



LIBRARY MANUAL

NETAJI SUBHAS OPEN UNIVERSITY

ABOUT THE LIBRARY

The Library Department, NSOU at present located at the Kalyani campus, just 2 minutes walking from Kalyani Ghoshpara rail station. It has a carpet area of 2194 sq. ft.

The library (erstwhile Central Library) of Netaji Subhas Open University had started procuring various library documents such as books, journals, dissertations, self-learning materials since 1999 (based on 1st accession date 27th October 1999). Along with merger of the erstwhile Central Library documents the present Library at Kalyani of Netaji Subhas Open University started functioning from 24th September 2015 after that space was allocated to the Library at the Kalyani RC on 23rd December 2015. A committee was constituted by the then Registrar vide memo no.REG/1797 dated 20.11.2015. First meeting of the library committee was held on 5th January 2016. As stated by the minutes of the said meeting various activities of the Library Department, NSOU began.

Library has a collection of books on various subjects such as Bengali Literature, English Literature, English language, Linguistics, History, Geography, Political Science, Social Work, Library and Information Science, Research Methodology, Commerce, Management, Education, Sociology, Psychology, Physics, Chemistry, Biology, Zoology, Mathematics, Computer Science etc. In addition to printed books and journals there are electronic books and journals procured by the library on perpetual mode. Books are normally purchased by Schools of the University such as School of Sciences, School of Social Sciences, School of Humanities, School of Education, School of Professional Studies. After purchasing books these Schools provide books to the Library Department, NSOU towards building collection.

The Vision: Enabling the University's academic, research and learning community with expertise innovative services and rich collections, supported with human intervention.

Objectives:

- To develop appropriate collections both printed and e-version in various disciplines for satisfying the needs of the diverse stakeholders.
- To provide reading, lending, reference, information and documentation facilities to all categories of users of NSOU Community.
- To provide comprehensive reference/information services to the users.

LIBRARY SERVICES:

- Library is open access for users.
- Reading facility for the learners
- Reference service
- Online Public Access Catalogue browsing facility
- Computer access for typing of dissertations and assignments for learners



- Internet access facility
- Printed journals and back volumes browsing facility
- E-journals (both open access and subscribed) access facility
- E- books (both open access and subscribed) access facility
- Reprographic service
- Lending service for faculty members
- Inter library loan service through DELNET for users
- Institutional membership service from British Council
- Safe drinking water service for users
- Cell phone and laptop charging option for users

LIBRARY HOURS:

Monday to Friday (10.00 AM to 05.30 PM)

TIMING FOR USERS' SERVICES: Monday to Friday: 11 AM to 5 P.M. Saturdays and Sundays (Only during PCPs and Practical classes): (11.00 AM to 05.00 PM)

PROCUREMENT OF LEARNING RESOURCES:

Procurement of learning resources constitutes the primary responsibility of library. It requires a systematic effort in building up the collection of resources. Procurement involves identifying, evaluating, selecting, process of approval, purchasing and accessioning, making it available to retrievable for users. Books, journals or an online database, any learning resource that is added to the library procurement has to go through a rigorous selection process. Wise selection as well as procurement in the library satisfies first, second and third law of library science.

First law: Books are for use.

Second Law: Every reader his book.

Third Law: Every Book its reader.

Procurement of Books

- ✓ Procurement of books, reports etc. is a routine and continuous process throughout the year.
- ✓ According to budget allocation resources are procured.
- ✓ Books are procured mostly by the Schools of NSOU. Books are at first ordered and received by the Schools of NSOU. After that those are received by the Library Department, NSOU for processing.
- ✓ Books and other reading materials are procured with the approval of Hon'ble Vice Chancellor on the basis of recommendations of Directors of Schools, Registrar, Finance Officer.
- ✓ All faculty indents are to be dully forwarded by Directors of respective departments/schools which are sent for approval to the Hon'ble Vice Chancellor by Library Department, NSOU.



