

**MADAN BHANDARI COLLEGE LIBRARY MANAGEMENT**  
**A MANUAL**

**MADAN BHANDARI COLLEGE LIBRARY**

**BANESHWOR, KATHMANDU**

**NEPAL**

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## 1. INTRODUCTION

Madan Bhandari Memorial College, a non-profit making community institution, was established in 2001 to impart quality education at an affordable cost. The college offers a wide range of academic courses in XI, XII, BA, BBS, BBM, BCA, BScCSIT, and Master's Degree courses in Sociology, Journalism, and English. Since its inception, the college has achieved remarkable success in terms of quality education and infrastructural development. It has received generous help from many individuals and institutions for the enhancement of quality education and the development of infrastructural facilities. It is managed by a dedicated team of educationists, academics, and social workers.

### 1.1 VISION

Excellence in Leadership for Transformation

As one of the best colleges in Kathmandu, Madan Bhandari Memorial College is committed to quality education. The college has revised its vision statement after a decade. The previous vision statement was "Excellence is our Motto." Now it is "Excellence in Leadership for Transformation" implying the commitment to produce excellent workforce that capable not only to compete in the job market but to lead wherever they intend to work. High quality teaching learning environment is a must for this to materialize. The transformation is a catchword implying positive material and intellectual changes for the betterment of humanity; the leadership is an all-inclusive term referring to the inspiring quality in a person to lead the human civilization ahead the excellence implies the cultivation of good qualities in high degrees. Thus, the college aims to produce high quality workforce capable of leading all professional and amateur sectors, thereby bringing about noticeable progressive changes for the humanity and nation.

### 1.2 MISSION

Our mission is to provide quality education at cheaper price to the students of all strata of society. Education for all is our slogan. We intend to serve nation and people by producing highly skilled, disciplined academic workforce that is capable of serving people and contribute to the national and international communities and the humanity at large.

Our way of fulfilling our mission is to create learning ambience in formal and informal settings; that is, in classroom and outside classroom like common areas, labs, cafeterias, libraries, online, on field trips, and so on.

### 1.3 VALUES

Student-Centered – Our all activities focus on the betterment of our students whether they current or previous ones.



Excellence – The college is committed to outstanding services, academic programs and teaching.

Innovation – We anticipate and respond to emerging trends to meet the evolving needs of our local, national and global communities.

Respect – We uphold the highest ethical and moral standards, and affirm and protect the rights, dignity, and integrity of each member of our diverse community.

Inclusion – We cultivate a working and learning environment where diversity is recognized as essential to our success.

Sustainability – We preserve our collective future by embracing the social, ecological, and economic impact of our decisions and pedagogical activities.

#### **1.4 OBJECTIVES**

Main objectives of college are as follows:

- make modern and scientific education accessible to the marginalized and disadvantaged groups and communities
- make higher education more practicable, scientific and innovative
- promote and preserve nation, nationality, sovereignty and democracy
- prepare disciplined, creative and ideal citizens by imparting quality education
- enhance students' physical, mental and intellectual potentials through education, provide them with a forum to enhance their talents
- impart education that promotes the Nepalese art and culture
- make the staff, faculties, and students participate in accomplishing the goals and objectives of the college

#### **1.5 LIBRARIES**

Libraries are ever growing entities. In academic institutions, libraries play a dual role of supporting the college's curricula, syllabi for students and research by the faculty and research scholars. A college library has to fulfill educational and research objectives. It facilitates the students in accessing learning material as prescribed in the syllabus that are needed for class work and the faculty for their study, teaching and research.

#### **1.6 MADAN BHANDARI COLLEGE LIBRARY**

Madan Bhandari College is established in the year 2001, Madan Bhandari College is one of the renowned colleges in Kathmandu. It was founded by a highly experienced team of teachers in association with educationists and vibrant entrepreneurs. As its motto Madan Bhandari center for excellence, the college has witnessed its outstanding academic performance scoring excellent results in board examinations and bagging unparalleled success in competitive examinations of medicine, engineering, paramedical and management courses. Due to its high standards, comprehensive facilities and reputation for excellence, the college has attracted students from all over the country.



Over the years, the Madan Bhandari College Library with its modest collection has come a long way. The Madan Bhandari College Library now holds nearly 9000 books, 500 World e-books; 10 print periodicals including national and international journals, magazines; project reports. The library provides access to 150,000+ e-journals covering DOAJ, JSTOR, EBSCOHOST, Google Scholar, ProQuest, NepJOL, DOAB, Sodhganga, Research4life.

## TERMINOLOGY

### 1.6.1 Library

A Library is a place of systematically organized documents in which reading materials like books, monographs, periodicals, magazines, newspapers, databases, audio and visual materials in print and electronic formats.

### 1.6.2 Users

Library users can be grouped into a number of categories:

- (a) **Library Members:** These are persons entitled to borrow library documents for use outside the library premises. In an academic library like Madan Bhandari College Library, users include all the students, faculty, research scholars and staff. The College Identity Card enables them, as Members of the College Library, to avail all the library services.
- (b) **Casual Members:** Persons entitled to use library documents within the library premises only.
- (c) **Temporary Members:** Persons entitled to utilize library facilities only on special permission granted by the Head of the college for a short period are referred to as *Temporary Members*.

### 1.6.3 Documents

Library documents encompass all types of printed, electronic, resources viz. books, e-books, open access publications, monographs, magazines, periodicals, e-journals, reports, newspapers, newsletters, conference proceedings, standards, specifications, databases, etc.

### 1.6.4 Librarian

A professionally qualified officer appointed by the College to look after the management of the library.

