

Module-1

Library Management

Unit-1: Resources and Human Resource Management

After studying this Unit, students will be able to:

- To gain knowledge about the Library resources
- To explain the Collection Development Process and Procedure
- To enumerate Staff structure and Staffing
- To understand the processes of Stack Maintenance
- To know the details of Stock Verification
- To appreciate and take measures for User Education

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1.1.1 Introduction

India has had a rich literary tradition, with education and research as its pillars. Dr. S. Radhakrishnan, former president of India said, "In the old days teachers of India were themselves librarians and they held the highest esteem". Information has always played an important role in the growth of the human civilization from the primitive days. It also leads to the development of economic, political, social, occupational, cultural, and many other sectors of human society. But at the same time, it is important to realize that not all information is equally relevant for everybody. In the modern age, there are various channels of information, hence, it becomes essential to identify which source of information is authentic and which is inauthentic, for that, the librarian and the library staff play a dynamic role.

It is often said, "A library is a trinity made up of books, readers, and the staff". Out of these three components, books and staff are important for providing services to the reader, who is the third component of the trinity. An efficient management of libraries is important to achieve the societal and educational goals of a library. In order to provide better services to the users, another factor that needs to be considered is the human resource management.

In this unit, library resources and their acquisition, i.e., collection development, stock maintenance, stock verification, user education and staff structure and appointment in the library will be discussed. The other aspects of library management will be discussed in the later units.

1.1.2 Library Resources

Traditionally, a book has been considered the storehouse of information, but with the changing trends and development of technology, information started becoming available in different formats and sources. Hence the term 'book' referred in the literature of Library and Information Science has two meanings, one the representative term of information sources and another in the sense of a book which we see in physical form.

When the term 'book' is referred as representative of 'information sources', in the sense of collective noun, then it is in the context of all the materials that provide information and knowledge to people. These materials may be books, magazines, journals/periodicals, maps, charts, artifacts, audio-visual materials, and so on.

According to Ranganathan, a library is a public institution or establishment charged with the care and collection of books, the duty of making them accessible to those who require them, with an attempt to develop reading habits of people. The library is sometimes also called the memory of human race. Different types of library resources, their categories, characteristics, and features have already been discussed in the previous book (Class XI). Here, the collection development and its related processes and procedures will be discussed.



1.1.2.1. Collection Development

Collection development is the process of systematically building library collection to serve the varied needs of users such as studying, teaching, research, recreational, and so on. The process includes selection, acquisition, maintenance, assessment, and weeding or discarding of current and retrospective materials. It also includes planning of strategies to continue acquisition, and evaluation of collections to determine its relevance based on the needs of the library users. In the process, the library staff in the Collection Development Team has to ensure that material is not duplicated and that acquisitions are coordinated and managed in the most cost-effective manner across the entire library system.

The concept of collection development came into existence in 1980's with the realization that the collection of any library should be directed towards service instead of collection alone. The main guiding factors of collection development are users' information needs and available resources within the library. When one says available resources of a library, then one considers the existing collection, collection of associate libraries, and financial resources. For planning effective collection development of a library, it is essential to frame an exhaustive collection development policy.

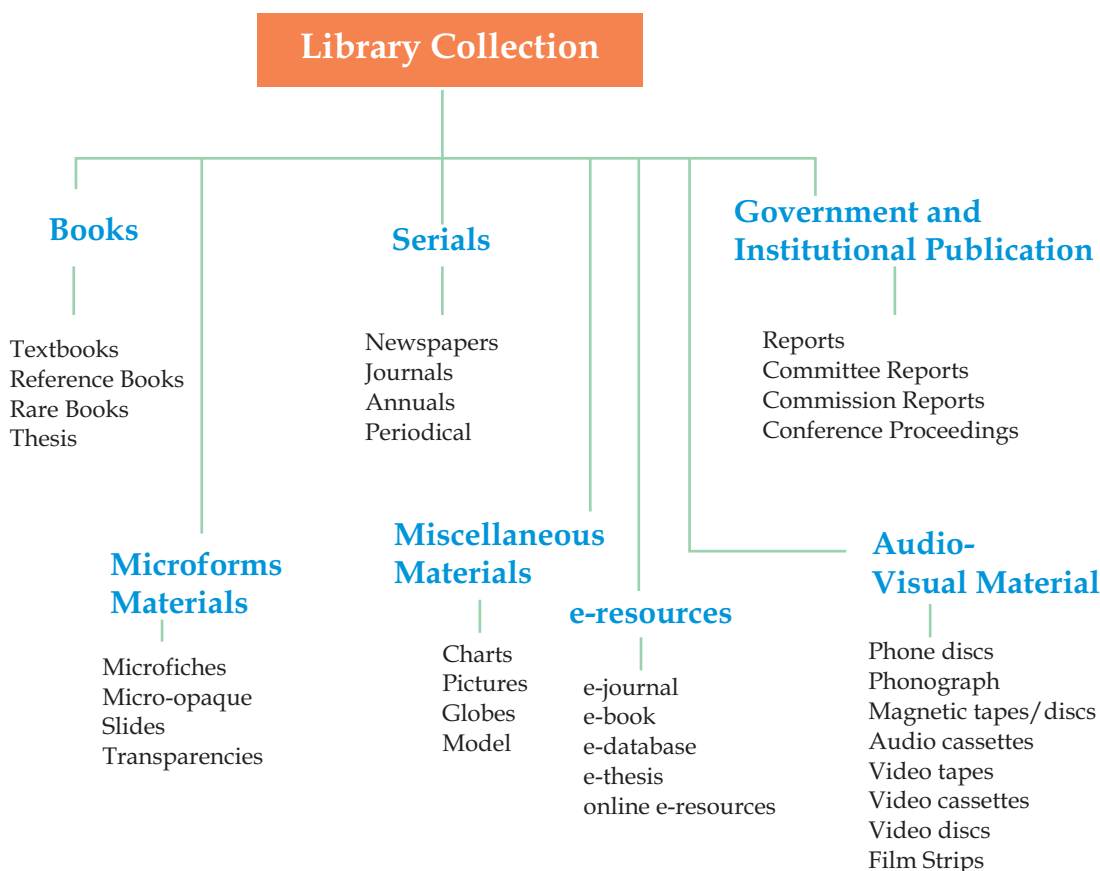


Fig 1.1.1: Brief categories of library collection

1.1.2.2 Collection Development Policy

The terms Collection Development and Collection Building, are usually used interchangeably, but Collection Management is different from the above concepts. Collection Building is selection and acquisition of library materials based on user's actual needs and future requirements.

Building suitable collections for scientific and technical libraries is a process of prime importance. Many users, when asked to evaluate scientific and technical libraries, will list the strength of the collection as the major criteria. Science and technology collections are not the easiest ones to develop successfully in view of the complexity of the subjects involved, a large numbers of decision making is to be done because of the sizeable quantity of books and journals available. It is a task to select authentic resources from the 'n' number of resources, which could run a risk of being inauthentic.

1.1.3 Functions of the Collection development

The library environment is currently undergoing a rapid transformation, leading to novel ways of library collection with an emphasis on modern resources. On one side, there is an increasing demand for good library collections in terms of large amount of data/information and on the other hand, the publishing media is striving hard to support this demand at a lightning speed by way of modern publications as well as its accessibility. As a result, a large number of e-resources are published on all subject areas. Therefore, a library needs to frame logical approach for collection development. The categories listed below can be suitable for functioning the collection building in a given library:

- a) User's Analysis
- b) Selection Policies
- c) Acquisition policies
- d) Resource Sharing
- e) Weeding

a) User's Analysis

Users' analysis is the prime job in collection development, which can be received by floating a questionnaire, or holding a personal interaction sessions or interview. Once the need of the clientele is gauged, the library can then focus on its selection policies

b) Selection Policies

The selection policy should be framed according to the basic need of the users and institutional philosophy. Participation of the users in the selection process is extremely important. At the time of selection, the financial constraints need to be taken into account, else the budget may not be spent in all the subject areas of the library holding.



c) Acquisition Policies

Acquisition policies are normally framed for vendors for a stipulated period of supply and payment. Each library has its norms of discount sought from the vendor. At the same time, library needs to check the duplicate copies or low price editions and sometimes old editions of the books (i.e. remainder title).

d) Resource Sharing

Before the collection development process begins, libraries need to take care for the resources sharing of its holding. Sometimes, libraries are a part of the Inter Library Loan or another resource sharing unit among other campus libraries.

e) Weeding

Weeding is a scientific process to know the usability of the library, the books which are not useful in the library may need to be weeded out. Besides this, the books which get damaged may be weeded out from the library stock. After weeding out the stock from the library, the library can be certain of the kind of material required for the library.

1.1.4 Human resource management (HRM)

Human resources are the vital resource for any library, because the library is utilised only by human beings. A major portion of the budget is usually spent on the staff of the library in order to provide best services. It is essential to have a well -trained and highly motivated staff to make an effective use of the sources of the library and to meet the demands of the community. The quality of human resources is the most important factor which affects the operational effectiveness of an organization. The way any organization manages these resources results in success or failure in achieving the goals. As mentioned above, a staff is the most important component out of the three components of a library. For fulfilling the goals of a library, it is necessary to manage its human resources effectively and efficiently.

The human resource management (HRM) is defined as a strategic and coherent approach to the management of an organization's most valued asset, that is, the personnel working there who individually and collectively contribute to the achievement of its objectives.

According to the Society for Human Resource Management (SHRM), the HRM is “the design of formal systems in an organization to ensure the effective and efficient use of human talent to accomplish the organizational goals”. Just like any other organization, libraries too have all types of traditional HRM activities such as recruitment and selection; compensation and benefits; training and development; health and safety; employee and labour relations; and some libraries even have trainees/intern employment or volunteer management, etc.

The human resource management activity is usually the responsibility of the HR Department. For some libraries, the HR Department of the parent organization or institution provides some or all HR functions for the library while, whereas some libraries have an internal HR department and staff devoted to handle HR functions.

1.1.4.1 Functions of HRM

There are five fundamental functions of HRM in any organization, which are also applicable to libraries. These functions are:

- Human resource planning
- Staffing
- Communication
- Employee development, and
- Employee maintenance

(i) Human Resource Planning

Human resource planning is the process of assessing the type of staff needed to accomplish organisational goals. The basic human resource planning strategy is staffing and employee development. For this, analysis of the job is done. Job analysis is the process of describing the nature of a job and specifying the human requirements, such as quality and qualifications, skills and experience, etc. needed to perform it. The end product of job analysis process is the job description. A job description is a vital source of information for employees, managers, and HR professionals.

