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STANDARDS FOR USE IN THE PLANNING OF LIBRARY AND DOCU-
MENTATION SYSTEMS : COMPARATIVE DATA PROM INDIA, UK,
USA, and CANADA.

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Standards for library work and service
form an essential base for planning of library
and documentation systems. Areas amenable
for standardization are mentioned. Forms of
standardisation, methods of setting up stan-
dards, impediments for performance standards
are presented. Some important standards for
the provision of library staff on the basis
of library stock, current acquisition rate,
number of readers to be served and financial
provision in different countries, are given.
Suggests a conscious utilisation of techniques
in work study, time study and the principles
of ergnomics for the development of perfor-
mance standards. Planning of library and
documentation systems can be made more relia-
ble if we have a well tested performance
standards.

1   LIBRARY STANDARDS

Scientific management of library work and service
have led to the formulation and establishment of stan-
dards for library work and service. For brevity, we
shall be using the term 'Library standard' to denote
standards for library work and service. This also in-
cludes standards needed for documentation work and ser-
vice. Library standards are helpful in planning,
instructing, implementing, testing and controlling
any area of activity in the fields of library work and
service.   This has been clearly expressed in the

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Introduction, to,Standard for South African .Public Libraries (35)» which says, Library standards may be defined as the criteria by which ... library services may be measured and assessed. They are determined by professional librarians in order to attain and maintain the objectives they have set themselves. Standards cay be interpreted variously as the pattern of an ideal, a model procedure, a measure for appraisal, a stimulus for the future development and improvement, and as an instrument to assist decision and action not only to librarians themselves, but by laymen concerned indirectly with the institution's planning and administration of library services. The adoption of it does not imply a loss of individuality, a curb to initiative or a pattern to • which all ... library development must conform ..." Library standards evolved in a systematic manner only after the second world war. And professional library associations, government departments and standardo institutions are promoting the formulation of library standards.

2 STANDARDS FOR PLANNING OF LIBRARY SYSTEMS

Library standards provide an essential base for planning of library services. They provide a unit of measurement for a particular work or service. Therefore, establishing library standards has become an important prerequisite for the planning process. Performance standards usually (1) provide on objective basis for decision making; (2) aid the equitable distribution of work while delegating responsibility; (3) provide an objective test for the measurement of effectiveness of different methods of doing a work, or of solving a problem; (4) provide a basic guideline for manpower

planning; ' (5) provide a unit of measurement for cost and time analysis technique; (6) provide a means for work simplification and thereby increase productivity; and (7) promote faster and precise communication of ideas among librarians and library planners.

3 AREAS FOR LIBRARY STANDARDS

Most of the library work is of a repetitive and • routine type. It has been estimated that 60 per cent of all library work is quantifiable. However, certain professional activities such as book selection and reference service will continue to defy precise measurement and quantification, and therefore ore out of bounds for standardization. The different areas amenable for standardisation are as follows;

1 Document stock;

2 Technical processing;

3 Library manpower recquirement;

4   Financial provision

5 Library housing (including such items as location, layout, windows, end physical amenities sarvice in respect of library building such as unit racks, bay-guides, books trolley, etc);

6 Library form design; end

7 Library catalogue dssirn.

However, the various standards relating to library building and furnitnre, library form design, library catalogue design, have been left out of discussion in this paper.

4 FORMS OF STANDARDISATION

Standardisation may be either of the following forms: One is specification. The other is the guiding

principle. Specification stipulates dimensions and other qualities of a product or a commodity, such as a book, a catalogue card, etc. Majority of library standards are in the form of guidelines, which give a set of models or patterns as norms for library work and service. They are usually flexible and are adaptable to different contexts and national and regional environments.

5 METHODS OF SETTING STANDARDS

There are several different ways of establishing standards. They may be based on the production statistics of past performance, work sampling data, time study data, standard time data, or by subjective measures. However, different methods of setting standards may have different margins of tolerance. Judgment will have to be exercised in choosing the appropriate method for setting up standards for different areas of library work and. service. Before sotting up stewards, the units of work measurement must be identified, defined and standardised. Some of the familiar work units in library work and servic« are: Document, Reader, Catalogue Card, Reference Questions asked, and items of bibliographical details, etc. The standards for technical services can be expressed as norms in teres of time and units of work accepted by general consent as a reasonable performance by an experienced libraries/documentalist. A majority of library standards prevalent now are arrived at by consensus of opinions and estimations.

