials from periodicals. In fact, his definition of periodical includes only such regular publications which form part of a volume: A publication which is a volume in itself and is published once in a year is an annual and annuals are called serials.

3.6 Problems of acquisition section

The acquisition section is the gateway for the entrance of the reading materials to the library which ensures the systematic collection of those materials. So, the acquisition section should overcome the following problems in order to perform its functions more efficiently:

- The process of acquisition is very lengthy due to too many administrative procedures.
- The functions of acquisition section are still running manually.
- There is no provision in the acquisition module of the software for the computerized maintenance of accession register.
- The personnel are suffering from lack of professional and IT skill due to insufficient educational background.
- The experienced staffs are unwilling to share their knowledge with their juniors.
- Many new courses have been introduced and the cost of reading material for some subjects is very high but the budget allocated for the purchase of reading material is not sufficient.

3.7 My Experience at the Library

In the acquisition process, the first thing that comes into play is the suggestions taken from faculty members and information seekers. After receiving the suggestions, we check whether there is any duplication and if in case of duplication eliminate that. Then comes pre- ordering in which we make a list on KOHA. Then the list made is sent to the library committee for approval. After being approved by the library committee a copy of list is E-mail to all the impelled vendors. Then give the information regarding discuss they can provide. The order is placed where we get the maximum benefit i.e. best quality products at minimum cost. The bill which we receive from the vendor must contain into such as ISBN, edition, year of publication, order number, etc. The order received is then check it and physically verified. In case of an, damage or duplication

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Chapter-4

Technical Processing of Information Sources

4.1 INTRODUCTION

Every library has technical services section. This department handles classification, cataloguing, physical processing, preservation and maintenance of the materials in the library. Work done under technical section are termed as technical processing. Preparing the books/library material to make them in serviceable form for users. Accuracy is the very essence.

Technical Processing Section plays a key role to carry out functions of any library. The journey of every document in the library to reach its readers starts from the acquisition section. It is the technical section that acquires the documents and prepares these for use by the users. It, therefore, acts as a bridge between the acquisition of documents to their circulation. This section attends to all technical activities by the professional/technical staff of the library. The activities done here are chiefly classification; cataloguing; physical processing; shelving; and filing of library material.

Libraries of present day are not only the store house of the books but also are center for analysis of information, hence their responsibilities towards the users increase from the points of view of the usage and application of the information. This chapter covers both the technical and physical processing of the acquired documents as well as the methods and procedures for acquiring documents in a library.

4.2 NEED FOR TECHNICAL PROCESSING

Library materials go through the process of technical processing so that they can be located, used, and returned to the library at their requisite place. The need for technical processing has been brought about by a number of factors, which are:

➢ Tremendous growth of information resulting in production of a variety of library materials,

➢ Necessity of categorization of the universe of knowledge,

➢ Arranging materials in such a way that subject specialization is maintained,

> Systematic arrangement of documents to facilitate easy storage and retrieval, and satisfaction of users' needs.

4.3 PLANNING OF TECHNICAL PROCESSING

A library's Technical Section is divided into numerous parts, such as the Classification Section, Cataloguing Section, Book Processing Section, etc. This division must be supervised by a qualified individual with significant professional experience and must have an adequate workforce to handle the processing tasks. Classification and cataloguing are highly technical tasks in the technical department, and precision is crucial to any technical processing activity.

The steps involved in technical processing vary from one library to another. The processing steps usually vary by type of library. Within a library, different types of material may be processed in different ways. The basic steps of technical processing of library material are as follows:

> Classification
> Cataloguing
> Preparation of Shelf list
> Label the documents

4.4 TECHNICAL PROCESSING INCLUDES

> Classification of books
> Cataloguing of books

A) Classification of Books

Classification work is carried out to bring organization in the library materials. It is achieved by assigning a code number, called call number, composed of class number and book number, to each document based on a scheme of classification. A scheme of classification is an attempt to map the universe of knowledge, and assign each individual subject an artificial number which replaces the name of the subject. Since the universe of knowledge is ever changing the schemes developed either need constant revision or must have built-in mechanism to adapt to the situation. The system of organization is achieved by using a logically developed scheme of classification. At various stages in the history of librarianship

schemes of classification have been designed. But among the existing schemes, DDC and UDC are the classification schemes which have wider acceptance. The selection of scheme does not come in the purview of processing department. The department is expected to use the scheme selected by the library for classifying the resources.

B) Cataloguing of Books

Cataloguing is the next technical job done by the technical unit. Cataloguing is done with the help of code for cataloguing. The AACR-2R is the one code which has worldwide acceptance It is a dictionary code according to which the main entry begins with the author's name. The Classified Catalogue Code of Dr. S. R. Ranganathan is used in many libraries in India. In CCC the main entry begins with class number. The CCC uses chain procedure to derive class index entries, but in AACR one has to use one or other list of subject headings. LC List and the Sears list are used for this purpose.