(ii) Staffing

Staffing is the process of recruitment and selection of human resources for an organization. HR planning and recruiting precedes the actual selection of staff for any position in an organisation. Recruiting is the personnel function that attracts qualified applicants to fill job vacancies. In the selection process, the most suitable candidates are selected for hiring from amongst those persons who are attracted to the organisation. HRM functionaries are involved in developing and administering methods which enable authorities to decide which applicants should be selected and which one is to be rejected for the given jobs. After selection, certain functions are performed to manage the staff and get the job done for the organization. Those functions include: orientation, training and development, performance appraisal, career planning, compensation, benefits, labour relations and record keeping.

- (a) **Orientation:** Orientation is a process that enables a new employee to accommodate in the new job environment. It is a method to acquaint new



employees with particular aspects of their new job, including pay and benefit programmes, working hours, and organization's rules and expectations.

- (b) **Training and Development:** Training and development is a process that provides employees the skills and knowledge to perform their job efficiently and effectively. Apart from this, it also provides training for new or inexperienced employees.
- (c) **Performance Appraisal:** Performance appraisal process monitors the performance of an employee to ensure whether it is at an acceptable level. Besides providing a basis for pay, promotion, and disciplinary action, performance appraisal details are essential for the development of an employee as it is necessary to motivate and provide guidance for performance improvement.
- (d) **Career Planning:** Career planning is the process of assessing the potential of an individual employee for growth and advancement in the organisation.
- (e) **Compensation:** The HR personnel derive a rational method to determine how employees should be paid for performing the various jobs. Their pay package is related to the maintenance of human resources hence, it is a major consideration in HR planning.
- (f) **Benefits:** Benefits are another form of compensation to employees other than direct pay for the work performed.
- (g) **Labour Relations:** The term “labour relations” refers to interaction with employees who are represented by employee unions, which are also referred to as trade unions. Trade unions are associations or groups of employees who come together to obtain a voice in decisions affecting them like wages, benefits, working conditions, and other aspects of employment.
- (h) **Record-keeping:** The oldest and most basic function of HRM is employee record-keeping. This function involves recording, maintaining, and retrieving employee related information for a number of reasons. Records which must be maintained include application forms, health and medical records, employment history (jobs held, promotions, transfers, lay-offs, etc.), seniority lists, earnings and hours of work, details of leave of absence, turnover, tardiness, and other employee data. Complete and up-to-date records are essential for most of the HRM functions.

(iii) Staff Communication

Communication is an exchange of information between various levels of management. Effective staff communication is critical for the proper functioning of

the organization. Regular and effective communication invites people to engage in discussion and provides a two way feedback between management and employees, departments, and colleagues. This, in turn, promotes not only a culture of sharing ideas and knowledge, but also making things happen. Communication is carried out by using both the informal and the formal channels.

(iv) Employee Development

The employee development function is a process of encouraging employees to acquire new or advanced skills, knowledge, and viewpoints, by providing learning and training facilities, and avenues where new ideas can be applied. This programme is basically to keep employees motivated towards the organisation as well as to further their development and growth. For this purpose, the HRM plans effective training and development programmes for the employees.

(v) Employee Maintenance

Employee Maintenance refers to the personnel information about each employee of an organization. All data related to personnel of each organization is maintained in the employees' master database and it is usually online. It allows the management of employee data such as contact information, costs involved and share of compound costs. The sum of monthly costs for an internal resource is broken down to an hourly rate that is used to calculate costs on activities (project tasks, incidents, etc.).

Thus far, the processes and procedures of HRM as practiced in the libraries have been discussed. Different libraries devise their mechanism on the basis of standard theory and practices of HRM and accordingly manage their human resources. For some libraries, staffing and its structure are well defined. Though, these practices were previously understood as Personnel Administration, however as its scope expanded the term HRM got established in practice.

1.1.4.2 Staff Structure

Staff structures vary from library to library. Every public library has its own way of providing information to the users. The State Central Library, District Library, Town Library, and Rural Library are normally governed by the State Government, like the Delhi Public Library comes under the Ministry of Culture. The staffing pattern is almost the same across various libraries. The Chief librarian or Director holds the authority of the library along with different professionals appointed in the different sections, which are namely: the classifier, cataloguer, reference librarian, and the library attendant.

An academic library is divided into three major categories: School, College, and University library. The school library is normally headed by the school librarian along with the trained library staff, who helps the librarian in day to day activities. In the college library, besides



college librarian, there is professional staff like Professional Assistant, Semi Professional Assistant, and Junior Library Assistant. The multitasking staff takes care of the different housekeeping jobs of the library.

The University library is headed by the University librarian. Besides these, there is a chief librarian, Deputy Librarian and many assistant librarians at the managerial post. The cataloguer, classifiers, reference librarian, circulation staff take care of the different housekeeping job. In a special library, besides the librarian, there are staffs like translator, subject specialist, bibliometrician appointed for the specialised library job.

The staff structure depends on the library activities. A library is like a growing organism, as it grows old the staffing structure is reviewed and new staff is recruited for the smooth running of the library.

1.1.5 Stack Maintenance

Stack maintenance in any library is one of the most important functions as it helps the users of the library to locate the required books from their place on the shelves. Books are arranged on the shelf according to their Call Number. Hence, for better shelving, it is mandatory that the Call Numbers written on the spine of books should be visible. If the spine is not thick enough to write the call number then it should be written on the left bottom corner of the cover of the book.

Usually, the shelving work of libraries is assigned to lower grade staff, student workers, sometimes even to the volunteers. Hence, it is highly recommended that these personnel should be properly trained regarding sequencing of the Call Number and the preservation aspects of books. Understanding of call number make the personnel capable of putting books at their right place while knowledge about preservation aspect make them capable of handling books carefully which extends the life of books. (Fig. 1.1.2)

Sound practices and precautions should be taken while shelving of library books:

- (i) Books should be put at their respective places as per the Call Number of the book.
- (ii) Books on the shelf should not extend beyond the edge of the shelf. These should be kept vertically straight instead of leaning.
- (iii) Shelf books spine down, shelving spine up causes the text block to come loose from the covers.
- (iv) Book support or bookends which are made of wood, steel or any other hard materials keep books vertically straight and keep them from bending. These should be put at the end of row of a book wherever required.
- (v) Books should not be packed tightly on the shelves as taking out or putting them back may damage the books.

- (vi) Books from the overcrowded shelf should be shifted to another shelf; if not possible, then report to the supervisors should be given in order to make suitable arrangements.
- (vii) In any case, the books should not be shelved in two rows in one shelf.



Fig 1.1.2: Library book shelves

Apart from these, the shelving staff should remain vigilant to find any damaged books on the shelves. Regular repair of books with minor damages saves the life of books; otherwise it may be damaged beyond repair.

1.1.6 Stock Verification

Stock verification is the systematic checking of the library's holdings to find out missing items. Each library should conduct periodic inventories, that is, stock verification in order to have an up-to-date record of library holdings, concrete data on rate of loss and to assess strengths and weaknesses in the collection.

The term 'stock verification' is referred to as 'stock taking', 'physical verification or checking', 'stock inspections', etc. Stock verification is the process of systematic checking the holdings of the library to find out the missing items. It helps in restoration of misplaced or missing items, finding out torn or worn out items for repair or binding and provides opportunity for cleaning and changing arrangement of documents. However, the main objective of stock verification process in a library is to find 'what has been lost in a given period of time from the acquired library collection'. Knowledge of lost or missing books and other library materials provide the library authorities an opportunity to take measures to stop such loss and if essential, replace the lost materials with new acquisitions. The various reasons for stock taking are discussed in the section below.

The stock verification activity is undertaken by a library according to guidelines provided



in the General Financial Rules (GFR), Government of India. Rule 194 of GFR 2005 provides the guidelines regarding the stock verification of library books. The Rule says that “complete physical verification of books should be done every year in case of libraries having not more than 20000 volumes of books. For libraries having more than 20000 volumes and up to 50000 volumes of books, 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 50000 volumes books. In case such verification reveals unusual or unreasonable shortages, complete verification shall be done.”

As the modern libraries have provided open access facility to their users, chances of losing books are more. If we provide closed access to the library collection, then there would be hardly any loss, but it would be against all the Five Laws of Library Science. Hence, a certain level of loss of books or any other library materials has to be acceptable and considered as the cost paid towards providing materials via open access to the readers.

The same GFR in its Rule 194 says that 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 ₹ 1,000/- (Rupees one thousand only) and rare books irrespective of value shall invariably be investigated and appropriate action taken.

1.1.6.1 Advantages of Stock Verification

R. L. Mittal (1984) in his book entitled 'Library Administration: Theory and Practice' has listed several advantages of stock verification. Those are:

- (i) It reveals the lost books.
- (ii) It enables the Librarian to replace the lost books which are essential for the library.
- (iii) It helps in the stock rectification because the misplaced books are restored to their proper places.
- (iv) It helps the library authorities in ascertaining the percentage of loss entailed by a certain service provided in a specific manner. If the loss of books in open access is less, it would be a proper guide for the library authorities to introduce open access for encouraging better use of the reading material.
- (v) It provides adequate statistics which enables the library authorities to realize the inevitability of loss of some percentage of books when these are put to use. If the books change hands quickly, there is likelihood of bigger loss.
- (vi) It also enables the library authorities to ascertain as to whether the library staff is dishonest, negligent and careless or otherwise and it further enables authorities to provide necessary remedies to check future losses which may be serious in some cases.

- (vii) It further enables the library authorities to judge the popularity of a particular subject because generally books which are used more are stolen very often.
- (viii) It enables the periodical shuffling and dusting of the books and ensures that no dust and insects accumulate, which would otherwise be injurious to the books.
- (ix) It provides opportunity to survey the book stock and worn out, torn books and books of older editions which are no longer in use can be withdrawn from the main sequence.
- (x) It further provides an opportunity to the staff members to acquaint themselves with the stock of the library so that they can provide better reference service.
- (xi) It helps updating the library catalogue and other records thereby helping in providing better reservation and inter-library loan services.
- (xii) It helps in knowing about the lost books thereby reducing irritation to library users and staff members because answers to many unsolved queries are easily available which are otherwise faced by Librarians of some best managed libraries.

1.1.6.2 Methods of Stock Verification

On the basis of various approaches, stock verification process can be put into three categories. This includes:

- (i) **Accession Number Approach:** In this approach, the staff checks the books on shelves on the basis of accession number. Here, stock verification is conducted by (a) accession register, (b) using separate register with accession numbers, and (c) preparing separate sheets which contain accession numbers consecutively.

In the first two methods, the library staff searches for the books on shelves, in sequence of accession number, in a consecutive order. It is very difficult for the library staff to find the books on shelves as books are shelved according to call number. For finding books in this approach, the staff moves from shelf to shelf and browses many books to find a particular book. It also damages the Accession Register of the library.

