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Streamlining Library Operations to Increase the Technological University Library's Effectiveness in a Developing Country

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STREAMLINING LIBRARY OPERATIONS TO INCREASE THE TECHNOLOGICAL UNIVERSITY LIBRARY'S EFFECTIVENESS IN A DEVELOPING COUNTRY

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Abstract

This paper deals with the services offered by the Central Library of the Indian Institute of Technology, Madras 600 036, India at the campus level, local level, national level and regional level, the standardised library practices and job classification adopted by it, projects completed so far by it, the projects available on hand, the involvement of students and faculty members in our activities and the international co-operation needed by it to increase its library effectiveness.

1 Services

The Library system of the Indian Institute of Technology, Madras one of the five leading technological Universities in India, consists of the Central Library and the several book collections issued on block loan to the various departments/centres/laboratories to be renewed every year. The holdings include 1,000,000 books, 50,000 pamphlets, a lot of microfilms, microfiches, standards from the Indian Standard Institution, German Standards Committee (DNA), maps, scientific and technical films (16 mm), Reports and Conference proceedings. It currently receives 96 abstracting and indexing periodicals, 5 review periodicals and 1296 primary periodicals.

It caters for the needs of about 2500 resident students who prepare for B. Tech, M.Tech, M,Sc., M.S. and Ph.D programs in Science and Technology. It also caters for the needs of about 500 resident faculty members in the campus. It works form 8 am to 10.30 pm every day excepting holidays. Apart from its lending, reservation and recall activities, it provides xerox copying service at reduced rates, foreign language learning facility with Linguaphone language records, binding of theses and other materials for the other wings of the Institute in the campus, printing of student publications and institute publications, job opportunities to students belonging to weaker sections, supply of any article literature required for research by any faculty member and research scholars direct from Technical University Library, West Berlin by airmail, etc. It also arranges to procure copies of articles written by faculty members in leading journals.

The needs of the other libraries, of other research organizations, industrial firms and external members in the city, like supply of publications, xerox copies, bibliographies, SDI Bulletin, Library Documentation Notes, Computerised SDI Service are also met by our Library.

At the national level, the Central Library is helping most of the other Indian Institutes of Technology, Laboratories of Council of Scientific and Industrial Research in the supply of xerox copies of articles from the journals available with us, in the supply of publications on inter-library loan, in the exchange of publications in the compilation of the Union Catalogue of scientific and technical periodicals and serials available in the 6 Institutes and in the compilation of the Union Catalogue of Social Science Serials for Tamil Nadu (Indian Council of Social Science Research Project).

At the Regional level, the Central Library in collaboration with the Computer Centre on the campus and Indian National Scientific Documentation Centre, New Delhi, has successfully completed a one-year UNESCO Pilot Project in the computer aided Chemical Abstracts Condensates SDI Service for about 150 scientists in India, Sri Lanka

and Nepal with CAN/SDI software installed in our Computer (IBM 370/155) system with UNESCO aid. This year we will add INSPEC data base along with CAC tapes.

2 Standardised Library Practices

Library Administration is a multi-faceted function consisting of management control, formulation of policies, job classification, personnel management, performance evaluation, Employer-Employee relationship etc. The most important function in the Library Administration is to carry out the day to day work of the library in a systematic manner. The basic principles and procedures of sound library practices should be clearly stated in library manuals or handbooks which should be available to all members of the Library staff.

In India no guide to run a modern library was prepared till 1968. A beginning was made in our Central Library to find out the library practices adopted for various jobs in different sections from the section-heads. Unnecessary duplication of work has been avoided by having discussions with the concerned library staff member who is responsible for the completion of that particular job. The sections of the library are functionally oriented and various steps involved in a job, which are primarily based on the general principles of work study have been detailed out in the Handbook of Library Administration prepared by our Library and sold to other libraries which wish to adopt the library procedures adopted by us.

