

Manual of Operation- Government Sector Libraries

Prepared by
Government Library Group (2016-17)



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A Guide


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Preface

This Manual of Operation is prepared as a proposal to be included in the SLLA Strategic Plan in preparation. However it is supposed to be actively used by the Public Sector Libraries in near future as guide so as to maintain best practices and innovations high-achieving libraries around the country.

requirements of the patrons.

It is notable that Library functions are very much different from other officials. Thus the manual safeguards the librarian, allowing he/she to carry on her professional duties in his/her own without disruption by the administrators or rarely from the patrons.

The policies and procedures in this manual are issued by the government. These policies and procedures apply uniformly to all libraries and library staff. Any exceptions will be noted in the manual.

The library provides the students, academics, professionals as well as general public including the poor ... with services and resources that reflect depth of knowledge and opinion to develop critical thinking skills and encourage lifelong learning.

Objectives

1. Increase the value of the collection, in a variety of ways, by continuous evaluation and improvement of the library's resources.
2. Create an environment that promotes study and research by maintaining and improving the physical environment of the holdings and use of the library.
3. Improve access to the library collections and promote library services to students and other users.
4. Develop instruction for lifelong learning and critical thinking skills
5. Continue systematic updates of IT knowledge and enhance access to new software technologies.
6. Develop and increase as needed a quality staff in the service and operations of the library.

Library Operations Manual

In preparation of this manual various library manuals all over the world were studied but ultimately selected and based only on very simple guides as suitable for us.

MISSION-

The primary mission of the Libraries in the Government Sector is to provide materials and information that support and reflect the mission of various government ministries and departments. The Libraries function in support of the professional, academic, educational, vocational and technical curricula by providing an array of information resources in various formats as required by the patrons.

Library Goals

1. To provide access to current and authoritative information resources that will support and promote the needs of the users.
2. To serve various patrons by providing materials of quality, diversity, relevance, and balance that will promote the development of skills and informed judgment.
3. To assist patrons with the construction of search strategies that result in the effective use of library resources.
4. To function as a resource centre in providing access to information and materials in other libraries through participation in regional and national information networks and systems.
5. To provide a collection of materials relevant to professional development and enrichment for institution and the staff.
6. To provide qualified personnel to serve the staff, and patrons, to develop and maintain the collections, and to evaluate services and activities on a continuing basis.
7. To provide an attractive and reasonably quiet environment that will encourage the users to study and research.

The Library Committee

Optional. The Library Committee of each library exists to provide guidance to the administration in advisory, review the Library Policies and strategic planning documents and recommend new policies when necessary. Serve as an advocate for the Library. Serve as a communication channel concerning the acquisition, accessibility, and withdrawal of library resources. Committee consists of a limited number of Members while **Librarian** playing the **Major Role**.

The Libraries

Library's place and role in the organization

In many a ministry and department, library plays a vitally important role and the library is said to be the life blood of the Institution. Other than Educational Sector, in departments and ministries objectives of the organization vary. Normally libraries coming under Ministries and Departments could be treated as special libraries as they serve professionals in specialized fields.

Libraries in govt. sector caters to various type of users from various professions academic, researchers, educationists, students as well as general public and must cater to the staff(Office staff –mainly the users & library staff).Thus resources, types of services provided varies. Resources include general, technical and academic periodicals, govt. publications, books, e-books, videocassettes, DVD's, databases.

Location of the library in an easily accessible place and should be spacious with modern furniture and, Service Centers with facilities, office, individual study carrels, group study facility. Comfortable seating and reading tables and chairs, a stack room and electronic equipment.

An information literacy component too.

Library Functions

The functions of the Library are:

- To establish and maintain a range of quality services and resources that will complement and strengthen the educational, academic or professional programs.
- To encourage optimal use of resources.
- To provide resources in a variety of formats to meet individual needs.
- *To provide professional reference services.
- To provide technical services to maintain Library resources.
- To provide comfortable and quiet study space for patrons.

Library Patrons- Readers- Users

The patrons of the Library are academics, professionals, researchers, educationists, general public (only a few), students (in Schools, Technical Colleges and other educational institutes etc.) as well as the staff. Normally limited to the institute.

"Patron" means any individual who requests, uses, or receives services, books or other materials from a library

To understand and execute the policies of the Institute & the Library, and to express in a positive manner any concern or objection with the policies, philosophy or programs of these institutions.

