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# **LIBA LIBRARY OPERATING POLICIES AND PROCEDURES**

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**LOYOLA INSTITUTE OF BUSINESS ADMINISTRATION  
CHENNAI  
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## **1. Introduction**

The library at LIBA was established in 1979, and the same year the business school came into existence. Since then the library has grown from strength to strength as an integral part of this business school. Library is challenged to maintain its services to high standards, in all areas of Management. LIBA Library is well located in an area of 386.27 square meters with a seating capacity of 100 users.

LIBA's library is already known as one of the best of its kind in the country and boasts of a large number of top-class management books, e-resources i.e Online Databases – ProQuest – ABI INFORM Complete / Entrepreneurship / Ebrary, ClaOnline, Sage Journals, NDL of India, LearnersLibrary.com, Harvard Business, and Intranet databases by CMIE –Prowess and Industry outlook

The space and the air-conditioned reading room is accommodated in a computerized and Wi-Fi enabled building. The library is equipped to support not only faculty and the students, but also researchers and scholars. LIBA Library provides an excellent ambience for self-study and research.

## **2. Mission**

To support teaching, learning and research with state of the art information that complements, education, reflective thinking and development of thought using contemporary knowledge in the relevant field.

## **3. Vision**

To promote a knowledge enriched learning community, which is committed to support the development and empowerment of the communities we serve with integrity.

## **4. Purpose of policy**

This policy sets out the principles which guide the development of a quality Library collection that meets the information needs of a dynamic community. The policy will ensure that the quality of the collection is maintained through consistency in selection and de-selection processes and a process of continuous evaluation.

## **5. Clients**

The Library provides collection access to the following client groups:

- Students
- Faculty and staff
- Research scholars
- Alumni



## 6. Scope of the collection

The Library collection holds resources designed to support the learning, teaching and research needs of the Institute. Resources are provided in a variety of formats including:

- Books and other hard-copy printed materials
- Serials (i.e. journals, periodicals or newspapers in both electronic or hard-copy format)
- Databases (electronic collections containing bibliographic citations and/or full-text items)
- Multimedia material (including CDs, DVDs,)

## 7. Budgeting Policy and Procedures

### 7.1 Budgeting Policy

**Rationale: A realistic budget is required for an institution to maintain adequate resources for its curriculum.**

- The budget must relate to the management level strategy of developing and implementing programs within the library which promote student wellbeing, motivation and connectedness
- The budget for the library should help students to become life-long learners
- The budget for the library should assist student in their abilities to become independent learners

**Policy Statement:**

- We need to keep up with quantitative standards
- Collection maintenance
- Collection development
- Recurrent resource costs
- Capital expenditure

### 7.2 Budgeting Procedures

**Preparation**

#### 7.2.1 Collection Maintenance

- Keeping the collection at its present size
- Necessary to replace 10% of the collection annually

#### 7.2.2 Collection Development

- Extending the collection towards a target size that is determined by the library team
- Priority given to curriculum initiatives
- Priority given to the updating of various sections of the collection
- Patrons demands are considered
- Institutions profile must be considered, especially with the ever changing ethnic and socio-economic backgrounds of the students



### **7.2.3 Consumables**

- Processing resources such as barcode labels, date due slips etc
- Peripherals such as DVDs, CDs, batteries etc
- Promotional activities such as display materials etc

### **7.2.4 Maintenance**

- Autolib Software
- Barcode Printers
- Audiovisual Hardware

### **7.2.5 Subscriptions / Memberships**

- Journals
- Associations

### **7.2.6 Professional Development**

- Up-to-date meetings
- Demo of Databases

### **7.2.7 Capital Expenditure**

- Collection development beyond foundation collection
- Shelving
- Furniture
- Equipment
- Computer Hardware
- Binding books / Journals

## **8. Purchasing policy**

This ensures that the library is equipped with the requisite resources in these areas:

