

DEPARTMENTAL PROCEDURES LIBRARY (QP 05)

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Copy Holder : MR



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List of Abbreviations

Abbreviation	Expansion
AC	Academic
AMC	Annual Maintenance Contract
CEC	Continuing Education Cell
DTE	Director of Technical Education
DP	Departmental Procedures
ECE	Electronics and Communication Engineering
EEE	Electrical and Electronics Engineering
HODs	Heads of the Department
HR	Human resource
i/ c	In charge
ISO	International Organization for Standardisation
JIT	Jansons Institute of Technology
max	Maximum
MN	Maintenance
Nos	Numbers
PR	Purchase
QM	Quality Manual
QS	Quality System
Rev	Revision
ST	Stores
TC	Transfer Certificate
UPS	Un-interrupted Power Supply



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List of Controlled Copy Holders

Copy No:	Copy Holder
01	MR
Soft copy available in PDF format with write and print protected except for forms in https://sites.google.com/a/jit.ac.in/qms for HoDs and the Process Heads.	

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	LIBRARY	

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1.0 PURPOSE

To ensure relevant books, journals, CD-ROMs, audio and video cassettes are made available to students, faculty/staff for their reference and usage.

2.0 REFERENCE

- a) ISO 9001:2015 Clauses 5, 6, 7,8, 9 & 10
- b) Apex Manual AM05, AM06, AM07,AM08, AM09 & AM10
- c) Quality Procedure QP03, QP04

3.0 RESPONSIBILITY

3.1 OVERALL RESPONSIBILITY: Librarian

3.2 INDIVIDUAL RESPONSIBILITIES AND AUTHORITIES:

The responsibilities and authorities of different roles related to Library Process are given below:

Role	Responsibilities and Authorities
Principal	<ul style="list-style-type: none"> • Refer AM05
HODs	<ul style="list-style-type: none"> • Authorization of requisition for procurement of Books / subscription of periodicals before submitting to Principal for approval
Faculty members	<ul style="list-style-type: none"> • Identification of book requirements and forwarding the requisition to Library with the approval of HODs and Principal • Identification journal subscription requirements and submission of journal recommendation form with the due approval of HODs and Principal
Department Library i/c	<ul style="list-style-type: none"> • Collection of the books requirements from the faculty members and forwarding the same to Library with the approval of HODs
Librarian	<ul style="list-style-type: none"> • Consolidation of the book requirements received from different faculty members/ departments • Ensuring availability of the books requested for with the suppliers • Identification of alternate books from the faculty members / HODs (if the requested books are not available with the suppliers) • Collection of quotations from book suppliers and submitting the requirements (including budget requirements) to Principal for approval • Placement of Purchase orders on approval of the quotation and budget requirements • Follow up with the suppliers for timely receipt of the books against orders placed • Ensure that purchase of books are within the budget allotted • Collection of subscription fee for the subscription of journals (for renewal as well as new subscriptions identified) • Submission of request for renewal of subscription of journals prior to the expiry of the existing subscription period (by December of every year) • Arranging for payment of subscription fee for the publishers of Journals through Institute office

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Librarian	<ul style="list-style-type: none"> • Taking actions to subscribe e-journals (in the name of the students when requests are received) • Receipt of Books and arranging for inspection of books on receipt • Identification of books to be kept under “for reference” • Arranging annual stock verification of library books and taking actions against loss of books as approved by the Principal • Follow up with the publisher / supplier against missing volumes of periodicals • Issue of specimen copy received from suppliers to the respective departments for including in the department library stock
Asst. Librarian	<ul style="list-style-type: none"> • Maintenance of books and periodicals • Issue of Books/Periodicals/CDs to students and faculty • Update of records against issue and receipt • Providing identification for books and periodicals • Collection of fine against late receipt and remitting the fine collected to Institute office (accounts) • Maintain accounts of the fine collected and remitted with the accounts
Library Asst.	<ul style="list-style-type: none"> • Arranging the books at the respective locations • Helping students to identify books • Assist both Librarian and Asst. Librarian for the receipt and issue of books • Day to day responsibilities assigned by Librarian or Asst. Librarian


4.0 DESCRIPTION:

4.1 OBJECTIVES AND TARGETS:

Following objectives are defined to monitor the Library process performance:

Objective	Target (2015-16)	Monitoring frequency	Method of monitoring
Increasing the number of Book Volumes	Min 200 Volumes	Once in 6 months	Bar chart
Increasing journal subscription	a) Min 11 National Journals and 6 Internal journals per departments offering both UG and PG Programs & b) Min 6 National Journals and 6 International Journals for departments offering UG Programs (and Min 6 National Journals for S&H)	Once in 6 months	Bar chart (Department wise)

These objectives are individually monitored through QA08 indicating actions planned to achieve the target defined as well as results of monitoring and actions against deviations from the target if any.

