

SIR DORABJI TATA MEMORIAL LIBRARY

2009

LIBRARY MANUAL

TATA INSTITUTE OF SOCIAL SCIENCES

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www.tiss.edu

CONTENTS

	Page No
0. Introduction	5
1. Library Advisory Committee	8
2. Library Budget/Finances	9
3. Procurement of Learning Resources	11
<ul style="list-style-type: none">• Books• Journals• e-Resources	
4. Circulation Desk: Borrowing Privileges	22
5. Collection Development	25
6. Stack Room /Display Area Management	26
7. Stock Verification and Procedure to Withdraw Books	27
8. User Services	30
8.1 Issue/Returns	
8.2 Library Timings	
8.3 Reference Service	
8.4 Information Literacy/Library Orientation	
8.5 Inter Library Loan	
8.6 Photocopying Services	
9. ICT Services Division	32
9.1 UGC Infonet Services	
9.2 Document Delivery Services	
9.3 Digital Library Services	
9.4 Cyber Library	
9.5 Licenses and Fair Use of e-Resources	
9.6 M. K. Tata Memorial Learning Centre for Visually Impaired	
10 Physical Ambiances:	41
10.1 Cleanliness	
10.2 Electricity and Water and Ventilation	
10.3 Floor Plan and Direction/Guideposts	
11. Library Staff Performance	42

- 11.1 Clearly defined Job Descriptions at all levels
- 11.2 Quarterly Work Plan and Predefined, agreed Targets for achievement
- 11.3 General Conduct
- 11.4 Department Performance Audit by Half yearly user feedback surveys
- 11.5 Bimonthly Reports about Library Functioning

13. General Rules and Regulations of Library 43

12. Requisition Forms used in Library 45

- Library Membership Form
- Day Membership/Visitor Membership Form
- Book Recommendation Form
- Journal Recommendation Form
- Book Reservation Form
- Misplaced Book Trace Request Form
- Photocopying Services Request Form
- Inter Library Loan Request Form
- Group Visit Facilitation Form

0. Introduction

Sir Dorabji Tata Memorial Library has always been striving hard to meet the expectations of its users. More than 20 qualified professionals run the library assisted by about 8 support staff. However, there has been a long felt need to bring clarity and uniformity in procedures and practices of the library and resource centre so as to further improve its efficiency, utility and services. Director during the retreat meet has recommended that all resource centers must have a operational manual where in all the rules, regulations, procedures are clearly spelt out. Library staff met twice, once on 27th January 2009 and again 28th January 2009 to discuss thoroughly and prepare a draft of the “Library Manual” This preliminary exercise helped library staff in identifying several factors that has to be included in the draft.

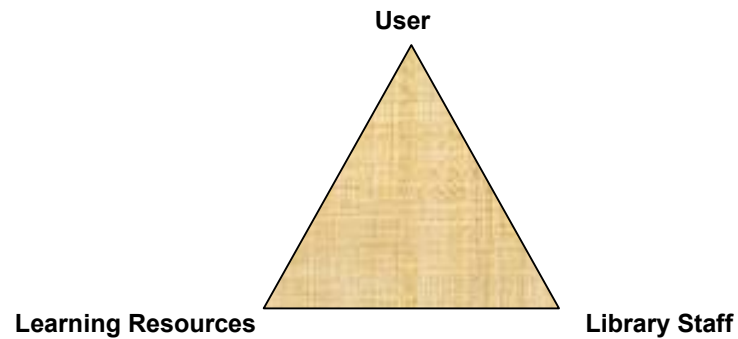
The manual touches upon all important functional modules of the library and delineates a clear policy as to how the activities of the library like collection development, provision of information services, management of other academic support facilities. This uniformity will also in networking with our libraries which will be coming up in different campuses like Hyderabad, Ladakh and also with Rural Campus Library in Tuljapur. For the effective implementation of this manual, approval is needed from the institute authorities.

Library Manual:

Library manual is a source of information, a constitution which lists out all departments, sections and their functions, procedures and policies within the library. It is a source that library staff will consult whenever there is any confusion about any function or procedure. Lot of efforts go into the preparation of the manual. It goes through a series of meetings with all stake holders where the procedures and functions and policies are deliberated in detail, over and again to draft the final policy. Hence, a Library Manual goes through a validation process before it is finally accepted as a policy document.

Role of Library:

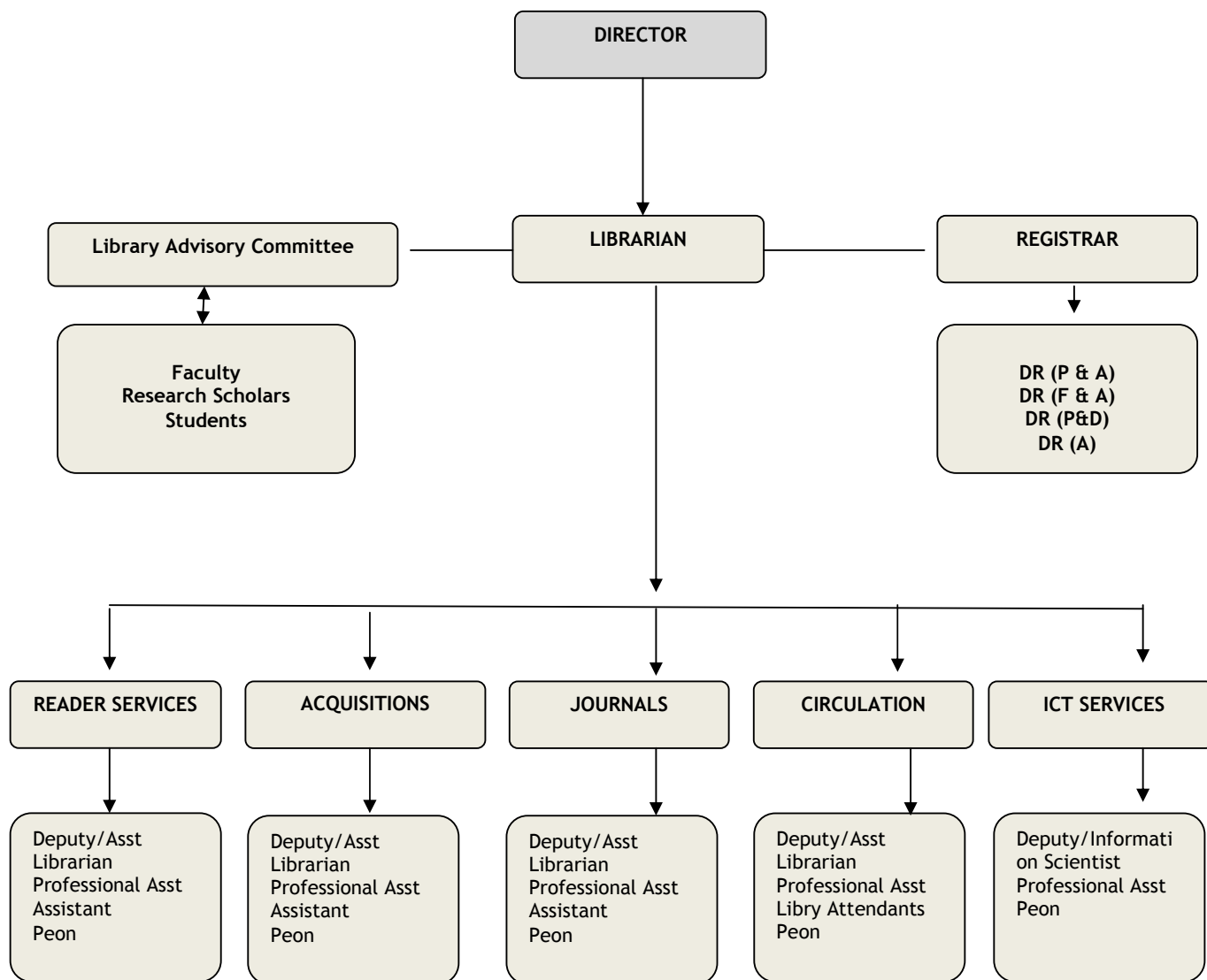
Library plays a very critical role in supporting the academic programmes of the institute. It identifies, evaluates, procures, processes and then makes these learning resources available to the faculty and students for their teaching, learning and research assignments. That is why, DR.S.R.Ranganathan, father of library Science development in India has famously said that the Library is the trinity of Learning Resources, Faculty/Students and the Library Staff.