- Hard copies of Books, Journals and Periodicals
- Requisite digital and online resources as and when needed.
- Audio-Visual aids

### **8.1 Sources of purchase**

- Online search
- Faculty suggestions
- Book reviews
- Direct contact with publishers on new arrivals
- Compared, improved with best libraries
- Advertisement in magazines / newspaper
- Study – visit other libraries

### **8.2 Selection Criteria**

Library collection Development Guidelines are used in the selection of resources. The following criteria are considered when purchasing Library resources:

- Relevance of content
- Quality of content



- Suitability for the defined client group
- Demand – copies of prescribed texts and required readings as identified by course coordinators are purchased. Multiple copies of prescribed texts and required readings may be purchased to meet the needs of courses taught.
- Currency of content
- Format – a variety of formats may be purchased according to learning, teaching and research needs. Electronic is the preferred format for serials and high use titles.
- Adequacy of current holdings in the subject area
- Availability of resources
- Cost
- Space and storage issues
- Accreditation requirements

### 8.3 Responsibility for Selection

The responsibility for selecting library materials rests with the Head Librarian (although actual selection is a collaborative effort), operating within the framework of policies and objectives determined by the institution head.

### 8.4 Maintenance of Collection

**Duplication-** The library will avoid, for the most part, duplication of titles. If demand is heavy, a duplicate copy will be purchased if necessary. The extent of duplications determined by need, budget, and proximity of other collections.

In the case where multiple copies of a title are needed, will be purchased as per the request of the faculty.

**Replacement-** The library will not automatically replace all books withdrawn because of loss, damage, or wear. The need for replacement will depend upon demand for a specific title and the extent of adequate coverage in the particular subject area.

### 8.5 Book purchasing procedure

- Benchmarking and communication with libraries and portals of premier institutions govern the purchasing philosophy of the library.
- The faculty and students recommend books and other publications for purchase.
- The library committee consists of faculty who evince keen interest in the requisitions placed and review recommendations for purchases as and when needed.
- The library would then check for duplication and place the list of recommended books before the library committee for review. Few urgent requirements of books forwarded by the chairpersons are processed
- On the recommendation of the faculty the library may purchase multiple copies of only those books which are found to be in great demand but not more than 5 copies of any book are procured
- The library places orders with well recognized vendors. Economical discounts in the range of 20-25% on the printed or published price is obtained from the vendors.
- Online purchases are resorted to in the event



- Online ordering of books for imported titles not available with our regular suppliers. Online stores like amazon.in, flipkart.com, Bookswagon.com etc are processed for quick supply and huge discounts.

#### **Format**

- The library will purchase print copies for core text and distributes it to students free of cost, as suggested by the faculty. For Essential and Recommended texts, the Library will also purchase a specified number of print textbooks.
- The Library will acquire e-books, if required that allow multi-user access across the institution.

### **9. Bill Processing**

Once the books are received in the library along with the bills, the price of each book and the discount rates are verified by the concerned staff responsible for entry in the accession register. Entry for each book is made in the register which has all the relevant details of a book like its price, publisher, vendor, year of publication, date of entry, title of the book and author etc. Then the bills are processed for payment with the accession numbers entered against each item. Every third month the bills are submitted in the finance department after the Dean's approval for payment.

### **10. Lending of Books / Journals / Kindle /Projects / Cd, DVD**

#### **10.1 Issue of books**

- Unless otherwise mentioned, books are issued for a period of 15 days. Before the due date, the students can renew the permission to retain the book for another 15 days.
- However, if a book which has been issued to a student, is urgently required, the library May call back the same from the student.
- Books must be returned on or before the due date, so that fellow students also have access to these books.
- If a book is not returned on the due date, the borrower will have to pay an overdue charge at the rate of Rs10/- per day.
- The overdue charges will be collected at the time of returning the book. The ID card will be returned only after the student pays the overdue charges.
- Repeated failure to return the books on time may lead to cancellation of the library facility.
- Before borrowing a book, the student should make sure that the book is in good condition.
- Mutilation of books, including underlining the books with pen or pencil, dog-earing of pages, or removal of pages etc. is strictly prohibited. Students indulging in such practices, will be asked to replace the book and pay a fine of Rs.250/-.
- In case a book is lost by the student, the Chief Librarian's should be informed of the Loss immediately in writing. If the book cannot be traced within two weeks, the borrower will be asked to pay the cost of the book.