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4.2 Library process:

The process module related to library process detailing the input, output, interaction, monitoring requirements and resource required are given in QP05A and risk assessment of the library process is given in **QP05B**.

4.3 Purchase of Books and Journals:

4.3.1 Purchase of Books:

a. According to the approved annual budget, the books & journals are purchased/ subscribed as detailed below.


b. The details of the books required are identified by the faculty members based on the subject allocation before the commencement of each semester (based on the Text books & Reference books included in the Syllabus for increasing the no of copies available in the Central Library [for text books the general guideline followed on the number of copies is @ min 5 copies of the books per section] or Department Library, based on the electives planned for offering, based on introduction of Course [due to syllabus revision] or new Program, Other Books of relevance for the subjects being offered or projects being handled through **LB01** and submitted to the Librarian (after verification by dept. Library i/c) with the approval of HODs and Principal.

c. The requirements received from various departments are consolidated and availability of the books is confirmed with the approved suppliers. Books which are not readily available is consolidated and forwarded to the respective HODs as per **LB02** (requesting them to suggest alternate books if any can meet the requirements). In case alternate books are identified, the same is informed through **LB01** as detailed above (indicating the name of the book to be substituted for) before the last date indicated in **LB02**.

d. Accordingly the requirements received from different departments are consolidated as per **LB03**. Based on **LB03**, quotation is collected from the approved book supplier(s). Based on the quotation received and the discount offered, total budget required for the procurement is estimated and included in **LB03** (indicating the budget availability) and submitted to Management (through Principal) (along with the quotations collected) for approval.

e. If financial requirements for the purchase exceeds the budget already approved and provided, Management may decide to review the requirements and to ensure that the total budget falls within the approved budget (or Management may also decide to provide additional budget and proceed with the requirements). If so **LB03** is forwarded to individual HODs and to identify the Books (or no of copies) whose purchase can be postponed or deferred. Based on the feedback received from different departments, **LB03** is re-prepared (and ensure that the total budget requirements falls within the budget available or value indicated by the Management) and submitted for approval by Management. Based on this order is placed with the approved supplier (in the college letter head) with the approval of Principal. Purchase Order indicates details of books required, number of volumes, the price, discount agreed and delivery date.

f. Based on the Order placed, supplier is followed up for the timely supply of books.

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g. In addition to the above, when there is a need for adding additional volumes of books to the library (as decided by the Principal/ Management), representative(s) from individual departments (as identified by the department HODs) are taken to the Book Suppliers to select relevant books (from the available stock). For the Books identified, quotation is also collected from the Supplier. Faculty members identify the books at the supplier end and forward the books requisition as per **LB01** as above. These are consolidated as per **LB03** and submit to Management along with the quotation. If the total purchase cost exceeds the limit, some of the books selected are deleted from **LB03** (based on the cost or volumes already available) by the Management during their review and approval. Accordingly order is placed and books are received.


h. In addition to the above, requisition for books are also forwarded by the faculty members (or by the Students in case of any specific needs) in between the semester based on specific requirements (for students' projects, seminar, providing input beyond the syllabus etc.) and **LB01** is forwarded as above. For this also quotation is collected and submitted to management along with **LB01**. On approval, Purchase order is placed as above.

4.3.2 Subscription of Journals:

a. Need for any additional journals to be subscribed is identified by any faculty members (based on projects being executed, for carrying out research activities) and forward the requirement through **LB04** (after due verification by Department Library i/c) with the approval of HODs/ Principal. Accordingly the publishers are contacted and details of the subscription fee is collected and recorded in **LB04** and submitted to Management for approval. On approval, action to subscribe the journal is initiated (by payment of the required subscription fee for a period of 1 year (or minimum period specified by the Publisher). In case management has not approved the subscription, copy of **LB04** is returned back to the concerned faculty (through the department HODs for their information).

b. For renewal of the subscription of the existing journals (and other periodicals), actions are initiated by December or June of every year. Details of journals and periodicals, whose subscription to be renewed are prepared as per **LB05** [department wise] (along with Librarian's comments on any problem with regard to the Publishers on regularity in sending the subscription / their response etc for the HODs to review) and draft **LB05** is forwarded to the concerned department HODs for their suggestion for continue the subscription or to suggest an alternate one. Based on the feedback from the HODs on the renewal, **LB05** is submitted to Principal. (HODs also may identify to discontinue the subscription of any journal in between the current subscription and is communicated through Inter office note and is also included in **LB05**). On approval, payment of the subscription fee is (for the next period [normally 1 year or otherwise as specified by the Publishers] arranged through institute office and forwarded to the supplier. In case any new journals are recommended replacing an existing one, actions are taken to renew the same as detailed above.