In cataloguing a book, the following jobs are carried out:

- ➢ Preparation of the main entry
- ➢ Preparation of shelf list
- ➢ Preparation of added and reference entries

4.5 CONCLUSION

Technical processing is involved in getting documents ready for use. The Technical Department will handle both of these sensible tasks because doing them together makes more sense and is more cost-effective. Classification and cataloguing are the two key tasks involved in technical processing. In a library, both of these are crucial since they alone provide the collection its meaning and purpose. No matter how excellent the library collection, if its contents are not made known to the readers, it will essentially remain useless. We learned in-depth information regarding the Technical Department's planning and coordination of activities from this chapter. It has also been explained how the call number and cataloguing work. Before it is "shelf- ready," library materials in all format's books, journals, movies, microfilms, sound recordings, CD-ROMs, etc. must be physically processed. Spine labels, due-date slips, circulation cards, pockets, bar codes, security strips, ownership markings, protective covers, and/or reinforcements might also need to be added.

The substance is ready for circulation after physical preparation, which also increases its shelf life.

4.5 My Experience at the Library

Technical processing involves classification and cataloguing of library documents. After the library acquires new documents, the acquired documents are sent for Technical Processing. In AUD Library classification id dine on the bases of DDC. After classifying the book and giving numbers according to DDC we cross check the given call number using DELNET. Then we write the call number on the back of the title page using a pencil. When the classification is done then comes cataloguing. The process of cataloguing here is done on KOHA. An order basket is formed at the time of accessioning. At the time of doing cataloguing we make changes to the info. then only.

In AUD Library there is a field namely fast and framework in which the required cataloguing fields are already set and editing is done the only. Our internship team did the cataloguing of 1275 books in total with the help of Library staff.

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CHAPTER-5

MAINTENANCE WORK

5.1 INTRODUCTION

Maintenance work is the backbone of any object, structure, organization, institution and so much so, in a library also. You already know that after buying books or stationery or computer, you have to take special care of your possessions for their proper and prolonged use. In a library, Maintenance Section is responsible for jobs such as organization of collection, shelving and re-shelving, dusting and cleaning, mending and binding, weeding and stock verification. Much of the work done in Maintenance Section is behind the scenes which helps to keep the collection live and presentable for maximum use.

The library at our institution is a model of efficiency and organization, fully automated through the use of Book Magic, a sophisticated library management system. With meticulous care, all books in the library are appropriately categorized and thoughtfully arranged on the shelves, ensuring that library users can easily locate the materials they need for their academic pursuits.

To further enhance the user experience, the library regularly updates the positions of books in the ILMS. This practice ensures that the catalogue remains accurate and up-to-date, streamlining the process of book retrieval and lending.

In a proactive approach to library maintenance, the institution conducts periodic inspections to identify any potential damage to the books. When necessary, the library promptly carries out binding and repairs, safeguarding the quality and longevity of its collection.

Efficiency is a key focus in book lending. Borrowers are held responsible for any lost books, promoting accountability among library patrons.

The oversight of the library falls under the capable hands of the Chief Librarian, supported by the dedicated staff. This collaborative approach ensures that the library remains responsive to the evolving needs of its users and continues to serve as a valuable academic resource within our institution.

These activities are described in brief as follows:

1. Organization of Collection

2. Shelving and Re-shelving

3. Dusting and Cleaning.

4. Binding.

5. Weeding

6. Physical Verification of books (Stock Verification)

5.2 Organization of Collection

A library takes into consideration the nature of material and its use, and accordingly it organizes its collection, such as, Main (General) Collection, Periodicals Collection, Reference Collection, Non-Print Material, including electronic material, etc. Books in all such collections, besides the Main Collection, are allotted a symbol for the type of collection, which is put at the top of the call number of the item.

5.3 Shelving and Re-shelving

All the items as reading material are arranged on shelves in a helpful order. The items used by users are to be re-stored (reshelved) in their proper position on the shelf. Arranging books and other material on the library shelves is known as shelving. Shelf work is physical maintenance of the stacks and involves sorting, shelving, shifting and shelf reading. Material to be shelved varies greatly in size and shape ranging from very large atlases and maps to small books, filmstrips, pamphlets, periodicals, audio/visual material, microforms, CD-ROMS, DVDs and so forth. Correct shelving of various types and sizes of the stock is imperative if the items are to remain in good physical condition. The library material to be shelved comes from a number of sources, such as

   a.   New books and other material received after processing;

   b.   Borrowed books returned by the users after use; and

   c.   Books and other material used by the readers and left on the tables.

According to access to the library material on the shelves, the library may have Closed Access System or Open Access System. Library arranges the library material according to the classification scheme in use in the library. Majority of the public and academic libraries in India use Dewey Decimal Classification Scheme and special libraries use Universal Decimal Classification Scheme. If library uses Dewey scheme, its stock in the library is arranged on the shelves in a numerical sequence from 000 to 999 and its decimal placing. This makes the books on the same subject to be placed together for browsing. This is the best type of arrangement because it facilitates subject approach which is most popular among the library users. However, at times, library uses different sequences for specific type of collection for the convenience of the users. For example, in public libraries the fiction collection is arranged alphabetically by authors' name and not by class number. Depending upon the shelving arrangement, it may be Broken Order Arrangement or Parallel Arrangement.

5.4 Dusting and Cleaning

Dust and dirt, which accumulates on the items on shelves, are to be removed regularly at periodical gaps. Dust-free and well-maintained library material not only attracts the users, but also enhances its use.