### 1.6.5 Open Access System

The Madan Bhandari College Library follows open access system with the following



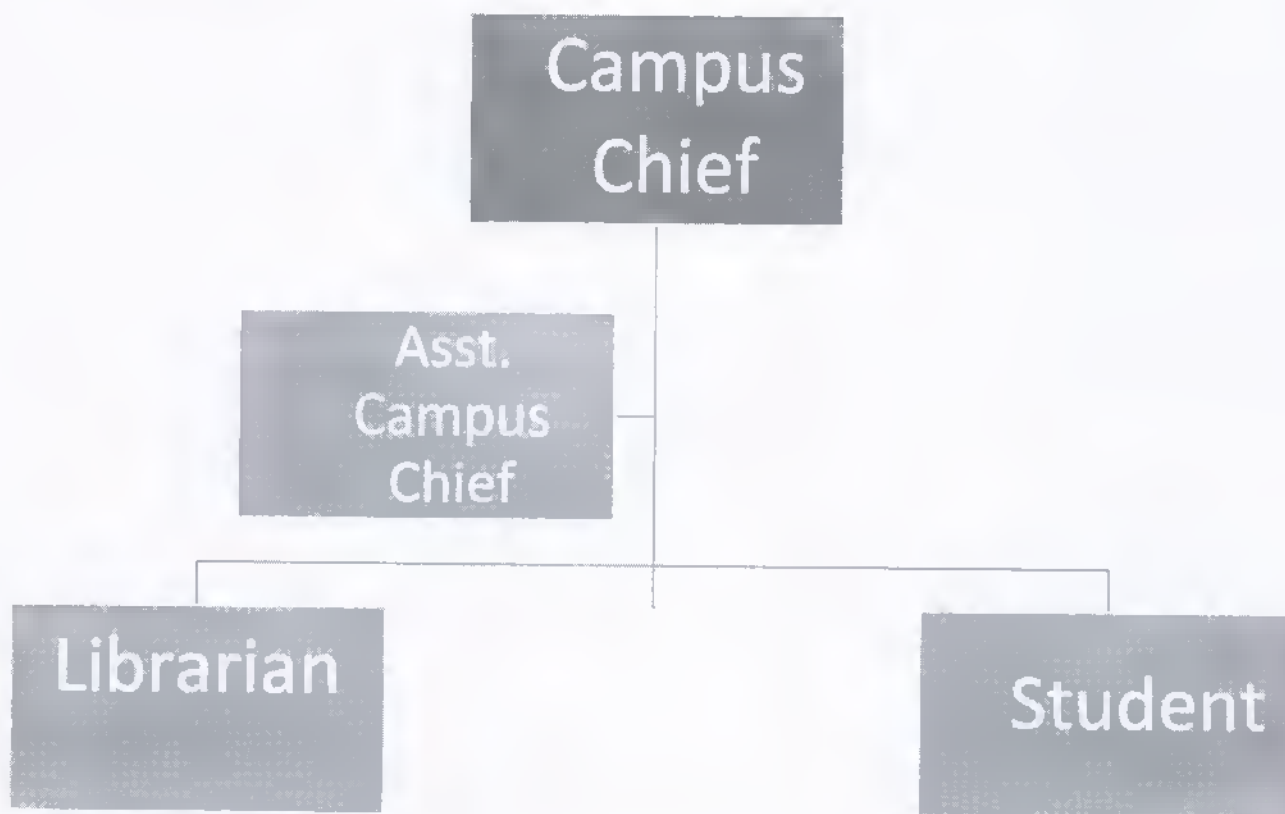


characteristics:

- (a) Documents are shelved in open racks free from doors and locks.
- (b) Users are admitted into the stack area without any restrictions.
- (c) Users are provided freedom for browsing or accessing documents in any part of the library including Digital Library, and
- (d) Users are provided liberty to choose and pick any document for study or get it issued from the Circulation Counter for study at their convenience.

### 1.7 LIBRARY ADVISORY COMMITTEE

The Head of the Madan Bhandari college appoints a Library Advisory Committee (LAC) consisting of a librarian, and representatives from the college. In addition to these, student representatives are also included in the Library Advisory Committee (LAC). The Librarian is the coordinator of the Advisory Committee. The Library Advisory Committee (LAC) essentially advises and guides the College Library in its activities and services.



### 1.7.1 Functions of Library Advisory Committee (LAC)

The main functions of the LAC are:

- (a) Laying down the general library policy and sound library rules.
- (b) Providing support to important decisions for improving the library services.
- (c) Laying down and reviewing the procedures for optimizing efficiency and usage of the library services and products.
- (d) Scrutinizing the demands for acquisition of documents and making necessary recommendations for approval for balanced growth of library collection.
- (e) Deciding upon the obsolete documents and other materials to be weeded out from the library.
- (f) Determining the infrastructure, equipment, furniture, space, environment and other facilities required for efficient running of the library. and
- (g) Dealing with any other matter concerning the library that may arise from time to time.

### 1.8 BEST PRACTICES

The Madan Bhandari College Library has implemented best practices in terms of using Standard Formats and Procedures for all library activities and follows Policies that are well publicized. These include

- (a) Computerization of library with standard digital software EMIS.
- (b) Inclusion of comprehensive information about the library, resources, facilities and services in the College website and prospectus.
- (c) Displaying newspaper clippings on the notice board periodically.
- (d) Display of career/employment information/ services.
- (e) Internet facilities to different user groups.
- (f) Information literacy programs.
- (g) Displaying new arrivals and circulating a list of those to academic departments.
- (h) Conducting book exhibitions on different occasions.
- (i) Organizing book talks.
- (j) Organizing competitions annually.
- (k) Conducting user surveys periodically.
- (l) Instituting Annual Best User award for students.
- (m) Remote access service to the users.



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## 1.9 LIBRARY RULES

Library Rules are necessary for efficient working, provision of services, hassle-free access to library holdings and to inform dos and don'ts to the library users. These are explained to freshers joining the College in the orientation program and at the time he/she is enrolled as a user of the library.