c. In addition to the minimum requirements on Journal subscription (by AICTE), decisions are also take to make provisions for students to access to identified e-journals by taking membership in the name of the students against their requests as per **LB06** (through the respective Class advisor and HODs). On receipt of such request, the same is submitted to Principal and Management (along with subscription fee) and Management may also decide to pay the subscription fee in the institute account and make the facility

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extended to other students who are interested to utilize the facility. Renewal of the existing subscription is done only against fresh requests.

4.4 Receipt of Books and Journals:

4.4.1 Receipt Books:

a. Books are received against bills and these are verified for the titles received, number of copies and any damages. These are certified in the bills and forwarded to Accounts for payment.

b. These books are recorded in Accession Register as per **LB07** and books are given accession number in the title page and back page and in the secret page. Details of new books arrived is consolidated and displayed in the Library notice board (with the approval of Principal) (for a minimum period of one month). Details of books received are also updated in the 'AutoLib" software. In case CDs are also received along with the Books, the details are also noted in the Accession register (**LB07**) as well as in the software. When CDs details are uploaded in System, number is automatically generated and the same number is provided on the CDs and is kept separately.


c. Books are received and accepted are shifted to the respective locations along with identification as per Dewy Decimal Classification.

d. One copy of all Text books and Reference Books (in the Syllabus), Books having value more than Rs.3,000/- and more (as well as Encyclopedias, Dictionaries, Handbooks, Standards, Codes, Data book etc.) are treated as '**FOR REFERENCE ONLY**' as stamped on the front page and kept in racks under Reference Section (and also noted in the Accession Register). In addition to the above, HODs also may decided to increase the number of volumes in Reference section (when there is high demand for any specific books) and communication is received from HODs (through Principal) through Intern office note. Accordingly the books are shifted to 'Reference Section" with identification as above.

e) Whenever there is a change in Syllabus, the list of Course wise Text Books/ Reference Books kept under reference is prepared as per **LB07** and forwarded to HODs for their review for any changes in the Text Books and Reference in the New Syllabus and based on their recommendation, identified books from 'Reference Section' is shifted to issue section and updating the status in the Accession Register (and the 'Reference only' stamping is marked with "X").

f) Each book is given due date slip as per **LB08** and book card as per **LB09**.

g) Specimen copy of books if any received from Publishers/ suppliers (and books donated by Faculty, Staff or Students) are handed over to the respective departments' library and included in the accession register of the department library as detailed in QP03.

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4.4.2 Receipt of Journals:

a. Journals received are verified for the correct volume and recorded in Accession Register for periodicals as per **LB10**. Against any missing volumes, supplier is informed and followed up to get the missing volume. In case, the missing volume cannot be supplied, the requisition for extension of the subscription period is sent to the supplier and if there are regular issues in giving the subscriptions without break, it is recommended not to renew the subscription for the next period. Journals received are displayed in a separate rack with the latest arrival in the front (and all the current year subscriptions are under display).

4.4.3 Non Book Materials and Project Reports:

a. CDs supplied along with journals are uploaded in the software and accession number is generated by the system and the same accession number is provided on the CD and maintained. Status of receipt of CD is also noted against the Journal in LB10. Other stand alone CDs received if any are also updated in the software and accession number generated by the System is provided on the CD. List of CDs in stock is prepared through System and printout of the same is maintained as per (LB11) (and updated when stock details of additional CDs are added).

b. Project reports submitted by students are recorded in Accession Register for Project Report LB12 and maintained in a separate location (Department wise/ Program wise/ Batch wise) with identification number as per Accession Register.

c. Back volumes of previous journals (every year i.e. those received other than in the current year) are taken for binding and separate accession number (B followed by serial number) is given and maintained in the Back Volume Accession Register as per LB13. Both Back Volumes and Journals are made available only for reference within the Library.


d. Soft copies of these e- journals are downloaded periodically and maintained in dedicated hard disk and back up in CDs (after updating in LB11)

4.5 Library Membership:

a. Students once joined the Institute becomes the member automatically on completion of admission till he completes the Program. On completion of admission, Program wise list of students (Name list) is received from Exam cell as per AD04 (and in case of any students joins, the communication is received from exam cell either through revised AD04 or through office note) along with Students' University Register number.

b. Faculty members and staff join as member of the library (after joining) against application submitted as per **LB14** authorized by Principal.

c. Students' register number (for first semester of both UG and PG programs, Roll number) and Faculty/ staff ID no. is uploaded in 'Auto Lib' and against which books are issued to students/ faculty/ staff.