ORGANIZATION CHART

Sir Dorabji Tata Memorial Library Tata Institute of Social Sciences

ORGANISATION CHART



2. Library Advisory Committee (LAC)

The function of the Library Advisory Committee is to support the functioning of the library so that it can facilitate the library development plans by advocating the library development activities with the management. The purpose of the Library Advisory Committee is to act as a channel of communication and dialogue between the University Library and its users. The Committee's main objective is to aid in the establishment a bridge between the Library and the academic fraternity and the institute management. The Library Advisory Committee (LAC) is to be appointed by the Director of the Institution.

Composition:

The suggested composition of this Committee is as follows:

- Chairperson: Director/or any person nominated by the Director will be the chairperson
- Members: One faculty each from Schools/Independent Centers (Librarian to propose panel names)
- Secretary : Librarian Shall be the Secretary of LAC
- All officers of the Library shall participate in the meeting to provide required inputs

Meeting Frequency: The LAC would meet at least once in every quarter to review the library affairs

Tenure: The committee shall be reconstituted once in two years. Director can recommend a replacement for a member who withdraws from the LAC. No member shall serve the Committee for more than two consecutive terms. For the sake of continuation one third of members from previous committee need to continue

Meeting Minutes: Meeting minutes shall be recorded and circulated to all members for consideration. In the next meeting, the minutes shall be confirmed by the members.

Terms of Reference for LAC:

- a) To provide general direction to the Library

- b) To review the functioning of the library with regards to its support to the academic programmes of the institute.
- c) To advise the management on matters of policy relating to development of library.
- d) To outline the library collection development policy as and when required, for its implementation.
- e) To monitor and evaluate, from time to time, trends and developments in information technologies, networking, library automation, library cooperation etc., and to direct the library in their adoption.
- f) To suggest ways and means to generate revenue from library resources.
- g) To formulate action plan for the development of library infrastructure, facilities, products and services.
- h) Evaluate the suggestions made by the library users
- i) To formulate the policy for library use and procedure to be framed
- j) To assist library in providing need based information services
- k) To review the requirements of the new programmes being introduced and advise library about financial assistance.
- l) Evaluating the books procurement school wise and allocation of budget accordingly.
- m) Any other function as assigned by Director

1. Library Budget /Finances

Library budget means the financial allocation to procure documents and provide access to the information resources. The present annual library budget of the library has the following components:

1. UGC Plan Grants
2. Allocation from Institute Maintenance Grants (Journals)
3. School/Centre Grants(Like DRS Projects, etc)
4. Programme Specific Grants (Like JTCDM, SRTT Grants, etc)
5. Trust/endowment Grants (Tata Excellence Grants)

1.10 Allocation from Projects being carried out at TISS:

Several projects are being carried out at institute. Most of them depend upon to a great extent on library infrastructure for the learning resources and internet access. However, not all projects have a separate allocation to be given to library for using the library facility. Library will grow only when it is supported by all who make use of its resources. In this case, each project, should earmark at least 8 % of its total project cost towards library expenditure. And this should be indicated to the library, so that all the learning resources needed by the project and their faculties are procured using their own project funds.

Annual Reports, directories, Year Books, India Reference Annuals and those having no archival importance (such as India-a reference annual, Handbook of universities, Swami's handbook, etc) may be procured under non-capital budget sub head.

Budget must have contingency funds for Binding and other stationery needed to process and maintain the Books/Journals

1.11 Library: Different from stores: As indicated in the Gol. M.F. OM 23(7)-Ell(A)/83 dated 7th February 1984, (GFR 116(2)(1) (1978)), "the position of library books, etc., is different from that of stores". The above OM is reproduced below: *"Librarian (not below the rank of Deputy Secretary to the Govt of India) subject to the powers delegated under Delegation of Financial powers Rules, 1978, may purchase books, etc., from the reputed and standard book sellers on the prevalent terms and conditions. Tenders need not be called for this purpose."*

1.12 Resources with ephemeral value and those whose revised editions are frequently published: Annuals, directories, yearbooks, Swamy's handbooks, etc., do not carry long lasting value, and therefore be purchased from contingent expenditure budgets only which also would facilitate easy weeding out of these items. The categorization of the documents for its ephemeral value or otherwise be decided by the library committee.

3. Procurement of Learning Resources

Procurement of learning resource constitutes the primary responsibility of library. Library makes a systematic effort in building up the collection development by identifying, evaluating, selecting, processing and making it available to the users. Whether it's a book, journal or an online database, any learning resource that gets added goes through a rigorous selection process. And since this collection building requires huge sums of money and has long-lasting repercussions, it is very much essential that libraries have a well thought out collection development policy.

3.1 Procurement of Books/Reports:

- a) Faculty can recommend the books to be procured for their courses and research
- b) Students/Research Scholars can also recommend the books for procurement provided their recommendation is endorsed by a faculty member
- c) All faculty indents will be routed through Finance/Accounts Department for the approval of Registrar and Director for making financial arrangement.
- d) The ordering can be done by print, online, e-mail, etc., depending upon the convenience of the library with standard terms and conditions
- e) Purchase Orders will be Issued by the Librarian
- f) Appoint a Panel of Vendors based on their performance like response to the queries, speed of supply, adherence to the terms and conditions, etc.
- g) Updating vendor panel from time to time based on their performance is a continuous activity and this should be done by ordering books to test vendors.
- h) A panel should have at least 8 Vendors
- i) There are also cases where the documents/books can be obtained only from specific sources, standard agencies - who are not on the panel.

3.12 Terms and conditions for Vendors

- a) Supply of publications at current catalogue prices.

- b) Foreign Exchange rates to be charged according to Good Offices Committee Report Rates (GOC)
- c) Minimum 10 % discount to be fixed for all
- d) In the case of short/no discount titles or titles procured from abroad against specific orders (like institutional/society publications), the supplier may charge 15% on the net landed cost of the publication. The invoice of publication may be worked out as follows:

Published price minus (-) discount earned plus (+) 15% handling charges of the overseas agent if any. To this is to be added the actual freight, clearance, bank and postal charges; documentary evidence is to be given to library for such charges on demand.
- e) No discount for Central and State Government publications
- f) Wherever advance payment is required, the same may be made and a record thereof should be maintained
- g) Certificates on bills by Library (a) only latest editions have been supplied (b) prices have been correctly charged in accordance with the publisher's latest catalogue.
- h) Unless otherwise mentioned on the books, all bills to carry the price proof (like photocopy of publishers catalogue, print out from publishers online catalogue, distributors invoice the vendor)
- i) The Purchase Order issued will be valid for only 90 days unless otherwise mentioned.

3.13 Procurement Process

I. Initiation of Acquisition:

- Receiving Recommendations by Indent Forms, Emails, Noting Sheets, Publisher Catalogues marked and signed
- Find out the Exact details of the Title recommended
- Duplicate Checking
- Correspond with Suppliers/vendors for checking Availability Status
- Put up for Approval (A/c Dept, Registrar and Director)
- Prepare and Issue Purchase Orders

II. Accessioning

- Accessioning : Enter the details of the Invoice and Books in Accession Register
- Assign Accession Numbers to Titles in Computer Purchase Bills
- Pass entries in Bill Register and forward bills
- Maintain Bill File
- Maintain Bill Register Data in EXCEL Sheet for reporting

III. Invoice Processing:

- Receive Books from Suppliers/Vendors
- Crosschecking with Purchase Orders,
- Foreign Exchange Rate Verification as per Good Offices Committee Report rates,
- Price Proof Verification for Foreign Publications and for books 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)
- Prepare Book Received Report (BRR) on SLIM database
- Prepare Purchase Bill (PB) on SLIM database

IV. Classifying

- Classify Books/Thesis/Dissertations as per the Dewey Decimal Classification (DDC) Schedule
- Assign Cutter Numbers
- Write the Class No, Cutter No and Collation on the back of Title page

V. Cataloguing:

- Bibliographic Details of each book is entered into Cataloguing Module database according to AACR2 Standards
- 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.
- Making Analytical Entries, wherever needed.

