Central Library

Krishna Kanta Handiqui State Open University

Library Manual

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0. Introduction

Library plays a very critical role in supporting the academic programmes of the institute. It identifies, evaluates, procures, processes and then makes these learning resources available to the faculty and students for their teaching, learning and research assignments. That is why, Dr. S. R. Ranganathan, father of Library Science in India has famously said that the Library is the trinity of Learning Resources, Faculty/Students and the Library Staff.

The Central Library, KKHSOU established with the establishment of the University. It has always been striving hard to meet the expectations of its users. However, there has been a long felt need to bring clarity and uniformity in procedures and practices of the library and resource centre so as to further improve its efficiency, utility and services.

Library manual is a source of information, a constitution which lists out all departments, sections and their functions, procedures and policies within the library. It is a source that library staff will consult whenever there is any confusion about any function or procedure. This manual touches upon all important functional modules of the library and delineates a clear policy as to how the activities of the library like collection development, provision of information services, and management of other academic support facilities.

1. Library Manpower

1.1 Library Advisory Committee (LAC): The function of the Library Advisory Committee is to support the functioning of the library so that it can facilitate the library development plans by advocating the library development activities with the management. The purpose of the Library Advisory Committee is to act as a channel of communication and dialogue between the University Library and its users. The Committee's main objective is to aid in the establishment a bridge between the Library and the academic fraternity and the institute management. The Library Advisory Committee (LAC) is to be appointed by the Vice-Chancellor of the Institution.

A) Composition: The suggested composition of this Committee is as follows:

- Chairperson: Vice-Chancellor or any person nominated by the Vice-Chancellor will be the chairperson
- Secretary : Librarian Shall be the Secretary of LAC
- Members: One faculty from each Schools/Department / Independent Centers.
- All officers of the Library shall participate in the meeting to provide required inputs.

B) Meeting Frequency: The LAC would meet at least once in every quarter to review the library affairs.

C) Tenure: The committee shall be reconstituted once in two years. Vice-Chancellor can recommend a replacement for a member who withdraws from the LAC. No member shall serve the Committee for more than two consecutive terms. For the sake of continuation one third of members from previous committee need to continue.

D) Meeting Minutes: Meeting minutes shall be recorded and circulated to all members for consideration. In the next meeting, the minutes shall be confirmed by the members.

E) Terms of Reference for LAC

a) To provide general direction to the Library
b) To review the functioning of the library with regards to its support to the academic programmes of the institute.
c) To advise the management on matters of policy relating to development of library.
d) To outline the library collection development policy as and when required, for its implementation.

e) To monitor and evaluate, from time to time, trends and developments in information technologies, networking, library automation, library cooperation etc., and to direct the library in their adoption.

f) To suggest ways and means to generate revenue from library resources.

g) To formulate action plan for the development of library infrastructure, facilities, products and services.

h) Evaluate the suggestions made by the library users

i) To formulate the policy for library use and procedure to be framed

j) To assist library in providing need based information services

k) To review the requirements of the new programmes being introduced and advise library about financial assistance.

l) Evaluating the books procurement school wise and allocation of budget accordingly.

m) Any other function as assigned by Vice-Chancellor

1.2 The Performance of Library Team

The Central Library, KKHSOU is managed by a professionally qualified and competent team.

a) General Conduct: Every member of library team shall exhibit the highest level of professional conduct in discharging their duties. Staffs are expected to be in their sections unless otherwise their work takes them away from the desk. Providing polite and efficient service shall be the motto of the library.

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

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

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

1.3 Library Staff: Two qualified professionals run the library assisted by 1 supporting staff.

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2. Library Finance

Library finance means the financial allocation to procure documents and provide access to the information resources. The present annual library finance has the following components

a) DEC Grants
b) Allocation from Institute
c) Allocation from Projects Carried Out at KKHSOU
d) Research and Teaching Assistant
e) Library Fee

A) DEC Grants: The DEC grants constitute the major portion of the library budget.

B) Allocation from Institute: Each year the institute provide small amount towards the library.

C) Allocation from Projects Carried out at KKHSOU: Several minor projects are being carried out at the institute. Most of them depend upon to a great extent on library infrastructure for the learning resources and internet access. Almost all projects have a separate allocation for purchasing learning resources. After the project is over, the learning resources that are purchased from the allocated fund must need to be deposited at the Central Library. The institute will take necessary steps in earmarking at least 8 % of its total project cost towards library expenditure. And this should be indicated to the library, so that all the learning resources needed by the project and their faculties are procured using their own project funds.

D) Research and Teaching Assistant: Each year the institute appoints a few RTA. The institute will take necessary steps in earmarking at least 8 % of total towards the RTA for the library to meet their individual research needs. If the RTA purchases reading materials in their own, after completion of their duration, they must need to be deposit it to the library.

E) Library Fee: The Central Library, KKHSOU collect some amount as Library fee from temporary and special members. Such amount will be deposited in the Library account for purchasing the reading materials, identity cards and so on. The institute also collect library fee from PhD students. The amount so collected will be handed over towards the library for its further growth.

3. Library Expenditure

A) Allocation from Institute: Allocation from institute can be better spent for Binding and other stationery needed to process and maintain the Books/Journals.

B) Library Fee: Annual Reports, Directories, Year Books, Handbook, India Reference Annuals, and those whose revised editions are frequently published and those having no

archival importance or long lasting value may be procured from the fund collected as Library fee. It would facilitate easy weeding out of these items.

C) Reports to be Generated

- Quarterly Utilization Report: Grants /Account wise
- Inform Financial Officer / Faculty / Project In charge about the status of funds

4. Procurement of Learning Resources

Procurement of learning resource constitutes the primary responsibility of library. Library will make a systematic effort in building up the collection development by identifying, evaluating, selecting, processing and making it available to the users. Since collection building requires huge sums of money and has long-lasting value whether it's a book, journal or an online database, any learning resource that gets added must need to go through a rigorous selection process.