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4.5 Library Working Hours and Rules:

4.5.1 Working Hours

a) The working hours of library on individual days (except Sundays and non working days for Students & Faculty) are as follows:

- i) Monday to Friday - 9.00am to 6.30pm
- ii) Saturdays - 9.00am to 5.00pm

b) During this timing, students/ faculty/ staff can use the library for reference as well as for receiving the books issued.

4.5.2 General Rules:

a. Students /Faculty entering the library have to scan their Identity card before utilizing the library facility and these data is linked to 'Auto Lib' and data on library utilization hours (separately for faculty, staff and students) can be captured.

b. Silence is to be maintained in the library. Those who violate this are first warned and later they are asked to leave the library.

c. All members have to keep their belongings except blank sheets outside the library, in the rack provided for the purpose.

d. Students must carry their identity cards while in the library and on demand the same to be produced for verification.

e. After reference of books and periodicals, the same to be left on the table itself for subsequent arrangement at the correct location by the library staff


f. Books and periodicals referred to be kept intact (without any damage) and not to be used for noting any information within the pages.

4.6 Issue of Books:

a. Maximum number of books issued to students/ faculty/ staff is:

- i) Faculty Members - 8 Nos (+4 Non book Material)
- ii) Technical / Non Technical Staff - 3 Nos
- iii) UG Students - 4 Nos
- iv) PG Students - 5Nos

b. Books are issued for a continuous period of maximum 15 days (for both UG/ PG Students), one month for staff and one semester for Faculty members. After the due date, the issue can be renewed for another period by Faculty members/ Staff/ PG students (and not for UG Students). For late return/ renewal, fine is collected from Students @ Rs. 1/- per day (including holidays falling in between). If the due date falls on a holiday, the books can be returned on the next working day without any fine.

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c. Books are issued against individual ID of students, faculty and staff. When books are issued the due date seal is stamped on the due date slip. The due date is maintained in the system. Details of books issued are also updated in "Auto Lib".

d. The issue details (to whom the book is under issue) of specific books in demand can be viewed by Students/ Staff/ Faculty members and they contact the concerned for referring the books in case of any urgent requirements. All the Text Books and Reference books in the syllabus, one copy is also maintained under 'Reference' and is accessible for students/ faculty for reference during the library working hours.

4.7 Return of books

a. The books are returned on or before the due date indicated in due date slip, the status of receipt is updated in the system. These books arranged at the respective location by the library staff on a daily basis.

b. Against late of receipt of books from students, fine is collected from the students and recorded in Fine Register as per LB15 (along with the signature of the students who has paid the fine). The fine collected is handed over to the accounts department every day and the receipt details are also recorded in LB15.

c. Details Faculty/ Staff who have to return the books beyond the due date is prepared once in a month department wise and forwarded to respective HODs (and to Office supdt. in case of non technical staff) as per **LB16** and followed up for return of the books (or renewal for another period).

d. In case any loss of books is reported by the students/ faculty/ staff, they are advised to replace the books. But if they are not able to get the books for replacement (out of print confirmed by the Librarian in their request), 3 times the cost is collected and lost status is updated in the Accession Register (along with receipt details of the amount credited).


4.8 Stock Verification:

a) Stock verification of books, journals and CDs are done once in a year during the month of May/June (or during vacation after odd semester) of every year. The team nominated by Principal is entrusted the job of stock verification with the assistance of Librarian(s) and Library staffs. Stock verification report indicating any shortage is prepared and submitted to Principal.

b) Against un-identified loss of books, common fine is calculated and collected from the students along with the next year fees (or by the date specified in the circular approved by the Principal).

4.9 Binding of books and back volumes:

a) Damaged books if any identified (during issue or return) by the Library staff are kept separate. These along with the back volumes are taken for binding (at the end of every semester) through approved binders. A list of approved binders is maintained in the Library with the approval of Principal. On identifying the books for binding, quotations are collected and rates are finalized after negotiation if required. On approval of the rate by Principal (on the quotation submitted), books are issued to the binder through Gate Pass.

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b) On receipt of the books, after they are verified (and new accession for back volumes and the original accession number of the books are provided [when rebound if the front or last page were damaged and replaced with a fresh sheet]). On certification of the receipt and acceptance of books, bills received are forwarded to office for payment (after approval from the Principal).