- ✓ After receiving approval, purchase orders are issued by the Finance Officer towards purchasing books for Library Department, NSOU.
- ✓ Ordering of resources are done by print mode depending upon the convenience of the library with standard terms and conditions. Hardcopy of the order has to be received and duly signed by the vendors in case of online order.
- ✓ All the books which are purchased for Library Department, NSOU are kept in the Library Department, NSOU. Transactions of printed books are done from Library Department, NSOU and under the supervision of the dedicated technical library personnel, NSOU.

Empanelment of Vendors:

- ✓ Library purchase books etc. from the reputed and standard book suppliers empaneled in the approved list of library book vendors, on prevalent terms and conditions.
- ✓ A Panel of Vendors based on their performance like response to the order queries, speed of supply, adherence to the terms and conditions are prepared after a certain interval.
- ✓ A list of such vendors and the book suppliers are prepared and if they agree for the terms and conditions, is submitted to the authority for approval for the period of three years. List of empaneled vendors to be uploaded on library website.
- ✓ Reputed Publishers and their distributors in India need not require empanelment and orders may directly be placed with them on their terms of supply.
- ✓ Updating of vendor's panel from time to time based on their performance is a continuous activity.
- ✓ Vendors/Publisher/Distributors should supply books within specified discount and on time and have to honour the State Government norms in this respect.
- ✓ Condition of the book are checked and if not satisfactory are returned back to that particular vendor.
- ✓ A panel should have at least 4 four vendors and rotation of orders among them will be given, provided all of them give their consent for the "same L1 quotation".

Terms and conditions for Vendors:

Library, NSOU is strictly in adherence with the terms and conditions as laid down by Bank Rate, except for the discount part. However, some important points are as follows:

- ✓ Supply of publications at current catalogue price. If printed price is not found in a book then the price verification certificate has to be produced by the vendors, suppliers, publishers etc.
- ✓ Foreign exchange rates to be charged according to Bank Rate on the basis of the bill date.
- ✓ In case of books, a certain percentage of discount has to be given by vendor/supplier as mentioned in the terms & conditions accepted by vendors.



- ✓ In case of short/no discount titles (such as Central and State Government publications) or titles procured from abroad against specific orders or Indian publications, the supplier should follow the G.O. no.-862-Edn(U)/HED-12011(20)/6/2019-UNV SEC-Dept. of HE date 30.07.2019.
- ✓ In addition to the actual freight, clearance, bank and postal charges etc. may be given by the University on demand, provided the concerned supplier justify such demands to the satisfaction of the University authority.
- ✓ Supplier has to provide notes on the bill/invoice mentioning reasons for no discount.
- ✓ In case of online book purchase sometimes in exceptional case cash on delivery is necessary. In that case certain amount are to be kept for cash on delivery.
- ✓ Certificates on bills by Library (i) only latest editions have been supplied (ii) prices have been correctly charged in accordance with the publisher's latest catalogue are enclosed with the bill/invoice.
- ✓ Unless otherwise mentioned on the books, all bills to carry the price proof (like photocopy of publisher's catalogue, print out from publisher's online catalogue, distributors invoice of the vendor).
- ✓ The Purchase Order issued by Finance Department, are valid for only 120 days, unless otherwise mentioned.

Procurement Process:

Initiation of Acquisition:

- ✓ Receiving Recommendations through Indent Form / E-mail only with signature. Also with email request a hard copy has to be signed.
Finding out the exact details of the Title/s recommended.
- ✓ Duplicate Checking.
- ✓ Exact information in a requisition is preferred.
- ✓ Placed for Approval (Deputy Librarian/ In-charge Library).
- ✓ Preparing and Issuing Purchase Orders.
- ✓ Maintaining Purchase Order record.