The third method is considered better than the previous two methods. In this method, separate sheets are prepared with Accession Numbers and two staff members are engaged. One staff member reads out the accession number and other simply strikes off that particular accession number. At the end of the process, untraced accession numbers are checked with circulation record, binding and other places where books may be available. .

- (ii) **Call number approach:** In this approach, books are checked on the basis of shelf list. Libraries maintain shelf list according to Call Number, based on which the books are also shelved. This method is easier and less time consuming.



(iii) **Information and communication technology approach:** In this approach, extensive help of technology is taken depending upon automation level and the technology a particular library uses. If a library is using barcode technology for operational purposes, then with the help of data collection unit (e.g., bar code reader) data is collected and put into the library automation software. In the same way, if a library is using RFID technology for operational purpose, then data collection unit meant for collecting data from RFID tag is used for collecting data. In this way the accession number is collected and directly compared with the original data downloaded from the library automation software.

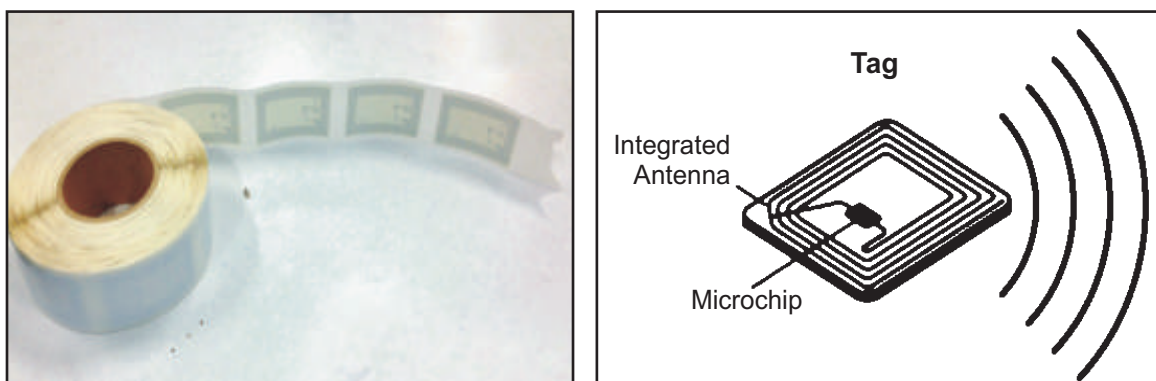


Fig 1.1.3: RFID (Radio Frequency Identification) Tag



Fig 1.1.4: RFID Reader

Once the data related to accession number is collected (whether using barcode technology or RFID), it is downloaded into the library automation software. The software itself compares the library stock with losses and prepares a final record. If a library has such

infrastructure, then the stock verification process become very easy and is less time consuming.

But, all the management, housekeeping activities, collection development can go in vain if the users are not well oriented. Therefore, user's education and orientation is an important to promote library service.

1.1.7 User Education

User education is a continuous process of educating the library user for effective utilization of library resources and its services. User education is the process whereby potential users of information are made aware of the value of information in specialized fields of activities. User education is thus, 'the instruction given to readers to help them make the best use of a library'. It may be any effort or programme which will guide and instruct existing and potential users.

1.1.7.1 Objectives of User Education

The objectives of user education are:

- (i) Make users aware of the location of the library, its resources, procedures, and services.
- (ii) Promote love for books and reading.
- (iii) Provide basic skills for collecting information i.e., current, retrospective, data or facts, etc.
- (iv) Make users aware of the different information holding agencies and their holdings.
- (v) Make users skilled in information search techniques for searching information from secondary and tertiary journals, reference sources, and other databases available online and off-line.
- (vi) Make users aware of relative merit and demerits of reading and using various materials and reference tools.
- (vii) Make users aware of information cycle, communication channels between authors and users and time taken by the process of communication channels from author to user.
- (viii) Provide strong foundation for the continued and life time self-education.

There are various types of libraries which have different resources and services to offer. It is, therefore, not possible to design one or two methods of user education programmes, which can be applied to all kinds of libraries. Hence, individual libraries design different types of user education programme for different levels of users which are based on their needs to achieve above mentioned objectives.

1.1.7.2 Types of User Education

The user education programmes are of four different categories, which are:

- ❖ User awareness programme
- ❖ Library Orientation programme
- ❖ Interest Profiling Programme
- ❖ Bibliographic instruction programme

(a) User Awareness Programme

The user awareness programme is about making the user community aware of the existence and location of a library, its resources, and services available for the users. This is done through marketing media and techniques like, organizing exhibitions, cultural activities, seminars, and library visits.

(b) Library Orientation Programme

Library orientation programme involves activities through which users are given basic skills of using library and its resources. For example, when the library catalogue of a library is automated, then, users are instructed about the use of OPAC, etc. The main objectives of user orientation are: (i) a general orientation of available facilities and resources within the library, (ii) teaching of basic skills and strategies to find required information from the resources of a particular library, (iii) teaching of organisation of the literature in various disciplines and basic reference tools in each discipline, and (iv) inform users about basic searching tools as card catalogue, serial list, OPAC, etc.

(c) Interest Profiling Programme

Interest profiling programmes is an activity to create profile of an individual or a group of individuals working on a project or conducting a research. A profile consists of keywords that collectively characterize the subject interests of the individual or a group of researchers. In this process, users are given a performa (profile card) that is filled and returned back to the library. On the basis of this card, the library creates user profiles. This profiling provides the base for bibliographic instruction programme.

(d) Bibliographic Instruction programme

Bibliographic instruction programmes are meant for advanced users for serious study. It is a programme of educating users in the systematic use of information resources. It helps the users in taking maximum advantage of library resources to meet their informational needs. Bibliographic instruction is the instruction to a user about the information resources available in particular subject, discipline, and the techniques of making use of those resources.

1.1.7.3 Methods of User Education

Nowadays, libraries adopt a number of methods to provide user education. A few of them have been listed below:

- (i) Library tour or visit
- (ii) Lecture method- may be formal/informal
- (iii) Advertising- Paper, Journal, Posters, Pamphlets, papers, journals etc.
- (iv) Workshops- About the specialized collection, electronic resources, online services, etc.
- (v) Brochures – These are brought out by most of the libraries. Brochure may contain history, use benefits, comparison, purchases, addressee in brochures and other relevant information.
- (vi) Newsletters
- (vii) Demonstration method
- (viii) Book exhibition
- (ix) Display of new arrivals
- (x) Mass media

1.1.7.4 Evaluation of User Education

Evaluation is one of the important aspects of user education. In this process, the difference in the level of knowledge and skills of the users are evaluated before and after a particular user education programme. It provides information and feedback on the impact of any such programme and helps to form basis for further improvement or change, if necessary. The techniques adopted for evaluation may differ from programme to programme but the objective of evaluation remains the same.

1.1.8 Summary

According to the concept of trinity, a library is made of three fundamental components, viz. books, users, and staff. All library resources are represented by the concept 'Book'. The third component, that is, staff is important in the sense that it brings users and library resources in contact or create environment where reader can find the required information. Hence, the study of the management of library resources and human resources is important.

Developing library resources is a continuous process. For this purpose, a collection development programme is adopted. Collection development programme is a planned process of building library resources while keeping in view the user requirements and the available resources. For this purpose, a well-defined collection development policy is



prepared, which works as guidelines for the resource selection committee and the library staff, during the process of selecting and acquiring library materials.

Human resources and their management is a complex and the most important process for running any organization including a library. There are five functions of human resource management, namely, (i.) human resource planning, (ii.) staffing, (iii.) communication, (iv.) employee development, and (v.) employee maintenance. The staffing pattern has been specified by the government or organisations from time to time, but it is dynamic in nature. National Knowledge Commission Working Group on Libraries has tried to define staffing structure suitable in Indian environment, but changes in the working environment and adoption of new technologies may lead to different patterns of staffing.

Stack maintenance is the process of maintaining library resources and placing them at their proper place. Books are placed on shelves according to their call number and each book has its unique place on the shelf. If books are not kept at proper place, it creates problem for the users and leads to extra work load for the staff. Proper shelving of books and any other library resource helps the library in providing effective and efficient services to the readers. Proper shelving, care and maintenance of the books increase the life of books and make them serviceable for longer period.

Stock verification is the process of verifying the stock of books and other library resources periodically, to find the lost, misplaced and damaged books, if any.

User education is a process of providing knowledge and skills to the users of library regarding the resources, facilities of the library, processes and procedures, and different techniques of using library resources. Under the user education programme, users are also trained in gaining skills of using information which will make them capable of carrying out the learning process themselves throughout their whole life on their own.

1.1.9 Glossary

Collection Development: It is the process of meeting information needs of library users by offering the right library items, replacing or repairing damaged or lost items and creating policies and programs that involve the collection.

IFLA: The International Federation of Library Associations and Institutions.

Human Resources: The set of individuals who make up the workforce of an organization, business sector, or economy is known as human resources.

Information Sources: Any materials containing useful information, recorded in textual, visual or audible or multimedia form in logically organised format, for knowledge development or intellectual satisfaction.

IT: Information Technology

Job Analysis: The systematic process of gathering and examining and interpreting data regarding the specific tasks comprising a job.

Library Orientation: Introducing new library members to library procedure, layout, sources and services.

OM: Office Memorandum

OPAC: Online Public Access Catalogue

User Awareness: It increases awareness about library, its resources and services.

1.1.10 Exercise

Short Answer Questions

1. Why should libraries have a collections development policy?
2. Define different library collection.
3. Define human resource management (HRM).
4. List the functions of staffing in HRM in libraries.
5. What are the categories of staff required in modern libraries?
6. Explain the need for stack maintenance.
7. Differentiate between the accession number and call number methods of stock verification.
8. Write down the methods adopted by libraries for providing user education programmes.
9. Why is it important to evaluate the user education programmes?

Long Answer Questions

1. Discuss the need for library collection development policy.
2. Discuss the functions of human resource management.
3. Give an account of sound practices and precautions to be taken while shelving of library books.
4. Describe the need and advantages of stock verification in libraries.
5. Discuss various types of user education programmes.
6. Write an essay on 'User Education in libraries'.

Module-1

Library Management

Unit-2: Functions of Different Sections of Library

After studying this Unit, students will be able to:

- ❖ To understand the Library as an Organization
- ❖ To understand the various functions of a Library
- ❖ To enlist and explain the sections of a Library and their importance
- ❖ To explain the role of various sections of a library viz. Acquisition, Cataloguing, Circulation, Periodicals, Binding.
- ❖ To appreciate the importance of the preservation of library material

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1.2.1 Introduction

Every library, irrespective of its size and type, acquires, processes, and makes available library material for use by the library users. Based on the acquired material, libraries offer various services to their respective users. A library needs a systematic organizational structure to perform its functions. The function-based structure is a common form of any library. It divides a library into functional divisions, sections, or units such as acquisition, technical processing, circulation, reference, maintenance, and so on.