4.10 Reprographic / On line access facilities

a) Photocopying machines are provided at the library. This facility is extended to Students, Staff and Faculty members. Copies are arranged on chargeable basis (@ Rs. 1/- per page [A4 size]). For official use, Photocopies of articles can be taken free of cost by Faculty members against requisition authorized by HODs as per LB17. Amount collected against photocopying of articles is recorded as per LB18 (along with the signature of Student/ Staff/ Faculty members) and this amount collected are also handed over to Institute accounts every day and the receipt details are also recorded in LB18.

b) On line access facilities are also provided for students, staff and faculty members to have access to e-journals (and information available in soft form) during the library working hours.

4.11 Maintenance of facilities


a. AMC is entered in to with approved agencies (through System Administrator) for the maintenance / trouble shooting of both Photocopying machines and 'Auto Lib' soft ware and copy of the AMC is maintained by the librarian.

b. Whenever there is any need for maintenance, these agencies are informed and maintenance is attended to. The details of maintenance attended to is recorded by the agencies in the service report and copy of the report is maintained. The details of maintenance attended to are recorded MN01 (along with reference of service report).

c. When bills are received from these agencies, the same is reviewed for the service done and AMC conditions and forwarded to accounts with the approval of Principal (for release of payment).

d. Librarian maintains the approved list of service providers (for maintenance, binding etc.) as per PR01 with the approval of Principal. Based on specific problem in the quality of the service provided or on commercial reasons, Librarian recommends for deletion of any of the agencies from the list as and when such incidence occurred. Accordingly the details are recorded in PR01 and deleted from the list with the approval of Principal. New agencies are considered (based on the recommendation from Management, Principal or from Faculty/ Staff) and based on the service provided in first service, they are included in PR01 with the approval of Principal.

e. At least one month prior to the expiry of AMC, need for renewal of AMC is reviewed with Principal and once decided to renew for another period, inter office note is forwarded to System Administrator with the approval of Principal and accordingly actions are taken and on renewal the revised copy is received.

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4.12 Purchase of Books for Issue to Students:

a) At the end of every semester, requisitions are collected from respective departments on the details of text books to be given to UG students on individual courses in the forth coming semester as per LB19. These are consolidated and communicated to book supplier(s) and quotation is collected and submitted to Principal/ Management for approval.

b) On approval order is placed and on receipt of the books, they are verified for the books and no of volumes received and certified in the bill. These books are classified for individual semesters based on LB19 received from each department (along with other printed books and stationary arranged through office as detailed in QP02) and issue to students are done by class advisors and evidence of receipt is maintained in the name list. The name list is received from the departments once issue to students is completed (along with any balance stationary if any). The cost of the same is included along with annual fee and collected from the students as detailed in QP02.

4.13 CONTROLS ON STANDARDS:


In case any standards are maintained in the library, these are also identified through accession number as detailed above and are maintained in the reference section. These reviewed for any revisions at least once in year (through the web sites of the respective issuing authority and when it is known that the standard maintained is revised, they are provided with "Obsolete copy" stamp. Procurement of the latest standard is done only against requisition received from the departments as detailed above through LB01. Obsolete standards are also retained in the reference section.

4.14 KNOWLEDGE FOR THE EXAMINATION PROCESS:

QP05C details the knowledge required for the library process and method of retaining the knowledge with the institution.

4.15 COMMUNICATION REQUIREMENTS:

The procedure described above details the communication requirements on library process. The salient communication requirements of the examination process (both internal and with interested parties including students and faculty and book suppliers) are included in QP05D.

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4.16 Analysis and Evaluation:

a) Following data are collected to monitor the library process:

Area	Responsibility	Technique	Frequency
Performance of objectives against target	Librarian	As per the frequency specified under para 4.0	
Number of books purchased – Year wise	Librarian	Bar Graph	Once in 6 months
Cumulative number of books	Librarian	Bar Graph	Once in 6 months
Number of Periodicals under subscription	Librarian	Bar Graph	Once in a six months
Number of lost volumes	Librarian	Line Graph	Once in a year
Library usage hours (separately for students and faculty)	Librarian	Line Graph	Once in a month
Amount of fine collected for late return	Librarian	Line Graph	Once in a month
No of back volumes (bound and added as books) on cumulative basis	Librarian	Bar Graph	Once in a year

b) Library process effectiveness record is also maintained as per LB20 and is reviewed by Librarian (as per the frequency specified in LB20). This data is also consolidated and reviewed at MRM.

c) Against these, additional improvement actions as required are initiated by the Librarian in consultation with Principal and recorded in QA09. On completion of action, effectiveness of actions taken is verified by Librarian and recorded in QA09.