VI. Processing Books:

- Stamping - Library Stamp to be put on the back of Title page, on Secret page and on the Last page.
- Paste bar Codes on the Front Page and on the Title page and laminate it with Cello tape
- Insert 3M Security Tattle Tape
- Prepare Book cards using SLIM
- Send the completely ready to use new arrivals to New Additions Rack, Reference Section or Reserve Shelf, as the case may be.

VII. Institute Material like Dissertation/Thesis/Reports and the Books received as Gift

- These items to be treated like books for processing, etc.
- If the book/Report is already available in Main Library, then it will be sent to Rural Campus

VIII. Financial Planning/Budgeting:

- Monthly Utilization Report: Grants/Account wise

- Inform Faculty/Project In charge about the status of funds every two months
- Initiate utilization of funds in advance so that funds are utilized before the deadlines set in.
- Prepare proposals/ requests for mobilizing funds for the acquisition

IX. Reports to be generated (Monthly)

- No. of Requests Received from Faculty
- No. of Titles Recommended
- Status of the recommended titles(Already Library has, Out of Print, Untraced)
- No. of Titles Ordered
- No. of Titles received(Success rate)
- No. of Titles received as Gifts/Donations
- “New Additions Bulletin” (Monthly)
- Book Received information to recommending faculty (Fortnightly)

X. Vendor Follow Up:

- Titles Not Supplied
- Reminders to Suppliers fortnightly
- After checking the inability of one supplier, redirecting the Order to another supplier

3.2 Subscriptions of Journals:

3.21 Availability of funds

- Ensure that adequate recurring/annual funds are available for the Journals Subscription/renewals etc. as required.

3.22 Procedure for preparing a panel of vendors: Library should have a panel of vendors for different kinds of documents with following criteria:

- i. Registration number obtained under shop act, age of the organization
- ii. Performance: Response to the correspondence, speed of supply, adherence to the terms and conditions
- iii. Experience by the peers
- iv. PAN/TAN, Sales / VAT tax number
- v. Publishers that a vendor supports
- vi. Vendors turnover having at least 10 times of the value of the order (for the journals subscriptions)

- vii. Updating panel from time to time based on the performance of the vendor is a continuous activity and this should be done by ordering books to test vendors.
- viii. Based on the performance, the panel should have least number of vendors

3.23 Terms and conditions:

- i. Supply of periodicals at current catalogue prices.
- ii. Sign an Agreement with the vendors in case of Foreign Journals (Ref: Annexure-2)
- iii. Proof of GOC exchange rates having prices in foreign currencies as on the date/month of invoice for the remittance journal subscriptions
- iv. Wherever advance payment is required, the same may be made and a record thereof should be maintained
- v. Normally there is no discount on the journals
- vi. Certificates on bills: prices have been correctly charged in accordance with the publisher's latest catalogue.
- vii. Library should not subscribe journals against 'personal subscriptions'. However, Journals received against institutional membership are acceptable.
- viii. Journal subscription payments: The payment towards the journal subscriptions could be made (a) directly to the publisher or (b) through the subscription agent(s)/ vendor(s).
- ix. In case of vii(b) following options are available:
 - a) All subscriptions should be made through the Library only and the amount paid to the publishers/vendors by the vendors against firm orders after receiving one of the following documentary proofs:
 - After direct confirmation from publishers/vendors that the journals are subscribed in the name of the Institute (i.e. Tata Institute of Social Sciences, Mumbai - here and thereafter)
 - Proof for remittance: (i) Invoice/Bill in duplicate should be provided by the publisher/vendor (ii) Publishers'

Renewal Letter/Notice mentioning the subscription price/cost (e.g. Indian journals) (iii) Even print out of the from the Publishers'/journal's official website can also be considered wherein the proper invoice/bill etc. not received by the publisher/s. (iv) a copy of the letter sent to the publisher giving details of the journals for which remittance has been made and (v) copy of demand draft issued by bank attested by the bank or a letter from the bank giving details of remittance (if the payment is made by foreign currency draft obtained from the bank)

- Publisher's acknowledgement of receipt of payment or letter from bank as a proof regarding the final remittance to the publisher (if the payment is made from vendor's foreign currency account)

b) Advance payment against bank guarantee (Ref: Annexure-3). The bank guarantee can be released only after receiving any of the above documents/proofs as spelt in (viii a) above.

- x. Missing issues: Replace original missing issues or publishers certified and reproduced copy or extend the subscription period equivalent to corresponding period or refund either in the form of credit note or Demand Draft or Cheque.
- xi. Claims: Missing issues/delayed supply of the journal issues can be claimed on quarterly basis.
- xii. Online access: Negotiate with the publishers/vendors and arrive at win-win situation regarding electronic version of the print subscriptions and get access to such materials.
- xiii. Try to enforce terms to the publishers/vendors in form of the pricing, access to the back volumes, locking period, perpetual access, archival rights, governing laws, training and awareness programmes, immunity, access to the walk-in-users, usage statistics, simultaneous access, etc.
- xiv. There are no standard/uniformly acceptable terms that are yet to be established in this area, as this is almost virgin and challenging

field. Hence go on with mutually benefiting terms and conditions while dealing with the vendors which can be revised time to time.

- xv. Consortium: Since the Institute has access to the 'UGC-Infonet e-Consortium' care should be taken to check for duplication before placing any order.
- xvi. Trial Access: Many a times publishers propose for trial access to their respective journals collections which can be made accessible through the Institute's IP numbers to supplement the existing journals collection whenever possible.

3.24 Ordering journals:

- i. Compile priority list with the approval of library advisory committee and the Director
- ii. Adhere to the Terms and Conditions of the Library
- iii. Budget estimate based on the costs, currency conversion
- iv. Place orders from available options as indicated in terms and conditions
- v. Payment against the original and proper invoice/bill/renewal notice etc.

3.25 Receipt of and access to the materials:

Check-in system:

- i. Ensure that the items received are as per the order/ access is enabled to the desired resource
- ii. Manual (Kardex) and computerized record of receipts of the journal issues
- iii. Article/s entry into the in-house database in response to the set user profile
- iv. Timely display of the Loose Issues of the periodicals on the respective display racks.
- v. Linking to the online content wherever applicable
- vi. Accessioning the virtual resources should not be done since they do not exist in physical form.

- vii. Accompanying materials such as CDs/DVDs etc are being preserved at the INFLIBNET Centre of the Library. Other than CDs/DVDs are kept with the Periodicals Section.

Certification/ notification against advance payments:

- i. The invoices/bills and documentary proofs be duly scrutinized by library. The invoices/bills duly certified by the Head of the library or his/her designated authority be sent to F&A Section for payment.
- ii. In case of advance payment, after the receipt of the document the necessary entry should be made in records to close down the outstanding balance.
- iii. A proper Bill Register to be maintained to record all the payments sought/made

3.26 Gratis and Exchange Periodicals:

- i. The documents relevant to the scope of the Institute's study and research areas be added and accessioned in the collection
- ii. Try to get the free/discounted subscription/s to the periodical/s wherever possible.
- iii. Gratis may be accepted from the Institute's faculty, scholars, or outside institutes and organisations of similar interest.
- iv. Avoid duplication unless essential
- v. Find good place for the documents that are not relevant to the Institute
- vi. No need to maintain a separate collection/s
- vii. There should be a proper record of gratis items and can be acknowledged appropriately
- viii. Journals under Exchange mode are being handled by the Manager, Publications Unit, and the Library is at the receiving end only.
- ix. Claims regarding the non-receipts of Exchange Journals will be addressed to the Manager, Publications Unit, TISS, Mumbai.
- x. Journals under 'Exchange and Free Subscription' can be treated as regular subscriptions and article entry is advised to be done in

the Library Database and the completed volumes will be bound and accessioned and archived.