In a library, the activities are grouped on the basis of job analysis into different sections, and thus executed. Such jobs are logically distributed among different sections. Usually, all kinds of libraries have seven basic departments and sections, which are: acquisition, technical processing, circulation, reference, periodicals, maintenance, administration, and accounts. Apart from these, depending upon the collection and services, some libraries also have archives, electronic collection and other sections.

These sections are made up of several sub-sections or units. The distribution of the activities under different sections varies from library to library. For example, some libraries place maintenance section with circulation section while some place it with the technical processing section. But, the technical processing section always has activities of cataloguing and classification. In this unit, we will discuss some sections and their functions, which are common to most of the libraries.

1.2.2 Acquisition Section

The acquisition section in the library is an important functional unit of collection development. It acquires relevant reading materials or information sources, such as, journals, books, electronic books, and periodicals, which are useful for the existing and potential users. Information sources include books, manuscripts, serials, journals, periodicals, newspapers, standards, specifications, patents, thesis, dissertations, maps, atlas, globes, etc. which are deemed fit for serving the existing and potential users. Well-planned acquisition should keep an account of the available funds, storing and shelving area, technological infrastructure, and availability of the staff. It is impossible for a library to buy each and every information source published in the world. So, the acquisition should be planned in such a way that the best suitable material can be procured within available resources so that the objectives of the library can be achieved.

The library also acquires information sources for preservation of intellectual heritage, depending upon its scope. The scope of the library may be local, regional, national, and global. For example, the National Library of India, situated in Kolkata has the responsibility of preserving the intellectual heritage and relevant information sources of the whole country, while a library of Kangra region of Himachal Pradesh may preserve the information sources relevant to that region only.



The types of information sources have witnessed a growth with the development of the society, where the books are no longer the only sources for a library. In different epochs, the Library and Information Science has used various terminologies, such as documents, reading materials, library materials, etc., wherein the information content of the material is more important than its visual layout. Thus, the term information source has acquired a wider coverage and meaning. Though, these terminologies have varying meanings, they have become somewhat synonymous in the text of the Library and Information Science subject. The information sources can be understood as any material, which contains useful information, recorded in textual, visual, audible, or multimedia form in logically organised format, for the purpose of knowledge development of the present as well as future generations.

1.2.2.1 Need and Purpose of Acquisition

The library has the responsibility to provide the best available information sources depending on the available financial resources. But, at the same time, the library has its limitations. A certain amount of fund is given to a library for acquiring specific information sources. Hence, the task of acquiring materials and information sources has to be accomplished within the limited resources.

The information boom has led to a tremendous increase in the volume and variety of the information material published across the world. It is, thus, impossible for an individual library to acquire all the desired available material. These publications range from general books, textbooks, reference books, maps, atlases, globe, digital and multimedia based materials, etc. Therefore, acquisition of library material needs to be planned in a proper manner. A planned acquisition system is necessary to:

- ❖ achieve the objectives of the library,
- ❖ satisfy the needs of the users of the library,
- ❖ acquire best available resources/ reading materials deemed fit for the library,
- ❖ acquire materials of preservation value within the scope of the library, and
- ❖ acquire material within the available resources (fund, space and staff).

To achieve the above mentioned purposes, a library requires a sound functional acquisition system.

1.2.2.2 Functions of acquisition system

The acquisition system performs the following basic functions to complete the entire acquisition process.

- (i) Selection, Ordering, Receiving of Documents

- (ii) Cancellation of Documents
- (iii) Accession of Documents.

i. Selection

The selection process of information sources is an important and responsible work. The process of selection revolves around the users of the library. The users' information needs may vary from library to library. As you already know, there are three categories of libraries namely public, academic, and special. Each category has different objectives and caters to the needs of different user groups. Hence, there should be a well-defined selection policy for each and every kind of library.

It needs judicious approach to select each and every information source or document to be acquired. The library should always select those materials which can be useful for a larger number of library members and can be required within the available funds. For the purpose of acquisition, it is always recommended that the library should have a written acquisition policy. The acquisition policy acts as a guiding tool for the staff associated with the selection process, as it helps to maintain standard and consistency in the collection development programme of the library. The acquisition policy should remain the guiding tool to acquire information sources for the library to fulfil their stated objectives.

The selection aids are the tools which help library staff in selecting best materials for the library. Users' demands, suggestions from the authority and different tools (bibliographies, reviews published in review journals and newspapers, etc.) can be used as selection aids. For assisting the library staff to select best reading materials for the library, there is a selection committee. The selection committee is a group of experts from different subject areas depending upon the nature of the library.

Selection in Public Libraries

The objectives of the public library have already been discussed. A public library has a wide range of users which may include children, adolescent, youth, and old aged people. The need of the users may be based on their economic class (lower, middle and higher), professional association, educational level, habitats (rural, urban, hilly region, costal region, etc.), socio-cultural and linguistic background, etc. The library is also expected to acquire the material relevant to the locality like, local history, politics, economy, socio-cultural threading, weather conditions, available professions, etc. As, a public library has the responsibility of serving the community and preserving the relevant information of the region, its approach in material selection is different from other kinds of libraries.

Selection in Academic Libraries

The academic library can be divided into three broad categories, viz. school, college



and university library. The guiding factors of the academic library are based on the educational courses and the demands of the students, faculty members, and support staff. The selection policy of a school and college library is usually around the acquisition of textbooks, materials for general studies, personality development, career choices, teaching and learning resources, materials for the support staff. Since, the universities offer undergraduate, post graduate, and research programmes, the selection of material must be done with proper care.

Selection in Special Libraries

A special library is meant to serve the information needs of the parent organization of a library. Hence, the selection of information sources is based on the short term and long term programmes of the parent organization. The library selects the materials exhaustively for short term objectives of the organization to meet its programmes at hand. For example, if an organization takes up a research project on life style of urban spaces of India, the relevant material should be selected to support the programme. Considering the long term objectives, the library selects the materials of wider scope of the organization and supports the collection development of the core area as well as other relevant subject areas of the organization.

Selection process should always focus on the long term collection development programmes of the library. On the basis of the acquisition policy, the materials should be scrutinized and lists prepared. Further approval of the selection committee or the competent authority should be taken into account and the process can be moved ahead to order the documents.

Selection Criteria and Types of Materials

The selection criteria for documentary sources are as follows:

- (i) **Authority (Authenticity):** The expertise and affiliation of the author regarding the subject of writing should be assessed.
- (ii) **Accuracy:** The content of the document should be accurate and authentic. Wrong or misleading information can be disastrous in any documents.
- (iii) **Scope:** The treatment of the subject, topic, or theme of the document should be evaluated and correlated to the users of the library. The content should be balanced in covering the extension and intention of the subject, topic, or the theme of the book. In case of some shortage or limitation in the content, it should be mentioned in the preface of the document.
- (iv) **Organization:** Information in the document should be organised on the basis of some pre-established characteristics or logic. The consistency in writing and

developing from general to specific topic makes the reading interesting and easy to understand. In the case of non-fiction books, an exhaustive index is expected.

- (v) **Format (Graphics):** The graphics illustrations are common in the documents dealing with technical data. In this case, appropriate graphs, colour patterns, sizes, etc. should be evaluated.
- (vi) **Bibliographies:** Document should be supported by references in case of non-fiction book. The format of bibliography should be standard and information should be complete.
- (vii) **Users:** While selecting a document, prospective users should be identified and ascertained that the material would be read by a large number of readers. The documents should be categorized as scholarly, popular, fiction, non-fiction, entertaining, introductory, advanced, etc.
- (viii) **Vocabulary:** The vocabulary of the document should be at par with the level of the users for whom it has been written.
- (ix) **Textbook:** The textbooks are mostly referred to by the students for knowledge in a subject area. Hence, the textbooks should be complete in terms of syllabus of the subject with accurate and authentic content. The organization of the content should be such that the students can understand easily.
- (x) **Fiction:** In the case of a book of fiction, the author, title, style, theme, plot, setting, characters, and reviews should be evaluated.
- (xi) **Multimedia:** The documents in audio, video, animation, and multimedia should be evaluated on the basis of their format. There are a number of formats for audio-video material. For example, an audio file is identified as having mp3, mid, wav, aif, etc., a video file could be mpg, mov, wmv, etc. The file format should be assessed on the basis of the equipment(s) that the library has.
- (xii) **Digital Material:** It may be ensured that a database of library material, in all formats i.e. . . . audio, video, multimedia, text, graphics or normal documents is made available in digital form. While selecting information materials in this format, the criteria of that category of material should be applied. For example, e-book should be evaluated on the basis of criteria of books. File format, arrangement, hyper-links and search engines in case of databases, display format, etc. are a few aspects, that may be used to evaluate the digital content.

Selection Aids

There are a number of selection aids available in the market to help and support the selection of information materials for a library. Depending upon the nature of



materials, aids could be selected to acquire a particular material for the library. Some of the selection aids are listed below:

- (i) National bibliographies are a list of publications, published in a country or relevant to a country if published abroad. For example, Indian National Bibliography, published by National Library of India, Kolkata; British National Bibliography, published by British Library, London, and so on.
- (ii) Subject bibliographies- are a list of materials published in a particular discipline or subject. Chemical is a subject bibliography, published by Elsevier which covers the subject chemistry; PubMed deals in life sciences and is published by National Library of Medicine, USA. Similarly, a number of subject bibliographies available for reference.
- (iii) Trade bibliographies- are published by publishers and distributors or associations, or independent organizations to promote the sales of publications. For example, Indian Books in Print, Whitaker's Books in Print, and so on.
- (iv) Book reviews- There are a number of periodicals, newspapers, and websites which publish book reviews. These reviews are critical analysis made by scholars of the subject. For example, Times Literary Supplement, Book Review Digest, and so on.
- (v) Bibliographic databases- are a list of publications in database format, searchable online or distributed on CD-ROM, DVD, etc. for offline search. For example, Ulrich's Periodical Directory, PubMed, etc. Some of the databases provide links to the information sources even if they are downloadable.

ii. Ordering

Once the selection process is complete, the ordering work begins. Before ordering the materials for acquisition, pre-order search is conducted to avoid duplicity. The materials are exhaustively searched in existing collection; in processing sections, newly received materials and so on. After the process of pre-order search is completed, a purchase order is generated and sent to the publisher directly or to an approved vendor/supplier of the library. Generating reminders of pending orders and cancellation of orders is also the part of ordering function.

iii. Receiving

The receiving function begins when ordered materials are supplied by the vendor. The materials come with bills or invoices. The supplied material and bills are tallied with the corresponding order list. In the case of printed documents, author, title, edition, publisher, price, and other details are matched with the order list. It is also

recommended that the physical condition of the material be checked while receiving them. After a thorough check and verification of material, and subsequent tally with the ordered list, an acknowledgement is issued to the supplier.

iv. Accession

Every library maintains its stock register in which the details of the acquired material are registered. This called Accession Register. The accession register has fourteen columns for recoding the bibliographical details. The materials purchased, received in exchange or gifts are also recorded in this register. An Accession number is a unique number assigned to each document available in the library. Against this number, all the details of the documents are recorded. A specimen of an accession register has been given in the records maintenance section of Module 2, Unit 3 on pages 99 and 100.