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5.0 DOCUMENTS/RECORDS

Sl. No.	Document Name	Document No.	Responsibility	Location	Retention Period^	File No	Hard/ Soft
1	Books Requisition Form	LB01	Librarian	Central Library	1 Year	501	Hard
2	Details of Books Not Available	LB02	Librarian	Central Library	1 Year	501	Hard
3	Consolidated Book Requirements	LB03	Librarian	Central Library	1 Year	501	Hard
4	Journal/ Periodical Recommendation Form	LB04	Librarian	Central Library	1 Year	502	Hard
5	Journal/ Periodical Subscription Renewal Requisition	LB05	Librarian	Central Library	1 Year	502	Hard
6	Application for subscription of e-Journals	LB06	Librarian	Central Library	Till the completion of current subscription period	502	Hard
7	Book Accession Register	LB07	Librarian	Central Library	Permanent	Register	Hard
8	Due Date Slip	LB08	Librarian	Central Library	Current	In the respective Books	Hard
9	Book Card	LB09	Librarian	Central Library	Permanent		Hard
10	Periodical Stock Register	LB10	Librarian	Central Library	Permanent	Register	Hard
11	Accession Register – Non Books	LB11	Librarian	Central Library	Permanent	Register	Hard
12	Project Register	LB12	Librarian	Central Library	Permanent	Register	Hard
13	Back Volume Register	LB13	Librarian	Central Library	Permanent	Register	Hard
14	Member Ship Form	LB14	Librarian	Central Library	Till the Faculty or Staff leaves + 1 year	503	Hard


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15	Late Fee Collection Register	LB15	Librarian	Central Library	1 year from last entry	Register	Hard
16	List of Books Due for Return (Faculty/ Staff)	LB16	Librarian	Central Library	1 year	504	Hard
17	Request for Photocopy	LB17	Librarian	Central Library	6 months	505	Hard
18	Photocopy Register	LB18	Librarian	Central Library	1 year from last entry	Register	Hard
19	Text Book Requirement for Students	LB19	Librarian	Central Library	1 year	506	Hard
20	Library Process Effectiveness Review record (and the charts)	LB20	Librarian	Central Library	1 year	508	Hard
21	Maintenance Register	MN01*	Librarian	Central Library	1 year from last entry	Register	Hard
22	Objective Monitoring Record	QA08	Librarian	Central Library	3 years	508	Hard
23	Approved list of Service Providers (Book binders/ Service Agents)	PR01*	Librarian	Central Library	Current + 1 year when updated	507	Hard
24	Corrective Action Record	QA09	Librarian	Central Library	1 year	508	Hard

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Sl. No.	Document Name	Document No.	Responsibility	Location	Retention Period [^]	File No	Hard/ Soft
25	Branch wise list of Students and Register number	UE02*	Librarian	Central Library	Till the completion of the program + 1 year	509 (Batch wise separately for UG and PG)	Hard
26	Copy of AMC ((for Maintenance of Xerox Machine)	---	Librarian	Central Library	Current period + 1 year	510	Hard

Note:

(*): These forms referred in this procedure are included in QP01, QP03, and QP04& QP09

(^):Retention period defined is the minimum period for which the records to be maintained.



QUALITY PROCEDURE

PROCESS MODULE- LIBRARY

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Input	Output	Sequence and Interaction	Criteria	Method of Monitoring	Resources	Responsibility
1) Books from Publishers	1) Availability of books and Periodicals for reference (for students, faculty and staff)	As detailed in QP05	1) Increasing the number of book volumes	Through objectives and targets	1) Library hall of 550 sq.m. 2) Racks and shelves for storage of books and periodicals 3) Table and chairs to accommodate more than 60 Nos of students / staff at a time 4) Systems and Pheripherals for issue of books 5) Digital library facilities 6) Librarian, Asst. Librarian and Library assistants	Librarian
2) Periodicals/ Journals through different publishes			2) Subscription of minimum number of journals and periodicals	Through objectives and targets		
3) Requirements of Text books and reference books included in the syllabus	2) Issue of books for students, faculty and staff for their reference		3) Limitation on the max number of books to be issued	Aqs defined in QP05		
4) Requirements of Text books or published papers for under projects/ seminar presentations			4) Maintaining identified books for reference	As defined in QP05		
			5) Ensuring timely return of books issued	Through collection of fine as per QP05		
			6) Timely renewal of preiodicals	As defined QP05		