4.1 Planning

- Initiate utilization of funds in advance so that funds are utilized before the deadlines set in.
- Prepare proposals/ requests for mobilizing funds for the acquisition.
- **Library Books are Different from Stores:** As indicated in the GoI. M.F. OM 23(7)-EII(A)/83 dated 7th Feburary 1984, (GFR 116(2)(1) (1978)), "the position of library books, etc., is different from that of stores". The above OM is reproduced below:
  "Librarian (not below the rank of Deputy Secretary to the Govt of India) subject to the powers delegated under Delegation of Financial powers Rules, 1978, may purchase books, etc., from the reputed and standard book sellers on the prevalent terms and conditions. Tenders need not be called for this purpose."

4.2 Selection of Learning Resources

a) Faculty and library staff can recommend the books to be procured for their courses and research
b) Students/Research Scholars can also recommend the books for procurement provided their recommendation is endorsed by a faculty member
c) All faculty indents will be routed through Librarian and then Finance/Accounts Department for the approval of Registrar for making financial arrangement.
d) The ordering can be done by print, online, e-mail, etc., depending upon the convenience of the library with standard terms and conditions
e) Purchase Orders will be issued by the Librarian to the panel of vendors. There are also cases where the documents/books can be obtained only from specific sources, standard agencies – who are not on the panel.

4.3 Procedure for Preparing a Panel of Vendors: Library should have a panel of vendors for different kinds of documents with following criteria:

a) Registration number obtained under shop act, age of the organization
b) Performance: Response to the correspondence, speed of supply, adherence to the terms and conditions.
c) Experience by the peers.
d) PAN/TAN, Sales / VAT tax number
e) Publishers that a vendor supports
f) Vendors turnover having at least 10 times of the value of the order (for the journals subscriptions)
g) Updating panel from time to time based on the performance of the vendor is a continuous activity and this should be done by ordering books to test vendors.
h) The panel should have at least 8 number of vendors

4.4 Terms and Conditions for Vendors

a) Only one copy of each book is to be supplied, except mentioned otherwise;
b) Books of the latest edition are to be supplied, except mentioned otherwise;
c) The prices charged must be published otherwise all bills to carry the price proof (like photocopy of publishers catalogue, print out from publishers online catalogue, distributors invoice to the vendor)
d) Supply of publications at current catalogue prices.
e) The price should be indicated in the original currencies. These should be converted in accordance with the approved conversion rates of FPBAI/ Good Offices Committee (GOC);
f) The highest possible library discount should be given by Publisher (25% and above); Distributor (20% and above); Supplier (15% and above) for all purchases.
g) In the case of short / no discount titles or titles procured from abroad against specific orders (like institutional/society / government publications), the supplier may charge 15% on the net landed cost of the publication. The invoice of publication may be worked out as follows:

Published price minus (-) discount earned plus (+) 15% handling charges of the - overseas agent if any. To this is to be added the actual freight, clearance, bank and postal charges; documentary evidence is to be given to library for such charges on demand.
h) The supply must be made in person. If supply is made by post, the books should be sent per registered post. V.P.P. will not be accepted.
i) The books supplied must be physically in order, otherwise these will be returned to the vendor at their own cost.
j) Bills in triplicate copies need to be submitted.
k) Bills should be addressed to the Librarian, Central Library, KKHSOU, Housefed Complex, Last Gate, Guwahati-781006, Assam.
l) Wherever advance payment is required, the same may be made and a record thereof should be maintained
m) Certificates on bills by Library in terms of
  a) Only latest editions have been supplied
  b) Prices have been correctly charged in accordance with the publisher's latest catalogue.
n) The Purchase Order issued will be valid for only 30 days unless otherwise mentioned.

4.5 Procurement Process

A) Initiation of Acquisition
- Receiving Recommendations by Book Requisition Form / Indent Forms, Emails, Sheets, Publisher Catalogues marked and signed.
- Duplicate Checking
- Put up for Approval (Registrar / Vice-Chancellor)
- Prepare and Issue Purchase Orders

B) Invoice Processing:
- Receive Books from Suppliers/Vendors
- Crosschecking with Purchase Orders,
- Foreign Exchange Rate Verification as per Good Offices Committee Report rates,
- Price Proof Verification for Foreign Publications and for books on which price is not mentioned (Photocopy of the Publisher catalogue, Print out from the Publisher's Website, photocopy of the invoice received by the supplier from the distributor)

C) Accessioning Procedure

a) Library Stamping: Put library stamp on
- Lower half of the title page.

- Secret page (page number 13)
- Bottom of the last page of text
     Also, each plate, map and other pages not included in pagination should be stamped.

b) SOUL Stamping
- Paste it on the inner side of the front cover at left hand top most corner, just below the ownership slip.

c) Ownership Slip
- Paste it on the inner side of the front cover at left hand top most corner

d) Accessioning
- Assign Accession Numbers to Titles in Purchase Bills
- Enter the details of the Invoice and Books in Accession Register
- Enter accession number in the ownership slip
- Enter accession number within each library stamps. That is
     Lower half of the title page.
     Secret page (page number 13)
     Bottom of the last page of text
- Maintain Bill Register data in Excel Sheet for reporting
- Forward bills to the accounts.

D) Classifying
- Classify Books / Thesis / Dissertations as per the Dewey Decimal Classification (DDC) Schedule
- Assign Book Numbers
- Write the Class No, Book No (Call Number) on the back of Title page over Ownership slip.

E) Spine Label
- Enter the call number over spine label.
- Paste spine label one inch above the bottom of the spine of the volume and laminate it with Cello tape
- In case the volume is not thick enough to allow space for spine label then apply it on the front cover close to the back.

F) Cataloguing
- Bibliographic Details of each book to be entered into Cataloguing Module of SOUL software.