- If the lost book forms a part of a set or a series, the borrower will be charged for the replacement of the entire set. No appeal for any concession will be entertained.

#### **10.2 Issue of Reference shelf books**

- Reference shelf books are to be used in the library itself.
- Certain books that are much in demand will be placed on the Reference shelf.

#### **10.3 Issue of Reserved shelf book**

- Reserved shelf books will be issued for overnight use at 6:00 p.m. on the condition that they will be returned before 9:30 a.m. the next day morning. An overdue charge at the rate of Rs.50/- per hour will be imposed for the late return of such books. If a student fails to return reserved books on time repeatedly he / she will not be given any such books for overnight reading thereafter.
- No student will be allowed to borrow more than one reserved book on any day.
- Students can reserve a reserved shelf book for overnight reading anytime.

#### **10.4 Issue of journal / magazine**

- Journals / magazines on the display rack (latest issue received) are to be read in the library
- Back issue of a journal/magazine is issued for a period of 2 days.
- Only one journal/magazine will be issued at a time.
- If a journal / magazine which has been issued to a student is urgently required, the library may call back the same from the student.
- If a journal/ magazine not returned on the due date, the borrower will have to pay an Overdue charge at the rate of Rs.2/- per day for the first five days and thereafter Rs.10/- per day.

#### **10.5 Issue of CD /DVD**

- CD /DVD to be browsed in the library.

#### **10.6 Projects**

- Projects reports are to be used in the library.
- Photocopying the project is strictly prohibited.
- At the time of borrowing projects reports, the student has to surrender his / her ID card at the counter. After returning the same, the ID card can be claimed.

#### **10.7 Access to Other libraries ( British Council /American Library)**

- British Council/American Library cards are issued for a period of 3 days. Before the, due date, the student can renew the permission to retain the card for another 2 days.
- If the card is not returned on the due date, the borrower will have to pay an overdue charge at the rate of Rs.50/- per day.





- In case the card is lost by the student, the librarian should be informed of the loss immediately in writing: If the card cannot be traced within two weeks, the borrower will be asked to bear the charges imposed by the library concerned.

### 10.8 **KINDLE e-book Usage policy**

**Kindle e-book Reader** encourages and supports paperless reading. Presently five E-Book Readers, Kindle Paper White are available. Books are purchased through Amazon for Kindle Reader in some instances. Textbooks are also downloaded and made available through Kindle.

**Eligibility:**

To be used in the library

**Location:**

Kindle e-book Reader is placed on the stand next to the Counter.

**Loan Rules – Only for the faculty**

- Loan Period: 15 days
- Renewal: Once
- Restriction: 1 Kindle per borrower

### 10.9 **Reservation Policy**

The faculty can reserve the item/s which are issued to others. Whenever the item/s is/are returned, the user will be informed.

They can also reserve the book/s which are available in the library. In such cases, the staff will collect the book/s from the stack area and keep it at the circulation counter. The same will be conveyed to the faculty.

In both the cases, the reserved items should be collected within 2 days, else the reservation will stand cancelled and the item will be issued to other immediate member.

Reserve/Hold the book/s through the online catalogue, using "RESERVE" option.