### 1.9.1 Working Hours

- (a) The library is kept open on all working days from 6:00 AM to 5:00 PM. On Saturday and holidays, the library will be opened on request of students and faculties.
- (b) The counter transactions, *i.e.*, issue and return of documents, shall be between 7:00 AM to 5:00 PM.

### 1.9.2 Library Membership

The membership of the library is open to all the students, research scholars, faculty and staff of Madan Bhandari College.

### 1.9.3 Admission to Library

All members desirous of using the library are welcome to the library to read and mental innovation activities.

### 1.9.4 General Library Rules and Regulations

1. Faculty members, non-teaching staff, research scholars and students of Madan Bhandari college are allowed to use the library. Members should always carry their ID cards while using the library.
2. All users must follow the code of the college and should observe strict silence inside the library.
3. Engaging in conversation/discussion/group study inside the reading area is strictly prohibited. Discussion is permitted only in the designated Discussion Rooms.
4. Users are responsible for books issued against their membership. If the issued document is found mutilated or seriously damaged on return, the users will be held responsible for the damage and will have to replace the same or pay 1.5 times the present cost of the mutilated book.
5. Loss or damage to library material on loan to a user should be reported immediately. The user must pay the cost of replacing a lost or seriously damaged book or other item in addition to paying fine.
6. All users leaving the library must show all books, folders, papers, etc. in their possession, whether these belong to the library or not, at the counter of the reading hall. Users are



- also required to open for inspection any receptacle carried out of the library.
7. Books, journals, etc. taken from the shelves for reading should be left on the tables after use and 'not' to be replaced on the shelves.
  8. Users should not write in, mark, fold, damage, disfigure or make any mark upon any document or furniture of the library.
  9. Mobiles phones are to be switched of or to be kept on silent mode in the library reading halls; their use in library is strictly prohibited.
  10. Computer terminals should be used are for educational purpose only.
  11. Chairs and tables and other library equipment, fittings and furniture should not be marked, defaced, or disarranged.
  12. Users are not allowed to bring personal belongings like bags, briefcases, handbags, umbrellas, aprons, personal books or other receptacles inside the library. They are to be kept at the Property Counter only.
  13. The library cannot be held responsible for their loss of personal belongings like watches, pens, pen drives, wallets, cell phones, etc. left unattended on tables, etc.
  14. Users should not carry books from one floor to another. They should leave the books on the reading table after use.
  15. Users are not to share their net access ID and password with other students.
  16. Users must return the document(s) in their possession to the library, when called for by the library for stock verification.
  17. Users violating the rules of the library shall be liable to forfeit the privileges of the library, its services and their membership is liable for termination.



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## 2 LIBRARY BUDGET

### 2.5 BUDGET FORECASTING

The Librarian considers the following factors while drafting the budget requirements of the library for the ensuing year:

- (a) Type of services being provided by the library and new services, if any, to be started in the ensuing year.
- (b) Increase in the memberships of the library.
- (c) Increase in the intake of students,
- (d) Increase in the cost of library documents.
- (e) Addition/deletion of titles in the current subscription list of periodical publications.
- (f) New databases to be subscribed.
- (g) Requirements for binding of worn/torn books and back volumes, and
- (h) Enhancement of infrastructure in terms of equipment, if any, to be procured for the library including PCs, printers, photocopiers, etc.

The Librarian also works out the amount to be spent on various types of documents, i.e., books, online and print periodicals, newspapers, magazines, etc. The budget estimate, calculated is sent to the Competent Authority for approval. The approved budget is spent as per the planned requirements.



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## 3 ACQUISITIONS

### 3.1 INTRODUCTION

Acquisition Section procures library documents -books and non-book material to build the collection or add stock to the library. Acquisition functions include selection of documents as well as suppliers, verification, placing purchase orders, receiving, accessioning, and providing information to indenters regarding status of ordered documents, and processing bills for payment.

The Librarian takes into consideration the College Norms, relevancy of the titles, books already available on the same subject and funds available. General interest and reference needs of the users are also taken into consideration by the Librarian. The circulation record and/or document issue register can also be used to find out the books in more demand.

### 3.2 MODES OF BOOK SELECTION

There are two modes of selecting books. In the first mode the faculty members and students know about the books from such sources as journal articles, conference proceedings, brochures sent to them by publishers, and the Web. They send their requisitions to the library in prescribed requisition forms and the library decides the suppliers who are best suited to supply the books. In the second process, suppliers show copies of their books to the faculty members and the faculty members recommend some of these books for procurement by the library. Books are also selected from the Technology Book Fairs organized in the College from time to time where the faculty and users scan, browse, and then recommend relevant documents to be purchased for the library.

### 3.3 PURCHASE OF BOOKS AND NON-BOOK MATERIALS

The details of the materials required are forwarded to the Librarian by respective departments two months before the beginning of the semester through the Requisition Form for Books and Non-book Materials. The most suitable titles or required books, e-books, audio and video form, if any, to meet the current needs may be identified from the following sources:

- a) Catalogues from various publishers & books sellers
- b) Advertisements in various magazines
- c) The syllabi from the college/ college
- d) Websites of publishers and book sellers
- e) Book exhibitions

In addition to this, the requirements are also received through survey form from different departments and faculty as and when need arises.

To avoid duplication, each title is thoroughly checked from the library catalogue (OPAC), list of ordered books, the list of books recently received and the books under technical processing.



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The Librarian consolidates the requirements received from various departments and submits the consolidated statement to the Vice Principal of the college.

### 3.3.1 Placing Purchase Orders

Librarian maintains a list of approved book suppliers. Selection of suppliers is made on the basis of suppliers' past services provided to the library, distributorship of publishers, infrastructure available with them, and discount offered. New suppliers are considered based on their contacts and performance in first supply due to non-availability of specific books from the existing suppliers or their contacts and better discount pattern.