G) Vendor Follow Up
- Titles not supplied
- Reminders to suppliers fortnightly
- After checking the inability of one supplier, redirecting the order to another supplier

H) Reports to be Generated
- "New Additions Bulletin" (Monthly)
- Book received information to recommending faculty (Fortnightly)

5. Subscriptions of Journals
5.1 Planning: Ensure that adequate recurring / annual funds are available for the Journals Subscription / renewals etc. as required.
5.2 Selection of Journals: Same which is mentioned above in 4.2
5.3 Procedure for Preparing a Panel of Vendors: Same which is mentioned above in 4.3
5.4 Terms and Conditions for Vendors
a) Supply of periodicals at current catalogue prices.
b) Sign an Agreement with the vendors in case of Foreign Journals.

c) Proof of GOC exchange rates having prices in foreign currencies as on the date/month of invoice for the remittance journal subscriptions

d) Wherever advance payment is required, the same may be made and a record thereof should be maintained

e) Normally there is no discount on the journals

f) Certificates on bills: prices have been correctly charged in accordance with the publisher's latest catalogue.

g) Library should not subscribe journals against 'personal subscriptions'. However, Journals received against institutional membership are acceptable.

h) Journal subscription payments: The payment towards the journal subscriptions could be made directly to the publisher or through the subscription agent(s) / vendor(s).

i) All subscriptions should be made through the Library only and the amount paid to the publishers/vendors by the vendors against firm orders after receiving one of the following documentary proofs:

- After direct confirmation from publishers/vendors that the journals are subscribed in the name of the Institute (i.e. Central Library, KKHSOU here and thereafter)

- Proof for remittance: (i) Invoice/Bill in duplicate should be provided by the publisher/vendor (ii) Publishers' Renewal Letter/Notice mentioning the subscription price/cost (e.g. Indian journals) (iii) Even print out of the form from the Publishers'/journal's official website can also be considered wherein the proper invoice/bill etc. not received by the publisher/s. (iv) a copy of the letter sent to the publisher giving details of the journals for which remittance has been made and (v) copy of demand draft issued by bank attested by the bank or a letter from the bank giving details of remittance (if the payment is made by foreign currency draft obtained from the bank)

- Publisher's acknowledgement of receipt of payment or letter from bank as a proof regarding the final remittance to the publisher (if the payment is made from vendor's foreign currency account)

j) Online access: Negotiate with the publishers/vendors and arrive at win-win situation regarding electronic version of the print subscriptions and get access to such materials.

k) Try to enforce terms to the publishers/vendors in form of the pricing, access to the back volumes, locking period, perpetual access, archival rights, governing laws, training and awareness programmes, immunity, access to the walk-in-users, usage statistics, simultaneous access, etc.

l) There are no standard/uniformly acceptable terms that are yet to be established in this area, as this is almost virgin and challenging field. Hence go on with mutually benefiting terms and conditions while dealing with the vendors which can be revised time to time.

m) Consortium: Since the Institute has access to the 'UGC-Infonet e-Consortium' care should be taken to check for duplication before placing any order.

n) Trial Access: Many a times publishers propose for trial access to their respective journals collections which can be made accessible through the Institute's IP numbers to supplement the existing journals collection whenever possible.

5.5 Procurement Process

A) Initiation of Acquisition

i) Compile priority list with the approval of library advisory committee and the Director

ii) Adhere to the Terms and Conditions of the Library

iii) Budget estimate based on the costs, currency conversion.

iv) Place orders from available options as indicated in terms and conditions.

B) Invoice Processing

i) The invoices/bills and documentary proofs be duly scrutinized by library. The invoices/bills duly certified by the Head of the library or his/her designated authority to be sent to Finance and Accounts Section for payment.

iii) Payment against the original and proper invoice/bill/renewal notice etc.

iv) In case of advance payment, after the receipt of the document the necessary entry should be made in records to close down the outstanding balance.

v) Ensure that the items received are as per the order/ access is enabled to the desired resource.

vi) Accessioning the virtual resources should not be done since they do not exist in physical form.

vii) Manual and computerized record of receipts of the journal issues.

viii) Timely display of the Loose Issues of the periodicals on the respective display racks.

ix) Linking to the online content wherever applicable.

x) Accompanying materials such as CDs/DVDs etc are being processed as regular item.

C) Accessioning Procedure

i) The completed volumes will be bound and accessioned and archived.

D) Classifying

i) The completed volumes will be classified.

E) Cataloguing

i) The completed volumes will be entered into the SOUL database.

F) Vendor Follow Up

i. Missing Issues: Replace original missing issues or publishers certified and reproduced copy or extend the subscription period equivalent to corresponding period or refund either in the form of credit note or Demand Draft or Cheque.

ii. Claims: Missing issues/delayed supply of the journal issues can be claimed on quarterly basis.

G) Reports to be Generated

The transactions of all the activities/procedures/etc. in the Periodicals Section should be carefully and properly recorded for the relevant information and documentation. In this regard apart from the automated system, the section maintains the following documents for keeping the records:

a. Periodicals Record Registers

b. Bills Register: A proper Bill Register with the photocopy of Demand Draft / Cheque to be maintained to record all the payments sought/made.

c. Various Files.

6. E-Resources: Because of the conveniences like multiple accesses and anywhere, anytime access, there is a considerable demand for online databases, e-journals and e-books. KKHSOU also has excellent access infrastructure with high speed internet and Wi-fi connectivity in the campus and these e-resources can also be accessed from all study centers. Hence, emphasis may be given more towards e-resources.

i. E-books / E-Journals / Databases are becoming a common reality. Like general learning resources it is essential that the access to these resources be provided taking in to account current pricing models and trends in usage.

ii. Large opportunities exist in this area for negotiation with the publishers/ resource providers and arrive at win-win situation. E-journals, e-books, databases, etc., are the resources available in electronic form and one can have virtual access to these.

iii. There exist many pricing models. The libraries can adopt the model depending on various factors. The libraries have to decide based on the estimated usage and cost to go for any of the access.

iv. Experiences indicate that the young generations of users are for the e-access and therefore there is a need to have a major shift of our print resources to e-resources. This would also resolve other management issues.

v. One can enforce terms to the publishers/vendors in form of the pricing, access to the back volumes, locking period, perpetual access, archival rights, governing laws, training and awareness programmes, immunity, access to the walk-in-users, usage statistics, simultaneous access, etc.

vi. There are no standard/ uniformly acceptable terms and are yet to be established in this area, as this is almost virgin and challenging field.

vii. Since the UGC Infonet e-journals consortium is providing access to large number of resources to Universities, care needs to be taken that institute gets maximum number of e journals from that consortia.

viii.   In case of termination of the agreement or on expiry of the agreement, the licensor shall provide the full-text of the e-journals entered into agreement and for the period of agreement on the prevalent state of art formats i.e. DVDs, CDs, etc., with the retrieval software.