### 10.10 **Borrowing Privileges**

**Faculty Full Time / Part Time**

Item Type	Check out Limit	Loan Period (Days)	Fine per Day (INR)	Renewal Allowed
Books	20 / 10	30	-	30
CDs / DVDs	10 / 05	10 / 02	-	-
Reference	Unlimited	-	-	-
Journals	05 / 03	07 / 07	-	-
Kindle e-book reader	1	-	-	-



### Students FT / PT

Category / Patron	Check out Limit	Loan Period (Days)	Fine per day ( INR)	Renewal Allowed
FT / PT	3	15	10	3
One Year Executive Diploma	3	15	10	3
PHD	5	15	-	3
MDC	2	10	10	3
ALUMNI	3	15	-	3

## 11. Research Assistance Service

Reference and Research Assistance Service is dedicated to assist faculty and students of LIBA for their information and research.

Dedicated library professional staff are available between 7.30 a.m. and 10.00 p.m. The staff assists the users in addressing their information requirements. The requirements may include help in identifying the appropriate database for research assignments or classwork, customized orientation of specific databases, mining data, case studies, etc.

The services provided include

- An article/book
- Assistance on using library databases
- Company information and financial data
- Industry information
- Market reports
- Case studies for classroom discussion

In addition users can contact the circulation counter for information or assistance.

### 11.1 Research Support Tools

- **ProQuest** – One of our most heavily used databases – covers journal articles, company profiles, industry surveys, market research reports. The best place to start most searches.
- **Ebrary** – World’s best e-book platform , access to over 15000 e-books
- **Harvard Business Review Online**- with archives since inception
- **ClaOnline** Corporate Law Advisor Online Library on Corporate , SEBI and Business Laws
- **Sage Journals** - We also have subscription to few best **journals from Sage**. which has complimentary access back to 1999 till date. (16 Nos)
- **NDL (National Digital Library) of India** Sponsored by MHRD and coordinated by IIT Kharagpur
- **LearnersLibrary.com** from Mulgrave, Australia



- **Intranet Databases by CMIE** (Centre for Monitoring Indian Economy)
- **Prowess** - database of the financial data of 35000 Indian companies.
- **Industry Outlook** a powerful package, which represents reliable, regular and comprehensive analysis of a wide range of sectors of Indian Industry. This service covers around 200 industries.
- **Kindle e-readers** ( 5 Nos)
- **OPAC** ( on-line public access catalogue)

## 12. Fine and Lost Book Policy

Students are responsible for the books they check-out from the Library. If a book is lost, damaged or stolen the student will be responsible for paying the full replacement cost of the book. The student will not be allowed to check-out any more books until the replacement cost has been paid in full.

The Library is not responsible for notifying borrowers that materials are overdue. Email notices for overdue, lost materials, and recalled materials are sent as a courtesy.

If you think that the library has made an error that resulted in a financial charge, or if you have a unique situation or extenuating circumstances that made it difficult to return or renew Library materials on time, please contact the librarian to appeal your charges. Charges may then be upheld, reduced, or waived. The following reasons are NOT generally regarded as valid for cancelling or reducing charges:

- Forgetting or not knowing due dates, amount of fines.
- Disagreeing with fee structure or Library policy
- Loaning the item to a third party, or checking material out on their behalf
- Being too busy or out of town
- Claiming that your need was greater than that of another patron's, or that you were not done with an item
- Not receiving or not reading courtesy notices, overdue notices, or other library communications sent to your email address.
- Transportation problems
- Financial problems

If a borrower believes that they have returned material that is being billed as overdue or lost, they should inform the main Circulation Desk. Library staff will search for the material twice or more, but the material will remain on the borrower's record until it has been located. If the material is found within the library by library staff, the item (and all charges) will be removed from the borrower's record. If the material is not found in the library, the borrower will be responsible for the replacement charge. A borrower may return an item owned by the Library which has been declared "Lost" within one year of its being lost and billed. The item will be returned back to the borrower after removing the barcode and the date due slip. All late fees and lost or damaged book charges are charged only to the borrower.