6 PERFORMANCE STANDARDS AND FORKING CONDITIONS

Performance standards vary with different working conditions, environments, and other facilicies. The

types of constraints that can affect performance can be seen from a case study done by C B Clapp (6) in respect of cataloguing. According to him, the following conditions could contribute to the poor performance of a cataloguer:

1   Poor equipment;

2   Great distance between points within the scope of every-day activities;

3   Lack of access to reference tools;

4   Toleration of disorderliness;

5   Use of caustic criticism;

6   Inadequate cooperation by superiors and coordinating   departments in furnishing information or making decisions;

7   Improper assignment of duties;

8   Neglect of possibilities of U3ing low-priced people on some work;

9   Want of a simple system of dealing with portions of the material coming for cataloguing;

10   Too much application of maximum, instead of minimum, standards of treatment in classifying, cataloguing, shelf listing end marking:

11   Failure to discriminate between the permanent and the temporary, and between the pristine and the already indexed and described,

12   Over-meticulousness in unimportant matters;

13   Inability to place reliance on others;

14   UnadEptiveness to new work or methods; and

15   Slowing down in boring assignments.

Therefore, the performance standards should be formulated for each situation, bearing in mind the various facilities provided.   The professional bodies in different countries should formulate only broad

<u>guidelines</u> in respect of the performance for professional work. Even when standards are developed within an organisation, they should not be expressed in fixed quantities, but should be in the form of minimal and maximum ranges, Weightage should also be given to flexibility in the application of standards of performance.

7 SOME PROFESSIONAL PERFORMANCE STANDARDS

Since manpower planning and manpower raising have become very important in the context of library and documentation services, several attempts have been made in developing standards for performance. In the succeeding sections, some of the performance standards generally prevalent in the countries such as India, UK, USAi and Canada, are presented. These standards are expressed in terms of document stock and acquisition rote, number of readers to be served, and finance.

71 India

Ranganathars was a pioneer in the field of Performance Standards in India. As early as 1938, he made a systematic one exhaustive study of library work and library service. His book library Adminisration (1938; Ed 2, 1957) contains systematic work, job analysis, and routine. On the basis of this analysis, he formulated his famous staff formula. This has been used both in specialist library as well as in a university or a college library.

711 <u>Specialist Library</u>

The staff formula which was explicitly formulated by Ranganathan in 1943, has been tested in several

libraries in India. The fomula is based on the following units of measurement:

    1 The number of documents taken in per annum;

    2 The total number of documents stocked in the library; and

    3 The number of readers to be served.

The following table gives a staff formula for professionals besed on the recommendations by the University Grants Commission, with necessary modifications

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SN	Section	Annual Quantum for One Person
1	Book Section	6,000 volumes annually added
2	Periodicals Section	1,500 periodicals received
3	Technical Section (Clssification, Cataloguing, etc) ..	2,000 volumes annually added
4	Reference Section ..	50 readers in a day
5	Documentation Section	Each of the services offered requires 1.5 man-years on an average
6	Circulation Section	1,500 hours; circulation counter is kept open
7	Supervisory staff	1 Chief Librarian, and 2 Head of Unit

    This standard formula provides a general guideline. This fornula is used in all the plans drafted by the Documentation Research and Training Centre.

712   University and College Libraries

    Ranganathan has recommended, in addition to the staff formula given in Sec 711, the following standards for university end college libraries.

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    1 <u>Document Stock</u>.- Desirable ceiling: 400,000.

    <u>Number of Volumes</u>:

      College.   .   .   .   5,000 to 50,000

      University   ..   ..   100,00 to 300,000

    <u>Current Periodicals</u>:

      College.   .   .   .   20 to 100

      University   ..   ..   500 to 2,000

    (Recommended by Goel. For a college library, at least a dozen periodicals for each of the subjects taught. Provision of textbooks for each paper is 10:1 (1 copy of textbook for every 10 students).