7. Institute Material like Dissertation/Thesis/Reports

- These items to be treated like books for processing, etc.

8. Gratis and Exchange Materials

A variety of other information resources (Complimentary Loose issues of Journals, Annual Reports, Working Papers, Occasional Papers, Discussion Papers, Technical/Trend Reports, Brochures, etc) are received and displayed for use in the library which are being received free of charge.

i) Gratis / gifts may be accepted from the Institute's faculty, scholars, or outside institutes and organisations of similar interest.

ii) Try to get the free/discounted subscription/s to the periodical/s wherever possible.

iii) Journals under Exchange mode will be handled by the Head of the Library. Claims regarding the non-receipts of Exchange Journals should be addressed to the Head, Central Library, KKHSOU.

iv) Avoid duplication unless essential. Find good place for the documents that are not relevant to the Institute.

v) The documents relevant to the scope of the Institute's study and research areas received through gratis / exchange / free subscription should be treated as regular subscriptions and accordingly to be added and accessioned in the collection. No need to maintain a separate register for such collection.

vi) Acknowledge the receipt of the gratis items appropriately.

9. Non-Book Materials

A small collection of Non-Book Materials such as Audio Cassettes, Video Cassettes, Microfilms, Microfiche, 35mm films, Posters etc is being maintained at the library and enlisted in the regular records.

10. User Services

The Central Library, KKHSOU honour the five laws of Library Science firstly enunciated by Dr. S. R. Ranganathan. They are a) Books are for all b) Every reader his/her Book c) Every book its reader d) Save the time of the reader, and e) Library is a growing

organism. Keeping in view of the five laws, the Central Library, KKHSOU provides open access to its collection i.e the reader can browse the collection by himself / herself.

10.1 Library Timings / Library Hours

10.00 to 17.00 hours

Holidays: Every Wednesday, 1st Saturday and 3rd Saturday of each month and all state govt holidays.

10.2 Library Membership: Condition, Types, Duration and Fee, Clearance Certificate

A) Condition of Membership

a) Library Registration Form: Library users must sign and return the Library Registration Form acknowledging their responsibilities and the consequences of violation. All users are required to bring one copy of their recent photographs (Passport Size) along with the Fee Receipt while applying for Library membership.

b) Property Counter: Members are to keep their bags, umbrellas, boxes, files and personal books, etc at the property counter which is located at the entry point of the library at their own risk. They are advised not to keep valuable items like mobile phone, cash, or such other things in the property counter. Only Laptop / notebooks / IPad and the Library books to be returned will be allowed inside. **Library does not permit any exception in the observance of this rule**.

c) Register: While entering into the library please sign in the Register at the checkpoint.

d) Access to the Library: No visitor or guest is permitted to use the Library without the prior permission of the Librarian. Library Identity Card is compulsory for getting access to the library. One should take utmost care so that the library identity card is not lost. However, if one has lost a card he/ she should report of such loss to the library immediately. A fine of Rs 25/- will be charged for each card lost. He/ She can ask for duplicate card after paying the necessary fine.

e) Order of the Book: Do not disturb the order of the books on the shelves as far as possible. Take out for consultation necessary books from the shelves and thereafter place them on the table. Please do not try to shelve them yourself. Please remember that a book misplaced is a book lost.

f) Damage to Library Resources: Readers should not deface, mark, cut, mutilate or damage library resources in any way. If anyone is found doing so, he will be charged in accordance with the library policy. Books Borrowed should be protected from Rain, Dust, Insect, etc. Again, books issued to members are not transferable.

g) Keeping Silence: Silence is a must in the library. Readers should avoid talking / gossiping inside the library premises. They should keep their mobile phones in off or silent mode during their visit to the library.

h) Subject to Surveillance: Note that the attendant at the counter is authorized to examine any books or the reader at the gate.

i) Authorized Users: Only registered members of the Library are authorized to use the resources, computers, Internet facility or to access e-Resources subscribed by the library.

j) Cleanliness: Please keep the library clean. Eatables are not allowed inside the library.

k) Acceptable Use and Code of Conduct for Using Internet

i) Do not install any software without prior permission of librarian.

ii) Do not remove any connected devices from the computer (LAN card, keyboard, mouse, etc).

iii) Do not connect your own devices to computers (mobile, ipad).

iv) Kindly scan your pen drive, CDs or DVD before use.

v) Do not download movies, songs.

vi) Do not save any document on the desktop and keep it in the computer for after use. Please note that all drives will be formatted after every 30 days by IT team without any intimation. So the library will not be responsible for any data loss.

vii) Please inform to IT team in case of any computers problem.

viii) Turn off the computer after your work is completed.

l) Acceptable Use and Code of Conduct for Using E-Resources

i) Systematic or programmatic downloading, retention, and printing are prohibited. For example, you cannot download entire issue of a journal or print out several copies of the same article.

ii) Electronic distribution of content is also restricted. It may be permissible to forward an article to another colleague in your own institution by email, however, transmitting an article to someone outside of the institution, or to a large group of recipients, a mailing list, or an electronic bulletin board, is not allowed. The main concern is that people outside of the campus network should not be able to access resources licensed by the institution.

iii) Using e-resources for commercial gain is not permitted (i.e. reselling, redistributing or republishing licensed content)

m) Feedback: When the library members have any complaint about the library service they should not enter into any argument with the library staff, but bring it to the notice of the Librarian or the Registrar of the KKHSOU in writing.