After getting the approval from the Competent Authority, the order will be released from the office of the General Manager, Purchase. Orders placed indicate the details of material required along with terms and conditions applicable.

### 3.3.2 Terms and Conditions for Supplying Books

- (a) **Acknowledgement and Acceptance of the Order:** The supplier should acknowledge the receipt of the order by returning the signed duplicate copy within 15 days of the date of the purchase order and confirm whether he is willing to accept the order.
- (b) The supplier should deliver latest editions of 'new books' only and not 'used and/or second-hand books'.
- (c) **Delivery Period:** Books covered by this purchase order must be supplied on or before the date of delivery period. The delivery period from the date of the purchase order is one month for Indian publications; for foreign publications, it is two months from the date of the purchase order.
- (d) In case some of the books cannot be supplied within the delivery period, extension of delivery date must be obtained from Librarian in writing. The delivery date may be extended by the Librarian at his/her discretion if the supplier requests for an extension before the order expiry date, citing valid reasons.
- (e) The purchase order is deemed to be cancelled if the delivery is not made within one month after the expiry of the stipulated delivery date, and also if the supplied books are not conforming to specifications or not in good condition and are not replaced within one month's time.
- (f) The supplier should quote the Purchase Order number and date in the bill/invoice.
- (g) Proof in support of the prices charged, i.e., a photocopy of publisher's invoice/catalogue should be attached along with the bills.
- (h) Conversion rates of foreign currencies will be charged as per bank rates, as announced on NRB web site, prevailing on the date of the bill.
- (i) Bills are to be addressed to the Madan Bhandari College, Baneshwor, Kathmandu, Nepal.



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- (j) The supplier should have Permanent Account Number (PAN) the proof of which will be furnished to library or a copy of Income Tax receipt for the preceding year.

### 3.3.3 Checking Physical Layout of Books and Price Proofs

Before taking the books on charge, physical and general makeup is checked and also whether the font and type size used in the printing is clear and legible, the quality of paper and binding is good, whether it is furnished with index, maps, compact discs, etc. Defects and damages are also checked so that these could be returned to the suppliers.

The price proofs are to be verified by the Librarian with the help of one of the following sources:

- (a) Publisher's latest catalogue.
- (b) Publisher's invoice (in original) to the dealer.
- (c) Book jackets.
- (d) Price given on the verso of the title page, or

### 3.3.4 Accessioning of Documents

The details of books received as per the purchase order are entered in Library Books Stock Register (Accession Register). The details of accepted non-book items are entered Non-Book Materials Stock Register.

Every document added to the library collection will have a unique serial number called Accession Number. All the bibliographic details of purchased documents like accession number, author, title, sub-title, edition, volume number and part number (for multi-volume documents); name of the publisher, place and year of publication; pagination, call number, bill/invoice number, price in foreign and Indian currency etc. are all recorded in the Library Books Stock Register. A unique barcode is generated for each book using in-house software and pasted on its spine. A Book Card is prepared and a Due Date Slip is pasted.

After entering the details of documents in the Stock Register, library ownership stamp is affixed on the verso of the title page. Accession number is to be assigned on the title page, secret (clue or hidden) pages of the book, and also against each title of the book in the bill/invoice.

### 3.3.5 Reference Books

Books falling under the following criteria are brought under Reference:

- a) Any book costing more than Rs.2000/-
- b) Books that are rarely available
- c) Prescribed text books (if there is only one copy)
- d) Encyclopedias, Dictionaries, Handbooks and Manuals etc.



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e) Valuable manuscripts

The above categorized books are marked with "Reference Only" seal in the title page and stacked separately in the Reference Section.



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## 4 TECHNICAL PROCESSING

Technical Processing i.e., Classification and Cataloguing makes a bridge between Acquisition of documents and their Circulation. It also plays a vital role in the functioning of library services smoothly and effectively.

### 4.5 CLASSIFICATION

Classification is a process for assigning a Call Number to a document, which fixes its position in the rack among the titles on the same subject. Call Number consists of three parts. Class Number, Book number and Collection Number. The Class Number denotes the subject of the document (main subject is a document deals with more subjects). The Book Number usually contains three alphabets such as first three letters of first author (or title when there is no author) or initials of author. There are many variations. Two initials of author (in rendered form) and the first letter of the title are used to synthesize the book number. The Collection Number is used for special collections like Book Bank, Manuscripts, Reference, Textbook Collection, etc. In the Madan Bhandari College Library, the twenty-third edition (Edition 23) of the Dewey Decimal Classification is being used for classification of books.

After the document is received from the Acquisition Section, the classifier should check from the OPAC if the title is newly added or already available in the library. In case the document is an additional copy or a new edition of an existing document, the call number of the available document should be given to the new document. Otherwise, a new call number has to be constructed and assigned to the document.

Classification helps the users in finding a document whose call number is known and to find out all documents on a given subject together. Another important purpose is that the document gets a unique place on the shelf (rack) facilitating easy location and retrieval.

### 4.6 CATALOGUING

The Madan Bhandari College Library follows AACR-II for cataloguing of books and book-like materials. AACR-II provides complete guidelines for the cataloguing of the library materials. Before cataloguing, a cataloguer should examine the subjects that are auxiliary to the main subject. This makes it possible for the cataloguer to provide adequate keywords enabling users in locating the documents of their interest. The work involved in cataloguing also covers preparation of subject headings following Library of Congress Subject Headings to facilitate optimal utilization of resources as users always search by interested subjects.

The library Online Public Access Catalogue is updated in the Library Management system. The newly added books are sent to New Arrivals display racks. Information regarding new arrivals is displayed in the Library Notice Board. Users are informed by phone or email about the availability of the documents suggested by them. The information about newly added



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documents is displayed on the library portal and the same is forwarded to the Heads of Departments. The new books are displayed in the new arrival rack at least for a period of one week after which these are sent to the Circulation Counter for issue to the users.