5.5 Binding

At times, the items in the collection suffer minor or major damages. These are to be repaired. Mending is done for minor damages and binding is done for major damages to the documents. With the help of mending and binding the damaged items get renewed life.

Binding of books is regularly carried out by the libraries to safeguard against wear and tear of the books due to heavy use. Loose issues of periodicals are also bound when a volume is complete. In many libraries, binding work is given to the professional binders on contractual basis.

5.6 Weeding

Weeding is required for all such items which can no longer be put to use due to damage beyond repair or have become outdated. Weeding is removal of books from open access shelves either to discard them or to move them to reserve, or remote or compact storage. Weeding is required as some books become outdated in terms of subject matter, such as books on subjects like science and technology; some get damaged and worn out due to excessive usage and are

beyond repair; and some ready reference books like yearbooks, directories, etc. which are superseded on the arrival of their new editions.

Weeding is one of the best suitable techniques available to ensure long range usefulness of any collection. Policies relating to weeding may vary from library to library. In general, a book is not discarded if it is of historical interest despite its age, or still in demand, and new copy is not obtainable from the publisher, or it covers subject area in which library has an obligation to specialize.

5.7 Stock Verification

When the library collection is put to maximum use, particularly in open access, some items are lost. These lost items create a great number of problems for the users and the staff. An item lost shows its presence in the library catalogue and other records, but is not found on shelves. To identify the lost items, stock verification of library materials required. Stock verification helps in finding out 'what is' as against 'what it was' in the library collections. After such findings, the library records are to be updated in view of the records of lost items. This helps smooth flow of library use and library services.

Stock verification implies the physical check-up of the articles on record. This is a common practice in all organisations whether private companies or government departments. Strictly speaking it is undertaken to ascertain that all the books acquired by the library are accounted for. In a narrow sense it means physical check-up but in a broader sense it would mean to have an assessment of the collection of documents.

Stock verification is a controversial subject among librarians due to the conservative attitude of authorities for holding librarian responsible for losses due to theft while no facility is provided or provision is made to develop security arrangement.

5.7.1 Need for Stock Verification

Despite its disadvantages and disfavour by librarians, some kind of accounting for the stock is generally felt to be necessary. Some are of the opinion that an annual inventory is essential to identify the administrative defects and slackness and to take necessary action to rectify these tendencies. Stock verification need not be viewed as an unnecessary evil. There are many advantages of stock taking. However the desirability or otherwise of stock verification depends on the size of the library collection. In large

libraries, it is difficult to have a thorough regular physical checking. Such libraries may carryout sample verification of various sections in phases to ascertain the stock position.

5.7.2 Methods of Stock Verification

Following is a brief description of the prevalent methods of stock taking.

i. **Stock Verification by Accession Numbers:** The accession numbers of the books from the shelves are read by one person and another person checks and tick marks the corresponding accession number in the register. When all the books in the library and out in circulation are checked in this manner, the unmarked accession numbers give us a list of lost books. This method is cumbersome and time consuming as the books on the shelves are arranged by class numbers.

The use of accession register, which is a very important record also spoils. A modified method is to prepare and use a duplicate accession register. But then the task of preparing another duplicate accession register and also involves unnecessary wastage of time, energy and money.

Another simplified variant of this method is to prepare slips with only the accession numbers and use these slips for stock taking. Alternatively, a register bearing only serial numbers in columns in a page may be used. Numbers may be crossed out for books on the shelf. How ever both the methods may lead to malpractices since bibliographical detail cannot be verified in either of the two. However, this method may lead to malpractices; for example, a lost book may be replaced by another cheap book with the same accession number, since bibliographical details are not provided.

ii. **Numerical Counting Method:** This is another simple method, wherein all the books on the shelves and the books out on loan are counted and tallied with the total number of books as per records. The comparison indicates the less of books in terms of only numbers. However, it does not reveal the particulars of the books and hence it serves only a limited purpose of stock verification, however, this method gives a rough idea of the extent of loss.

iii. **Stock Verification by Shelf List Method:** Maintenance of an up-to-date and accurate, shelf list is a pre-condition for this method of stock taking. Shelf list on cards is very flexible and facilitates speedy stock verification. The cards are taken to the stack and call number of each book on the shelf is read' by one person and another person either ticks it or takes out and keeps it in-.another tray. Otherwise the cards of missing books' can be removed and kept it in another tray. Otherwise the cards of missing books can be removed and kept separately. This

is an easy, simple and quick method. The trays containing the shelf register cards can be distributed among a number of persons and simultaneous stock verification of various sections of the stack is possible. Though time-consuming, this is a very efficient method of stock taking, and stock verification is also achieved in this method.

5.7.3 Loss of Books

Loss of books is inevitable in open access libraries wherein the users have the freedom to browse through books, though a closed access system is also not immune from loss since theft may take place through staff which has access to the stock. The reasons for stealing or mutilating of books may be as follows:

- Some are regular thieves and stealing is their inherent character. Despite necessary precautions it may be difficult to control this type of thieves
- Poor vigilance may tempt some people to steal. The reader may find stealing an easy way out compared to borrowing;
- Very strict rules and regulations regarding the use of books may also induce people to steal. For example, certain materials are not lent out for home reading and a reader may be disinclined to refer the same within the library premises for various reasons. It is very common in academic libraries to find issues of periodicals with pages missing, because of this reason.
- Some book lovers have a pervert possessive attitude towards books and may steal them.
- Lack of proper security policy in libraries.
- Wrong assumption that theft is only through library users and staff is free from such trait.