### 13. Procedure of Conducting Library Stock Verification

As per general rules and practices, physical verification of library stock is generally undertaken once in year for library not having more than 20000 volumes. If the Library having more then 20 000 to 50,000 volumes once in 3 year and sample physical verification at intervals of not more than three years should be done in case of libraries having more than fifty thousand volumes

#### **Stock Verification**

The collection comprises of books, e–books, Journals / periodicals, project reports, company annual reports, contemporary reports, bound volumes, survey reports, cd/DVD collection, Audio Visual collection, online Journal Database etc. With a total collection of 35,000+ , the library is serving the teaching, learning and research activity of faculty, student , researchers and staff members.

This automated library using Autolib Software, also includes barcode labeling for the entire physical collection. This automation has greatly reduced the duplication of work in administration and further it is more cost effective in terms of man power, time and level of accuracy. The library has been doing its house-keeping activities like the acquisitions, circulation and cataloguing through Autolib Software. In this policy we intend to share our experience in undertaking annual stock verification process through this software.

The stock verification module in Autolib is equipped with following features:

- Supports entry of records into inventory module through barcode.
- Supports loading of inventory data into the system for comparison against the database and the transaction files to identify missing items.
- Produce reports of missing items
- Supports the ability to calculate the overall value of the collection.
- Supports the production of annual reports on the tiles, collection value, listing of materials lost
- Generates list of withdrawn items during a given period of time.
- Supports the reporting of total titles, total volumes in a particular collection.

Further, the report generation module is well structured and supports the exporting of results to MS Excel. The software generates the reports on various resources, which are on shelf, checked out, lost / issued / transferred. Apart from the above said reports following are some of the additional reports produced by Autolib, which are considered for collection evaluation and collection development decisions:

- Reports pertaining to patron usage statistics, items checked out, items checked in and items renewed.
- Statistics on library transactions and processes, including library usage, missing list, withdrawn list etc.
- The software links each report with the data at the time of the report generation.

#### **Stock verification using Autolib Software**



Library conducts the stock verification annually, during the end of the academic year i.e during April. The stock verification is carried out using the Barcode scanner. The report helps us in the following

- The report of the stock verification works acted as the base or guideline for qualitative improvements in collection building.
- The report provides the strength and weakness of the collection. Further it draws our attention towards the less focused collection for which the demand is noticed. This naturally helps in collection development on the identified area.
- The collection evaluation process helps us to discover the less used, unused and outdated collection. This will greatly help in preparing the weeding-out list.
- Through stock verification a comprehensive listing of the library is done. It helps in presenting the collection statistics of the library.
- The mis-shelved and misplaced documents are identified and rectified during the collection evaluation process.
- The stock verification process supports the bindery preparation exercises.

The stock verification report of the collection development activities presented before the library committee. The loss or the missing of documents was supported by the problems to have strict vigilance. The approved stock verification report with permission to withdrawal of written-off items for which remarks are made in the database and disposal of damaged documents are taken out and sent to other libraries.

## 14. Weeding Policy

Weeding is an essential, continuing library practice in which materials are removed permanently from the Library's collections. Book withdrawal is an important aspect of collection development. When library books lose the value for which they were originally selected, they should be withdrawn so that the collection remains vital and useful. The withdrawal of books is based on the following guidelines:

### 14.1 Criteria for weeding

Library materials of all types (which include, books, journals, dvd's ) may be candidates for weeding if they meet any of the following criteria.

- **Currency**  
The content of library materials should be accurate and up to date. Materials that are superseded by newer, revised, or updated editions may be weeded.
- **Usage**  
Low or no usage may be a factor in weeding decisions. Library personnel may consult circulation statistics or other reports to determine viable candidates for weeding.
- **Physical Condition**  
Materials that are badly deteriorated or damaged and beyond reasonable preservation efforts will be weeded.
- **Duplicates**  
Because of space limitations the library may weed duplicate copies of library



materials. Library staff will take into consideration the need to have more than one copy of a title on hand, especially for materials that are heavily used.