3.27 Archiving and Weeding Out

In order to provide better access to the frequently consulted literature, back volumes are archived in a less active storage area. Though the library gets access to the back volumes online from the publisher's websites, etc., the print volumes of these journals also be considered for archiving in less active storage area. Adequate space should be provided for archival storage to Library if not available.

The following categories of materials can be considered for weeding out:

- i. Ephemeral material (e.g. newsletters, progress reports, pamphlets) including those materials that lose value after a certain period of time such as: annual reports, directories, yearbooks, etc. These are weeded out annually.
- ii. Duplicate issues of the journals may not necessarily be weeded out even the volumes are bound. They can be passed on to the Rural Campus or any institute/organisation's Library to seek the prospect readers.

3.28 Other Resources Managed:

Other than Journals:

A variety of other information resources are received and displayed for use in the Periodicals Section which are being received free of charge, viz:

- i. Complimentary Loose issues of Journals
- ii. Annual Reports
- iii. Working Papers
- iv. Occasional Papers
- v. Discussion Papers
- vi. Technical/Trend Reports
- vii. Brochures
- viii. Prospectus etc.

And, the receipt should be acknowledged timely and oblige.

Non-Book Materials

A small collection of Non-Book Materials such as Audio Cassettes, Video Cassettes/VHSs, Microfilms, Microfiche, 35mm films, Psychological Tests, Booklets, Posters etc is being maintained at the Periodicals Section and enlisted in a computer file (MS-Excel). These materials are open to all our Library users.

3.29 Maintenance of Records:

The transactions of all the activities/procedures/etc. in the Periodicals Section should be carefully and properly recorded for the relevant information and documentation. In this regard apart from the automated system, the section maintains the following documents for keeping the records:

- i. Periodicals Record Registers
- ii. Bills Register
- iii. Gratis Journals Record Register
- iv. Kardex
- v. Card Catalogue for Bound Volumes and
- vi. Various Files

3.3 Procurement of e-Resources

- i. Large opportunities exist in this area for negotiation with the publishers/ resource providers and arrive at win-win situation. E-journals, e-books, databases, etc., are the resources available in electronic form and one can have virtual access to these.
- ii. There exist many pricing models. The libraries can adopt the model depending on various factors. The libraries have to decide based on the estimated usage and cost to go for any of the access.
- iii. Experiences indicate that the young generation of users are for the e-access and therefore there is a need to have a major shift of our print resources to e-resources. This would also resolve other management issues.
- iv. One can enforce terms to the publishers/vendors in form of the pricing, access to the back volumes, locking period, perpetual access, archival rights, governing laws, training and awareness programmes, immunity, access to the walk-in-users, usage statistics, simultaneous access, etc.

- v. There are no standard/ uniformly acceptable terms that are yet to be established in this area, as this is almost virgin and challenging field.
- vi. Since the UGC Infonet e-journals consortium is providing access to large number of resources to Universities, care needs to be taken that institute gets maximum number of e journals from that consortia.
- vii. In case of termination of the agreement or on expiry of the agreement, the licensor shall provide the full-text of the e-journals entered into agreement and for the period of agreement on the prevalent state of art formats i.e. DVDs, CDs, etc., with the retrieval software.
- viii. E-books are becoming a common reality. Like journals it is essential that the access to these resources be provided taking in to account current pricing models and trends in usage.

4. Circulation Section:

Circulation Section handles the Front Desk operations of the library and is very important because it is the first contact point for faculty and users to the library. Efficient functioning Circulation Desk leaves a lasting impression on the user and hence it is very important section of the library. Major Activities of the Section are :

- a) Issue and returns of Learning Resources(Primarily Books)
- b) Attending the Users' query for effective interpretation of library rules and regulations
- c) Registration of new Members and issue of barcode Generated ID Card for Users
- d) Inter Library Loan Service
- e) Operation of "Circulation Module" of Library Management Software SLIM ++. Maintenance and updatation of all data related to users at Circulation desk in SLIM ++ software
- f) Sending Reminders to overdue documents users
- g) Display of Books during Seminars/Workshops
- h) Maintenance of Compendiums
- i) Correspondence & No Due issuing
- j) Library Orientations/Information Literacy
- k) Assisting the users for accessing OPAC and Reference
- l) Assigning Library Staff duties for Sturdays/Sundays

4.10 Issue/Return procedure

Issue/Return of library materials is the routine operation of any library. Proper flowchart/sequence of activities to be followed to issue and receive the library books is defined as followed:

While Issuing Book:

- Quickly glance the book for any damage
- Ensure that the User writes the details of book in passbook and signs on the Book card
- Enter details into Issue Database
- Discharge the books as per 3M Security
- Prepare gate pass
- Handover the books/Passbook to the user

While receiving the books:

- Quickly glance the book for any damage
- Check Due dates for necessary action
- Cancel the entries in Pass Book
- Cancel the entries from user Account in SLIM
- Charge books as per 3M security System
- Send them to Stack for Shelving

4.11 Loan Criteria/Borrowing entitlements for faculty/Students/Admin

Clearly define the number of items that and user is eligible to borrow:

Category of User	General Shelf Books		Reserve Shelf Books	
	No. Of Books	Issue Period	No. Of Books	Issue Period
Faculty /Adhoc Faculty	20 Books	30 Days	2	2 Days
Visiting Faculty	2	15 Days		
Administrative Staff	5	15 Days		
Part Time Ph.D. Scholars	5	30 Days		
M.Phil/Ph.D.Scholars	10	15 Days	1	2 Days
Students	5	15 Days	1	2 Days
Short Term Courses (DPM, DHA, CSW, EE, etc.	4	15 Days	1	2 Days
Research/ Project Assistant	2	15 Days		
Alumni	1	30 Days		
Institutional Membership	3	30 Days		

4.12 Documents that Can and cannot be borrowed

Books that can be borrowed:

- Books from the general shelf can be borrowed.
- Reserve Shelf Books can be borrowed only for a day
- CD ROMS, DVDs and audio video cassettes can be borrowed for a period of one week

Books that cannot be borrowed:

- Journals Bound Volumes, Loose issues of journals and the latest available issue of the magazines are to be referred within library premises and are not available for issuing out.
- Dissertations/Project Works submitted by TISS Students are not issuable.

4.12 Renewals/Reservations and Over Due/Fines

- Books can be renewed for another term of 15 days if there is no demand on them. The renewal must be made on or before the due date
- There will be a over due charge Re.1/- per day per book

4.13 Loss or Mutilation of documents by Students

- Library materials are to be handled with care.
- If a book is lost or mutilated beyond usable condition, then the book has to be replaced with the same or latest edition of that book.
- If the book is out of print, then three times the cost of the book has to be paid to the library.
- If the book is reported (in writing) as lost/ misplaced, the overdue charges are not levied in such case from the date of report until the same is replaced(it must be resolved within two months)

4.12 Day Membership/Visitors Access

- All students/researchers from outside TISS who wants to utilize the library are allowed to utilize the library services if they produce valid identity cards and register as day members by paying library fee of Rs.15.00

4.13 Theft/Misuse of Library resources:

- The theft or abuse of Library resources like books, journal issues, reports, and dissertations will be viewed very seriously.
- Each case will be examined to ascertain its genuineness and the matter will be reported to the LAC/Director for further action.

4.14 Issue of Library Use Certificates

Circulation Desk Shall issue Library use/Attendance certificate to research scholars who request for it. They must apply for it by using the prescribed form of library and produce an introduction letter from the Librarian of their institute/college

5. Collection Development

All academic and research libraries have a common objective to provide its users the information they want. The effectiveness of this function is directly related to collection development and organization information services. Collection development being the most important of these primary functions, a written acquisition policy outlining the various procedures and methods necessary for collection development is prepared.