Accessioning:

- ✓ Receiving Books from Suppliers/Vendors, in the Library Department, NSOU at Kalyani Campus.
- ✓ Cross checking with Purchase Orders.
- ✓ Accessioning: Enter the details of the Books and Invoices in Accession Register. Also incorporating the accession number in the bill beside the title of the book with red ink



- ✓ Assigning Accession Numbers to Titles in Library Management Software.
- ✓ Making necessary entries in Invoice/Bill and forward Invoice/ bill for further processing, maintain Bill record/file, etc. Also assigning original bill no, vendor ID and date on the last page of the book.
- ✓ Number of books accessioned will be recorded in the stock register.

Invoice Processing:

- ✓ Making necessary entries in Invoice/Bill Register.
- ✓ Foreign Exchange Rate Verification as per bank rate.
- ✓ Price Proof Verification for the Publication and for book on which price is not mentioned (Photocopy of the Publisher catalogue / Print out from the Publisher's Website / photocopy of the invoice received by the supplier from the distributor).
- ✓ The invoice raised by the supplier be processed and verified duly enclosing the relevant documents. The payment request is forwarded by Deputy Librarian/Library In-charge to the Finance & Accounts NSOU for payment.

TRANSFER OF BOOKS TO OTHER REGIONAL CENTRES:

- ✓ New books, purchased or gifted, are received at first by the Library Department, NSOU.
- ✓ Necessary accessioning, processing and data entry works are done by the Library Department, NSOU.
- ✓ Books as required by other Regional Centre Libraries of NSOU are transferred against a **Transfer Number** along with Accession Number incorporated in separate **Transfer Registers** reserved for respective Regional Centres (i.e. Durgapur and Jalpaiguri etc.). RC code are assigned as DGP for Durgapur and JPG for Jalpaiguri).
- ✓ Transaction record are signed both by the Library personnel and the Representative of the RC along with their designation and seal.

TECHNICAL PROCESSING OF THE BOOK:

Classifying involves preparation of Call no.:

- ✓ Inserting Call no means incorporating class no + book no. for providing unique identity of a book
- ✓ Classify Books/Thesis/Dissertations as per the Dewey Decimal Classification (DDC) schedule.
- ✓ Assign Cutter Numbers/Book Marc no.
- ✓ Write the Class No, Cutter No/Book Marc no. and Collation on the back of title page.
- ✓ Introduce Barcode system.

Cataloguing:

- ✓ Bibliographic details of each book is entered into Cataloguing module database according to AACR2 Standards, Resource Description Framework.
- ✓ Assigning Keywords: Minimum three keywords are assigned to each title.



- ✓ Data validation: Regular editing of various access points in the database like Author, Title, Class No, etc.

Processing Books:

- ✓ Stamping – Library Stamp to be put on the back of Title page, on Secret page and on the Last page.
- ✓ Pasting bar Codes on the Spine of the book, title page, and last page, laminate it with transparent plastic tape. (1.5/2inch)
- ✓ Completely ready selected new books are displayed on the new arrivals display rack for 15 days.
- ✓ Once display date is over, these books may be sent to Reference Section or Reserve Shelf as per requirement. Information about new arrivals may be uploaded on library website.
- ✓ **Resources Generated by NSOU like Dissertation/Thesis/Reports and the Books received as Gift:**
- ✓ These items to be treated same as purchased books towards procuring, processing, etc.

Processing of Gratis and Exchange Reading Materials:

- ✓ The documents relevant to the scope of the NSOU training and research activities are added in the collection.
- ✓ Gratis are accepted from NSOU faculty in such situation that the same is not available with NSOU and relevant to the subject area. Library has right to accept and/or to reject the Gratis, depending of circumstances.
- ✓ There is a proper record in the form of accession register of gratis items.

Processing of Non-Book Materials:

A small collection of Non-Book Materials such as CD-ROMs, Audio-Video Cassettes, etc. are procured in the Library Department, NSOU. A separate record in the form of accession register is maintained in the library.

Processing of E-Resources:

E- journals, E -books, E - databases, (including archival) etc., are the resources available in electronic form and one can have virtual access to these after showing membership card.