The procedures evolved in our handbook are complete and clear without ambiguity or overlapping. Firstly the different types of work involved in day to day administration of the library have been detailed out in the first volume of the Handbook of Library Administration on the basis of functional pattern like Acquisition Bindery, Circulation, Reference, Maintenance, Periodicals, Documentation Processing, Reprography etc. Care is taken to allot purely technical work to professionals and clerical work to non-professionals. Over 70 forms and letters of a repetitive nature are standardised and the pattern for about 40 registers to be maintained as Library Record has been set. All of them are suitably codified and numbered for purpose of reference and reproduction in future. The Handbook is in two volumes, one dealing with the instructions as how to proceed with any specific job and another containing specimens of standardised forms and letters and the pattern of registers. The two volumes are complementary to one another as reference to various forms, letters, etc. is made throughout the manual for convenience and quick handling of any assigned job.

The procedures for various activities are given in detail in this Handbook. The code for maintenance of files with code numbers (20 pages), the list of 67 forms/letters used, the list of 39 registers maintained in the Library with the descriptive columns displayed in Volume 2, the list of 44 rubber stamps used and decentralisation helped us in streamlining library operations so as to upgrade library effectiveness. The forms/letters have been made as comprehensive as possible.

3 Job Classification

The job description and the job classification are detailed below according to the functional pattern. The routine work connected with the job as mentioned in the Handbook of Library Administration Vol. 1 to be observed by the Library personnel is mentioned within brackets against that particular job for the sake of convenience and reference. The monthly circulars posting library personnel for shift arrangement separately and for holiday duty separately help in the smooth running of the library.

A CRM DIVISION (Divisional in charge: Mrs J Durairaj, Asst Librarian)
(Sections 8, 9 and 10)

I Circulation Section (In charge: Mrs Padma Venkatesan, T.A)

Enrolment, History sheets, NDC, Book Bank,
Loss and issue of tickets, loss of books and   Mrs Padma Venkatesan
follow up action (Sec.8.1-8.8, 8.11)   (Mrs J Durairaj)

i) Loan Counter

Issue & Return, Maintenance of ticket
files, 'R' tage insertion daily reminders   Sri CR Sekhar, L.A/
to staff and 2nd and 3rd reminders to all   (Miss MS Lalitha, LA)
after 1 week for reserved publications
and for Long Term Loans (Sec.8.5, 8.6, 8.7)

ii) Reservation Counter

Filing of Additional Book Cards &
discharging / Noting due dates on   Sri K Narasimhalu, LDC/
reservation requests, sending   Sri K Rajagopalan, LDC
intimation for returned publication   (Miss MS Lalitha)
(Sec. 8.6)

iii) ILL, Union Catalogue & Loan Recalls

Maintenance of file of Reservation
requests, recall of loaned publications,   Miss MS Lalitha, LA
Departmental Loan, Permanent Loan,   (Mrs Padma Venkatesan)
monthly reminders, ILL, Union Catalogue
Development and Maintenance (Sec.9.4)

II Reference Section: (In/charge: Mrs J. Durairaj)

i) Media Resources & Assistance to Readers

Maintenance & promotion of all media   Sri M Ramanan, L.A
resources   (Mrs Saroja Subramaniam)
                                                      Sri G Balaraman

ii) Copying Service (Sec. 12) (including typing)   Mrs Saroja Subramaniam,
                                                      JLA (Sri M Ramanan)

iii) Reference Services (Sec.9.2-9.3)   Mrs J Durairaj

III Maintenance Section: (In-charge: Sri T Krishnaswamy
JLA) Sec. lo)

i) Continuous stock verification (Sec.10.3) with Sri T Mani's assistance

ii) Stack: I:
In charge & Replacement   Sri L Thomas, Attdt.Gr.I
Dusting & Replacement   Sri Azeem Mohideen, W/C
(10.2)

iii) Stack:II:

In charge & Replacement   Sri A Nicholas, Attd.Gr.I
Dusting & Replacement   Sri PM Palani, W/C Attdt

iv) Stack: III:

In charge & Replacement	Sri D. Gopalakrishnan, Attdt Gr. I
	Sri B Michael, W/C Attdt

v) GFRH

In charge & Replacement	Sri L Gopalan, Attdt Gr. I
Dusting & Replacement	Sri V Kantharoopan, W/C Attdt

vi) Gate (Sec. 13.2) — Sri JS Daniel/VS Umpathy Peons

vii) Lift — Sri Granganathan, Lift Operator

B   P & D Division (Division in charge: Sri P Venkatesan, Asst Librarian (Sec. 6 & 7)