    2 <u>Technical Processing</u>.- (Recommended by Deshpande)

Number of book recommendation slips
  per day   85-100

Number of book recommendation slips
  that can be checked   75

Number of books that can be collated per day 80

Number of books that can be accessioned per
  day   ..   ..   •.   00

Number of books chat can be fully catalogued 25

Number of books that can be classified ..   25

Number of curds that can be filed:

      1 Author cards   250

      2 Classified   300

300 books can be call numbered on the spine per day

250-300 book cards can be prepared per day.

One can check 25 books with orders placed and accession them.

Number of books that can be shelved in a day: 300

Number of books that can be received in a day 250

Number of books that can be issued in a day. 300

Number of reminders that can be issued
  in a day   150

3   Finance.-   Radhakriehnan Commission (1S48)

Optimum: 6   or te 40 for a student

Rangsnathan Committee (UGC)(1957) *t*
  Rs 15 per student, Rs 200 per teacher and research fellow.

Kothari Commission (1966)
  6.5% or Rs 25-per registered student and Rs 300 per teacher
    Expenditure on Reading Materials,
      Staff and other items   ...   4:5:1
      Staff*i* Books   ...   ...   40:60 (It should
                                                  be revised
                                                  at a later
                                                  stage)

Provision equal to 10% on Furniture and equipment; 5%
  of the bock budget for binding and 8% for miscellaneous
  items.

(Remocrnaided by Deshpande)
  10% of the total budget of a University or College
  10% of the book budget for furniture and equipment
   5% of the book budget for binding
   8% of the book budget for miscellaneous expenses.

72   United Kingdom
721   Specialist   Libraries
      In the United Kingdom, ASLIB has taken the initia-
tive in developing manpower standard. In 1958-1959,
D J Campbell (3) conducted a survey of fifty-two
industrial libraries. This indicated an average ratio
of one documentalist to fifty four persons who
actually used the service, with a range below twenty
to about two hundred persons. In 1961, Ashworth (1)

recommended the following staff standards for an industrial library. This standard is based on the number of users of services.

Number of graduate technical staff served	Suggested information and library staff
1-5	In all fields of interest one of the technical staff will need to spend from one tenth rising to one quarter at the upper limit of the range, of his time in liaison with research associations, and other outside sources of information.
5-10	A small library will be kent and cared for by part of the time {up to one half) of a clerical assistant but one member of the technical staff will, still perform liaiscn duties.
10-20	One librarian most probably a woman, who will carry out her own clerical duties {except correspondence). Little information service can be offered.
20-30	General engineering, chemical technology, basically repetition processes. Two. Aeronautics, instrumentation, organic chemistry, plastics. Three persons.
30–50	Three persons
50-100	Pour persons generally, but five in high scientific-content industries.
100-150	Pive persons generally, but six in high scientific content industries.
200-300	At the rate of one in thirty persons generally, but one in twenty-five for high scientific content industries.
300-500	At the rate of one in forty persons generally, but one in thirty-five for high scientific content industries.

722 University Libraries

In respect of university libraries, the recommenda-
tions of Parry Committee report (38),   for a
model university expenditure for a Library are 500,000 vol
in a university, 3»000 undergraduates, 1,000research
students, and 500 teaching staff. In this model, it
was assumed that 25 percent of the sum spent on book
and periodicals would be spent on binding and 10 percent
on ''sundries''. It. was recommended that 50J50 is the
reasonable division between book funds and staff salary.
This amounts to nearly 6% of the total university expen-
diture.

723 College Libraries

In respect of college Libraries, the following
three different standards have been proposed.

7231 Polytechnic

The Library Association's standards are as
follows (1968):

1	Document stock	150,000 volumes
		3,000 periodical publication
2	Users	2,000 undergraduates
3	Budget per annum	
	Books end periodicals	f 60,000
	Other library materiels	£ 10,000

4 Staffing requirements are given in proportion
to the size of the stock.

7232 Colleges of Technology

In 1971, Library Association stipulated the
following standards:

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Document stock:
   College without Degree : minimum 10,000 books
   College with Degree   :   minimum 25,000 books

7233   College   of Education
   library Association's recommended standards are
as iollowsi

Document stock
   Effective stock in the Main Library 20,000 volumes
   School service section   7,500   volumes

Acquisition rate
   60 books per student in a college of 500 students
   75 books per student in a college of less than
      500 students

Budget
   Minimum expenditure   upto first 500 students
   Per student   £ 6
   Per Teacher   £.15
   for more than 500 students
   Per Student   £ 3.12
   Per   Teachcr   / 9
   For binding 10% ; for   other expenditure 5% of the
budget.