5.1 Strength and weakness of the existing collection

Institute is starting several new courses. From the seven programmes, now TISS offers 14 post graduate programmes. In relation to these new programmes, Library must make special provision in the budget to strengthen the new programmes with minimal learning resources. Based on the observations, an effort should be done to add books, journals and e-Resources in the area of the new programme.

5.2 Follow up with Funding Agencies

Library should follow up with funding agencies like UGC, Trusts/endowments for augmenting finances to strengthen the collection development process.

5.3 Follow up with UGC Infonet (Consortium)

Library must continuously follow up with consortium agencies like UGC infonet for inclusion and addition of new journals and databases to support the new academic programmes

5.4 Shift towards e-resources

Because of the conveniences like multiple access and anywhere, anytime access, there is a considerable demand for online databases, e-journals and e-books. TISS also has excellent access infrastructure like Cyber Library, 2mbps broadband internet, Wi-fi connectivity in the campus. These e-resources can also be accessed from all new campuses like Hyderabad, Tuljapur, etc. Hence, emphasis may be given more towards e-resources.

6. Stack Room /Display Area Management

Collection Organization plays a very important role in ensuring the optimum utilization of the books, journals kept in the library. Presently, the learning resources are stacked/displayed in the following categories:

- General Stack Area (Spread across three floors for books/bound Volumes)
- Reserve Shelf Collection (consisting of books in high demand, Thesis/Dissertations, TISS project Reports)
- Reference Section (Consisting of Encyclopedias, Dictionaries, Manuals, etc)
- News paper/Magazine Display Area (Ground Floor)
- Journal Display Racks (Second Floor)

It is essential that all efforts are carried out by the library for pleasant display and quick retrieval of books/journals by the users. Library must ensure that:

- All the books removed from the stacks are replaced back in their shelves at least twice a day
- Each unit of Stack to have a designated Library Attendant
- Shelf Reading must be done continuously to look for misplaced books
- Books reported untraced by users be traced in the quickest possible time with documentation like when the request was received and when it was solved
- The stacks should be properly labeled with subject guides and Class Number Guides

7. Stock Verification and Procedure to Withdraw Books

7. Stock Verification

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 at 3 year intervals
Above 20,000 and up to 50,000 volumes including the journal back volumes.	100% physical verification at 5 year intervals
Above 50,000 volumes and up to 1,00,000 volumes including the journal back volumes	Sample (20% of the total stock) physical verification at intervals of not more than 5 years. If such a sample verification reveals losses up to 10% of the sample chosen, complete verification is required to be done
Above 1,00,000 volumes including the journal back volumes	Sample (10% of the total stock) physical verification at intervals of not more than 5 years. If such a sample verification reveals losses up to 10% of the sample chosen, complete verification is required to be done

The sample can be of random generation of numbers. The verification has to be carried out by a team of members appointed by the LAC and the library staff will assist the verification team.

7.1 Loss of Publications

- Some loss of publications is inevitable especially in the context of open access practice in libraries. The librarian has a role as information manager and not just a custodian. Therefore he/she should not be held responsible for the losses.
- Loss of 5 volumes per 1000 volumes issued and/or consulted in a year may be taken as reasonable.

- Loss of a book of the value exceeding Rs.2000.00 for books published in India and Rs.10,000.00 for books published abroad and books of special nature and rarity shall invariably be investigated and consequential action taken. The Director will write off all such losses. The base values suggested for Indian and foreign books shall be reviewed every five years.
- A publication may be considered as lost only when it is found missing in two successive stock verifications and thereafter only action be taken to write off the publications by competent authority.
- If the loss of book is more than the permissible extent, the causes of such loss may be investigated by the competent authority and the remedial measures be strengthened.
- Occasional loss/damage of issues of periodicals is inevitable during postal transit. If the payment is made directly to the publisher, then sometimes it is not possible to get the replacement. In such cases, the non-receipts/damages be considered as loss for write-off.
- Librarian may write off the loss of books, volumes, etc. mentioned in the proceeding paragraph provided the total value of all such books, etc. does not exceed the monetary limit prescribed the Delegation of Financial Powers Rules, 1978 for Head of a Department in respect of deficiencies and depreciations in the value of stores included in the stock and other accounts. In the event of the total value exceeding the monetary limit specified above, the loss of books shall be written off by the competent authority as specified in the Delegation of Financial Power Rules, 1978.*
- There may be no objection to the Librarian disposing of mutilated/ damaged/ obsolete volumes to the best interest of the library. However, the disposal of such volumes should be made on the recommendations of a Library Advisory Committee to be appointed by the competent authority which shall decide whether the books mutilated/damaged/obsolete are not fit for further use.*
 - (* Extract from Ministry of Finance O.M. No. 23(7) E II(A)/83 dated 7.2.1984 and CAG's U G No. 1964-TA.II/21-83 dated 23.12.83)

7.2 Procedure for write-off

- List the documents not found during stock verification
- Library staff to make all possible efforts to locate the document not found during stock verification (the process can go up to six months but not as an exclusive task)
- Prepare pre-final list of the documents not found and publicize
- Compile a final list of documents not found
- Compare with the list of earlier stock verification to identify common entries
- Compare losses with borrowing/ consulting / photocopying statistics
- Put up the list of common entries to the Director along with justification for the losses (open access, limited staff, inadequate security system, large number of students visiting library, losses within permissible limits, etc.)
- Get approval from the Director
- Issue OM
- Make necessary entries in the accession register, write-off register, assets register, etc
- Remove records from databases
- Close file.
- Improve the system with additional precautionary measures

7.3 Preventive measures:

Some preventive measures are listed below.

- Follow closed access to the rare books and specialized collections.
- The exit/entry to the library be monitored
- Sealing of windows with wire mesh, installation of wicket gate, adequate vigilance in the stack room(s), provision of adequate lighting, use of electronic or magnetic gadgets for detection of the theft, closed-circuit television monitoring system, introduction of identity/membership cards for identification of users, etc., can be adopted.
- Inadequate staff in the library is also one of the reasons for the losses.

8. User Services

8.1 Issue/Returns: As mentioned in detail in 4.0 Circulation Desk

8.2 Library Timings

Library Timings are as follows;

Monday- Friday 9.00 a.m. to 11.00 p.m.

Sundays & Public Holidays 10.00 a.m. to 5.00 p.m.

Issue/Return Timings

Monday- Friday 9.00 a.m to 8.00 p.m.

Saturday 9.00 a.m to 7.00 p.m.

Sunday & Public Holidays 10.00 a.m. to 4.00 p.m

During Vacation:

Monday- Friday 9.00 a.m. to 09.00 p.m.

Sundays & Public Holidays 10.00 a.m. to 5.00 p.m.

Issue/Return Timings

Monday- Friday 9.00 a.m. to 8.00 p.m.

Saturday 9.00 a.m. to 4.00 p.m.

The Library remains open on all days of the year except on 26th, January, 15th August and 2nd October (National Holidays).

8.3 Reference Service

Library houses all important reference sources like Encyclopedias, Dictionaries, handbooks and Manuals, Statistics, Yearbooks. The collection ranges from general to subject specific sources. All the reference sources are housed in the Ground floor Reference section. Users can also contact staff on duty for any assistance.

Library also has access to online reference sources which may be accessed from the library website.

8.4 Information Literacy/Library Orientation

Library will conduct Information Literacy/User Education/Orientation programmes to all in the beginning of the academic year. Besides this, these awareness programmes should be conducted when requested by users from time to time.

8.5 Inter Library Loan

Library maintains an inter library loan arrangement with leading local libraries like IIT Mumbai, Homi Bhabha Centre for Science Education and Research (TIFR), Mumbai University, SNDT University, IGIDR, etc. Apart from this library also has membership with DELNET.

Hence, all possible efforts must be made to make available the learning resources needed for the faculty and students.