I   Periodicals Section: In/charge Mrs Usha Krishnan, T.A.)

i) Counter

In charge & Registration	Sri S Venkatasubramaniam, UDC
Dusting & Display (Sec. 7.1, 7.4)	Sri G Ramachandran, W/C Attdt

ii) FFRH

In charge & Replacement (Sec.7.4.2)	Sri NR Jayraman/M Anthony Gr I Attdt Gr II Attdt
Dusting & Replacement	Sri A Samuel, W/C Attdt

II   Documentation Section (In/charge: Sri Ramanan, L.A)

Checking, mailing of SDI/ LDN (Sec.5.2)	Mrs Jothi Padmanabhan, JLA (M Ramanan)
Typing etc.	Sri Syed Usman, LDC MMR Typist

III Translations

Organisation of translation work	Sri P Venkatesan

C   APS Division (Divisional in charge: Sri K Sankaran, STA) (Sec.2,3,4)

I   Acquisition Section (In-charge: Mr TS Sampath: T.A)

Book Selection (Sec.2.4)	Sri K Sankaran (Sri TS Sampath)
Indenting, ordering and payment for publications and the related work (2.6)	Sri TS Sampath
Checking Indents and Accessioning of publications (incl. Back vols and those received from GAWI/TUB), Maintenance of Bibliographical tools (Sec.2.5)	Smt Tapti Dutta, LA (Sri T.S. Sampath)
Collation, Bradma or typing and filing (Sec.2.5)	Sri TS Rangan

II Exchange & Gift (in-charge: Mr CC Tom, Tech Asst)

Staff Reprints, Technical Communications
and Maintenance of Expense Register,
Exchange and distribution of Institute
publications - Preparation of abstracts
of Institute Theses, Accessioning of
nonpurchased material (Exchange & Gifts)
(Sec.1.13)

Mr CC Tom
(Sri T.S. Sampath)

III Processing Section: (in charge: Mr K Sankaran, STA)
Sec.3

Processing of books (Sec.3.1)

Sri K Sankaran

Processing of Pamphlets (Sec.3.2)

Sri CC Tom
Sri K Sankaran

Production of Library Information
Bulletin and preparation of publications
(Sec.4,3.3)

Smt Saroja Raghavan,
SG LDC
(Sri G Sikkander Shah)

IV Systems & Library computerisation in charge:
Sri C. Deenadayalu

System analysis and Data Processing

Sri C. Deenadayalu

Programming

Sri N. Rajagopalan, T.A.

D ARB Division (Divisional In charge: Sri N. Satyamurthi, Asst Librarian)
Sn.1, 11 and 12

I Administration Section: (In-charge: Mr N. Satyamurthi)

i) General Administration, all accounts,
Budget and sale of publications (Sec.1)

Sri N. Satyamurthi
(Sri Vasudevan Ashok)

ii) Attendance, Leave account, typing
and general assistance

Sri B Subramaniam, UDC
(Sri Mohd. Husain)

iii) Procurement of stores, library stationery
their supply and their record (Sec.1.10)

Sri Vasudevan Ashok, L.A.
(Sri B. Subramaniam)

iv) Despatch (Sec.1.2)

Sri Mohd Hussain/Sri
S. Khader Batcha
(Sri B. Subramaniam)

II Bindery Section: (In-charge: Sri K Madhavan, Mech B)
(Sec.11)

Group I - Sri K Madhavan and Kanakaraj
(with Jayabalan & Chellamuthy for MIsc work)
II - Sri Sahul Hameed & Jameela
III - Sri C Subramaniam & Louis

III Reprographic Section (in charge Sri PN Swamy, Tech Asst)
(Sec.12)

i) Gevafax & Microfilmning	Sri PN Swamy
ii) Korestat	Sri R Kannan, Lib Att Gr II
iii) Rotaprinting & Gestetner work	Sri Amaladoss, Lib Att Gr II

E INFORMATION RETRIEVAL DIVISION (Divisional in charge: Sri S Kasiviswanadham, STA)

CHEM/SDI Activities, Profile construction, modification	Sri S Kasiviswanadham
Data Compilation for punching and Data correction	Miss D Sobba
Despatch of output	Typist
Data punching	Punch Operators

