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# **BEST PRACTICES IN COLLEGE LIBRARIES: A CASE STUDY OF MALTI JAYANT DALAL LIBRARY OF L.S.RAHEJA COLLEGE OF ARTS AND COMMERCE**

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## **Abstract**

*College Libraries play an important role in development of Higher Education in India. College Libraries are facing great challenges from rapid changes in users' behavior, advancement in Information Technology and Reforms in Education systems. In order to satisfy the users' need, to keep a pace with ever-changing Information Technology and education systems, college library needs to adopt "Best Practices" not only to demonstrate return on investment but also to provide quality based services to satisfy the needs of the user and to meet the objectives of the parent organisation.*

**Key Words: Best Practices, College Library, NAAC**

## **1. INTRODUCTION**

Indian Higher Education and College Libraries have changed extensively in 21<sup>st</sup> century. College library is unanimously accepted as the fundamental organ around which all the college activities revolve. College library is considered to be the nerve centre of the college. The College libraries in India have a significant role to play in higher education as, Gross Enrolment Ratio (GER) in Higher education in India for the academic year 2014-15, is 23.6%. As per FICCI survey report, by 2030, India will be amongst the youngest nations in the world. College library have to play a prominent role in the development of higher education in India. However, in today's networked society, college libraries are facing great challenges from rapid changes in users' behavior, Information Technology and reforms in education system. College library needs to focus on quality services, and user satisfaction. To quickly respond to internal and external changes, college library needs to adopt "Best Practices" not only to demonstrate return on investment but also to provide quality based services to satisfy the needs of the user and to meet the objectives of the parent organisation. Library Quality is the inclusive of the best practices followed in different areas of library activities. According to UGC-NAAC, Best Practice may be innovative and be a philosophy,

policy, strategy, program, process or practice that solves a problem or create new opportunities and positively impact on organizations.

## **2. LITERATURE REVIEW**

Best Practices are highly effective or innovative operating procedures and philosophies that produce outstanding performance when implemented (Leon, DeWeese, Kochan, & Peterson-Lugo, 2003)

Best Practices helps in improvement of library processes and activities, achieving optimum utilisation of available library resources and provision of quality services to its clientele. In the case study of the Central Library, IIT Bombay, adoption of well defined, transparent, user-centric, and technology based processes in the areas of Resource development and management, User services, ICT-enabled services, Users empowerment, Information literacy and library marketing, have led the Library to be the best. And most importantly Best Practices is not a one-time process it is a continuous process (Jotwani, 2008).

Islam (2015), in his paper discussed some Best Practices which should be adopted in college libraries, i.e. Library user education, library best user award, library book exhibition, internet service in the library, collection development in the library, Book Bank facility and information about Competitive Examination, to provide maximum service to students, staff, and external readers in minimum cost.

## **3. OBJECTIVES OF THE STUDY**

The objective of the study is to examine the Best Practices in Malti Jayant Dalal Library of L. S. Raheja College of Arts & Commerce

## **4. RESEARCH DESIGN AND METHODOLOGY**

**Research design:** The present study is a case study in nature.

**Sources of Data:** This study is based on Secondary sources of data, mainly from books, articles, journals and from the Website of Malti Jayant Dalal Library

## **5. DEFINITION OF THE CONCEPT**

“Practices which are most appropriate under the circumstances, esp. as considered acceptable or regulated in business; techniques or methodologies that, through experience and research, have reliably led to desired or optimum results.” (Kreitz, 2008)

**Oxford Advanced Learners Dictionary** describes “best practices as quality of high standard, excellence, highly improved, outstanding, par excellence service. It means way of doing something that is usual or expected way in a particular organization or situation, guidelines for good practices”.

## 6. BEST PRACTICES AND UGC-NAAC

Realizing the value and role of the library in higher education, UGC has played an important role in the overall development of university and college libraries. Financial assistance from UGC helped library in the area of collection development, development of ICT infrastructure, furniture and fixtures and construction of new library buildings. On the recommendation of National Policy of Education (NPE) in 1986, UGC constituted National Accreditation and Assessment Council (NAAC) in 1994 in Bangalore. The main accountability of NAAC is to assess the quality of university and college institution. NAAC has recognized four basic sets of Best Practices; that enhance the academic environment of and usability of college library.