73   United States of America
   This Standard for Special Libraries (33) fovula-
ted by the Special Libraries Association concerns ob-
jectives and functions of specialist libraries. Specific
standards for staff size is rarely given. For example,
Pauline Lybeck (24) suggested minimum standards for

library staff requirements by size of agency billings
for an advertising agency in USA. This standard is
as follows*

Agency Size in billings	Staff Size
S 5 to $ 10 Billion	2
$ 10 to $ 25 million	4
$ 25 to $ 50 million	5
$ 50 to $ 100 million	6
$ 100 to $ 200 million	8
$ over 200 million	10 +

These are given as broad fuidelines. Similar
standards for staff size will have to be developed for
different types of specialist libraries.

For a university, the Association of Research Libra-
ries and the Association of College and Research
libraries appointed a joint committee in 1968 with
Robert B Downs as Chainaan. This committee surveyed
fifty leading university libraries, and drafted a set
of norms in respect of financial support, resources of
various types, personnel, etc. The standards are
as followsJ

Finances %
Total library budget — $ 3,000,000
Library's percentage of university expenditure   5
Percentage of library expenditures for salaries 60
Percentage of library books   34
Percentage of library expenditures for
  general expenses   6
Student per capita expenditures - total   -S 150
Student per capita expenditure -books -   S 50

13,000 students : 7,250 titles
Upto 600 students: 50,000 volumes
For each additional 200 students: 10,000 volumes.

2 Technical Processing

Cataloguing (including Classification)

250 titles/month/professional

Typing of added entries, stamping, etc: 100 cards
per hour

Typing revised at 180 cards per hour and 25 caster
cards per hour

Overall work: One volume per hour per member of
staff, including professional and non-profes-
sional.

3 Staff

Ono professional to 300 students. Professionals
ere to be at least 31% of the whole staff.

Public services: 1 for 200 users

Book Ordering: 2,500 titles per staff member

One Librarian: 10,000 titles ordered

Ratio of clerical to professional staff: 3:1

Cataloguing: Annual output per cataloguer: 3,00
titles. Ratio of clerical to professional
staff: 2:1

4 Finance

6% of the total budget.

Staff: 56%   Books and periodicals: 34%

Binding: 3%. Others: 7%

Per-capita student expenditure: $154 or an
approximately, $ 50 for books and periodicals.

3 CONCLUSION

Development of library standards all over the world

is still in the stage of infancy. This is largely due
to research in the work study, time study, and cost-
analysis of library operations and services having not
been promoted consciously. Barring some pioneering
efforts, little enthusiasm has been shown towards such
studies in many library end documentation centres.
However, in recent years these studies are   picking
up momentum. This is largely due to the need for
developing national, regional, and local plans for
library and documentation systems. This, in turn,
has been promoted due to the conscious recognition of the
role of library end documentation systems in overall
socio-economic development of nation; However, if
library planning has to be effective and realistic it
is essential that reliable performance standards are
established. Such standards cannot come into existence
overnight. They have to be consciously nurtured and
developed through co-ordinated efforts of several
specialists — such as librarians, work study specialists,
ergonomists, statisticians, standards engineers and
library planners. The library associations in different
countries have taken significant initiative in formula-
ting some basic standards. However, the implementation
of these standards has to be promoted with greater zest.
It is en important principle in standrrdisr.tion that
the standards will grow only in the hands of its
user?.. Therefore, it is only through the implementa-
tion of these standards at all levele, the library
standards can be realistically modified, developed,
and rationalised. The training courses for librarians
at various levels should not only make the trainees
aware of these standards, but also train them in

using the standards in actual practice. They must
also be made familiar with the various factors that are
taken into account while formulating the standards.
This will not only give scope for improving the exist-
ing library standards, but also enable one to identify
the areas for never library standards. This in turn
will help drafting plans for library and documentation
systems with greater assurance and realism.

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