F DEPUTY LIBRARIAN

i) Secretarial Assistance to Dy Librarian (Sec.1.14)	Sri PM Krishnamoorthy Jr Steno
ii) Telex machine	
iii) Typewriters and their maintenance	Sri TP Thangavelu
iv) Distribution of dak	Lib Attdt GR II

Sub: Shift arrangement of the Library for
the month of May 1977

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BATCH I	BATCH II
1 Sri CR Sekar (BL & Counter)	Sri T Krishnaswamy (BL & Counter)
2 " A Samuel (FFRH)	Sri G Ramachandran (FFRH)
3 " L Gopalan (FRH) G 1	Sri PM Palani (GFRH)
4 " S Khader Basha (Gate)	Sri VS Umpathi (Gate)
5 " K Rajagopalan (RC)	Sri K Narasimhalu (RC)
6 " G Balaraman (St.I)	Sri L Thomas ((St. I)
7 " V Kantharuban (St. II)	Sri D Gopalakrishnan (St. II)
8 " T Mani (St. III)	Sri B Michael (St. III)

Date	Batch	Working hours
2, 4-6, 9-13 May 1977	I	8.00 am to 4.00 pm
	II (1-4)	2.30 pm to 10.30 pm
	(5-8)	2.00 pm to 10.00 pm
16-20, 23-27, 30-31 May '77	I (1-4)	2.30 pm to 10.30 pm
	(5-8)	2.00 pm to 10.00 pm
	II	8.00 am to 4.00 pm

The following Technical Assistants will be on duty from 12.20 pm to 8.20 pm. with recess between 4.15 pm and 5 pm on the dates mentioned against each and will act as Batch Leader only in the absence of both the staff members posted in the Counter on that particular day. In the absence of batch leader the staff member at the Reservation Counter will continue till 10.30 pm and close the Library. They (T.As) would supervise the stacks and reading halls and be available for assistance at the Counter from 7.00 pm to 8.20 pm.

Name	Dates
Sri TS Sampath	2,4,5,6,9,10,11 May 1977
Sri CC Tom	12,13,16,17,18,19,20, May 1977
Kum D Sobba	23-27, 30-31 May 1977

All other staff members will attend to their routine work from 9 am to 5 pm with lunch recess from 1.00 pm to 1.45 pm.

Sri V Ashok and Sri Syed Azeem Mohideen will be on duty from 8 am to 4.00 pm with lunch recess from 11.30 am and 12.15 pm.

The NMR Typist will be on duty in the Documentation Section on weekly holidays also.

(Sd).
Deputy Librarian

To
All Staff members by circulation
cc to Asst Librarians
cc to Deputy Librarian
cc to Library Staff Notice Board

Sub: Holiday duty for the working of the Library from
9 am to 5 pm on holidays in May 1977

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Date	Staff	Comp.off
3.5.77 (Tuesday) Buddhapurnima	Smt J Durairaj (Bl & Pdl)	5.5.77
	Smt Saroja Subramaniam (Count)	4.5.77
	Smt P Sundaramma (Count)	4.5.77
	Sri A Nicholas (St. I, II)	4.5.77
	Sri G Sikkandershah (St. III, GPR, FFRH)	4.5.77
	Sri M. Anthony (Gate)	4.5.77
	NMR (Gate)	
7.5.77 (Saturday)	Smt Usha Krishnan (BL & Pdl)	10,11.5.77
8.5.77 (Sunday)	Sri RK Sankaran (Counter)	9, 10.5.77
	Sri Syed Usman (Counter)	"
	Sri TS Rangan (St.I, II)	"
	Sri NR Jayaraman (St. III,GPR,FFRH)	"
	Sri TP Thangavelu (Gate)	"
	NMR (GFRH)	"
14.5.77 (Saturday)	Smt Padma Venkatesan (Bl & Pdl)	17, 18.5.77
15.5.77 (Sunday)	Smt Tapti Dutta (Counter)	16, 17.5.77
	Sri B Subramaniam (Counter)	"
	Sri A Nicholas (St. I, II)	"
	Sri G Sikkandershah (St. III, GPR, FFRH	"
	Sri M Anthony (Gate)	"
	NMR (GFRH)	"
21.5.77 (Saturday)	Sri K Sankaran (BL & Pdl)	24, 25.5.77
22.5.77 (Sunday)	Sri M Ramanan (Counter)	23, 24.5.77
	Sri JS Varadachari (Count)	"
	Sri TS Rangan (St. I, II)	"
	Sri NR Jayaraman (St. III, GPR, FFRH)	"
	Sri TP Thangavelu (Gate)	"
	NMR (GFRH)	"