QUALITY PROCEDURE

RISK ASSESSMENT- LIBRARY PROCESS

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Type of failure (or Strengths)	Cause of the failure	Impact (+ve or -ve)		Likelihood(L)		Risk (SXL)		Control measures in place	Additional actions if any required with responsibility and target date
		Affects	Score	Typical occurrence frequency	Score	Score	Factor		
1. Loss of Books	Indisciplined act of students	Management	2	Less than 40%	1	(2,1)	L	Annual stock verification and recovery of the book or amount from the students through individual or common fine	
2. Damage of books	Indisciplined act of students	Management	2	Less than 40%	1	(2,1)	L	Identification of damaged books during stock verification and taking for binding	
3. Not meeting the AICTE Requirements on books and periodicals	Not having required volume of books	Legal (-ve)	3	Less than 40%	1	(3,1)	M		Objective and target to enhance the no of books and ensuring the subsription fo required no of periodicals



QUALITY PROCEDURE

RISK ASSESSMENT- LIBRARY PROCESS

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Type of failure (or Strengths)	Cause of the failure	Impact (+ve or -ve)		Likelihood(L)		Risk (SXL)		Control measures in place	Additional actions if any required with responsibility and target date
		Affects	Score	Typical occurrence frequency	Score	Score	Factor		
4. Non availability of required books at the Library	Not returning the books within the due date	Students (-ve)	3	Less than 40%	1	(3,1)	M	1. Time limit defined for return of books 2. Fine system followed for late return 3. Follow up with HODs /AO regardng faculty / staff on late return of books	
5. Required edition of books not available with the supplier	Out of print	Students (-ve)	3	Less than 40%	1	(3,1)	M	1. Alterante books suggested by the department are identified and procured	
6. Missing volume of periodicals (in between)	Non receipt from the publisher	Students (-ve)	3	Less than 40%	1	(3,1)	M	1. Follow up with the publisher agaisnt missing volumes 2. Consider these while renewing the subscription	

**QUALITY PROCEDURE****LIBRARY PROCESS KNOWLEDGE****Doc.No: QP 05C**

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Knowledge Required for the operation of process and to achieve conformity of service provided	Method of Acquiring the Knowledge	Method of Retaining the Knowledge
1) Knowledge on Library science	1) Recruitment of Competent manpower (persons with qualification in library science)	1) Replacement with competent manpower (with qualification in library science and experience preferably in technical institutions library) 2) Working as a team (to take care of any manpower turnover members)
2) Knowledge on availability of book suppliers and publishers of journals	2) Through experience, internets and contacts from suppliers	3) Maintaining approved supplier list
3) Knowledge on System and procedure to be adhered to	3) By referring to the documented procedures and formats to be used.	4) Documentation of the examination procedure (along with forms to be maintained)
	4) Use of Library software installed	5) Maintenance of the library software (along with working experience)



PROCEDURE MANUAL

COMMUNICATION MATRIX- LIBRARY PROCESS

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Details of Communication to be maintained (What)	Time of communication (When)	To Whom	Method of communication	Responsibility (Who)
A. Internal				
Responsibilities and Authorities of Individual rolls	On Assigning the roles	Library Staff	As documented in the Library Procedure	Principal
Quality Policy	Once defined (including changes)		Through display of the quality policy at strategic locations throughout organization	Principal
Objectives and Targets	On defining the same (including changes)		As documented in the Library Procedure & through Minutes of MRM	Principal
Requirement for procurement of books	Before commencement of every semester (and when identified in between)	Librarian	LB01	Department Library i/c
Non availability of books with the supplier (to identify alternate books when required)	On getting the feed back from the supplier	HOD/ Department Library i/c	LB02	Librarian
Budget requirement for procurement and approval of procurement	After collection of quotation	Principal/ Management	LB03	Librarian
Need to review the Books requirements	In case budget exceeds and Management decides to confine to the budget	HODs	LB03	Librarian
Need to subscribe new journals	As and when needs are identified	Faculty members	LB04	Librarian

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Details of Communication to be maintained (What)	Time of communication (When)	To Whom	Method of Communication	Responsibility (Who)
Approval for subscription of new journals	As and when requirements are received from departments	Principal/ Management	LB04	Librarian
Feed back to faculty members/ HODs (if the requirement is not approved)	When not approved by Management	Respective faculty members through HODs	LB04 (returning back)	Librarian
Need for renewal of subscription of existing journals	Before expiry of the current subscription period	HODs	LB05(Draft)	Librarian
Need to discontinue the subscription of Journals	As and when identified	Librarian	Inter office note	HODs
Submission of requirement for renewal of subscription of journals	Once the feed back from HODs are received (prior to the expiry of existing subscription)	Principal/Management	LB05	Librarian
Arranging the required payment for renewal of subscription of journals (including new)	On approval by management	Accounts	Inter office note	Librarian
Submission of the need for renewal of e- journals	When LB06 is received from students	Principal/ Management	LB06	Librarian
Payment for books suppliers	When books are received and verified and accepted	Accounts (with the approval of Principal)	Bills received from the supplier	Librarian