8.6 Photocopying Services

Presently library maintains two heavy duty photocopying machines. Two operators are appointed to provide photocopying service in shift basis.

9. ICT Services Division

9.1 UGC-Infonet Services:

The SDTM Library is one of the members of INFLIBNET UGC-Infonet Digital Library Consortium since 2003. UGC has set up this programme to promote use of electronic databases and full text access to e-journals by the research and Academic community of the country. Online databases are accessible via the Library Homepage, which provide access to full-text scholarly research articles beyond the physical wall of the library.

- Access to more than 7000 full text scholarly journals online
- 9 online databases in the field of social science
- Project Muse (389 journals); Oxford University Press (202 journals); JSTOR (729 journals); Springer Link (1236 journals); Taylor & Francis (1076 journals); JCCC (Gateway Portal); ISID; Cambridge Journals Online (279 journals); Wiley Interscience (502 journals) available under the UGC-Infonet services
- Library subscribe to Sage Online Journals (240 journals); Emerald Management Xtra (160 journals); ABI/INFORM Complete™ (2950 journals); indiastat.com (statistical database) ; World Bank Databases (GDF+WDI+e-Library)
- IP Based access to all e-Resources
- Statistical usage reports of e-resources

9.2 Document Delivery Services:

TISS Library has been recognized as one of the Twenty Two Document Delivery Centres established by UGC-INFLIBNET, Ahmedabad. The Centre will deliver, on demand, the copies of research papers from 4000 and odd print journals subscribed by these 22 Centres apart from 7000 and odd full text e-journals, conference proceedings and other materials. Access to all these journals has been provided through JCCC gateway portal. Users can also submit an online request in JCCC for the article from both print and e-journals.

9.3 Digital Library Services: A State-of-art Digital Library provides seamless access to various CD-ROM Databases, Electronic Theses & Dissertations, In-house Bibliographic and full text Databases, Institutional Repository, MK Tata Centre Archive etc. Major CD-ROM database collections includes ProQuest, Wilson Social Science Abstract, Popline, ABI/INFORM etc.

- Access to Electronic version of Indian Journal of Social Work and Sociological Bulletin on Library intranet
- Digitisation of library materials including Rare and Out of Print books but in demand
- Digitisation of Theses and Dissertations submitted to the institute
- External Digitisation projects
- Scanning and printing facility for the students

9.4 Cyber Library

The SDTM Library has set up Cyber Library with over 100 Pentium computers working in a networked environment through connectivity provided by ERNET India using 2 Mbps High Bandwidth Leased Line. It was inaugurated and thrown open to the students on 12th November, 2008 during the ILA International Conference from 12-15 November, 2008 organised by the library in collaboration with Indian Library Association. The Online databases like Project Muse, Springer Link, JSTOR, Blackwell will provide access to full text journals through UGC-Infonet E-Journals Consortia. In addition, SPSS and SAS computing facilities will also be accessible to the scholars.

Salient features of SDTM Cyber Library

- Cyber library in a networked environment with 100 computers using a dedicated 2 Mbps leased line
- Open 24x7 and 365 days a year
- Both reading and computing facilities
- Laser printing facility
- Access to full text online journals through UGC-Infonet E-Journals Consortia and other library e-resources.
- IP based Web Cameras for surveillance to enhance security of the library resources

Cyber Library-Acceptable Use and Code of Conduct:

1. Do Not Connect Your Mobile To Computers.
2. Do Not Install Any Software Without Prior Permission Of IT Team.
3. Do Not Download Movies OR Songs.
4. Do Not Remove LAN Cord, Keyboard And Mouse From The Computers.
5. Do Not Save Any Document On The Desktop.
6. Kindly Scan Your Pen Drive, CDs OR DVDs Before Use.
7. Keep Your Mobile On Silent Mode.
8. Eatables are not allowed inside the Cyber Library.
9. Take Care Of Your Own Belongings.
10. Turn Off The Computer After Your Work Is Completed.
11. All Drives Will Be Formatted After Every 15 Days by IT team Without Any Intimation.
12. IT Team Will Not be Responsible For Any Data Loss
13. Kindly Co-operate With IT Team For Minimum Downtime Of The Computers.
14. Please Inform To IT Team In Case Of Any Computers Problem.
15. Please Keep The Cyber Library Clean.
16. Keep Silence In Cyber Library.

9.5 Licenses and Fair Use of e-Resources:

The INFLIBNET Consortium subscribes to thousands of electronic journals including full-text electronic resources and bibliographic databases for its member institutions. All electronic resources available through the Consortium are governed by license agreements. The terms and conditions for using these resources are spelled out in license agreements that are signed with each publisher by the INFLIBNET Consortium on behalf of its member institutions. The licenses for electronic resources impose two types of restrictions on its usage, namely i) who can use these resources; and ii) how the resources can be used. The first restriction defines authorized users for e-resources, which generally includes students, faculty, staff and onsite visitors of a subscribing institution. The second restriction deals with how these resources can be used. It is the

responsibility of individual users to ensure that e-resources are used for personal, educational and research purposes only. Most of the agreements entered into by the Consortium and publishers specify items that users are prohibited to do. Some of them are as follows:

- Systematic or programmatic downloading, retention, and printing are prohibited. For example, you cannot download entire issue of a journal or print out several copies of the same article.
- Electronic distribution of content is also restricted although the specific restrictions vary from publisher to publisher. It may be permissible to forward an article to another colleague in your own institution by email, however, transmitting an article to someone outside of the institution, or to a large group of recipients, a mailing list, or an electronic bulletin board, is not allowed.
- If you are teaching a class, you can print out a copy of an article from an electronic journal and include it in your course pack. However, do not make multiple copies for circulation. Copyright laws protect published material in any format so that it cannot be copied except in accordance with fair use. Providing access to material for educational purposes falls within the realm of fair use.
- Please ensure that the resource is used for educational and research purposes and not for commercial purposes.
- Providing electronic links on your course web pages to the Library's licensed resources is permitted but you cannot post the PDF of an article on your website. The publishers' main concern is that people outside of your campus network should not be able to access resources licensed by your institution. However, a researcher can post a pre-print of an article written by himself.
- As with any kind of scholarly communication, a researcher can use phrases or quotes from other articles and cite the source of information. However, a researcher is prohibited from using large chunk of information (paragraphs and chapters) from an article or from a chapter in a book.

What Happens if the License is Violated ?

Publishers track the use of their electronic resources in terms of number of downloads made by subscribing institution. Misuse, if any, is notified to the subscribing institution with details of kinds of violations and institution is expected to take action. The publisher also suspends the access to e-resource pending suitable action by subscribing institution. The access is stopped not only for journals where license agreement was violated but for all journals by the same publisher. Moreover, the access is suspended not only for the individual violator but for the entire institution.

Conditions of Use and Licensing Restrictions for Electronic Resources

The Consortium subscribes to thousands of electronic journals and bibliographic databases for use by authorized users in member institutions. The terms and conditions for using these resources are spelled out in electronic resource license agreements with each publisher. It is the responsibility of individual users to ensure that the use of electronic resources does not breach the terms and conditions specified in the license agreements. Licenses vary from publisher to publisher; however, the general principles are as follows:

Permitted	Not Permitted
<ul style="list-style-type: none">– Viewing, downloading, copying, printing and saving a copy of search results– Viewing, downloading, copying, printing and saving individual articles– Using e-resources for scholarly, educational or scientific research, teaching, private study and clinical purposes– Sending a copy of an article to another authorized user (i.e. current faculty, students or staff)– Posting the URL to the publisher's version of the article on a class website (publisher links will allow only authorized users access)	<ul style="list-style-type: none">– Use of robots or intelligent agents to do systematic, bulk or automatic downloading is not permitted– Systematic downloading or printing of entire journal issues or volumes, or large portions of other e-resources is not permitted– Using e-resources for commercial gain is not permitted (i.e. reselling, redistributing or republishing licensed content)– Transmitting, disseminating or otherwise making online content available to unauthorized users (i.e. sending to mailing lists or electronic bulletin boards) is not permitted– Posting the publisher's version or PDF of an article to an open class website is not permitted (instead, post the URL to the

Breaches of the license agreement with publishers could result in the suspension of access to the resources for the member institutions.