CIRCULATION OF RESOURCES:

Membership-

Various kinds of users are member of the library. University authority, Directors, faculty members, officers, all support personnel, learners, research scholars are by default member of the Library Department, NSOU.

- ✓ In present infrastructure the books and journals which are available in NSOU Library Department are having unique book titles and there are few copies.
- ✓ An arrangement of the reading facility has been done at the seven study corners. In such situation students are encouraged to access open access digital e- books and e-journals. The sites of academic initiatives for e-book digital library may be informed time to time.
- ✓ Lending of library resources of the University Library is restricted to the faculty members and



academic support personnel of the University.

- ✓ Learners may access the library. They are eligible for getting reading and reference service only. Learners have to fill up a **membership registration form** available from the library office and submit it to the office in any working day. A **membership card (not transferable)** is provided to the learner.
- ✓ Access to the library without card is not acceptable.
- ✓ All eligible users as stated above have to fill up a **membership registration form** available from the library office and submit it to the office in any working day. A **membership card (not transferable)** will be provided to the user for borrowing documents from the library. **All members will have to visit the library personally to get a book on loan facility. Members have to sign the library book issue register for book loan.**
- ✓ The books which are not technically processed will not be issued to the members for the purpose of lending out of the premises of the library. Those books will be provided to the user for reading and reference purpose with in the library premises.

Loan period and entitlement of issue

Category	Maximum documents allowed	Loan period(for each documents)	Issue will be done against
Faculty	10	90 days	Member ID card
Academic Support Personnel	4	90days	Member ID card
Officers	4	90 days	Member ID card
Research Scholar/ Assistant	2	30	Member ID card

Restricted categories of documents to be used with in the library premises:

Conventional Reference books, periodicals (loose or bound volumes), rare books, theses & dissertation papers CDs etc. not to be lent out generally. However, photocopies of such materials can be done available within the library depends on copyright restrictions. CDs are to be browsed within the library.

Loss of library cards:

The loss of library card(s) should be reported immediately in writing along with a copy of the FIR lodged to the local police station to the Librarian/ library in- charge. To enable such members to continue the membership, duplicate library card(s) may be issued.

Overdue charges

- ✓ The overdue charge for late return of books would be counted.
- ✓ In case of books which are not returned / renewed within the due date of return, a fine of INR 5.0 for every seven days may be imposed after the due date.

Reservation of books:

A member may reserve a book which may be issued to any other member on loan. If the member, who has requisitioned for reservation, fails to collect the reserved book within two days after returning it, such book will be declared as unreserved and may be issued to other members.



Loss of Book(s)

- ✓ In case of loss of book(s) the borrower shall have to return the same copy if available, if not latest ed. available in the market, otherwise he/she has to return photocopy if available anywhere, failing which, cost will be realized as under:

Indian Book: Cost price plus 100% of the cost price as fine.

Foreign Book: Cost price converted into Indian currency with current conversion rate plus 100% of the cost price as fine.

STOCK VERIFICATION AND PROCEDURE TO WITHDRAW BOOKS:

Stock Verification: At present library is following the guide lines of Rule 215 of General Financial Rule 2017 of Government of India for stock verification of books. Physical verification of the library stocks has to be carried out to identify the losses, identifying misplaced documents, identifying documents that need repair, etc. Depending upon the size of the library following periodicity is fixed:

Size of Library	Periodicity
Up to 20,000 volumes including journal back volumes	100% physical verification every year
Above 20,000 and up to 50,000 volumes including the journal back volumes	100% physical verification at 3 year intervals
Above 50,000 volumes including the journal back volumes	Sample physical verification at intervals of not more than three years should be done. In case such a verification reveals unusual or unreasonable shortages, complete verification shall be done

The sample can be of random generation of numbers. The verification will be carried out by members consisting as designated by the Authority.