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## 5 PERIODICAL PUBLICATIONS

### 5.5 INTRODUCTION

Scientific periodicals or journals are serials publications that are published by professional societies, institutions and commercial publishers. These publish nascent primary research results and are very important for teaching as well as R&D work. Periodicals publishing information relevant to the subject fields and research projects undertaken by the college are subscribed to the library. Apart from print journals, e-journals containing full-text research articles, abstracting and indexing databases and magazines are also subscribed by the library.

### 5.6 PURCHASE OF PERIODICALS

The process of periodical acquisition begins with the arrival of a request for procurement from a department. Also, whenever a new Department or subject is added to the existing, a necessity will arise to subscribe to the primary research periodicals for that subject field or Department. Further, AICTE/ UGC norms are to be fulfilled. Periodicals requirements are to be submitted in the prescribed form **Purchase of Print Periodicals and E-Resources**. In addition to this, the requirements are also received from individual departments and faculty as and when need arises.

#### 5.6.1 Subscription/Renewal Mode

There are different routes for subscription or renewal of periodicals. These include local suppliers/subscription agents, direct from publishers, exchange with institution's publications, and through membership.

The most common modes of subscription or renewal are ordering through local suppliers/subscription agents or ordering direct from publishers.

#### 5.6.2 Placing Purchase Orders

After receiving requests from various departments, a **Consolidated List for Purchase of Print Periodicals and E-Resources** is prepared by the Librarian. This list will be put up through vice principal for approval by Competent Authority. The Librarian forwards the details of approved periodicals to the Accounts Department for releasing subscription/renewal orders.



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### 5.6.3 Registration of Periodicals

The details of approved titles subscribed/renewed are entered into the **Periodicals Entry Register**. The individual issues of each periodical received in the library are entered in the Periodical Entry Register. The stamp of the name of the library is affixed on the covers and inside of all issues and the date of receipt is recorded. Periodically, a reminder for missing or non-received issues is sent to each supplier.

### 5.7 Periodicals Procurement through Membership

A number of professional associations, institutions and organizations are involved in R&D and publishing monographs, books, reports, journals, etc. Some of such professional bodies are NLA, NNL, NELIC, MOE, TUCI, etc. These offer membership to libraries or their parent institutions. They charge an annual membership fee and supply their newsletters, periodicals, reports, conference proceedings, books, etc. either free of cost or at concessional rates. Libraries can save a substantial amount by becoming institutional members of these bodies. These agencies also allow participation in their seminars, symposia, conferences, etc. at reduced participation rates, generally around 25% lower than the ordinary rates. Libraries, sometimes, face problems in acquiring publications originating from these bodies. Therefore, their publications can be obtained through membership.



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## 6 LIBRARY SERVICES

### 6.1 INTRODUCTION

Libraries hold vast information resources. Libraries regularly bring out services to inform the users of latest developments and availability of newly acquired documents for use. These services assist the users in pursuit of and access to required information and keeping them informed of latest developments in their subject fields.

The Madan Bhandari College Library provides value added services including

- a. Circulation Service
- b. Inter Library Loan Service
- c. Reference Service
- d. Photocopying and Printing Service
- e. Web OPAC Service
- f. Digital Library/Online Searching Service
- g. Institutional Repository
- h. E-Learning Service
- i. Multimedia Resource Service
- j. Current Awareness Service
- k. User Education Programme

### 6.2 CIRCULATION SERVICE

The image of library depends upon the functions of Circulation Section because a majority of the users in academic libraries interact with the staff of this Circulation Section. For library transactions (i.e., for issue and return of documents), the Madan Bhandari College Library Counter is open between 7:00 AM to 5:00 PM on all working days except on Sunday and Saturday and holidays.

#### 6.2.1 Loan Privileges

Any of the students, scholars, staff and faculty with a valid ID Identity Card of Madan Bhandari is entitled to borrow, renew, reserve and return the library documents on or before the due date. The library issues documents—books to borrowers for a definite period as under:



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Borrowers Type	No. of Books	Loan Period	Overdue Charges
Faculty Members	3	14 days	Not Applicable
Non-Teaching Staff	2	14 days	Applicable
Research Scholar	3	14 days	Not Applicable
Supporting Staff	1	14 days	Not Applicable

### 6.2.2 No Due Certificate

All the Departments of the College will ensure that a No Dues/No Demand Certificate is obtained from the library by students, scholars, staff and faculty working under them on their completion of studies, research or resignation or superannuation.

### 6.2.3 Loss of Documents

Occasionally a borrower loses a document or damages it. If the document is damaged, the action depends upon the extent of damage: if it is a minor damage, it can be repaired locally. If the document is lost or seriously damaged, the users must:

- Replace the latest library edition of the lost document or
- If document is out of print, pay two times the latest known price of the document.
- In case of loss of any issue of a periodical, it has to be replaced or cost of the entire volume must be paid.
- In case of loss of a single part of a multi-volume publication, the volume has to be replaced or cost of the entire set will be recovered from the borrower.
- The library will suspend all its services to the defaulters till the recovery is made and the recovery note duly certified is received in the library.

After the document is replaced by the borrower, the new copy must be accessioned and the same Accession Number and Call Number should be assigned.

### 6.2.4 Rules and Regulations of Circulation

- Borrowers must satisfy themselves with the physical condition of the book before borrowing.
- Books are normally issued for a fortnight except reference books which are issued to users for overnight only.