Breaches of the above rules could result in the suspension of library membership from the Central Library, KKHSOU.

B) Types of Membership

a) General Membership: The Officers and other regular employees of the KKHSOU, Faculty members, Research and Teaching Assistantship (RTA), PhD research scholars, MPhil students, and contractual employees of KKHSOU are permitted to make use of the library. Each member is required to apply for library membership in a prescribed form attached with a stamp size recent photograph.

b) Special Membership: On receipt of request by coordinator of study centers, students enrolled in the study centers of KKHSOU, retired persons / alumni of KKHSOU, visiting faculty, other renowned personalities, the library may offer Special Membership to such persons who will be permitted to use the library. The Librarian will decide the duration of membership (six months, one year, and so on), number of books allowed for issue and such other matter on individual merit. Each person is required to apply for library membership in a prescribed form with duplicate copy of money receipt attached with a stamp size recent photograph.

c) Temporary Membership / Day Membership / Visitors Access: Students, Researchers, Academicians who are not the member of the university community can apply for Temporary membership of the library for studying reading materials of the library at the library premises. He/ She have to submit valid proof of identity (like College Identity Card, etc) along with the application (prescribed) and library fee.

d) Institutional Membership: Any institute can apply for institutional membership.

C) Duration of Library Membership: As long as s/he is a regular member of the KKHSOU (eg membership duration of a RTA is five years).

D) Library Fees: Amount of Library fees (Annually) and Caution Money (Refundable) will be decided by the University which is to be deposited at the time of admission to the academic programme, PG, MPhil, PhD, etc. They are to submit duplicate copy of the admission receipt along with the application for registration of library membership. For other categories of users the library fee are mentioned in below

Period	Library Fee

Temporary Membership (One Day)	Rs. 10/-
Temporary Membership (One Week)	Rs. 50/
Temporary Membership (One Year)	Rs. 100/-
Special Membership (One Year)	Rs. 500/-
Institutional Membership for One Year	Rs. 1,000/

The fee are to as cash / demand draft in favor of Registrar, KKHSOU payable at Guwahati and submit the Duplicate copy of the receipt along with the application form. One can renew his / her Temporary Membership by paying necessary dues.

E) Clearance Certificate: On completion of their term / course, students are to deposit their library cards and library identity card to the library for issue of Clearance Certificate from the Library. They are to get Clearance Certificate from the library immediately after the last day of final examination or date of submission of dissertation works wherever applicable to avoid withheld of examination results. The other employees of the KKHSOU shall be required to obtain the library clearance certificate for getting their release order and last pay.

10.3 Classification and Cataloguing: The library uses Dewey Decimal Classification, 23rd Edition for classifying the documents. The library enters the records of the document into SOUL 2.0 version in MARC format. The records in the Online Public Access Catalogue (OPAC) are searchable through different options in Intranet at http://192.168.0.196/WebOPAC/Main.aspx.

The Online Public Access Catalogue (OPAC) will list the stock of books available at the library. So, to know whether a particular document is available at the library or not one can search in the OPAC. It will save a considerable amount of time from the user of the library. If the document is available at the library, the user can also search for its status-whether it is on loan or in the book stack. The complete bibliographical details of a document can also be obtained from OPAC by selecting the title and then clicking on the link "Basic Record". This will show a screen where all desire information will be there. To locate the document in Book Stack, just the need is to consult the "Call Number" of the document. Through OPAC, the library user can also know the "Member Status" as well as suggest new books for acquisition.

10.4 Reading Room : Books from the library stack also can be consulted in the reading room.

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

a) Attending the Users' query for effective interpretation of library rules and regulations
b) Registration of new Members and issue of barcode Generated ID Card for Users
c) Inter Library Loan Service
d) Operation of "Circulation Module" of Library Management Software SOUL 2.0. Maintenance and updation of all data related to users at Circulation desk in SOUL 2.0 software
e) Sending Reminders to overdue documents users
f) Display of Books during Seminars/Workshops
g) Maintenance of Compendiums
h) Correspondence & No Due issuing
i) Library Orientations/Information Literacy
j) Assisting the users for accessing OPAC and Reference

A) Loan Criteria / Borrowing Entitlements

Category of Users	No. of Books	Issue Period	Reserve Number of	Reservation Period

			Books	
Faculty Members / Adhoc Faculty	20	30 Days	20	5 Days
Research and Teaching Assistantship (RTA)	15	30 Days	15	5 Days
Ph.D Students	10	30 Days	10	5 Days
M.Phill Students/ Research/ Project Assistant	5	30 Days	5	5 Days
KKHSOU Officers	10	30 Days	10	5 Days
KKHSOU Employees (C & D Grade)	5	30 Days	5	5 Days
Special Members (Study Centre Coordinator, Visiting Faculty, Students, Alumni)	2	30 Days	2	5 Days
Institutional Membership	20	60 Days	20	5 Days
Temporary Members	Nil	Nil	Nil	Nil

Under special circumstances the members enumerated in the above may with the sanction of the Librarian, take out more than the prescribed number of volumes.

B) Documents that Can and cannot be Borrowed

a) Books that can be borrowed: Books from the general shelf, CD ROMS, DVDs and audio video cassettes can be borrowed.

b) Books that cannot be borrowed: Journals, Bound Volumes, Loose issues of journals and the latest available issue of the magazines are to be referred within library premises and are not available for issuing out. Dissertations/Project Works submitted to the KKHSOU are also not issuable. Any other documents shall not be issued which in the opinion of the librarian is not in a condition to be safely handled by the borrower.