5.7.4 Responsibility for Loss of Books

In a majority of libraries of the western countries, librarians are not held responsible for books losses, but many organisations in India continue to hold librarians responsible for book losses. The situation has fortunately, changed now for the better, mainly due to the efforts of professional bodies like library associations. It is generally accepted that a loss of three books per thousand books circulated as a normal loss which may be written off.

5.7.5 Measures to Minimise Book Losses

Steep rise in cost of books, ill-organised Indian book market which makes replacement of lost material difficult, dependence on foreign publishers together with increasing tendency towards theft and mutilation lead us to give more serious thought to the security measures in libraries. Some of the measures adopted by the library may conflict with policy of efficient access to library materials. But the librarian is responsible also for preservation of library material for the future generation. Instead of ad hoc measures such as installation of electronic theft detection mechanism, the library must formulate a definite well spelled security policy.

5.8 My Experience at the Library

As an intern at AUD, my stint in the maintenance section of the Library was a blend of rigorous tasks and invaluable learning experiences. The internship was structured such that our group was divided into two teams, with each team assigned the significant responsibility of conducting stock verification for 3,920 books. This process was both challenging and rewarding, as it demanded a high level of precision and diligence. We meticulously checked each book against the library's records, ensuring that every item was correctly cataloged and accounted for. This task underscored the importance of accuracy and attention to detail in maintaining an organized inventory.

Beyond stock verification, our daily responsibilities included shelving 30-35 books. This involved understanding the library's classification system and ensuring that books were placed in their correct locations for easy access by users. Shelving required not only physical effort but also a systematic approach to maintain the library's orderliness.

The experience was instrumental in developing my teamwork and time management skills. Working collaboratively with my peers, we learned to communicate effectively and divide tasks efficiently to meet our goals. Moreover, this internship gave me a behind-the-scenes look at the operations of a library, highlighting the critical role of maintenance in ensuring the smooth functioning of this essential educational resource. Overall, it was a deeply enriching experience that enhanced my organizational abilities and fostered a greater appreciation for the meticulous work that goes into library management.

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CHAPTER-6

CIRCULATION WORK

6.1 INTRODUCTION

The circulation section links the library collections to the readers and thus supports the first two laws of library science. This section ensures the use of books by readers by offering them issue/return facilities. It is responsible for giving books to the users, keeping records of what has been given to whom; what has been returned or what is overdue now. When the books, documents are returned to the library, it is the duty of the circulation section to put them back on shelves, at the right places, and also get them repaired if the need arises. This section has record of all the books which are issued to the users, and which are still on the shelves.

There are different methods of circulation e.g. register system, card system, and automated system which makes use of barcode technology. At present card system is widely used, but some small libraries use register system as well. These days, libraries are automated which implies that all housekeeping operations i.e. routine jobs are performed through computers by using library software like SOUL, Libsys, Virtua, etc. The libraries are also using barcode technology for issue / return of books.

This section keeps records of all registered users of the library – their transactions, loan period, borrowing privileges, etc. It also supervises many other miscellaneous jobs like maintaining gate register, property counter and lockers for research scholars.

6.2 LIBRARY CIRCULATION

Library Circulation is the function of lending library materials (books, serials, sound recordings, moving images, cartographic materials, etc. that are owned by a library) to the users of the library. Library Circulation includes checking out library materials to library users, renewing the borrowed items, reserving checked out items for the patron, checking in materials returned, checking the materials for damage at the time of return, if found damaged then giving that to responsible staff for repair and when repair is not possible then replacement, renewal of materials, receiving payment of fines for damaged and overdue materials and payment for subscription to

the library and other charges, maintaining order in the stacks by re-shelving the library materials by call number given by classification system, such as Library of Congress Classification (LCC) or Dewey Decimal Classification (DDC) system. There is a Circulation Desk, a long counter usually located at the main entrance of the library to carry out library circulation activities. It is the service point to register for the library card, check out, renew, and return library materials. Library staff at circulation desk also provides basic search and reference services in the use of library and placement of information resources.

6.3 PATRON REGISTRATION

The registration process varies from library to library. Public libraries usually have the strictest procedures for registering new borrowers and verifying their identification. Official proof of their home address and official personal identification are two common items that patrons are required to produce.

Academic libraries generally use official campus identification cards and verify a borrower's status through enrolment databases. The procedures used by special libraries vary from no registration to formal processes involving security clearance. School libraries utilize class lists provided by teachers or administration.

The personal information provided by a patron must be protected. Industry ethics and laws advocate that this confidential information must be safeguarded. The personal data gathered in the registration process and the circulation records of each patron should not be shared with outside agencies or divulged to anyone who has not been authorized by the library to work with these records.