1.2.2.3 Mode of Acquisition

The method of acquisition of information sources is popularly known as 'mode of acquisition'. Traditionally, the three modes of acquisition are Purchase, Gift and Exchange. In the recent times, more methods have emerged and have established worldwide. These are online and consortia based acquisition, which are particularly functional in the digital environment. A brief description of these modes of acquisition is listed below:

i. Purchase

A library goes through a selection process, after which, the information material is made available in the library. Selected materials can be purchased directly from the publishers or their agents, distributors or any vendors depending upon the policy of the library.

ii. Gift

Non-commercial organizations, educational institutions and people who have strong affinity with the libraries from time to time donate their collection or information materials to libraries. Occasionally an author may also gift a personal copy of his/her book to the library. Sometimes, a set of information material becomes irrelevant for one institution, but it, can be relevant for another institution. In such cases, the former can donate the material to the latter. Therefore, gifting is also one of the established methods of acquiring materials.

iii. Exchange

The library may acquire materials, especially the publications of other institutions in exchange of its own publications. From time to time, libraries can exchange duplicate copies of library material. As mentioned earlier, sometimes an irrelevant material for one library may be relevant for the other one.



iv. Online Acquisition

Online acquisition method is more suitable for digital materials. In this process, a library can download material from the publishers' or vendors' portal and make payment online. For example, digital materials, print materials like books, reports, and so on.

v. Consortia Based Acquisition

In the contemporary scenario, the libraries come together, form a group and acquire e-sources collectively to save funds. This helps in providing wider number of information sources to the patron, which a single library cannot afford to acquire. Such a group of libraries is called consortia. In consortia based acquisition system, a member library pays only for its acquired resources but gets access to all the resources acquired by the group collectively. For example, there is a consortia of five libraries A, B, C, D and E, wherein library A pays for 50 e-books, B pays for 60 e-books, C pays for 45 e-books, D pays for 80 e-books and E pays for 70 E-books. So together they pay for 305 e-books. After which, each library can get access to all the 305 e-books, as per terms and conditions. Therefore, the acquisition policy should have clear cut guidelines regarding this emerging mode of acquisition.

vi. Library Consortia

The term, 'Library consortia' indicates a group of libraries working together towards a common goal, whether to expand cooperation on traditional library services (such as collection development) or electronic information services (such as digital library or e-journal consortia). Increase in user expectations for more services and gradual decrease in budgetary provisions have encouraged libraries to cooperate and share information and human resources. Consortia activities help libraries to provide users unlimited access to a wider variety of information sources, enable individual libraries to concentrate on specialized collection building of their area of concern, improve interlibrary lending and document delivery services, facilitate cooperative acquisition, control and sharing of systems, services and professional expertise. Examples: UGC-INFONET Digital Library Consortium, INDEST-AICTE Consortium, CSIR E-Journals Consortium, DRDO E-Journals Consortium, ICMR E-Consortia, IIM Consortium, Consortium for e-resources in Agriculture (CeRA), Health Sciences Library Information Networks Consortium (HELINET). At the international level, there is an informal group, currently comprising approximately 200 library consortia from around the world, called the International Coalition of Library Consortia (ICOLC).

1.2.2.4 Records Maintenance

The acquisition section of library maintains records of different functions. It uses different registers, files, forms and other stationary designed for different stages of its operations. Depending upon the requirements of a particular library, the design of stationary may vary but the accession register has a standard format.

1.2.3 Cataloguing Section

Cataloguing is the process of creating catalogue of the library holdings on the basis of catalogue rules or code adopted by a particular library. As mentioned earlier, a catalogue is a list of the holdings of a library with all the bibliographic details. It is a tool which helps users to search relevant materials on the basis of known information about a particular book or its subject area. Different catalogue entries such as title, author, collaborator, series, subjects, etc. are prepared for an easy availability of the library resource. Catalogue of a library is known as the guide map of the library resources for users of the library.

There are a number of cataloguing codes which are practiced worldwide. In India, Anglo American Cataloguing Rules (AACR) and Classified Cataloguing Code (CCC) are practised. The AACR is more popular cataloguing code as it is compatible with the International Standard Bibliographic Description (ISBD). In 1971, ISBD was recommended by the Working Group, set up by the International Meeting of Cataloguing Experts, Copenhagen, 1969. It was initially designed for monographic publications (books) but, later, it was extended to serials and non-book materials as well. Hence, ISBD has three formats now namely, ISBD (M) for monograph or book, ISBD (S) for serials and ISBD (NEM) for non-book materials. The AACR accommodates the ISBD format in cataloguing as it is more descriptive and is also easily adaptable in computerized catalogue.

Currently, libraries are undergoing a transition; information technologies are being adopted in their operations to provide services to the users. Although, not all the libraries of the world have not made this shift and a large number of libraries continue to operate manually. The libraries which have adopted the technologies and created a computerised catalogue are known as Online Public Access Catalogue (OPAC). They facilitate library resources via the medium of online search. The OPAC searched with the help of internet by any user from any given locale is called web-based OPAC. On the other hand, there are libraries which haven't undergone a computerized process and continue to create catalogue entries on cards. They provide search facility to their members manually.

In the technological era, there are many bibliographic formats available. Out of which, Machine Readable Catalogue (MARC), APA designed, practiced and promoted by Library of Congress, USA and Common Communication Format (CCF) designed and promoted by UNESCO are most popularly practised. The MARC and the CCF, both are used for cataloguing as well as exchanging bibliographic data among the libraries.



1.2.3.1 Functions of Cataloguing Section

The cataloguing section of a library is supposed to perform the following functions:

- (i) Preparing catalogue
- (ii) Labelling and Pasting
- (iii) Label Writing and Assigning Location Mark
- (iv) Cards Checking by Chief Cataloguer
- (v) Filing Catalogue Cards
- (vi) Preparation of Addition List
- (vii) Transferring Catalogued Materials to Concerned Location

Preparing Catalogue

The cataloguer prepares different cards for books or any other material acquired by the library. In the manual cataloguing system, main entry, added entries, reference entry, shelf list card and book card are prepared on catalogue cards according to the cataloguing code adopted by the library. In the computerised system, online catalogue for each and every material is created. The cataloguer also creates different authority files wherever needed. Authority files are usually created for author, collaborator, series, subject, publisher, etc.

Labelling and Pasting

The cataloguing department prepares books or any materials for service. For this purpose, different types of labels as authority stamp, spine label, due date slip, book pocket, etc. are prepared and pasted.

Label Writing and Assigning Location Mark

Different labels contain different data about the book and the library. Hence, under the label writing work, call number, collection marks such as reference, circulation or any other collection name (closed reference, textbooks, etc.), accession number or any other information are written.

Cards Checking by Chief Cataloguer

The quality of catalogue is very important as any mistake in catalogue will fail to provide required information to the users or misguide the users. Hence, the checking of entries and labels pasted on the books is carried out by the chief cataloguer. If needed, corrections are done before releasing the catalogue cards for filing and the books or any other resources for reading.

Filing Catalogue Cards

The cataloguing department files the catalogue cards as per the filing code adopted by the library. According to the heading of the catalogue entry, a card is filed at its appropriate

place in the card cabinet. Usually, the catalogue cards are filed in alphabetical and classified order. For filing the entries like author, title, subject, etc. dictionary formula is usually adopted while the entries having numbers as heading are filed in numeric order. The heading of the shelf list entry is always call number. The main entry of CCC also has the call number as the heading. These cards are thus filed in numeric order.

Shelf list is only prepared for administrative purposes; hence the cabinet of the shelf list is usually kept locked all the time. The entries prepared for searching the library materials are filed in a public catalogue cabinet.

Preparation of Addition List

The cataloguing department prepares the list of new additions to the library holdings for informing the users of the library within a stipulated period. Depending upon the policy of the library, the additions list may be released weekly, fortnightly, monthly, etc.

Transferring Catalogued Materials to Concerned Locations

Once the catalogue cards of newly acquired material are filed in the public catalogue cabinet, the material is transferred to its stipulated location. For example, books meant for circulation are transferred to the circulation department, books meant for reference are transferred to the reference department, etc.

1.2.3.2 Cataloguing Staff and Tools

Library cataloguing has to be carried out accurately and with concentration. The department should be equipped with qualified staff with good hand writing and supporting tools. In the case of computerised cataloguing, the staff should have very good knowledge of computerised cataloguing format, different authority files and ability to find data from the book and wherever needed from the cataloguing tools. The required cataloguing tools are - different kinds of bibliographies, national bibliographies, trade bibliographies, books in prints, directories of authors, publishers, and dictionaries of names as Indian names, and so on. Presently, Internet can be very helpful and can replace many cataloguing tools if the cataloguer has excellent searching skills. For example, from the catalogue of Library of Congress, USA, proper name of the author, association and affiliation of the author or collaborators, like wise many more aspects can be searched. The chief cataloguers should have suitable qualifications and experience to head the department and maintain the quality of different functions of the section.

1.2.4 Circulation Section

Circulation is one of the most important services of libraries. It allows the users to issue library books and satisfy their reading quest. It is not possible for every member of a library to use the library resources within the library, as they might have other professional and

academic commitments. Hence, the library has the mechanism to lend books and other library resources to its member for a certain period of time. This process is known as circulation. The circulation function in libraries promotes maximum and productive use of the library material.

1.2.4.1 Functions of Circulation Section

The functions of circulation section are listed below:

- (i) Registration of Members
- (ii) Lending of Resources
- (iii) Renewal of Issued Material
- (iv) Reservation of Issued Material
- (v) Charging of Overdue Fine
- (vi) Lending and Receiving Books on Inter Library Loan
- (vii) Maintenance of Records
- (viii) Maintenance of Statistics
- (ix) Miscellaneous Tasks

(i) Registration of Members

Library resources are a public property and the librarian is the custodian of this property. Therefore, it is necessary to maintain a record of the circulation of various resources. The members are required to provide their personal and professional details (name, date of birth, address, phone number, email address, profession, subject/course and so on) to the circulation section for the maintenance of the registration records. The registration details help the librarian to contact members and the professional details or the areas of interest help to identify the subject areas where the library collection has to be further developed.