C) Issue/Return Procedure: Issue/Return of library materials is the routine operation of any library. Books will be issued on production of the library identify card. No book shall be issued and delivered except to the authorized borrower in person or to someone having written authority from him / her to receive it on behalf of the authorized borrower. Proper flowchart/sequence of activities to be followed to issue and receive the library books is defined as followed:

a) While Issuing Book
- Quickly glance the book for any damage
- Enter details into Issue Database
- Handover the books / ID card to the user

b) While Receiving the Books
- Quickly glance the book for any damage
- Check due dates for necessary action
- Cancel the entries in the database
- Send them to Stack for Shelving

D) Renewals: A book issued from the library may be re-issued to the same person provided no other person has applied to the librarian for that book. If such application has been made,

the book may not be taken out by the original borrower. The renewal must be made on or before the due date.

E) Reservations: Each category of members can reserve their allowed number of copies to be issued latter on for the duration of five days.

F) Over Due Charges / Fines: Each member will entitled for a grace period of 10 days from the due date. Member who has returned book(s) issued to him/ her after the grace period or 10 days after the due date is required to pay the following amount as over due charges:

　　　　Up to one week　　　Rs 1/- per day;　The default / minimum charge is Rs. 10/-

G) Loss or Mutilation of Documents by Users Loss of Book issued to a Reader: If book issued to a members is lost, it should immediately be reported to the library. If the book is reported (in writing) as lost/ misplaced, the overdue charges are not levied in such case from the date of report until the same is replaced (it must be resolved within one month). The librarian will take step for the loss as follows:

a) Member should replace such lost book with a new one (same title: bound copy) along with a fine of Rs 50/-.

b) If the title is not found in the market after proper searching, other most related book of which price of the new one is not less than the earlier one should be submitted along with a fine of Rs 50/-.

c) If the book is one of the set or series and the volumes cannot be obtained singly, the whole set or series must be replaced at the members cost along with a fine of Rs 50/-.

d) In case the book is not possible to be replaced, one has to pay three times of the price of the lost book.

10.6 Reservation of Books: Any book which is loaned out may be reserved by another member at the circulation desk (the form is available with the librarian).

10.7 Reference Service: Library houses all important reference sources like Encyclopedias, Dictionaries, handbooks and Manuals, Statistics, Yearbooks. The collection ranges from general to subject specific sources. Library also has access to online reference sources which may be accessed from the library website. Users can contact staff on duty for any assistance.

10.8 Document Delivery Service (DDS): The university faculty can request for books by Email, Phone, to be delivered at his / her own table. The library also takes utmost care in delivering electronic copies of the material through Email.

10.9 CAS/SDI Services: The library also provides CAS and SDI service about new acquisition through Social Network Site / Email / RSS Feed to the faculty members. It also provides CAS and SDI service about the contents of the journals newly arrived at the library.

10.10 Literature Search Service: The Central Library, KKHSOU provide literature search service to the users on paid basis. Please consult the librarian to know more about this service.

10.11 Information Literacy / Library Orientation: Library will conduct Information Literacy/User Education/Orientation programmes to all in the beginning of the academic year. Besides this, these awareness programmes should be conducted when requested by users from time to time.

10.12 Inter Library Loan: Library maintains an inter library loan arrangement with leading libraries. Hence user can request any document from the library and the library will made all possible efforts to make available the learning resources needed by the faculty and students. However the cost of getting such documents on loan and returning shall be defrayed by the reader concerned. In the case of faculties of the university, the cost will borne by the university.

10.13 Internet Facilities: The Central Library, KKHSOU has set up Internet Section with over 10 computers working in a networked environment connected through high speed internet. The Online and subscribed resources of the library can be access by using the

internet facility. It will provide access to full text journals through UGC-Infonet E-Journals Consortia, in addition to Sage and others. The internet facility can be availed by all type of library members.

10.14 E-Resources: E-resources provide access beyond the physical wall of the library. E-resources are accessible via the Library Homepage by using the user id and password.

10.15 Xeroxing Facilities: Library also provides Photostat services to staff member at free of cost (they need to produce identity card at the time of Xeroxing). Documents for Photostat at the library must be from the **Central Library, KKHSOU** Only. Some documents are not permitted for Photostat. The special and temporary members of the library need to pay Rs. 1/- per exposure for the Photostat facility.

10.16 Printing Facilities: The library members can make a print out copy of the articles from journals accessed in the central library. This service is available free of cost to the regular members, however the special and temporary members are required to pay Rs. 3/- per exposure.

10.17 Scanning Facilities: The library scanner can be used to scan the printed journals and newspapers. It will help the faculty members to take color images from journal issues for presentation purposes and other academic activities. This service is available free of cost to the regular members, however the special and temporary members are required to pay Rs. 2/- per exposure.

10.18 Training / Seminars: From time to time the Central Library, KKHSOU conducts training programme for different groups of users. Such training programmes are notified in the Library Website time to time.

11. Library Collection

The library has a total print collection of 13,102 (thirteen thousands one hundred two volumes) reading materials.

A) Reference Sources: The reference collection is enrich with The New Encyclopaedia Britannica, 15th Edition, 29+3 V. (2005), International Encyclopedia of the Social Sciences, 2nd Edition, 9 V. (2008), Science Encyclopedia, 2004, The Oxford English Dictionary, The Penguin India Reference Yearbook 2007, India 2008: A Reference Annual, etc.

B) Books: The library has a stock related to the course and programmes run by the University.

C) Periodicals: The library provides access to both print and electronic periodicals.

a) Printed Newspapers: The library is subscribing to The Sentinel, The Times of India, The Assam Tribune, Pratidin, etc.

b) Printed Magazines: The library is subscribing 6 printed megazines. They are Digit , Economic & Political Weekly (EPW) , Frontline , India Today , PC Quest , and University News .

c) Printed Journals: The library is subscribing to 25 national and international journals.

D) Databases: The library provides access to the following databases. For password assistance please contact the librarian.

a) JSTOR: JSTOR is a not–for–profit service that helps scholars, researchers, and students discover, use, and build upon a wide range of content in a trusted digital archive of over one thousand academic journals and other scholarly content.

b) JSTOR Plant Science: The materials in JSTOR Plant Science are built in collaboration with dozens of herbaria, libraries, archives, museums, herbaria, universities, and other research institutions.

c) Building a Digital Library of Scholarly Resources from and about Africa (Aluka) Aluka is an international, collaborative initiative building an online digital library of scholarly resources from and about Africa.

d) Sage Journals: The Online Sage Journals will provide access to 22 subscribed online journals that are also available in print format in the library.