Generic license agreements for all publishers specifying all the terms and conditions of the following databases are available at their respective website.

e-Resources under UGC-Infonet Digital Consortium:

- Project Muse (389 journals)
- Oxford University Press (202 journals)
- JSTOR (729 journals)
- Springer Link (1236 journals)
- Taylor & Francis (1076 journals)
- JCCC (Gateway Portal)
- ISID (Industrial Development Bibliographic Database)
- Cambridge Journals Online (279 journals)
- Wiley Interscience (502 journals)

e-Resources Subscribed by SDTM Library:

- Sage Publications (240 journals)
- Emerald Management Xtra (160 journals)
- ABI/INFORM Complete™ (2950 journals)
- indiastat.com (statistical database)
- World Bank Databases (GDF+WDI+e-Library)

Computer Access-Acceptable Use and Code of Conduct:

Only registered members of the Library are authorized to use the Computers, Internet facility or to access e-Resources. Prior to such authorization, the students must sign and return the Library Registration Form acknowledging their responsibilities and the consequences of violation.

Students are expected to observe network etiquette by being polite. Students are prohibited from pretending to be someone else; transmitting obscene messages or pictures; revealing personal addresses or telephone numbers-either their own or another person's; or using the network in a way that would disrupt use by others.

The following policy for acceptable use of computers, networks, and system resources, including the Internet and e-resources, shall apply to all TISS administrators, faculty, staff, and students. All technology equipment shall be

used under the supervision of the site administrator. Any user who violates any condition of this policy is subject to disciplinary action or administrative sanctions. In addition to any other disciplinary action taken, the Technology Department reserves the right to terminate access to system resources for any user who violates these guidelines.

1. Every user in whose name a system account is issued will be responsible at all times for its proper use.
2. Users shall not let other persons use their name, logon, password, or files for any reason
3. Users shall not use others' system accounts or try to discover another user's password.
4. Users shall not erase, rename, or make unusable anyone else's computer files, programs or disks.
5. Users shall not use Computers for any non-instructional or non-administrative purpose, including, instant messaging, online shopping, or personal use of streaming media such as online radio stations or video broadcasts.
6. Users may not **install, download, copy, or distribute copyrighted materials** such as software, audio or video, files, graphics, and text without the written permission of the administrator.
7. Users shall not use the Computers for illegal purposes, in support of illegal activities, or for any other activity prohibited.
8. Users shall not write, produce, generate, copy, propagate, or attempt to introduce any computer code designed to self-replicate, damage, or otherwise hinder the performance of any computer's memory, file system, or software. Such software is often called a **bug, virus, worm, Trojan Horse**, or other name.
9. Users shall not use Computers to purposefully distribute, create, or copy messages or materials that are abusive, obscene, sexually oriented, threatening, harassing, damaging to another's reputation, or illegal.
10. Users shall not use Computers to purposefully access materials that are abusive, obscene, sexually oriented, threatening, harassing, damaging to another's reputation, or illegal. In the event that accidental access to prohibited materials occurs, users are expected to immediately discontinue

such access and report the incident either to Library staff or to the administrator.

11. Users shall not intentionally damage the system, damage information belonging to others, misuse system resources, or allow others to misuse system resources.
12. Users shall not alter or vandalize computers, networks, printers, or other associated equipment and system resources. Alteration or vandalism includes, but is not limited to: removal of parts, intentional destruction of equipment, altering system settings or software, installing unauthorized or unlicensed software or programs, attempting to degrade or disrupt system performance, or attempting to make system resources unusable.
13. Users shall not use Computers for the forgery or attempted forgery of email messages. Attempts to read, delete, copy, or modify the email of other system users, deliberate interference with the ability of other users to send/receive email, or the use of another person's email account is prohibited.
14. Users should not use library network for sending and receiving a large number of personal messages, including using group email distribution lists to send non-administrative or non-instructional messages to other users.

9.6 M. K. Tata Memorial Learning Centre for Visually Impaired

It was established to provide innovative teaching techniques and philosophy that continues to have far-reaching effects on the lives of visually challenged and taking them to new heights of independence. M. K. Tata Trust, Mumbai has funded the project. The Centre was inaugurated on 7th May, 2008 during the Institute Convocation function. It is a unique computer reading facility for visually impaired with a congenial classroom environment. The Centre is aimed to provide barrier free access and independent reading of library materials. The Centre believes that with proper training and opportunity, visually challenged people can compete on terms of equality with their sighted peers.

The Centre has acquired latest assisting technologies to help visually impaired readers. Air conditioned lab with 20 HP computers loaded with many software like JAWS Pro 9.0, Kurzweil, Magic Magnification Software pro, OBR Braille software, Switched on Braille software, Teachers Talking Pro, Pen Friend

word prediction software, Spell Well etc. The Centre also equipped with Prisma, Zoom-Ex and Sara text reading systems which enhance significantly the reading experience for people who are partially sighted.

9.6 National Centre for Social Sciences Information and Documentation:

The TISS library with its valuable collections both in terms of quality and quantity in the field of social sciences, social work, health sciences act as a nodal centre of major source of information in the field of social sciences in India as well as abroad. This Centre's vision is to bring world class information services to the academic community of India in the field of social science. The main mandate is to provide full range of documentation and information services in the area of social sciences apart from the core subject of Social Work, which will accept request from other user libraries via post, telephone, email or fax and delivers the information. The centre is also providing 50 research students space for retrieving information, analysing data with all IT infrastructure from India and abroad with residential facility from the institute.

Salient features of the Centre are:

- Provide seamless, network access to worldwide scholarly information resources of relevance to the academic community, facilitating improved learning, teaching, research, collaboration and information sharing
- Provide orientation and training to the academic community in making effective use of electronic information sources, tools and services
- Dedicated Data Centre for e-journals, full text CD-ROM databases in the field of social sciences
- Training Centre for Research Scholars from NGO's, Institutions who are involved in Social Science Research and dissemination of information

10 Physical Ambiences:

10.1 Cleanliness:

Library is a central resource department that is the backbone of all academic programmes of the institute. Students and faculty would be spending their considerable time in library premises pursuing their research and studies. Hence it is very much essential that library has a checking system in place to monitor the cleanliness and hygiene of the library premises like regular sweeping, cleaning and mopping of all floors, and washrooms.

10.2 Electricity and Water and Ventilation

Library will ensure that these essential things are working at all times and users would not be put to any inconvenience.

10.3 Floor Plan and Direction/Guideposts

Library shall have floor plans designed and proper directions/guideposts for people to move around the library looking for resources/services.

11. Managing the Performance of Library team

TISS library is managed by a professionally qualified and competent team. It is suggested that the performance of the team can be optimized by taking the following measures.

11.1 Clearly defined Job Descriptions at all levels

Each member of the library team shall have a clearly defined, unambiguous job description that facilitates and gels with the library's and then Institute's Mission and Vision Statements. The organization chart with a clear reporting structure be developed for having effective span of control within the library.

11.2 Quarterly Work Plan and Predefined, agreed Targets for achievement

Each section in the library shall have a Quarterly Work Plan. Here, the works to be carried in the next quarter and the predetermined, agreed targets for achievements will be decided. There will be a review process after the every quarterly for assessment.

11.3 General Conduct

Every member of library team shall exhibit the highest level of professional conduct in discharging their duties. Staffs are expected to be in their sections unless otherwise their work takes them away from the desk. Providing polite and efficient service shall be the motto of the library.

11.4 Department Performance Audit by yearly user feedback surveys

Library will initiate a annual department performance audit wherein the performance of each section of library will be evaluated based on the feedback surveys, user satisfaction surveys. This feedback and evaluation will certainly help library to overcome any lacunae in the facilities and services being provided.