The circulation section issues library cards to the registered members of the library. The cards enable them to borrow books or any other material. The number of cards issued to a member depends upon the policy of a particular library. The automated libraries have the library automations software, which pre-defines the number of documents to be issued to a particular member.

(ii) Lending of Resources

The lending of library resources to the members of the library is the main function of the circulation section (also referred to as the charging system). In this process, a member brings the required book(s) or other material to the circulation counter along with the library card(s). Against each library card one document is issued to

the concerned member and a gate pass is given for the issued material. The security personnel check the issued material and keep the gate pass in the security file. Some libraries, which do not have the gate pass system, check the document to ensure whether it has been issued or not. In the automated system of circulation, documents are issued with the help of the software and a gate pass is generated. The RFID (Radio Frequency Identification) system allows members to go out of the library, only with the issued material. In case, a member attempts to take along any unissued documents, the RFID system automatically rings an alarm to alert the security and the appropriate action may then be taken.

When a member returns a book, the librarian should match the call number and the accession number on the book and the book cards. The book card of the returned book should be inserted into the book pocket of the same book. The member is then given back his/her library card. This process is known as the discharging system.

(ii) Renewal of Issued Material

At times, a library member may desire to retain the library material beyond the due date. This may be due to several reasons and in such a case, the same material is reissued to the member. The material is usually reissued to the member if it is not required by any other member. This process is known as the renewal process. The renewal is usually done when the member presents the material at the circulation counter, or it may be requested over the telephone, through email, by post, depending upon the library's policy.

(iii) Reservation of Issued Material

Sometime a particular book or other documents are not available for being borrowed by the members. The reason may be that the book has been acquired by the library but has not been processed, or has been issued to another member, or it is in binding or otherwise unavailable. In such cases, the circulation section reserves the particular book or any other document required by the user and when that particular document is available for circulation, the member is informed about its availability.

For reservation purpose, there is a reservation card in the library on which name of the member with membership number and details of the document are recorded. A reservation slip is generated for the same document and put with the book card or any other records of that particular document.

In the automated system, depending upon the provisions available in the software, the materials are reserved for the members. The software automatically notifies the administrator of the circulation section about the reservation. The concerned member is informed accordingly. Nowadays, the library automation software also sends a system generated SMS to the concerned member.



(iv) Charging of Overdue Fine

Most libraries have the policy to charge a fine, when an issued document is retained by the member after its due date. For this period, a charge is levied (on per day basis) and collected from the member. A due receipt is given to the member for the paid amount. Some libraries maintain an authenticated register given by the accounts department of the library or parent organisation with signature of the member against the collected money. The money is deposited in the accounts department periodically, say weekly, fortnightly, or so on.

(v) Lending and Receiving Books on Inter Library Loan

A library always tries its level best to acquire all the books and other material which may be useful to its users. But, it is impossible to acquire all the material published worldwide. This is due to two prominent reasons, which restrict maximum acquisitions, i.e., funds and space. Another reason behind this is increase in number of publications. Therefore, there is a system of resource sharing amongst libraries, called Inter Library Loan (ILL). In this system, one library requests another library for a particular book, requested by its member. As member cannot request the holding library to issue a particular document as for this purpose, the person will have to become the member of that library. Hence, the first library gets the document on loan from the holding library and issues it to the concerned member. When the member returns the document, the first library returns the document to its holding library. The whole process is known as Inter Library Loan. To put in simpler terms, ILL is the system where one library issues a book/ document to another library.

The circulation sections of both libraries perform this function and keep the records of lending-receiving and issue-return to and by libraries, that is, by first library and again getting returned by the holding library. In the process a large number of records are generated and maintained by both.

(vi) Maintenance of Records

The records of circulation section are very important for different purposes. These not only show the utilization of the library resources but also disclose the subject areas which are most utilized by the members. The records also help the library to build its collection and make other plans for future growth. The section maintains the members' registration records, issue records, overdue, ILL, and so on.

(vii) Maintenance of Statistics

The circulation section maintains different statistics generated in the section, such as, the number of members registered, number of members withdrawn, number of documents issued, overdue charges, and so on. These statistics help to prepare the annual report of the library and also catalyse the future plans for the library.

(viii) Miscellaneous Tasks

Listed below are miscellaneous tasks performed by the circulation section:

- (i) Issue of reminders and recovery of overdue documents
- (ii) Replacement or payment of lost documents or cards
- (iii) Allowing consultation facilities
- (iv) Providing lockers or carrels
- (v) Taking measures against mutilation and loss of documents
- (vi) Issuing clearance certificate

Apart from the above, jobs requiring care and maintenance of circulation area, reading room, transfer of books into the stack area, and many more, fall under the circulation section.

1.2.5 Periodicals Section

Journals or serials are also referred to as periodicals. These are publications that are published at regular intervals, that is, in series with certain frequency. The frequency may be weekly, fortnightly, monthly, quarterly, etc. Modes of acquisition of periodicals include subscription, gift and exchange. In the case of subscription, the payment of the subscription period which is usually annual is made in advance to the publisher or supplier. Hence, it needs a special management system. Libraries which subscribe to a large number of periodicals have a separate section dedicated to manage periodical acquisition and services, called a periodical section. The functions of periodical section are discussed as follows:

1.2.5.1 Functions of Periodical Section

- (i) Selection of Periodicals
- (ii) Acquisition of Periodicals
- (iii) Receiving and Recording of Periodicals
- (iv) Display of Periodicals
- (v) Shelving of Periodicals
- (vi) Indexing, Abstracting and Documentation of Periodicals
- (vii) Periodicals' Circulation
- (viii) Administration of Periodicals

(i) Selection of Periodicals and Serials

Periodical selection is the process of deciding which periodicals are to be acquired by a library. The selection of a periodical depends upon the collection development



policy of a particular library. It is always recommended that a periodical selection committee be constituted for selecting periodicals. The committee finalizes the list of periodicals to be subscribed on the basis of the needs and objectives of the parent organization, recommendations of the members and the available funds of the library.

The **Association for Information Management (ASLIB)** has recommended the following criteria for selecting periodicals:

- (a) Recommendation by specialists
- (b) Recommendation by the members of the library
- (c) Opinion of librarians of other institutions
- (d) Announcements and reviews
- (e) Consultation of list of most cited serials
- (f) Reference counting

A number of tools are available for selecting periodicals. For example, Ulrich's International Periodicals Directory, and likewise, many such directories of periodicals may be referred to. Once, the list is ready for acquisition, the process of acquisition is initiated.

(ii) Acquisition of Periodicals

There are four methods of acquiring periodicals. These are:

- (a) **By subscription:** In this method of acquisition, periodicals are subscribed directly from the publisher or vendors. The subscription amount is paid in advance (annually) to the publisher or vendor for a particular title, following which, the library receives the periodical.
- (b) **As a member of societies and institutions:** The societies and institutions send their periodicals free of cost, once a library becomes their member.
- (c) **By gift:** A number of organisations send their periodicals free of cost to libraries. Hence, if a library wishes to acquire such journals then the publishing organizations are to be requested to enrol the receiving libraries on their mailing list. This enables the libraries to receive desired periodicals as gifts.
- (d) **By exchange:** Acquiring periodicals by exchange is a method in which two organisations exchange their periodicals and other publications with each other (free of cost).

(iii) Receiving and Recording of Periodicals

As you already know, periodicals or serials are published in a series under the same title with a definite frequency. A library receives the issues of periodicals by their

frequency. For keeping track of the issues received or not received a library deploys different recording mechanisms.

In the manual system, small libraries register the receipt of issues in an alphabetical order. The bigger libraries may register periodicals in the ledger system. This system allots a page to each periodical, according to the alphabetical order of the titles. Apart from the register and ledger systems, one card and three card systems are very popular among the bigger libraries.

In one card system, the card is 6"X4" sized, bearing the following information:

Name of the Library..... Place

Title Frequency of Publication

Publisher Supplier

Vol. No & Year	Jan	Feb	Mar	April	May	Like wise
v.1 2015						
v.2 2016						
Like wise						

Verso of the Card

Title

Vol. No & Year	Subscription Amt.	Bill No. & Date	Voucher No. & Date	Reminders Sent	Bound unto..	Remarks
v.1 2015						
v.2 2016						
Like wise						

The three card system for periodical maintenance was designed by Dr. S R Ranganathan. Each card is of 5"X 3" size. The first card is known as Register Card, second Check Card and the third Classified Card. **The specimen of cards is given below.**



Register Card

Title		PAYMENT			
Publisher					
Vendor					
Class number		Periodicity number and date		Order	
Note					
Vol. and No.	Date of Pub.	Date of rect.	Vol. and No.	Date of Pub.	Date of rect.

Note: The columns for vol. and no. date of publication and date of receipt are repeated at the back of the register card.

Fig 1.2.1: Register Cards

Check Card

TITLE

PERIODICITY

Vol. and No.	Rem Date	L's init- ials	Vol. and No.	Rem Date	L's init- ials	Vol. and No.	Rem Date	L's init- ials	Vol. and No.	Rem Date	L's init- ials

Note: The columns giving vol. and no., Rem date and L's initials are repeated at the back of the check card.

Fig 1.2.2: Check card

Classified Index Card

Cl. No.	Ans. Subs.	Per.
Title		
Vendor		
Publisher		
Vols. available		
Indexes, etc.		
Supplements, etc.		

Fig 1.2.3: Classified card

Apart from these systems, many libraries follow other systems too devised by individual libraries as per their convenience. These systems help in managing the registration and recording the details of periodicals and their issues received by the library.

In case of non-receipt of a particular issue, the library sends a reminder to the publisher or vendor and the same issue is being sent to the library by the publisher or vendor without charging any additional cost.

(iv) Display of Periodicals

The periodicals are processed after receiving, arranged alphabetically and put up in the display area. For displaying the issues of periodicals, special furniture is available in the library. In case of bigger libraries which have a large number of periodical, special furniture is kept for display and storage periodicals. A display of the latest periodicals and storage facility referred to as a pigeon hole rack is found to be most suitable in most of the libraries.

(v) Binding and Shelving of Periodicals

After all the issues are received and a particular volume of a periodical is completed, it can be bound and kept like books on shelves.

(vi) Indexing, Abstracting and Documentation of Periodicals

Some special libraries provide indexing and abstracting services or services based on indexing and abstracting and documentation of periodical articles.

(vii) Periodical Circulation

Usually, periodicals are not for circulation among the members. But, some libraries allow it. Hence, there are certain methods of circulating periodicals among the



members of the library. If the member group is very small then Routing Slip method is used. In this method, name and designation of members are printed or written on a slip and pasted on the title page. It is issued to the first member and thereafter it is passed on to next member without returning to the library. After completion of whole cycle, it comes back to the library. Apart from this, there are other methods too according to suitability of an individual library through which periodicals are circulated.