E) Open Access Journals Search Engine (OAJSE) : The Open Access (OA) E-Journal Portal of KKHSOU provide access to 4,100 Open Access Journals.

F) Consortium Membership: The Central Library, KKHSOU is the member of UGC-Infonet programme.

12. Stack Room /Display Area Management

Collection Organization plays a very important role in ensuring the optimum utilization of the books, journals kept in the library. Presently, the learning resources are stacked / displayed in the following categories:

- General Stack Area (for books/bound volumes)
- Reference Section (Encyclopedias, Dictionaries, Manuals, Thesis / Dissertations, etc)
- News paper / Magazine Display Racks
- Reserve Shelf Collection (KKHSOU newsletter, project reports)
  It is essential that all efforts are carried out by the library for pleasant display and quick retrieval of books/journals by the users. Library must ensure that:
- All the books removed from the stacks are replaced back in their shelves at least in a week
- Shelf Reading must be done continuously to look for misplaced books.
- Books reported untraced by users be traced in the quickest possible time with documentation like when the request was received and when it was solved
- The stacks should be properly labeled with subject guides and Class Number Guides

13. Physical Ambiences

a) Cleanliness: Library is a central resource department that is the backbone of all academic programmes of the institute. Students and faculty would be spending their considerable time in library premises pursuing their research and studies. Hence it is very much essential that library has a checking system in place to monitor the cleanliness and hygiene of the library premises like regular sweeping, cleaning and mopping of floors, and washrooms.

b) Electricity and Water and Ventilation: Library will ensure that these essential things are working at all times and users would not be put to any inconvenience.

c) Direction/Guideposts: Library shall have floor plans designed and proper directions/guideposts for people to move around the library looking for resources/services.

14. Stock Verification Procedure, Withdraw and Weeding Out of Books

14.1 Stock Verification: Physical verification of the library stocks has to be carried out to identify the losses, identifying misplaced documents, identifying documents that need repair, etc.

Rule 194 (page 38) of the General Financial Rules, 2005 (http://finmin.nic.in/the_ministry/dept_expenditure/GFRS/GFR2005.pdf) the Physical verification of Library books are stated as follows:

"(i) Complete physical verification of books should be done every year in case of libraries having not more than twenty thousand volumes. For libraries having more than twenty thousand volumes and upto fifty thousand volumes, such verification should be done at least once in three years. Sample physical verification at intervals of not more than three years should be done in case of libraries having more than fifty thousand volumes. In case such a verification reveals unusual or unreasonable shortages, complete verification shall be done.

(ii) Loss of five volumes per one thousand volumes of books issued/consulted in a year may be taken as reasonable provided such losses are not attributable to dishonesty or negligence. However, loss of a book of a value exceeding Rs. 1,000/- (Rupees One thousand only) and rare books irrespective of value shall invariably be investigated and appropriate action taken."

The sample can be of random generation of numbers. The verification has to be carried out by a team of members appointed by the LAC and the library staff will assist the verification team.

14.2 Loss of Publications

- Some loss of publications is inevitable especially in the context of open access practice in libraries. The librarian has a role as information manager and not just a custodian. Therefore he/she should not be held responsible for the losses.
- A publication may be considered as lost only when it is found missing in two successive stock verifications and thereafter only action be taken to write off the publications by competent authority.
- Loss of 5 volumes per 1000 volumes issued and/or consulted in a year may be taken as reasonable.
- Occasional loss/damage of issues of periodicals is inevitable during postal transit. If the payment is made directly to the publisher, then sometimes it is not possible to get the replacement. In such cases, the non-receipts/damages be considered as loss for write-off.
- If the loss of book is more than the permissible extent, the causes of such loss may be investigated by the competent authority and the remedial measures be strengthened.
- Loss of a book of the value exceeding Rs. 1000.00 and books of special nature and rarity shall invariably be investigated and consequential action taken. The Librarian will write off all such losses.
- Librarian may write off the loss of books, volumes, etc. mentioned in the proceeding paragraph provided the total value of all such books, etc. does not exceed the monetary limit prescribed by the Delegation of Financial Powers Rules, 1978 for Head of a Department in respect of deficiencies and depreciations in the value of stores included in the stock and other accounts. In the event of the total value exceeding the monetary limit specified above, the loss of books shall be written off by the competent authority as specified in the Delegation of Financial Power Rules, 1978. (Extract from Ministry of Finance O.M. No. 23(7) E II(A)/83 dated 7.2.1984 and CAG's U G No. 1964-TA.II/21-83 dated 23.12.83)

14.3 Procedure for write-off

- List the documents not found during stock verification
- Library staff to make all possible efforts to locate the document not found during stock verification (the process can go up to six months but not as an exclusive task)
- Prepare pre-final list of the documents not found and publicize
- Compile a final list of documents not found
- Compare with the list of earlier stock verification to identify common entries
- Compare losses with borrowing/ consulting / photocopying statistics
- Put up the list of common entries to the Vice Chanellor along with justification for the losses (open access, limited staff, inadequate security system, large number of students visiting library, losses within permissible limits, etc.)
- Get approval from the Vice Chancellor
- Issue OM
- Make necessary entries in the accession register, write-off register, assets register, etc
- Remove records from databases

- Close file.
- Improve the system with additional precautionary measures

14.4 Withdraw and Weeding Out of Books

a) The disposal of volumes should be made on the recommendations of a Library Advisory Committee to be appointed by the competent authority which shall decide whether the books mutilated/damaged/obsolete are not fit for further use.

b) Ephemeral material (e.g. newsletters, progress reports, pamphlets) including those materials that lose value after a certain period of time such as: annual reports, directories, yearbooks, etc. These are weeded out annually.

c) There may be no objection to the Librarian disposing of mutilated/ damaged/ obsolete volumes to the best interest of the library.