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COMMUNICATION MATRIX- LIBRARY PROCESS

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Details of Communication to be maintained (What)	Time of communication (When)	To Whom	Method of Communication	Responsibility (Who)
Books under reference	As and when required	Faculty members/ Students	As stamped on the books and identification in the soft ware and maintained in seperate section	Libraray staff
Need to identify additional books under reference	As and when such needs are identified (when there is a demand for specific books)	Librarian	Through inter office note	HODs
Review of Text Books and reference books (as per syllabus)	When there is a change in the syllabus	HODs	-	Librarian
Due date for return	When books are issued	Students, Faculty and Staff	As per the due date slip in the books	Library staff
Arrival of new journals and periodicals	When received	Students, Faculty and Staff	As displayed in the seperate provided for the same	Library Staff
Details of previous project reports	When such information is received	Students and Faculty memebers	Vebally (from system or LB12)	Library Staff
Information on students admitted	On completion of admission as well as against transfer and drop outs	Librarian	AD04	Institution office
New faculty / staff joining	When wants to be a member of library	Librarian	LB14	Respective faculty/ staff memebrs
Library working time	On going	Librarian	As displayed in the library	Students/ Faculty and Staff

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Details of Communication to be maintained (What)	Time of communication (When)	To Whom	Method of Communication	Responsibility (Who)
Library rules	On going	Students, faculty and staff	As displayed in the notice board	Librarian
Communication on return of books beyond the due date	After one month of the due date	Faculty members and staff	LB16	Librarian
Fine to be paid	When books are brought for return or renewal (or at the time issue no due slip)	Students	Verbally	Library
Loss of books	When loss is identified and wants to report (or prior to receipt of no due slip)	Librarian	Verbally	Students, Faculty and Staff
Common fine to be collected against an identified loss of books	After annual stock verification	Office	Inter office note	Librarian
	Before collection of next year fee	Students	As displayed in the notice board	Office
Payment to be made to the binders	On receipt and acceptance of books after binding	Librarian	Forwarding the bills after certification by the Librarian and approved by Principal	Accounts
Requirements of procurement of text books for students	By the end of the previous semester	HODs	LB 19	Librarian

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Details of Communication to be maintained (What)	Time of communication (When)	To Whom	Method of Communication	Responsibility (Who)
B. With Interested Parties (Book Suppliers)				
Requirements of Books (for ensuring their availability)	After consolidation of the requirements received from different depts.	Book Suppliers	Mail or letter	Librarian
Details of non availability of books if any	After receipt of the book requirements	Librarian	Mail or letter	Book Supplier
Enquiries for collection of quotation	After getting the feed back on availability of books and identification of alternate books against non availability from departments	Book Suppliers	Mail or letter	Librarian
Quotation	On receipt of the enquiry from Library	Librarian	Supplier format or Mail	Book Supplier
Order	On approval of the quotation and budget by Management	Book Supplier	In the Institute letter head	Book Supplier
Communication of renewal of subscription of journals or subscription of new journals	On approval from Management and arranging the subscription feed from accounts	Publishers	Letter in the institute letter head (along with standard format if any of the supplier for renewal of subscription) along with payment	Librarian



PROCEDURE MANUAL

COMMUNICATION MATRIX- LIBRARY PROCESS

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Details of Communication to be maintained (What)	Time of communication (When)	To Whom	Method of Communication	Responsibility (Who)
Receipt of request of subscription of e- journals	As and when received	Librarian	LB06	Students (through class advisor & HODs)
Follow up on the timely delivery of books ordered	When there is a delay in supply	Librarian	Mail or Letter	Librarian
Discrepancy in the books supplied	On receipt and verification of books received	Book suppliers	Letter or Mail	Librarian
Missing volumes of Periodicals and Journals	When the due date of receipt of each volume is over	Publishers	Letter or Mail or Verbal follow up	Librarian
Need for binding (to get the quotation)	Once the books for binding are identified	Book binders	Verbally	Librarian
Quotation	Once the details of books for binding are informed	Librarian	In writing	Book binders
Issue of books for binding	On finalization of quotation	Librarian	Gate pass	Book binders
Discrepancy in the binding including any loss	On receipt of books after binding	Librarian	When books after binding are received	Book Binders
Maintenance requirements	When such needs are identified (or based on AMC conditions)	Librarian	Verbally (through System Administrator in case of systems and peripherals)	Librarian
Review of revision of Standards	Once in a year or as and when information is known	Respective issuing authorities	Verbal/ Mail/ web site	Librarian