6.4 LIBRARY PATRON AND ITEM INTERACTION RECORDS

The libraries of past generations used a paper card catalogue and checkout cards for their records. Today the majority of libraries own an automated circulation system. These systems link a database of bibliographic records with patron-use records to form an integrated system called an OPAC, which will be discussed in a few sections. With integrated Web interfaces, a modern library's catalogue is remotely accessible to anyone from anywhere.

An automated circulation system is able to:

> ➢ Record and track three key elements

1) The person who borrowed the item

2) the exact item borrowed

3) the time the item was borrowed and when it is due back

➢ Track the status of all items in the collection individually

➢ Track the status of all patron accounts

➢ Match requests for holds with incoming items

➢ Provide statistics relating to the circulation of items.

6.5 CIRCULATION DESIGNATION

There are three terms used to differentiate between the circulation statuses of items. The term Circulation Reference is used to designate that the item is available for in-house use only. These items are usually handbooks, dictionaries, or other items that can be consulted briefly for facts or overview information. These items may also be expensive, rare, or frequently used and using them in-house only serves the greatest number of users.

Items with the description of circulating are just the opposite. These items lack the restrictions of reference items and are available to be checked out by registered patrons. But within this area, different time periods may be assigned according to the items. DVDs, pamphlets, maps, etc. usually check out for a shorter time period than books.

The third circulation status is reserve. The status of reserve is generally found in school and academic libraries. These materials are high-use items required for class study. Some items on reserve may be available for in-house use only, while others may be checked out for a short period of time. Electronic reserve collections are growing in popularity. This type of collection provides for the electronic delivery of lecture notes, practice tests, required readings, and other non-book informational resources.

As changes occur in circulation policies and designations, and as collections are developed through expansion, weeding, and relocation, necessary changes in shelf placement must occur. This is mainly the responsibility of the Circulation Department and is called Collection Shifting. It is a vital part of ensuring the findability of library resources, especially with each change that occurs in a collection.

6.6 CIRCULATION SYSTEM

The different types of circulation systems followed in libraries are listed and discussed in the following sub sections:

6.6.1 Register System

In this system, a register is maintained by libraries and daily transactions are recorded sequentially by writing author's name, title of the book and the reader's name to whom the book has been issued. This method is not very popular at present but generally used in small or school libraries.

6.6.2 Card System

This is the system in which two cards are used – one card is for the book known as book card and the other is for the user or borrower. This card system is commonly followed by libraries. The two card systems are as under:

➢ Browne system
➢ Newark system

6.6.3 Automated Circulation System

In an automated circulation system, the manual system of operation is replaced with computer-based system of operation. In this system, the library has web-based catalogue which shows the collection e.g. books, journals, etc. and their availability in the library; besides the record of registered users of the library is also available on the computer. This is all maintained through integrated library management software. There are many advantages of using an automated circulation system. The catalogue displays what the library has and users can access it from anywhere. The users can easily check their "accounts" to find out what has been issued to them, books which are overdue and can renew the books.

In an automated circulation system, there is no need for the library to issue and maintain borrower's cards or tickets. Every member requires a single card with a unique identification number (such as library membership number) to be used by the software to access the member database. The multiple borrowing facilities are also controlled by the software.

The circulation module performs the following activities:

- ➢ Handles activities of lending, return, renewal, and putting on hold, sending reminders
- ➢ Controls the following – circulation type, location and status, user database, profiles, privileges, computation and payment of overdue fines, lost books, etc.
- ➢ Has additional features like import, export, backup and restore functions for the database, inventory, generates different kinds of reports e.g. usage statistics, lesser used books, heavily used collection; supports interlibrary loan, MARC, Z39.550 standards
- ➢ Has an option to generate and print bar coded Identity cards (ID)

6.6.4 RFID (Radio Frequency Identification)

RFID technology identifies unique items using radio waves. RFID tags are small integrated circuits which are scanned with a radio transmitter. No line of sight or direct contact with the tags is required to read them. This technology is being used by some libraries for issue and return of documents. It also offers security against the theft in libraries.

6.7 CIRCULATION FUNCTION

The circulation functions involve registration of members, charging and discharging and other controlling processes which have been discussed in the following sections:

6.7.1 Registration of Members

A library can circulate documents only to its registered members only the registered users enjoy the borrowing privileges. Borrowing privileges refer to the number of documents which can be borrowed and the length of loan period.

6.7.2 Charging and Discharging Functions

- ➢ **Browne System**

    This system was devised by Nina E.Browne. It involves the following steps:

    - For charging, the book card is removed from the book and placed in the borrower's ticket which has her/his name, address and registration no. /ID no.
    - The borrower's ticket with book card is filed under the date by the call number.
    - The due date (date on which the borrower is supposed to return the book) is stamped on the due date slip and the charged book is given to the reader.
    - When the book is returned, the due date /issue date is checked from the due date slip.

- The book card with the borrower's ticket is taken out from the date guide card in the charging tray. The due date /issue date is cancelled on the due date slip and borrower's ticket is returned to the reader. The book card is inserted into the book pocket.
- If the book is returned after the due date, overdue fine is calculated, the reader is asked to pay the overdue fine.