To serve the patron courteously, and concern for the patrons' needs.
To protect the essential confidential relationship which exists between a library user and the library.

To serve all patrons equally according to their needs.

To make the resources and services of the Library known and easily accessible to all current and potential users.

To acknowledge the importance of the work done by all staff in all divisions of the Library.

To maintain a sense of loyalty, respect, and cooperation in our relationships with fellow staff

To carry out assignments so that fellow staff members need not assume added responsibilities, except in times of emergency.

To share knowledge, experience, and expertise with others.

To use the resources of the Library in an efficient and economical manner, consistent with the best service to the library user.

Library Staff

The Chief Librarian, Junior staff (professionals), technicians & minor staff. Supervision by the Chief librarian & coordinates Library staff, services, collections, equipment, planning, assessment, budget, and facilities. The professional staff provides information and necessary resources. Professional staff members work cooperatively to develop the collections, maintain Library systems, and supervise technical staff. Circulation, materials processing, course reserves, shelving, serials maintenance, and patron assistance are provided by the technicians.

Professional Library staff is enrolled as per **The Service Minute**. The Service Minute should cover properly the professional qualifications required for recruitment, promotions; and salary scales on par with other professionals.

Professional staff entitlements -

1. Continuing professional education for librarians be provided through local and foreign training
- 2 Chief Librarian is a Head of a Division.

Rules of Conduct ;

To be specified according to the type of library- Silence must be maintained but must have opportunity for discussions etc. for study purposes. Reading, study carrels

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Circulation Policies/ Loan Policies:

Varies from each and every other library except in Educational Sector Libraries.

Circulating materials: are not limited, Reference materials too are allowed to be removed: Periodicals: available on loan in almost all libraries

Circulation policies govern all activities related to obtaining a library card and borrowing materials.

lending, date to return.

Reserve Items

Reservation of items is possible as requested by a user. Item reserved should not be issued to the previous borrower. Reserved items are kept only for two days. Reserved items which goes overdue could be recalled with short notice.

Resource sharing/ Interlibrary loan services –

Interlibrary loan services are offered, Still not on official basis but only among the goodwill of the librarians. Eg- Law libraries-8 in number out of which 3 are private libraries & all are located in close vicinity carry on inter library lending.

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Overdues/ Fines

Overdue Fines not charged in many special libraries. Damages not charged. /Losses Charged: Financial Regulations applies-25%

- In educational institutes fines are charged and is optional.
- In all libraries Patrons are notified *once* by mail, email or telephone when materials are overdue.
- Written lists are sent to the borrower for long over dues.
- Patrons should get a clearance before retirement or transfer, clearing or leaving certificate-authority files

Copyright

Photo copying is done only for educational purposes, take care not to damage.....(explain further). Materials necessary for study and research, such as books, dissertations, and microform and article photocopies can be borrowed from other libraries

offered to extended research and to enhance professional development. General reading materials must be acquired inclusive of reference materials- viz: encyclopedias, dictionaries, glossaries and manuals etc. These are usually helpful to the library staff too. Attention be drawn to acquire new subject areas as well as new editions.

Selection Tools and Priorities

The professional Library staff selects materials from reviewed commercial catalogues, using various web sites and other specialized selection tools. Selection by librarian & professional entrusted with selection/ a Committee Member (when there is a library committee).

Patron requirement too are encouraged to enhance the collections; even student requests. The final purchasing decisions rest with the Tender Board in which the **Librarian** is an active member. • Accuracy and reliability of material.

- Authority of author and reputation of publisher.
- Critical reviews/recommendations.
- Funds remaining after anticipated costs of serial subscriptions and standing orders have been deducted from the annual budget.
- Support for new programs.
- Heavy demand in particular subject areas.
- Identifiable weaknesses in the collections.
- Professional development materials will be considered.
- Extended research needs for students and professionals will follow.
- Recreational reading requests will be filled only if funds are still available.