- **Completeness**  
Materials that are part of a multi-volume set of which the library does not have all volumes may be weeded.
- **Uniqueness**  
The library will not weed materials that are considered unique.
- **Format Obsolescence**  
Materials in obsolete formats may be weeded if the content is available elsewhere or if the material is in poor condition.

#### **14.2 Disposition of Withdrawn Materials:**

All materials withdrawn from the collection should be stamped as "discarded" or "withdrawn."

The Librarian in agreement with the library committee will make the final decisions regarding the disposition of materials withdrawn from the collection.

Recommended disposition of discarded materials are donated to other Jesuit institutions.

#### **14.3 Mending and rebinding-**

Keeping library materials in good, useable condition is essential. A decision is made on each worn book - whether to mend it, rebind it, replace it, or withdraw it. The following criteria are used in making such decisions.

- Condition of the book
- Validity of the book's contents
- Demand
- Cost

Any rare book or irreplaceable item, are used only in the library to ensure against their Loss and / or mutilation.

### **15. Reprographic facility**

A photocopy machine available in the library all the times for use for the faculty and library staff.

- Charges for photocopying is Re 1/-per copy. Payment is made directly to library staff when the copying is complete.
- The Library accepts cash for photocopies.
- The Library is not responsible for bad photocopies.
- For machine errors, such as lines and toner defects, the Library will provide a replacement copy.
- Library staff operates the photocopying machine.



## 16. Skills, Knowledge, Abilities of Library staff

The successful staff member at LIBA Library shall possess the following attributes:

- Knowledge of and commitment to excellent customer service.
- Ability to work effectively despite frequent interruptions.
- Ability to maintain composure while handling customer complaints.
- Good interpersonal and communication skills, in person, by phone, and on-line.
- Skilled at working cooperatively and collaboratively with customers and staff to achieve results.
- Knowledge of the library's services and materials, including the Dewey Decimal.
- Ability to learn, implement, and communicate library policies and procedures.
- Ability to understand and follow oral and written instructions.
- Ability to master the library's online catalog and automated circulation system.
- Ability to see, read and understand catalog records and to apply the information they contain.
- Ability to use the computer to carry out daily responsibilities.
- Ability to operate and perform routine maintenance on equipment including the telephone, Barcode machine, copier printer, scanner and other equipment.
- Able to accurately make change and receipt income.
- Flexible, adaptable, and able to flourish in a changing environment.
- Dependable, motivated self-starter able to work a flexible schedule, including evenings and weekends.

## 17. Technology Policies

- Systems Usage
- Free Wi-Fi access
- Online Public Access Catalogue
- Access to Online databases
- Library Website
- Social Networking through Moodle Software

### Services for Faculty / Students / Researchers

#### Research Help

Help needed regarding project / research work viz, secondary data can be obtained by sending an email: [librarian@liba.edu](mailto:librarian@liba.edu)

#### RemoteXS Facility

This facility enables users (faculties and students) to access library online resources when they are off campus.

#### Purchase / Subscription Request

- Book/s: Want to suggest new book/s to the library, drop an e-mail at [librarian@liba.edu](mailto:librarian@liba.edu)
- Journal/s: drop an email at [librarian@liba.edu](mailto:librarian@liba.edu)
- Database: drop an email at [librarian@liba.edu](mailto:librarian@liba.edu)



## **18. Copyright and Plagiarism**

All the online resources, CD / DVD accessible from LIBA Library are copyrighted works. Hence, copying, publishing, disseminating, displaying, performing or playing without permission of the copyright holder except in accordance with fair use of licensed agreement is not allowed. The library reserves the right to take appropriate action, including terminating membership of users who are found to have infringed the copyright.

## **19. Licensing Restrictions**

Electronic resources listed on the LIBA Library website are restricted by license agreement. They should be used only for the purpose of research, teaching, and private study. Commercial use, systematic downloading, copying or distributing of information is prohibited. The users are requested to strictly comply with these terms.





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