(viii) Administration of Periodicals

Administration of periodical section involves organizing the periodical section in such a way that maximum utility is derived from minimum expenditure. This function involves allocation of funds and its distribution among the subject areas of the library, allocation of staff, duty, correspondence with publisher and vendor, display, binding, storage, and all other required work for a smooth running of the section and providing services to the members.

1.2.6 Binding Section

Libraries have two major objectives, firstly, to satisfy the information needs of the users, and secondly, to preserve the intellectual heritage of the society for posterity. Both the objectives are guiding factors for keeping the library materials in good and serviceable condition. Library materials which are paper-based need special care to keep them fit for use and extend their life to serve the future generations. The library materials such as books, periodicals, maps, etc. are printed on paper, hence they are prone to damage due to excessive use, wear and tear, heat, dust, insects, pesticides, etc.

If a library collection is extensively used, wear and tear of the documents is bound to happen. Binding helps in strengthening the physique of the books and increases their life. Many large libraries have their own binderies but smaller ones have to get the books bound by professional binders. Some of the reasons of having good and attractive bindings are as follows:

- (i) To reduce the risk of mishandling
- (ii) To guard against wear and tear
- (iii) To avoid shabbiness
- (iv) To create new-cover to appeal and attract readers
- (v) To preserve perishable and frail materials
- (vi) To ensure entire satisfaction of users

Binding process is highly technical and requires lots of skills. There are eight processes involved in binding work:

- a) Collation
- b) Sewing
- c) Attaching covers
- d) Endpapers
- e) Colouring edges
- f) Headbands
- g) Hollow backs
- h) Finishing

Types of Binding

Library binding is of various kinds:

- (i) **Full Leather Binding:** Full leather binding implies that the whole cardboard is covered by leather. This kind of binding is recommended for expensive, rare and reference books.
- (ii) **Half Leather Binding:** Half leather binding implies that half of the card board is covered with leather and rest half with cloth or buckram. The back and the corner of the book are covered with leather as these portions suffer immense wear and tear. This kind of binding is for the heavy materials like back volume set of periodicals, newspapers and other serial publications.
- (iii) **Full Cloth Binding:** Full cloth binding implies that the whole card board is covered with cloth. Standards and text books are given such binding as these materials are extensively used.
- (iv) **Half Cloth Binding:** Half cloth binding implies that the spine and corners of the card board are covered with cloth and rest with other cheaper materials such as paper or other decorative materials. This kind of binding is usually given to cheaper books.

S. R. Ranganathan (1967) gave specifications for binding books for the first time or at the time of rebinding as follows:

- a) **Collation:** The book received by vendors for binding should be examined and collated, and if found in imperfect or seriously damaged condition may be returned to the library unbound. A periodical should be collated properly and the volume should be bound in correct sequence along with the index at proper place. Wrappers and advertisements in periodicals and books should be bound if the binder has been instructed, otherwise they should not.
- b) **Sewing:** Books printed on good quality paper should be sewn one sheet on (except where thinness of paper makes it necessary to sew two sheets on) with unbleached



thread of suitable thickness over unbleached linen tapes. Straight-line machine stitching is not acceptable.

- c) **End Papers:** End papers should be of good quality, opaque paper with There should be at least one plain white leaf between each of them and the printed matter.
- d) **Cutting Edge:** The binder should avoid cutting the edges of books unless it is really essential. Even if cutting of edges is required, the binder should leave margins as wide as possible.
- e) **Forwarding:** Books should have French joints and tight or close flexible backs.
- f) **Lettering:** Lettering or printing on cover should be impressed in gold colour.

There are a number of measures given by him and these measures have been incorporated in the standards prepared by Bureau of Indian Standards (previously known as Indian Standards Institute). This standard is "IS: 3050-1965: Code of practice for reinforced binding of library books and periodicals". It was again reaffirmed in 1997. For a better understanding of specifications and types of bindings, the standard should be referred.

1.2.7 Preservation Section

Books and other documentary sources of information printed on paper are prone to damage due to several reasons which reduce their shelf life. Libraries of the world face the challenge of keeping printed library materials as books, periodicals, pamphlets, newspapers, and other materials, in sound condition to extend their lives and provide services to present and future generations. Hence, preservation is an important function of every library.

Preservation involves activities which reduce the chances of damaging printed library materials to extend their shelf life and concomitantly it's utility. The reasons of damaging printed library materials may be listed as:

- (i) Environmental or Climatic Factors
- (ii) Biological Factors
- (iii) Chemical Factors
- (iv) Human Factors, and
- (v) Disasters

Environmental or Climatic Factors

The damaging agents present in environments are i) light, ii) heat, iii) humidity and moisture, iv) dust and dirt, v) water which damages the library materials and reduce their lives. Let us see how these factors damage the printed library materials.

- i. **Light:** Natural or artificial, both types of light damages the paper. When paper is exposed to sun light, the ultraviolet radiation reacts with the paper in presence of oxygen which is in the air. The cellulose of paper gets oxidized into oxycellulose, the cellulose chains are broken and the paper becomes weak and brittle. Some of the artificial light as fluorescent tube light also produces high percentage of ultraviolet radiation and damage the paper in the same way as natural sun light. Sometimes the paper gets exposed to light while photocopying and it gets damaged because of ultraviolet radiation and heat. The level of damage because of light depends on duration of exposure, intensity of light and distance from the source of light.
- ii. **Heat:** Atmospheric temperature is a damaging agent of paper. The fluctuations in the temperature is also responsible for the damage. High temperature with low humidity causes dehydration of cellulose fibres and the paper becomes brittle. Due to this, the paper loses its flexibility to such an extent that it tends to crumble on touch. On the other hand, high temperature with high humidity creates the condition for the growth of moulds. Besides atmospheric temperature, electric bulbs, used for lighting purpose also increases room temperature and becomes the damaging agent.
- iii. **Humidity and Moisture:** Water content, that is, moisture available in the atmosphere is known as humidity. Certain level of humidity is needed for flexibility of paper but high and low, both levels of humidity damage paper. Paper is made of pulp which has tendency to absorb water from the atmosphere. If there is high humidity, paper absorbs more water and thereby becomes soggy. Because of sogginess, adhesive gets weak and binding becomes loose. It also increases the size of the paper which causes spreading of ink. Sometimes, pages get stuck together and cause wear and tear. Besides these damages, fungus grows in moisture and damages paper.
- iv. **Dust and Dirt:** Dust is composed of soil, tar, metallic substances, fungus spores and moisture among other things. It is air borne and it settles down on any surface of the object. When mixed with high humidity, it gets transformed into dirt and if this dirt sticks to the surface of the paper, it becomes difficult to remove. Dust also increases water absorbing capacity of paper which leads to growth of fungus and chemical reactions which ultimately damage paper.
- v. **Water:** Water acts as a physical agent of deterioration by causing hygroscopic materials to undergo dimensional changes. Water may come from any sources like natural calamities, human negligence, from leaking roofs, defective plumbing or through open windows at the time of raining. Excessive water can damage any printed document as paper becomes soggy. Even small quantity of water may damage paper as we have studied above.



Biological Factors:

Micro-organisms, insects and rodents are different types of biological agents which damage paper and other components of printed materials such as leather, textiles or straw board used for binding. **Micro-organisms** include fungus or moulds, bacteria, etc. Fungus is a large heterogeneous group of plant organism that remains in dormant state for long periods but grows in 63-100% humidity and 15-35°C temperature. In libraries, fungal growth is known as mould or mildew and they appear as brown/black vegetative growth on paper, leather and textiles. Fungus consumes cellulose and also thrives on nutrients in leather, glues, pastes, binding threads, etc. Due to this, different components of printed material gets disoriented and damaged. Other than fungus, bacteria have the tendency to decompose cellulose in paper and binding materials.

There are certain types of insects which damage paper and binding materials of printed documents. The damaging insects are i) silverfish, ii) cockroaches, iii) booklice, iv) bookworms v) white ants and termites, vi) rodents.

- i. **Silverfish:** These insects hide in the day time and come out at night. The starch, glue and gelatine which are used in paper as sizing materials attracts this insect. It is silver or pearl grey in colour and about 8 to 10 mm in length. The insect eats the surface of the paper and adhesive used for pasting bindings and makes holes in paper, prints, photographs, catalogue cards and cardboard boxes.
- ii. **Cockroaches:** Cockroaches damage books and other print materials in darkness. They eat paper leaves, bookbinding, fabrics and other organic materials. They usually live in damp and dark places.
- iii. **Book worms:** Bookworms or the larva of beetle eat the paper and bindings of library materials by making pin holes.
- iv. **Book lice:** Book lice are grey or white coloured insects which eat paste, glue and fungus formed between the edges of inner cover of the books.
- v. **White Ants or Termites:** White Ants or Termites are insects that can eat wood, paper, cardboard, leather or any constituents of library materials. Once they start destroying the books, they can do irreparable damage in a short period. They are of two categories, viz. earth dwelling termites and wood dwelling termites. Earth dwelling termites live in the soil and their mud tunnels on the walls, book cases and furniture. Wood dwelling termites live above the ground and enter the building through cracks and openings.
- vi. **Rodents:** Rodents include mice, rats, squirrels and other similar species. Mice and rats are mainly found in libraries. They eat and destroy material made up of paper, cloth, leather, glue, etc.

Chemical Factors

Different types of chemicals like, alum, rosin, etc., are used in the process of manufacturing paper. Certain chemical compounds which have acidic effects are available in the ink used for printing. In the long run, the chemicals become agents of chemical deterioration, and damage paper and other components of printed materials.

Besides the chemicals used in paper manufacturing and printing, a number of chemicals like carbon oxide, sulphur oxide, nitrogen and hydrogen sulphides are present in the atmosphere. These chemicals react with paper in the presence of oxygen and moisture present in the atmosphere and create acidic compounds, which weaken paper and its constituents. The yellow and brittle edges of old books are caused by sulphur dioxide. Similarly, nitric acid damages the colour of ink, paper, leather and cloth.

Certain chemicals either available in paper, printing ink or in other components of books, like leather, cardboard, adhesive or in atmosphere have acidic characteristics, which over a period of time damage the components of books and other printed materials.

Human Factors

Apart from biological, chemical and atmospheric reasons, human beings too might act as damaging agents. Due to unawareness, negligence or ignorance, on the part of the library staff and library users, the printed library materials often get damaged. For example, while processing books, several stamping and pasting jobs are performed by the staff, during which, books might be damaged. Books might get damaged while being transferred from the stack area to the circulation counter or technical processing section. This may happen due to several reasons, the most probable being, over loading of a trolley. Books should always be shelved vertically. If a book is placed horizontally it might get damaged. Sharp edged furniture is another damaging agent as it becomes the reason for the wear and tear of books.