➢ **Newark System**

This system also involves borrower's cards and book cards. The following steps are involved in this system:

- For charging, the due date is stamped on the due date slip.
- The due date is also stamped on the book card and the borrower card.
- The borrower's ID no. is written opposite the date in the book card and filed behind the concerned date guide card.
- When the book is returned, the date of return is stamped on the borrower's card. The borrower's card is given back to the reader.
- The book card is taken out from the circulation file from the date on the date slip and placed on the book pocket.
- If the book is returned after the due date, the fine is calculated and collected from the borrower; after the fine is collected, the date of return is stamped.

➢ **Charging and Discharging through Automated System**

The following procedure is adopted for charging and discharging through automated system:

- As soon as the list of new students admitted into various courses is received, the data is fed into the computer software and barcode cards are generated which have members' photograph on them. These bar-coded cards are also laminated too by the Library.
- Barcode labels are prepared for books by using the accession number as key fields and labels are printed on A4 size self-adhesive paper. Each book received in the library gets a bar code label with a unique number.
- In the computerised circulation system, which uses bar code technology, the borrower presents before the counter her/his library card and the books which the user wants to borrow.

- A barcode is an optical machine readable representation of data; it shows data about the object to which it is attached.

- In this system, a barcode scanner is used for reading the barcode from the borrower's card/tickets and the book. When the bar codes are scanned and read, the details of both the borrower and the book are displayed on the computer screen. Using a bar code scanner is very simple. The library staff just needs to hover or move the barcode scanner over the barcode label and click on the keyboard.

- When a book is issued to a borrower, the counter staff scans the bar coded membership number from the member's ID card; then the barcode from the book is scanned. The software checks out the book according to the privileges granted to the borrower. The printer attached with the computer also generates or prints the check out slip for the borrower.

- When the book is returned to the library the staff at the counter scans the bar-coded membership number from the member's ID card; then the barcode from the book is scanned. The software displays the details of the borrower and the due date of return of the book. The book is checked in and the reader is allowed to go. In case the book is being returned past the due date, the software calculates the amount of fine due to the borrower. After this the book is checked in. When a reader/borrower leaves the university, her/his membership is cancelled and the library issues no dues certificate. The library management software will scan the database to find out if there is any item outstanding against her/him. Accordingly, s/he will be issued no due certificate.

6.8 My Experience at the Library

Library Circulation Section facilitates user for check out, check in, place hold and renew of books. AUD students, staff and faculty must have to carry their university ID Card to avail these services. Due to vacations, we were not able to do much work in the last week of our internship we did remarkable work under circulation section. Nearly 75 books were circulated in every single day on an average. We issued clearance certificate to many students who came to get clearance from library. In AUD Library, users are patrons with many fields set on KOHA.

Students, teachers and staff at the University are entitled to become member of the library. The identity cards issued to students and faculty will serve as library membership. Membership is not transferable. Before leaving the library, member should ensure that the books they are taking out are properly issued.

Books should not be kept beyond the date marked on the due date slip. UG students can borrow 3 Books and 2 text books for 15 and 2 days respectively. In case of PG students, the number of books is 5 and number of textbooks is for 15 and 2 days respectively. MPhil and PhD students are allowed to borrow 10 books for a period of 90 days, faculty members can borrow 15 books for the whole semester while the non-teaching staff is allowed to borrow 5 books up to a period of 1 month.

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CHAPTER-7

CONCLUSION & SUGGESTION

➢ CONCLUSION

In conclusion, my internship experience at B.R. Ambedkar University was invaluable. Through it, I gained valuable skills in library maintenance & problem-solving, as well as a better understanding of the different aspects of dealing with the user in the library. The knowledge I have acquired will benefit me in my future endeavours.

All in all, this internship was a fantastic opportunity to gain hands-on experience and hone my skills in the field of library sciences. I am grateful for all the lessons & experiences I have gained during my time at the library with the support of library staff of the University. During my internship, I developed my technical skills & understand the operations of a successful handling of the library. Overall, I have learned so much from this experience, which will benefit me immensely in the future.

➢ SUGGESTION

- The absence of an adequate ventilation system causes the AUD Library to feel extremely stuffy because there is not enough room for air to circulate.
- In the AUD library, there is also improper lighting, making it difficult to locate books and study there.
- There is an excessive number of books on one shelf, and the racks are not kept clean or hygienic because there is a lot of dust and grime on the bookshelves.
- The infrastructure is also very poor as whenever it rains the water gets collected in the library and destroys the books and resources.
- To improve the user experience at the AUD Library, the management should focus on these areas.

अम्बेडकर विश्वविद्यालय दिल्ली   Ambedkar University Delhi

Dated: 04.07.2024

TO WHOM IT MAY CONCERN

This is to certify that Mr. Gaurav Kumar, a student of Bachelor of Library and Information Science 2023-2024 at University of Delhi has successfully completed his internship program from 05.06.2024 to 04.07.2024. During his time with library, he has demonstrated exceptional honesty and a strong work ethic. He has worked across various library sections, including Acquisition, Technical, and Circulation, and played a vital role in the library's stock verification process. We are confident that the knowledge and experience he has gained during this internship will serve him well in future endeavours.