Date	Staff	Comp.off
28.5.77 (Saturday)	Sri P Venkatesan (BL & PDL)	31.5.77 & 1.6.77
29.5.77 (Sunday)	Smt Jothipadmanabhan (Counter)	30, 31.5.77
	Smt Saroja Raghavan (Count)	"
	Sri A Nicholas (St. I, II)	"
	Sri G Sikkander Shah (St.III, GPR, FFRH)	"
	Sri M Anthony (Gate)	"
	NMR (GFRH)	"

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(Sd.)
Deputy Librarian

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To
All staff members by circulation
cc to ALs
cc to Deputy Librarian
cc to Library Staff Notice Board

4 Projects Completed

Local:

1: Reclassification of Books from Colon Classification to UDC
2: Establishment of Book Bank for weaker section
3: Establishment of Partial Archive of Encyclopaedia Cinematographica

National:

4: Union Catalogue of Periodicals Holdings of IIts & IISc Bangalore
5: Union Catalogue of Serials of IITs/IISc Bangalore
6: Union Catalogue of Social Science Serials for Tamil Nadu (CISSR Project)

Regional:

7: UNESCO Pilot Project of Computer based SDI service with Chemical Abstracts Condensates using CAN/SDI software serving about 150 scientists in India, Sri Lanka and Nepal.

5 Projects on hand

Local:

1 Computer aided output of Abstracts of Theses of IIT/Madras using Textpac software
2 Library Management Bibliography

National:

3 Updating of Union Catalogue of Periodical Holdings of IITs/IISc Bangalore

Regional:

4 CAC Tape Service and Inspec tape service

6 Inter IITs/IISc Libraries Co-operation

It has been proposed to have inter IITs/IISc Libraries cooperation at a national level on the following topics of mutual interest.

1 Supply of xerox copies of articles and publication on exchange basis

2 Centralisation of procurement of scientific and technical films

3 Sharing of Computer aided tape services

A tentative program to run a 3 week short term course on Librarianship and Information work to unqualified persons in the Central Library and staff members managing the

libraries in Departments/Laboratories/Advanced Centres/Projects, has been finalised.

7 Involvment of students and faculty members

Three student representatives, one representing Undergraduates, one representing PG students, one External Affairs students Secretary are members of the Senate Library Advisory Committee who help to make decisions in procurement of textbooks, keeping books in Reference Text books, issue of reference text books on overnight loan, levying of overdue charges, provision of part time jobs to economically weak students. They also help us writing small programs and punching data cards.

10 faculty members representing 10 departments constitute the other members of the above Senate Library Committee which decides on crucial issues like sharing of resources between faculty and students, procurement and supply of publications on departmental loan and permanent loan, budget allotment among various departments, etc.

8 International co-operation

We need Dortmunder Bibliothekssystem (DOBIS) or Experimental Library Management System (ELMS) software and necessary hardware for on line library automation in order to serve the clientele better in reservation, recall of publications etc.

Our Central Library could very profitably develop the existing collection of German Scientific literature into a Centre for German Science Information serving the needs of the whole scientific community in India as Technical Information Centre, Hannover does for East European literature.

Thirdly we wish to increase the number of films in the existing Partial Archive of Encyclopaedia Cinematographica now consisting of about 110 films as and when new scientific and technical films are produced by the Institut fur den wissenschaftlichen Film, Gottingen.

Conclusion

The aggregate of this paper has been an attempt to show what we try to do to upgrade library effectiveness in a technological university library in India in spite of our difficulties like inadequate budget allotment and library personnel, receipt of books and journals after 2-3 months' time from the date of publication and lack of adequate understanding by the academic community about the pivotal role of the Information Centre in a technological University.