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- (c) Textbooks which have single copies shall not be issued.
- (d) Students can reserve the books at the Circulation Counter in case the particular book has already been issued.
- (e) Reference books, theses, project reports and periodicals/bound journals are to be consulted within the library premises only.
- (f) Library can recall any issued book even before the due date.
- (g) No Sub lending of books is permitted

**Shelving:** The returned documents are sorted out and shelved as per the call number of the documents.

**Vigilance:** Strict vigilance is necessary in an open access library during the working hours including break-time. So, the staff has to take care to maintain vigilance in the library. Their approach should be humane, courteous, friendly and not offensive.

### 6.3 INTER LIBRARY LOAN SERVICE

It is impossible and not feasible for a library to acquire all documents demanded by the users. It will be imprudent to spend budget on buying an odd request for a document from a noncore subject field. In such cases the library should depend on the resources of other libraries. The stray demands of users can be fulfilled to some extent by entering in to Inter Library Loan (ILL) agreement with nearby libraries. It is always beneficial to share resources with other libraries by mutual agreement as per the **Inter Library Loan Agreement**.

In an ILL transaction a library requests another library for issue of a document or a copy of the document held by it. If both the libraries are mutually willing to share their resources, the request is met by dispatching the document need by the requesting library. The period of loan as well as the types of documents that can be lent will be decided by the lending library. The borrowing library should acknowledge the receipt of document on ILL, and is responsible for its safe custody, issue as per the time given by the lending library and returning the document through registered or speed post. Inter-library loan document should be returned promptly and an acknowledgement be obtained from the lending library to complete the cycle of ILL. The safety of borrowed document is the responsibility of the borrowing library from the time of its receipt at the borrowing library until it is received back by the lending library.

### 6.4 REFERENCE SERVICE

Optimum utilization of print and digital resources of the library, through meaningful interaction with the users, is an important feature of the reference service. The library provides information and referral services to the library users. It covers familiarizing new users with the library stack area, reference and digital resources available in the library and their access information.



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## 6.5 CURRENT AWARENESS SERVICE

Most of the Faculty usually have interest in a few subject fields and continue to work and do research in their own chosen fields of interest throughout their career. About a quarter of their professional man-hours are devoted to scientific writing of papers, attending conferences, delivering invited lectures, and attending technical meetings for exchanging and updating their expertise with peers.

The twenty-first century has witnessed explosive and exponential growth of digital information in the field of science and technology. It is impossible for any person to scan through literature in his/her area of research. The Librarian and Library Staff should help the faculty and researchers through Current Awareness Service (CAS) on a regular basis.

## 6.6 USER EDUCATION PROGRAMMES

Libraries spend a lot of budgets in acquiring, processing, and making print and digital resources to its users. It is the primary responsibility of the Librarian to create awareness in the library users. In academic environment there is always change in the population of Students, Scholars, Staff and Faculty due to starting of new courses, new batches of students and so on. So, it becomes imperative to initiate the new members joining the Madan Bhandari College library, its resources, facilities and services offered. This would not only create interest but also knowledge of the valuable information and knowledge repositories in the Institution.

Towards this, the Madan Bhandari College Library always participates in User Education Programmes and freshers' initiation workshops. Further, when new users approach for membership to library, they are initiated to the policies, loan privileges, rules and regulations. These efforts resulted in increased footfall in the library leading to enhanced usage of resources.

## 6.7 FEEDBACK FROM USERS

Provision has been made for obtaining feedback from users about their satisfaction with library services. The feedback is recorded in the **Library Feedback Register** kept at the entrance. Any of the library users can make suggestions for improvement of existing or starting new services, or problems faced in getting required information. The Librarian enters the action taken on issues raised by users in the **Corrective and Preventive Action Record**. Details of action taken are intimated to the concerned students/staff if required. The Librarian reviews the Feedback Register every week and necessary corrective action is taken in consultation with higher authorities.



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## 7 MAINTENANCE OF DOCUMENTS

### 7.5 INTRODUCTION

As documents required by users are purchased by spending library budget, it is important to keep each of them physically fit to be used by the library users. Proper care must be taken for keeping the library documents in good condition to prevent them from getting damaged. Maintenance of library documents comprises regular shelving, dusting and cleaning, shelf rectification and rearrangement, stock verification, binding of worn out and damaged documents, and weeding out obsolete and least or unused documents.

Generally, in an academic library, text book collection, book bank collection, and reference collections are arranged separately, preferably separate floors with distinctive signage boards. Where possible, documents should be arranged to get natural light and also sunlight to keep out of the risk of pests like termites, silverfish, and cockroaches. Floor guides should be provided delineating different sections like reference room, periodicals room, circulation counter, discussion room, etc.

### 7.6 SHELVING AND SHELF RECTIFICATION

Academic libraries provide open access to their collections, where users have freedom to pick up required documents from shelves. In this process, some users misplace documents unintentionally; sometimes they misplace intentionally to prevent competitors having access to that document. The returned documents and documents left on tables after consultation by users should always be shelved regularly by library staff. A misplaced book is virtually lost. So, regular shelf rectification should be carried by the library staff to check the order of arrangement of documents in the shelves and restore all misplaced documents to assigned positions. Each staff member of the library should scan the shelves systematically and shift the misplaced or wrongly shelved documents to their proper locations. If any torn-off document is found, it should be sent for binding. Arrangement of all documents should be according to the call number with subject guides to save the time of the users as well as staff.

### 7.7 STOCK VERIFICATION

Library is ever growing. It serves its users throughout the year. Therefore, it is necessary to take account of its holdings periodically. Library material entered in the Accession Registers and held on charge of the library on the date of verification is all physically checked. The basic objectives of stock verification are to:

- (a) Prepare the list of lost documents and take necessary steps to write off and prevent losses.
- (b) Trace out the misplaced documents and replace in their proper places.
- (c) Determine the physical conditions of the over used, worn/torn and damaged documents.



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and send them for repairing or binding.