In the open access system, users are allowed to go to the shelving area and browse the library collection. Sometimes they might drop the books or place them improperly. Some readers have the habit of using saliva for turning the pages of books while reading. These are the factors which damage the books and other reading material.

Improper storage, faulty repairs, rough handling, deliberate abuse, folding the fore-edges of pages as a mark of reading, marking by pencil/pen, mutilation, vandalism are all examples of human beings damage the library resources.

Disaster

Disaster is never expected, but it occurs everywhere in the world. It can be both natural and man-made. Natural disasters like flood, earthquake, cyclone, tsunami, etc. damage the library material. Man-made disasters like fire, war and invasion, and so on damage the



library material too. For example, the great library of Nalanda University, of ancient India, was completely destroyed because of war and invasion.

Preventive Measures

It is the function of the preservation section to prevent the deterioration and damage of the printed material in a library. The preservation section should prepare an action plan and various other programmes to be executed in a time bound manner. Preservation is a continuous process, hence needs proper and perpetual attention. For each category of damaging factors, the requisite preventive measures should be taken.

Preventive Measures for Environmental Factors

- (i) **Protection from light:** Library materials should not be exposed to sunlight or powerful florescent electric light. In order to save them from sunlight, ultraviolet filter or coloured window screens should be used. Using green or lemon coloured window panes may also stop the ultraviolet rays. The standard electric light should be used in a library while reading. It is recommended to use LED bulbs which generate less heat and ultraviolet rays.
- (ii) **Temperature:** The temperature of a library should be maintained at around room temperature. Ideal temperature range for a library is considered to be 20°C to 25°C.
- (iii) **Humidity:** The relative humidity inside a library should be kept between 30%-40%. For this purpose, humidifiers or dehumidifiers may be used to control the humidity level.
- (iv) **Ventilation:** Ventilation is needed for both the library materials and the people present in a library. However, it should be controlled as uncontrolled ventilation may disturb the relative humidity, temperature and pollution level inside the library.
- (v) **Pollution:** It is always recommended that the site of a library should be in a less polluted area, where both air and sound pollution is under control. But, libraries are usually near human settlements or industries where pollution can't be avoided. Hence, it is recommended that trees and herbs should be grown around libraries. The walls should be made sound proof if the noise level is very high.
- (vi) **Dust:** Doors, windows, ventilators or any other source, which allows the passage of dust, should be kept under a check. The books and other library materials should be kept free from dust and proper dusting should be done on a regular basis. For this purpose, sand blaster or vacuum cleaner may be used.
- (vii) **Photocopier:** Exposing the pages of books to photocopying machine should be reduced, as much as possible, because it damages the spine of books.

Preventive Measures for Biological Factors

Insects, fungus and all kinds of biological pests grow in dark, damp and dingy places in libraries. The first prevention is to stop the growth of such pests. For this purpose, the house keeping work in every library should be maintained. Provision of cross ventilation and air circulation inside the library is essential. A distance of at least 15 cm should be maintained between the book racks and the wall. There should be no cracks in the walls, floor and ceiling, as they might act as a breeding place for insects. Eating and drinking should be avoided inside the library because food stuff attracts insects. Insecticidal powder or solution like lindane, should be sprayed in the dark corners, beneath bookracks and inside cupboards, periodically.

Naphthalene balls or bricks, dry neem leaves or seeds or powder and camphor tablets in muslin bags may also be used to keep pests away. Library may also use different methods of pest control for keeping insects growth in check.

Preventive Measures for Chemical Factors

It is always recommended that libraries should prefer to purchase library edition of books as paper, ink, binding and other materials used in the publication of these editions are made of less damaging chemicals. It is very difficult to put a check on the damaging chemicals present in the air. The only solution is to have a system of air conditioning, which would work round the clock. If this is not possible, then the library should keep its valuable material in cloth wraps or in cupboards. Adhesive, glue, paste, tapes, etc. of good quality should be used as they also contain damaging chemicals. Paint used for painting rack, cupboards or any library furniture should not have chemicals which can damage the printed material.

Preventive Measures for Human Factors

The human factors are the most important factor as far as preservation is concerned. Every library should organise awareness programmes for the staff and users. The staff should be trained in care and handling of library material. Proper shelving, use of trolleys for transporting books, care at the time of processing and other sound practices should be followed by staff members. In case of minor damage, like loose binding, the wear and tear of pages should be repaired immediately.

The users should be made sensitive toward care and maintenance of books. They should be informed that dropping books, keeping books in improper position, folding the corners/edges of pages, using saliva for turning pages, and so on damage the books or any printed material and reduce its life. Users should not put any sharp object on books and they should avoid underlining the text by ink or pencil.



Preventive Measures for Disaster

Disaster may occur any time in any library. Hence, precautionary measures can reduce the extent of damage. For preventing fire inside a library, the electric wires and cables of recommended quality should be used. A library should also have fire extinguishers. Any kind of fire or open flame should be prohibited inside the library.

For preventing other disasters, standard measures should be taken. A library building should be earthquake resistant. Libraries in the flood prone areas should be on the first floor or second floor of the building. Likewise as much as possible, preventive measures should be taken to minimise damage.

Conservation

Conservation is the process of reviving damaged artefacts or any library material into a form in which they can be used again. Once any library material gets damaged, the concerned library should have a programme of conservation to bring it back to life through different treatments.

1.2.8 Maintenance Section

This section is responsible for shelving, re-shelving, maintaining orderly arrangement of the collection and taking care of all types of library material and associated equipment. In fact, the ultimate success of all other sections of a library such as acquisition, classification, cataloguing and circulation are dependent upon the efficiency of this section. If the library collection is not maintained and displayed properly it will not attract the library users and thereby the library collection will not be put to maximum use.

This section performs the following functions:

- ❖ Shelving and Display of the library material
- ❖ Maintenance of the collection
- ❖ Preservation of the library collection

Shelving and Display of the Library Material

The arrangement of books and other material on the library shelves is carried out by the maintenance section. Work involves shelving of new books received after processing, re-shelving of borrowed books returned by the members and books and other material left on the reading tables by the readers after use.

The section is also responsible for displaying current issues of periodicals as well as newspapers in the reading room and the shelving and maintenance of non-print media like films, audio cassettes, CD-ROM, DVDs, etc. The non-print media is stored away from the open book stack area. This media is usually kept in a media room or computer room, where the equipment for playing these particular media items is available.

Maintenance of Collection

Tasks relating to maintenance of collection are also handled by this section. It involves continuous monitoring of the stack rooms and display areas. Shelving and re-shelving the material, keeping the collection in order, taking out books which are not in order and re-shelving them in proper place, identifying and removing the books needing repair, regular cleaning and dusting the area and protecting the collection from dust, heat, direct sunlight, moisture, insects and pest infestation. This section is also responsible for maintenance, checking and rectification of all sign boards and library display guides.

Preservation of Library Collection

The activities related to preservation of the library material are carried out at various levels and by various departments in a library. The Maintenance Section's role in preservation is to handle the library material carefully, keep the environment in stack rooms and storage area clean (free from dust, insect and pest manifestations), and protect the material from direct sunlight.

1.2.9 Summary

A library executes its functions through different sections. Most of the libraries have eight sections, viz. acquisition, technical processing, circulation, reference, periodical, binding, care and maintenance and administration and accounts department. Apart from these sections, depending upon the nature of the collection and services, libraries may have an archive, slides, electronic collection and other departments as well. This unit has discussed acquisition, cataloguing, circulation, periodical, binding, preservation and maintenance.

The main function of acquisition section is to acquire information resources, especially books for the library. For this purpose, the section executes four functions, namely, selection, ordering, receiving and accession. The Catalogue section is responsible for creating library catalogue as per the cataloguing rules adopted by the library. In the automated system, the section creates and maintains a catalogue database. The circulation section provides the means of borrowing material to the members of a library. For this purpose, the section maintains members' database or records, organises books on shelves and keeps issue-return and various other records. The Periodical section selects periodical titles, subscribes, receives different issues and displays them. The Binding section is responsible for the binding of books, periodicals or any other material acquired by the library, which requires binding. The Preservation section is responsible for preserving books or any other printed material. Its duty is to minimise the damage that can be possibly caused to any document. In case of any damage to the library material, the section undertakes the conservation work and revives the damaged material to a usable condition through different treatments. Lastly, the Maintenance section is responsible for shelving, re-shelving, maintaining orderly arrangement of the collection and taking care of all types of the library material and associated equipment.



1.2.10 Glossary

Bindery: The department where loose issues are sent to be bound into volumes.

Blocking: To line up the spines of the books with the edge of the shelf.

Book Shelving: The act of putting books in their proper places on the shelves of a library.

Book Supports: Book supports are used to hold books upright and uniformly packed on a shelf.

Display: Putting the library material on shelves in such a way that the face of the document is visible to the user.

Maintenance: The Maintenance of library materials means continuous monitoring of the library's stack room, display of new books and arrangement of books on racks after use.

Rack: The shelves used for display of periodicals are called racks.

Set: A set consists of all the issues of periodicals belonging to a volume or a year, put together in the proper order.

Stacks: The rows of books that house the library's collection

Stock verification: The checking of library's holdings for finding out missing items in the collection.

Weeding: The act of removing books, which are not of any further use in the library.

1.2.11 Exercise

Short Answer Questions

1. List the functions of acquisition system.
2. Enumerate the various modes of library acquisition.
3. What are the advantages of library consortia based acquisition?
4. Which are the functions to be performed by the cataloguing section?
5. What is the need for filing catalogue cards?
6. Why is the reservation of library materials carried out?
7. Explain the concept of Inter Library Loan.
8. List the miscellaneous tasks performed by the circulation section.
9. Describe the need for having a separate periodicals section.
10. List the criteria for selecting periodicals as recommended by ASLIB.
11. Why does the library collection need binding?
12. Give the reasons that lead to damage of printed library materials.

13. How do human beings act as a damaging agent of the library material?
14. Why is a maintenance section needed for every library?

Long Answer Questions

1. Explain the need and purpose of acquisition of the library material.
2. Discuss the selection criteria for documentary sources.
3. Discuss the functions of cataloguing section.
4. Explain the various methods of acquiring periodicals.
5. Discuss the three card system for periodical maintenance as designed by Dr. S R Ranganathan.
6. Discuss various kinds of library binding.
7. Write a detailed account of care, handling and repair of documents.
8. Give a brief overview of the binding process required for library books.
9. Describe various preventive measures adopted by libraries against environmental factors.
10. What are the ways in which printed library material is damaged? Describe any two with appropriate examples.