PROCEDURE FOR WRITE-OFF:

- ✓ List the documents not found during stock verification, along with price and total estimation of loss.
- ✓ A final list of documents not found to be compiled.
- ✓ Compare with the list of earlier stock verification to identify common entries
- ✓ Compare losses with borrowing/ consulting / photocopying statistics
- ✓ NSOU Authority may be informed and necessary direction in this matter to be obtained.
- ✓ Necessary entries to be done in the accession register, write-off register, assets register, etc.
Finally the file will be Closed.

GENERAL PROCEDURES FOR LIBRARY USE:

NSOU Library Department provided open access to shelves the users

- ✓ Every user must sign the Register available at the entrance. Personal reading materials must be shown to the security guard while entering and exiting from the Library.
- ✓ All the users entering the Library shall keep their bags and other belongings at the entrance.



- ✓ User are requested not to leave any valuables at the Check Point. Library is not responsible for any loss of personal belongings.
- ✓ All files, books and notebooks must be presented to the checkpoint for inspection while leaving the Library. Library does not permit any exception in the observance of this rule
- ✓ Library Identity Card/Identity proof is compulsory for getting access to the library.
- ✓ At the time of borrowing a book either for use in the library or for use at home every borrower is expected to examine it carefully and bring to the notice of library personnel in case of mutilation, defacement or damage which if detected subsequently will be attributed to the person to whom the book was issued last and he/she will be held responsible for such damage, defacement or mutilation.
- ✓ Books removed from the shelves by users, should be kept on the book trolley or on table nearest to them after use. Users will be requested not to put the books back in the shelves.
- ✓ Every member shall be responsible for the safe custody of library book borrowed by him/her for study in the library or for use at home.
- ✓ Books/journals/theses issued for use in the reading room shall not be taken out of the library.
- ✓ Maximum three (3) items are allowed to consult at a time simultaneously at Reading rooms. Library reading card must be submitted to the library personnel at the time of using library materials at reading rooms.
- ✓ Readers should not deface, mark, cut, mutilate or damage library resources in any manner.
- ✓ In case of mutilation, damage, defacement or loss of library books, the Librarian may place the matter for final decision of the Library Committee, and may permanently or partially suspend the library privileges otherwise available to the person who is held responsible for the offense.
- ✓ If anyone is found doing any malpractice, he/she will be charged the full replacement cost of the resource as per rule and such other action as may be deemed fit by the authority.
- ✓ Books Borrowed are to be protected from RAIN, DUST, INSECT, etc.
- ✓ Users are requested not to give books borrowed from library to others on their names.
- ✓ All users are requested to keep their mobiles in silent mode in the Library. To receive a call he/she must go outside the reading room.
- ✓ Students are allowed to use Online facilities through computers at the NSOU library. But online searching must be restricted to academic sites only (e.g. University sites, online journals, online catalogues, e-books sites, IDRs or any other academic resources) Laptops may be allowed with prior permission of the authority.
- ✓ Beverages and Eatables are not allowed inside the library. Talking loudly, sleeping, smoking and loitering are not allowed in the Library.
- ✓ No visitor or guest is permitted to use the Library without the prior permission of the Library authority. He/ She is required to produce a proper introduction letter from the concerned Institution/Organization to which he/she is attached.
- ✓ No photograph of the Library shall be taken without the prior permission of the Library authority.
- ✓ Library reserves the right to call back any issued book/item at any time.
- ✓ All library books, periodicals, etc. are to be returned to the library counter at least 30 minutes earlier than the scheduled time of the closing of the Section.

LIBRARY CLEARANCE:

Every Faculty members, and other NSOU personnel have to take a Library clearance certificate at the time of leaving the University (for before Retirement, Resignation, On Lien or any other cause). For the purpose, the member have to apply to the Dy. Librarian or In-Charge. After examining the library issue records and being confirmed that the member have not retained any library document(s) with him/her, a Library clearance certificate in proper format will be issued. It will take maximum one working day in general course of action.