Weeding/Withdrawals

Weeding is an integral part of the collection development process. It helps keep the collection up to date by removing older editions, and ensures that the collection remains responsive to user needs while optimizing the use of space. The following considerations apply to the weeding of library materials:

- History of usage
- Value for historical and other research
- Last copy in serviceable condition
 - Retention agreements with consortial partners,
- Availability in multiple copies or in other formats

Withdrawal of Materials

Library materials are withdrawn from the collection upon being declared missing or lost by a borrower, or after they have been discarded by Library staff. An item is discarded by Library staff when the item is so extensively damaged as to be beyond effective repair, or is identified as an unnecessary duplicate to other Library material.

- The primary criterion is use, defined as actual and anticipated use, not just the number of times an item has circulated.
- Language itself is not a consideration. All materials, regardless of language, should be selected based on use.
- Date of publication by itself is not a consideration.
- Teaching and research needs of the institute.
- Availability of the material in another medium, such as electronic or microform.
- Physical condition: fragile materials may be damaged be withdrawn.

Board of Surveys or Stock Verification

Stock Verification -The term stock verification is also known as 'stock taking', It is 'physical verification or checking', 'stock inspection', and check according to inventory etc. Stock verification is largely applicable for ascertaining the position of stores in government organizations. The term stock verification refers as being the process of checking as to what is in stock in relation to what it was. finding which items are missing The value losses are calculated.

In the context of libraries, verification of stock is different from other organizations . The collection in the libraries contains various types of information sources. The library is a public institution and collections are subjected to accounting and checking, verification and reporting.

Should follow the PA Circular

Bibliographic Control

The collection is divided by subject according to various recognized Cataloguing and classification schemes. The collections are Reference, Circulation, Children's, Scripts, Law, Professional, Archives, Government publications (inclusive of Legislation, Law Reports, Gazettes, annual reports, Hansards etc.) Periodicals & guide lines, etc. , e-publications

Gifts

The Libraries welcome materials that support, broaden, and advance the teaching and research activities of the University in accordance with the [Gift Policy](#)

Libraries accepts donations of print and non-print media provided that the materials meet the following criteria:

1. Gifts shall meet the same selection criteria as purchased materials.
2. Gifts shall not be duplicates, out of date or damaged.
3. Gifts shall not require special facilities, control or handling.

Once materials are accepted in the Library collection, Library professional staff retains the right to classify, circulate, and dispose of materials.

Conservation and Preservation

Preservation is the task of minimizing or reducing the physical and chemical deterioration of documents.

Conservation is the maintenance of documents in a usable condition through treatment and repairs of individual items to slow the process of decay or to restore them to a usable state. Conservation includes study, diagnosis, preventive care, examination, treatment, documentation

Need of Preservation and Conservation: When an important, often used book is found in a poor physical condition that restricts its future use and denies the borrower the pleasure of its reading, then the need arises for its preservation and conservation.

Special techniques to be followed for conservation and is expensive. However authorities must take action on conservation

Information Literacy --Staff

When there is a need for information, the professional library staff must have the ability to identify, locate, evaluate, and use it effectively to assist the reader or user to fulfil their need. In this matter we must consider decisions taken by the Foreign Library Associations such as America & UK and also the Unesco.

Information Literacy is the skill set needed to locate and recognize quality information resources to help you utilize the information in a responsible and effective way.”

- Information Creation as a Process
- Information Has Value
- Research as Inquiry
- The student who is information literate evaluates information critically and competently, accesses information efficiently and effectively and uses information accurately and creatively.
- Librarian must have expertise in information literacy
 - effectively accesses,
 - evaluates,
 - organises,
 - synthesises and
 - applies information

Use of Computers and the Internet- for staff as well as users

There must be computers and internet facility in a library and could be use freely by the staff as well as the users. Library staff must be competent in IT-Computer literacy, library skills, are related to information literacy

Policies and Guidelines for User Conduct

All Libraries users share in the responsibility for making the Libraries safe and pleasant places for research, reading, study, and productive work. Please observe the rules and guidelines outlined below. Report activities that interfere with your use of the Libraries or that represent violation of these rules to the nearest service desk.

1. Libraries users should be considerate of others by keeping noise levels low enough not to disrupt study and research of others.
2. Libraries users are responsible for their personal belongings and should not leave them unattended
3. Libraries users are expected to comply with Libraries policies that relate to fair use and copyright law compliance and to license agreements governing use of certain Libraries resources as outlined on the Libraries
4. Libraries users must abide by the Libraries' computer policies as outlined in Printed materials *****

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