11.5 Bimonthly Reports about Library Functioning

Library shall compile, analyze and submit a performance report every two months. IN this, the performance and productivity of each section of the library

shall be reported with descriptions as to how many targets were achieved, difficulties faced and how they were overcome.

13. General Rules and Regulations:

1. All the students/scholars and outsiders entering the Library shall deposit their bags and other belongings at the entrance and sign in the Register at the checkpoint. Only notebooks and the Library books to be returned will be allowed inside. **Do 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 **security guard** at the checkpoint for inspection while leaving the Library. **Library does not permit any exception in the observance of this rule.**
2. Identity Card is compulsory for getting access to the library.
3. Books removed from the shelves by students, if not required for reference, should be kept on the book trolley or on table nearest to them. Please do not try to shelve them yourself. ***Please remember that a book misplaced is a book lost.***
4. The newspaper(s) should be folded properly after reading and kept back in the designated place.
5. Readers should not deface, mark, cut, mutilate or damage library resources in any way. If anyone is found doing so, he will be charged the full replacement cost of the resource. Books Borrowed should be protected from RAIN, DUST, INSECT, etc.
6. All the students/scholars are required to bring three copies of their recent photographs (Passport Size) along with the Fee Receipt while applying for Library membership.
7. All the students are advised to bring their own **Reading Cards** while using the Library.
8. The Reserve Shelf book must be returned on the due date between 9.00 am to 10.00 am. And General Shelf books on or before the due date. General Shelf books are issued upto 8.00 pm.
9. Claim for Reserve Shelf books should be made in the Register maintained at the counter between 8.30 am to 2.00 pm and they should be collected between 3.30 pm to 7.00 pm.
10. Books are issued to students for overnight during the examination time only.
11. Compendiums should be issued on reserve shelf card only.

12. Those students who do not return the books, issued for overnight use, in time, will not be issued any book for a period of 7 days.
13. ***All the students who want to return the books issued on their names are advised to wait until the books are shown as cancelled against their names.***
14. The "PASS OUT" slip should be handed over to the security guard at the checkpoint before taking out the issued book/s.
15. There will be a fine of Rs. 1.00 per General Shelf book and Reserve shelf book, Rs. 2.00.
16. For the loss of Readers Ticket, a fine of Rs.10/- each will be charged.
17. Students are advised **not to issue Books to others on their names.**
18. A fine of Rs.75/- will be charged for the loss of compendium, files and such other reading materials. For book three times of the original price charged.
19. Coupon for Xeroxing is available at the cash counter in the A/C Section up to 3.00 P.M. The Xeroxing charge per exposure is 0.50 p. After 3.00 P.M. payment can be made by cash in the library.
20. Conversation and discussion disturbs library ambience. Therefore, all are requested to maintain dignified silence. If discussion is necessary, the common room should be utilized for the same.
21. Smoking is not permitted in the Library.
22. All users are requested to keep their **mobiles switched off or in silent mode** in the Library.
23. Beverages and Eatables are not allowed inside the library.
24. No visitor or guest is permitted to use the Library without the prior permission of the Librarian. He/She is required to produce a proper introduction letter from the concerned Institution/Organization to which he/she is attached. A fee of Rs.15/- per day is charged for a visitor who wishes to use the Library facility.
25. No photograph of the Library shall be taken without the prior permission of the Librarian.
26. Library reserves the right to call back any issued book/item at any time.
27. **All research scholars are advised not to keep Library books/journals (loose & bound) inside their cupboard without getting them issued.**
28. Librarian reserves the right to check the Ph.D. & M.Phil tables and cupboards, whenever necessary.

29. All students are advised to come to the Library in decent dress as they are in the classrooms.

30. Demand and suggestion slips are available at the circulation desk for your use.

12. Requisition Forms used in Library

- a) Library Membership Form
- b) Day Membership/Visitor Membership Form
- c) Book Recommendation Form
- d) Journal Recommendation Form
- e) Book Reservation Form
- f) Misplaced Book Trace Request Form
- g) Photocopying Services Request Form
- h) Inter Library Loan Request Form
- i) Group Visit Facilitation Form



**Sir Dorabji Tata Memorial Library
TATA INSTITUTE OF SOCIAL SCIENCES**

(A Deemed University under Section 3 of the UGC Act, 1956)
Sion-Trombay Road, P.B.No.8313, Deonar, MUMBAI - 400 088
Tel: 022-2552 5282 Fax: 022-2552 5050 www.tiss.edu

Sr.No:

ID No. Of Student:

MEMBERSHIP FORM: Student/Research Scholar

I, the undersigned would like to apply for Library Membership as **Student/Research Scholar**. I hereby undertake the responsibility to abide by rules of the library. In case of late return/loss or damage of any information resource borrowed by me, I am willing to pay the required amount.

Name in full Mr/Miss/Mrs : _____

Permanent Address:

Present Address

Telephone No.(R), Mobile :

E-mail ID :

Date: _____

Signature: _____

I recommend that Mr./Miss/Mrs.:

1st Year/ / may be given library Membership for the year _____

Head of the Department

Approved membership

Asst.Librarian (Circulation)

Librarian



Sir Dorabji Tata Memorial Library
TATA INSTITUTE OF SOCIAL SCIENCES
(A Deemed University under Section 3 of the UGC Act, 1956)
Sion-Trombay Road, P.B.No.8313, Deonar, MUMBAI - 400 088
Tel: 022-2552 5282 Fax: 022-2552 5050 www.tiss.edu

Sr.No. _____

Receipt No. _____

MEMBERSHIP FORM: International student

I, the undersigned would like to apply for Library Membership as **International student**. I hereby undertake the responsibility to abide by rules of the library. In case of late return/loss or damage of any library resources borrowed by me, I am willing to pay the required amount.

Name in full Mr/Miss/Mrs : _____

M.A. With Specialization in : _____

S.T.P./Diploma Specialization in : _____

Permanent Address: _____

Present Address : _____

Telephone No.(R), Mobile : _____

E-mail ID : _____

Date: _____

Signature: _____

I recommend that Mr./Miss/Mrs.: _____
may be given library Membership for the year _____

Head of the Department

Approved membership

Asst.Librarian (Circulation)

Librarian



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M.A. With Specialization in : _____

S.T.P./Diploma Specialization in : _____

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Present Address : _____

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Name in full Mr/Miss/Mrs : _____

Name of the Institute and Address(If applicable): :_____

Present Address : _____

Telephone No.(R), Mobile : _____

E-mail ID : _____

Date: _____

Signature: _____

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To,
The Librarian
TISS

Date:.....

Please procure the following titles which are useful for my teaching and research purpose.

Name of Faculty:

School/ Center:

Debit to:

Sr. No	Author	Title	Year of Pub.	Publisher	Price	No. of Copies

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Approximate Cost of the above Books is: Rs.....

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Periodical Recommendation Form / Indent

To: The Librarian

I recommend the Library subscribes to the following journal/s:

SR. NO	TITLE	PUBLISHER	ISSN	APPR. SUBS. PRICE
TOTAL AMOUNT (Rs.)				

From			
Signature		Date	/ / 200
Budget Head			
Centre/Unit			
School		Dean's Signature	

FOR OFFICE USE ONLY

To: The Director

(Through the Chair-LAC/D.R.-F&A)

The periodical/s recommended as above may please be approved for the library subscription.

Authorities	Remarks	Signature & Date
University Librarian		
Chair-LAC		
D.R. (F & A)		

The Director		
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Please return this FORM to the library for necessary action and records.



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DAY MEMBERSHIP FOR VISITORS

NAME (IN CAPITAL LETTERS) :

AGE :Years. Male / Female (Please ✓)

YEAR IN WHICH STUDYING :
(POST GRADUATION/M.Phil/Ph.D)

COLLEGE/INSTITUTION :

RESIDENCE ADDRESS :

E-Mail :

Contact No. :

I shall abide by the regulations governing the Sir Dorabji Tata Memorial Library, TISS

Date:

Signature of User