Dr. Sanjeev Kumar
Librarian
Dr. B.R. Ambedkar University Delhi

Lothian Road, Kashmere Gate, Delhi 110 006
Tel: +91-11-2386 2320, 2386 3740, Fax : +91-11-2386 4055
Website : www.aud.ac.in

IMAGE: Certificate Given by AUD Librarian After Completion of Internship
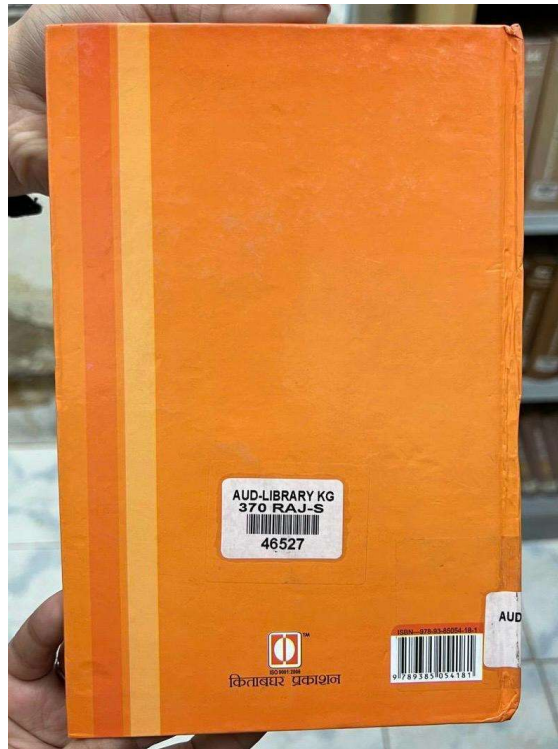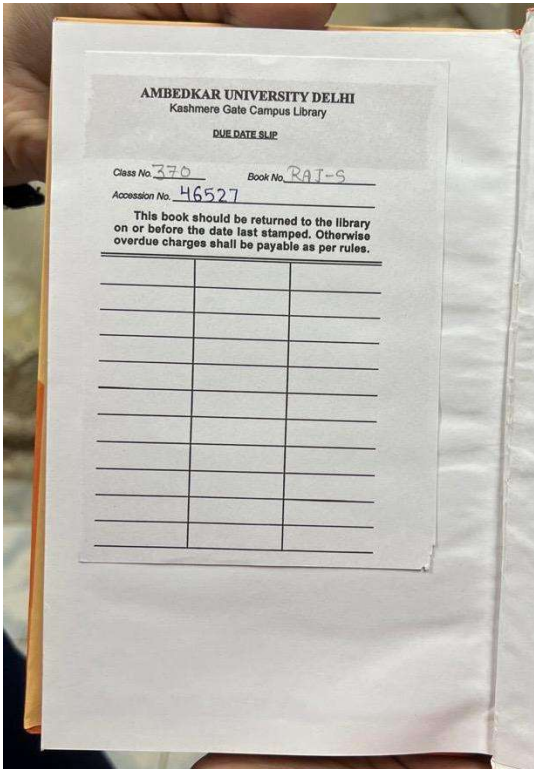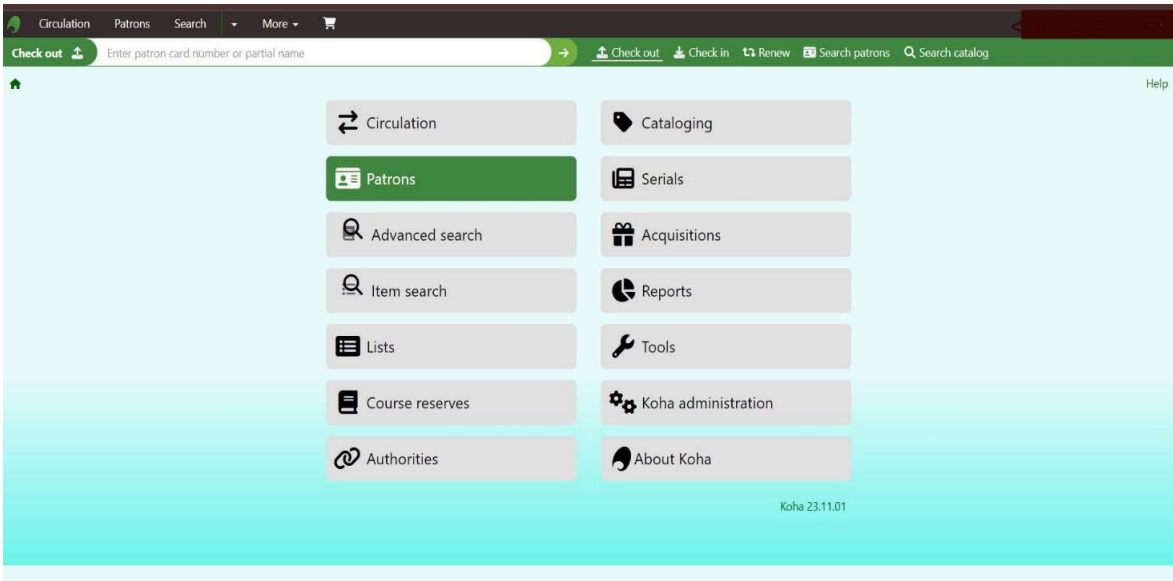
IMAGE: Dr. B. R. Ambedkar University and AUD Library