15. Archiving

In order to provide better access to the frequently consulted literature, back volumes are archived in a less active storage area. Though the library gets access to the back volumes online from the publisher's websites, etc., the print volumes of these journals also be considered for archiving in less active storage area. Adequate space should be provided for archival storage to Library if not available.

i) Duplicate issues of the journals may not necessarily be weeded out even the volumes are bound. They can be passed on to the Study Centre Library, donated to other libraries or any institute/organisation's Library to seek the prospect readers.

16. Library Security

The theft or abuse of Library resources like books, journal issues, reports, and dissertations will be viewed very seriously. Each case will be examined to ascertain its genuineness and the matter will be reported to the LAC / Vice-Chancellor for further action.

Some preventive measures are which will lower the theft or abuse of library resources are listed below.

- The exit/entry to the library be monitored
- Follow closed access to the rare books and specialized collections.
- Sealing of windows with wire mesh, installation of wicket gate, adequate vigilance in the stack room(s), provision of adequate lighting, use of electronic or magnetic gadgets for detection of the theft, closed-circuit television monitoring system, introduction of identity/membership cards for identification of users, etc., can be adopted.
- Inadequate staff in the library is also one of the reasons for the losses.

Library Membership Form

To,
The Librarian
Central Library
KKHSOU, Dispur, Guwahati – 781006, Assam

Sub: Application for Library Membership

Passport
Photo

Sir,
      I wish to be the member of the Central Library, KKHSOU for a period mentioned below. I undertake to abide by the rule and regulations of the Central Library, KKHSOU, failing which I shall be liable to any disciplinary actions the university authority may consider deem fit.

1. Name in full: …………………………………………………………………………………
2. Designation: ………………………………… 3. Department: ..…………………………
4. Date of Birth: ………………………………… 5. Year of Joining KKHSOU: ………..
6. Permanent Address: …………………………………………………………………………
………………………………………………………… Pin: ……………………….
Email: …………………………………….. Mobile:…………………………………
7. Present Address: …………………………………………………………………………
………………………………………………………… Pin: …………………………
8. Period applying for (Please put a tick mark) One Week/ One month/ One year
9. Guarantor information (Applicable for Temporary and Special Members only)
a) Name:
b) Designation: c) Department:
d) Mobile: e) Email:
9. Details of fees paid
a) Membership Amount: Receipt No. Receipt Date:
b) Deposit Amount: Receipt No. Receipt Date:
10. Enclose Xerox copies of your KKHSOU identity card.
Date: Signature

For use in the Central Library, KKHSOU

The membership is approved under General Membership / Special Membership / Temporary Membership / Day Membership / Visitors Access / Institutional Membership category / / un-approved.

Duration of Membership: From: ………………………………….. To: ……………………
Sl. No…………………………………… ID No…………………………………………..

Signature of the Librarian

Central Library, Krishna Kanta Handiqui State Open University

Housefed Complex, Last Gate, Dispur, Guwahati - 781006, Assam, India.
Toll Free Number: 1800-345-3613. **Phone:** 0361-2234964 / 0361-2235971 / 092070-49493. **Fax:** 0361- 2235398. **Email:** clkkhsou@gmail.com. **Website**: http://www.oajse.com

Book Recommendation Form / Requisition Form / Indent
(Please return this form to the library for necessary action and records)

Sl No	ISBN	Author / Editor (First Author or Editor is mandatory)	Complete Title (With Edition, Year, Volume, Series No)	Publisher	Approx Price	Qty. Req.	Approved / Unapproved (Remarks for Library Use)
1)							
2)							
3)							
4)							
5)							
6)							
7)							
8)							
9)							
10)							
11)							
12)							
13)							

Name of Supplier / Publisher:

Librarian / Library i/c:

Requested By / Indenter (with designation, department & date):

Vice Chancellor / Registrar / President, Library Committee:

Central Library, Krishna Kanta Handiqui State Open University

Housefed Complex, Last Gate, Dispur, Guwahati - 781006, Assam, India.
Toll Free Number: 1800-345-3613. **Phone:** 0361-2234964 / 0361-2235971 / 092070-49493. **Fax:** 0361- 2235398. **Email:** clkkhsou@gmail.com. **Website**: http://www.oajse.com

Journal Recommendation Form / Requisition Form / Indent
(Please return this form to the library for necessary action and records)

Sl No	ISSN	Editor	Complete Title	Publisher	Periodicity	Price (Yearly)	Terms / Period of Subscription	Total Amount Payable	Payment (draft / cheque) should be in favour of
1)									
2)									
3)									
4)									
5)									
6)									
7)									
8)									
9)									
10)									
11)									
12)									
13)									

Name of Supplier / Publisher: **Requested By / Indenter** (with designation, department & date)**:**
Librarian / Library i/c: **Vice Chancellor / Registrar / President, Library Committee:**

Central Library

Krishna Kanta Handiqui State Open University

Housefed Complex, Last Gate, Dispur, Guwahati - 781006, Assam, India
Toll Free Number: 1800-345-3613. **Phone:** 0361-2234964 / 0361-2235971 / 092070-49493
Fax: 0361- 2235398. **Email**: clkkhsou@gmail.com. **Website**: http://www.oajse.com

Photocopy / Printing / Scanning Service Request Form

Date	No of pages	Photocopy / Printing / Scanning	Name	Mobile	Amount Deposited

Loan Register

Name: **Membership No.:**   **Card No.:**

Accession No.	Record No.	Date of Issue	Borrower's Signature	Date of Return	Receiver's Signature

18. Contact Address
Central Library,
Krishna Kanta Handiqui State Open University,
Housefed Complex, Last Gate,
Guwahati - 781006, Assam, India
Toll Free Number: 1800-345-3613.
Phone: 0361-2234964 / 0361-2235971 / 092070-49493
Fax: 0361- 2235398.
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