- (d) Find out documents to be transferred from paper to digital or micro formats (rare and valuable documents).
- (e) Find out documents to be weeded out from the collection of the library.

#### **7.7.1 Procedure of Stock Verification**

Stock verification of books, back volumes, journals, and CD/DVD-ROMs are done once in two years. The team nominated by the college is entrusted the job of physical verification with the assistance of library staff. When there is any shortage of books, magazines and CD/DVD-ROMs, as per the stock registers, the value is assessed and the list for withdrawal of books from the stock will be submitted to the Registrar.

#### **7.7.2 Action on Lost Documents**

Statistical records of consulted / issued documents have to be maintained by the library to justify the loss of documents reported in the stock verification and for the preparation of loss statement. The head of the College is empowered to write-off the documents.

### **7.8 CARE OF DOCUMENTS**

It is necessary to instruct the library staff to handle library documents carefully, especially during processing, shelving and shifting of documents. They should be educated on proper cleaning, fumigation of stack area in reducing the effect of insects in the library.

The following steps should be taken:

- (a) Bound volumes should not be sorted out from their fore edges, as this process weakens the binding
- (b) Huge and oversized volumes should be shelved in flat position.
- (c) Collection of dust over documents leads to staining and chemical and biological problems. So, care is to be taken to prevent dust deposit over the documents. Regular cleaning is to be done using a vacuum cleaner.
- (d) Poor housekeeping, excessive moisture and darkness contribute to the problems caused by common insects like cockroaches, silverfishes, termites, book lice, bookworms, mud wasps and moths.
- (e) Cockroaches disfigure books by eating starch and glue found in papers and book covers, varnish and colour of the binding. Borax or common salt can be used to prevent cockroaches.



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- (f) Silverfishes are attracted to glues, pastes and other adhesives. Sodium fluoride can be applied to bound volumes to save them from silverfishes.

### 7.9 WEEDING OUT OF OBSOLETE DOCUMENTS

Acquisition of new documents, a continuous process, necessitates additional shelf space for them. Storing all documents acquired by the library permanently is neither affordable nor essential. Moreover, many documents, especially in information and communication technology, electronics, computer science, etc. the technology gets updated on a continuous basis. This makes weeding out of old and obsolete documents a regular affair. The reasons for weeding out include:

- (a) Availability of limited shelf and floor space in the library.
- (b) Heavy recurring expenditure on binding, dusting and cleaning, preservation and maintenance of documents as well as shelf and floor space.
- (c) Obsolescence of literature due to continuous and rapid technological developments in the fields of science and technology.
- (d) Accumulation of ephemeral literature like pamphlets, trade literature, annual reports, catalogues etc.,
- (e) Risk of the users consulting obsolete or out-of-date documents.

To minimize these problems and for maximizing the floor space use, some categories of documents should be periodically reviewed and weeded out from the library collections. These include old editions of some course books trade literature and manufacturer's catalogues; newspapers, ephemeral journals, magazines, pamphlets, newsletters; project reports, progress reports and annual reports; old and obsolete editions books and monographs, old standards, documents available CD/DVD-ROM formats; corrupted audio/video cassettes, CDs, DVDs; and damaged and unrepairable documents.

The list of obsolete documents suggested by the Stock Verification Board should be put up for consideration and recommendation by the Madan Bhandari College Library. After the recommendation of Madan Bhandari College Library, approval of management committee is obtained for weeding out the documents.

#### 7.9.1 Procedure for Weeding out

- (a) Removal of documents to be weeded out from the shelves and arranging them in a separate room,
- (b) Assessing of current and archival value of documents by LAC or the Board of Officers constituted for the purpose.



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- (c) Segregation of documents to be weeded out.
- (d) Preparation of a list of documents to be weeded out along with recommendations Madan Bhandari College Library to the Competent Authority for approval.
- (e) Stamping "WEEDED OUT DOCUMENT" on the title and secret page of weeded out documents, enter in the remark's column of Accession Register and OPAC, and
- (f) Disposal of the weeded-out documents as per the college policy.



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## 8 LIBRARY PUBLICITY

### 8.1 IMPORTANCE

Each academic library is unique to its institution with a primary objective of fulfillment of teaching, learning, training and research information requirements of academic community. Even after making enormous efforts, many of the users remain less aware about the resources and services rendered by the library. So, the Librarian should make various awareness programmes within and outside the library for the broad publicity of library products and services.

### 8.2 ORGANIZATION OF INFORMATION LITERACY PROGRAMMES

- a) **User Education:** To orient the newly enrolled library users to the facilities and services provided by the library, to raise their awareness about the library services, for optimal utilization of the library resources, and to provide guidance on accessing electronic databases (INFONET) to faculty and scholars.
- b) **Initiation to Freshers:** To acquaint the new students in understanding the services of the library, to enable the students to exploit the information resources available in the library to supplement their learning process to support class room teaching.
- c) **Preparatory Course for Students' Projects:** To develop awareness of library resources and their usage in preparation of assignments, term papers, project reports, etc.
- d) **User Orientation:** Creating awareness on library resources, facilities and services among new users and thus to ensure their optimum use.
- e) **Information Aids:** To Maximize user involvement, information access and to inculcate interest on new products and services.

### 8.3 PUBLICITY PROGRAMMES

Library publicity is a process of making the library users aware of the library resources and services. This is essential for their effective use. For this, the Librarian should adopt some or all of the following publicity programmes:

- (a) **Compilation and dissemination list of additions to the Library Collection** including all types of newly acquired documents on a monthly basis, supplemented by an alphabetical author index, subject/ keyword index, etc. The List of Additions may be circulated/distributed to Heads of Departments within the college by e-mail.
- (b) **Compilation and dissemination of List of Current Periodicals** covering title of periodical, publisher, periodicity, with alphabetical arrangement for ease of use.
- (c) **Publication and regular circulation of Library Brochure** covering all types of information resources acquired by the library; services, working hours, circulation



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timings, loan privileges, library policy, rules and regulations, etc. Copies may be issued all library members, distributed in book fairs and exhibitions, etc., whenever these are held.