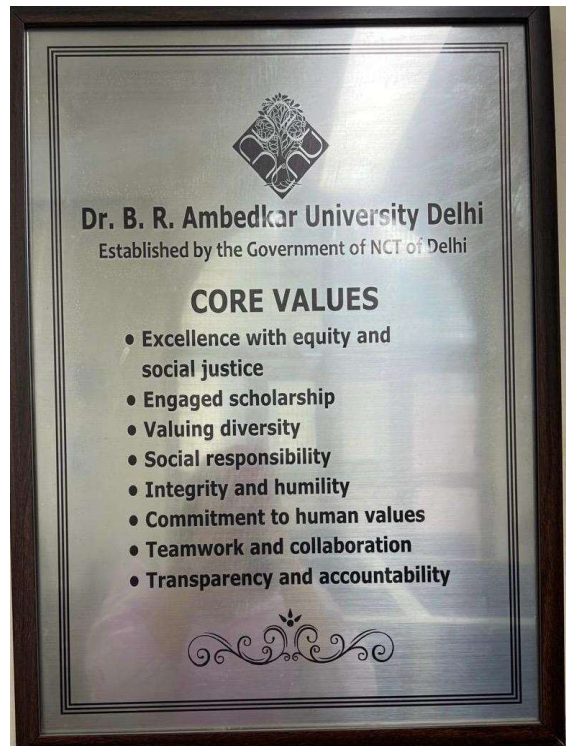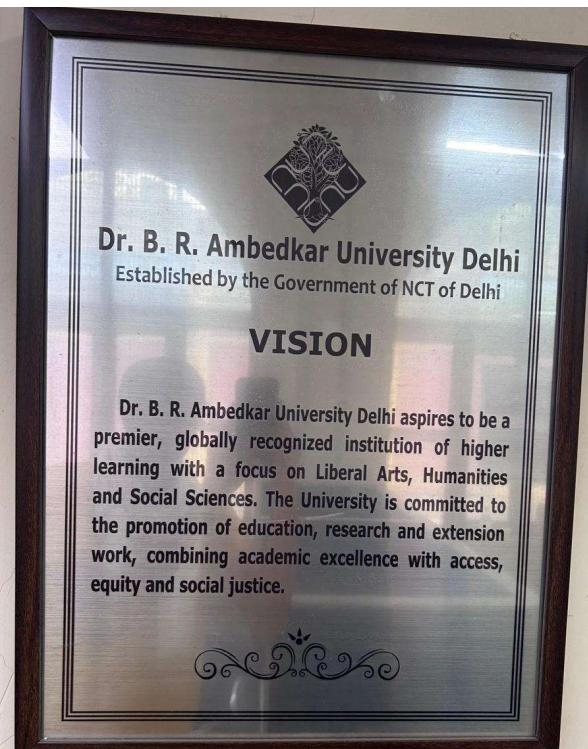
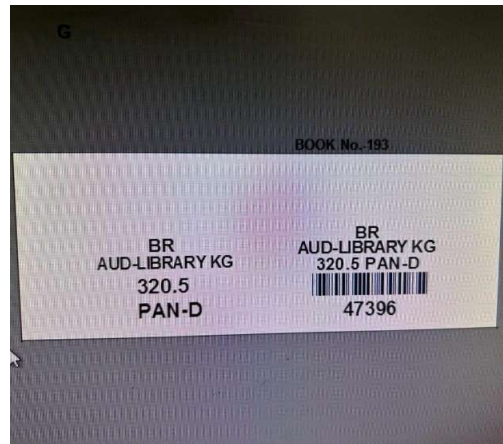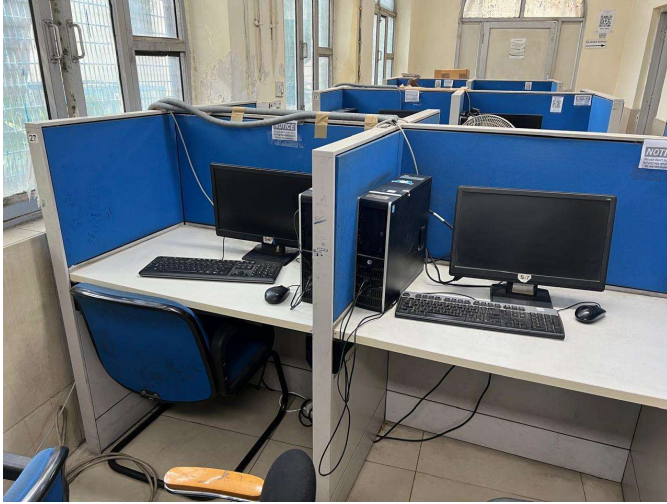**IMAGE: Board of MISSION, VISION, REASEARCH POLICY and CORE VALUES of AUD Library**

IMAGE: Book Stacks and Reading Room of AUD Library

IMAGE: KOHA home screen , Circulation Slip and Barcode which helps in Circulation in AUD Library

IMAGE: Technical Processesing Room and Printing of Bar Code for books