Other modes for popularizing library services and products include:

- (a) Publication of articles pertaining to library activities in popular magazines, daily newspapers, and newsletters of professional associations/ societies.
- (b) Celebrating Library Week and organizing library quizzes, book exhibitions, seminars, workshops, etc.
- (c) Display of newly acquired documents and book jackets in the library.
- (d) Displaying library rules on all notice boards of all Departments and in library notice boards
- (e) Inviting students, academic community for visiting the library and demonstrating about library services and products,
- (f) Award or prize to the Best Library User during whole year, and
- (g) Using social media tools to take library resources to the users.



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## 9. LIBRARY STATISTICS

### 9.1 TYPES OF STATISTICS

Statistical data is presented in the form of tables, graphics or any other diagrams or charts. The main objective in presenting statistical data is to provide factual data in visually appealing and understandable figures.

At the beginning of a new calendar year or academic calendar, the Librarian should collect statistical information/data for the previous one year from various sections and divisions of the library. After analyzing the data, a comprehensive report can be prepared and presented to the Head of the College in a proper format, reflecting a clear picture of growth, utilization of resources by the users, and data pertaining to services.

### 9.2 PROCEDURE FOR LIBRARY USAGE ANALYSIS

The statistical data collected should cover figures or information about total budget allocated and budget spent by the library; the number of new library members enrolled; number of library visitors per day and frequency of visits per hour; total issues and returns of documents per month with average values per day; documents borrowed from and lent out to other libraries on I.L.L.; and services provided in terms of reference queries answered, photocopies supplied, articles downloaded, etc.

Further, where applicable, separate data on budget spent for the procurement of books and book-like documents, non-book material like CD/DVD-ROM databases and audio and video collection, periodicals, reports, theses, standards, patents, binding charges and others.

Analysis of library usage statistics facilitates evaluating the library resources and services, improving library collections by purchasing books in popular subject fields, enhancing services, and meeting the research and pedagogical requirements. This is done by gathering feedback on the use of facilities and services.

The following charts are prepared to analyze the utility details of the library based on the data in the library.

- (a) Number of visits to the library by users on monthly basis
- (b) Number of books issued /returned/renewed per month
- (c) Utility of e-journals/e-resources by the users per month
- (d) Category-wise number of documents added to the library collection



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## APPENDIX - 1

### Formats Used in the Library Manual

1. Requisition Form for Purchase of Books/Non-Book Materials
2. Consolidated List for Purchase of Books/Non-Book Materials Library Books Stock Register
3. Non-Book Materials Stock Register
4. Book Card
5. Due Date Slip
6. Inter Library Loan
7. Agreement Form
8. Library Feedback Register



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**Madan Bhandari College Library**  
**REQUISITION FORM FOR PURCHASE OF BOOKS/NON-BOOK**  
**MATERIALS**

To,

The Librarian,  
Madan Bhandari College  
Library.

Dear Sir,

The following books/Non book materials are recommended for purchase for Madan Bhandari College Library.

Sl.No.	Author	Title of Book/ Non book materials	Publishers	Edition	Year of Pub.	Price	Semester	Text/ Reference/Electives	No. of copies required	Recommended By



Vice Principal

Head of the Department



**Madan Bhandari College Library**  
**LIBRARY BOOKS – STOCK REGISTER**

Date of Receipt	Acc. No.	Call No.	Title of the Book	Authors	Address of Publishers or Source	Edition	Year of Publication	No. of Pages	Price		Invoice No. & Date	Remarks
									Rs.	P.		



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**Madan Bhandari College Library**  
**BOOK CARD**

Acc. No.: .....

Call No. : .....

Author: .....

Title: .....

Roll / SI Number	Signature	Due Date



(Signature)

**Central Library  
DUE DATE SLIP**

Call No..... Acc. No.

Author: .....

Title : .....

**This book should be returned on or before the due date**

Due Date	Due Date	Due Date



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# PERIODICAL ENTRY REGISTER

Faculty of:

Name of the Periodical:

Periodicity : ..... National / International Magazine / Journal

Address :

Phone No. : \_\_\_\_\_.

E-mail : \_\_\_\_\_

Sl. No.	Vol.	No.	Date of Publication	Date of Receipt	Remarks

Librarian



*[Handwritten signature]*

**Madan Bhandari College Library  
TEMPORARY ISSUE REGISTER  
FOR OVERNIGHT READING**

Date of Issue	Name of the Student/Staff	Roll/SI. No.	Acc. No.	Title	Author	Signature of Student/Staff	Return Date	Library Staff Signature	Remarks



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**Madan Bhandari College Library**  
**INTER LIBRARY LOAN AGREEMENT FORM**  
(Reciprocal Borrowing Agreement)

Date:

To

The Librarian

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Dear Librarian,

Greetings from Madan Bhandari College Library. We are interested in establishing a reciprocal borrowing agreement with your library for sharing library resources. If you are willing to participate in the programme, please indicate the type of documents, which can be lent by your library. We offer our library lending services free of charge and ensure that all the documents borrowed by Madan Bhandari College Library will be returned to your library before the due date. We shall also be responsible for any loss or damage of borrowed document occurring after it is received by us till it is returned by library and would replace the damaged document or deposit its cost. We shall follow the Madan Bhandari College Library procedure as adopted by your library.

Thanking you.

Sincerely yours.

Library Head  
Seal



*(Signature)*

# **LIBRARY HOUR**

**SUNDAY TO FRIDAY**

**7:00 AM TO 5:00PM**

**Contact person for Holidays**

.....

**Cell No.:**



(A.S.)