The four basic sets of Best Practices are:

- 1) Management and Administration of Library
- 2) Collection and Services
- 3) Extent of User Services
- 4) Use of Information Communication and Technology in Libraries

## 7. BEST PRACTICES IN COLLEGE LIBRARY

Important aspects to be considered for effective implementation of Best Practices for optimum utilization of resources and maximum users' satisfaction are:



## **8. BEST PRACTICES IN MALTI JAYANT DALAL LIBRARY**

### **MALTI JAYANT DALAL LIBRARY**

The Library was established in 1981 with its parent Organization. The Library of the college is named as the MALTI JAYANT DALAL LIBRARY of the L.S. Raheja College of Arts & Commerce from May 22, 1984. The Library moved to L. S. RAHEJA COLLEGE Building in 1985. Malti Jayant Dalal Library is one of the best support services of L. S. Raheja College of Arts & Commerce. In keeping with the Vision and Mission of the Institute, the Malti Jayant Dalal library plays a vital role in supporting, teaching and learning activities and provide the main source for individual research at LSRC. Library is meant to help academic community faculty to keep abreast with the latest development in their area of activities and to provide information support for teaching, research and consultancy. At the same time for the Researchers and students, library is a source to get information support for their course curriculum as well as for their self-development. Best Practices followed by the library are:

8.1. **Management and Administration of College Library:** Effective Management and Administration of college library helps in deployment of skilled library staff and identification and optimum use of resources by its users.

**8.1.1. Library Advisory Committee:** Library has a “Library Advisory Committee” comprising of senior faculty members which is headed by the Principal. Major initiatives taken by the Library Advisory Committee are Book Bank service, External Membership service, Senior Citizen Book Club and establishment of Project Room.

**8.1.2. In-service Training Program:** The library arranges In-service training program for library staff to enhance the technical skills required for traditional and e-library operations and services. The library also encourage the library staff to attend the workshops organized by other libraries for enhancement of managerial and soft skills which are must for Team building, efficient provision of customer service and to maintain healthy relation with the stakeholders of the library. In-service training is also given by rotation of staff at various sections. In-service training programs boost the morale of the library staff due to expertise in library operations and respect from its library users, which ultimately enhance the quality of



**8.1.3. Library security:** - CCTV cameras are installed in Project Room, Reading Hall and Stack Room to safeguard the library resources.

## **8.2. Collection and Services**

**8.2.1. Collection development in different formats:** Library has a systematic Collection development policy duly sanctioned by Library Advisory Committee. Acquisition method used by the library are approval method, book reviews, publishers catalogues, gifts and donations, book exhibitions cum sale, online book vendors like Flipkart, Amazon etc. The library has rich collection of print and non-print materials to support teaching, learning and research activities of the users of Malti Jayant Dalal Library. Library Collection up to the academic year 2015-16 is:

<b>Sr. No.</b>	<b>Types of Materials</b>	<b>No. of Materials</b>
1	Books	52372
2	Journals and Magazines	52
3	Bounded Volumes	81
4	CDs & DVDs	1500
5	Maps	7
6	Newspapers	18
6	N-List E-Journals	+6000
7	N-List E-Books	+30000

**8.2.2. Gyanyatra:** Library organizes Gyanyatra – Book Exhibition every year. All the publishers and vendors exhibit the latest in various subject areas. Library accepts the

recommendations of Faculty members and students for the purchase of the library materials.



**8.2.3. Granthadan Yojana:** Library accepts donation of good books in varied subject areas, which are useful for the users of the library. The maximum number of books received by the library is from CROSSWORD.

**8.2.4. Open Access Facility:** Library provides Open Access facility, which helps library users to browse and select the books of their own interest area. This facility enhance the reading habits among users and optimum utilization of available resources



**8.2.5 Quest Area:** In today's competitive world, students are facing a great competition for admissions for higher studies and employment. Library has a rich collection of competitive examination in various fields. Library has created a special section "QUEST AREA" at the entrance of the library, where all books related with the competitive examination are displayed to make the user aware and for easy access to them.



**8.2.6. Display of New Arrivals:** Library has a separate New Arrival section at the entrance of the Library, where all the new arrivals of the year are displayed. It helps in making user



aware about the latest additions in the library and encourages users to use the resources for their teaching, learning in research process.

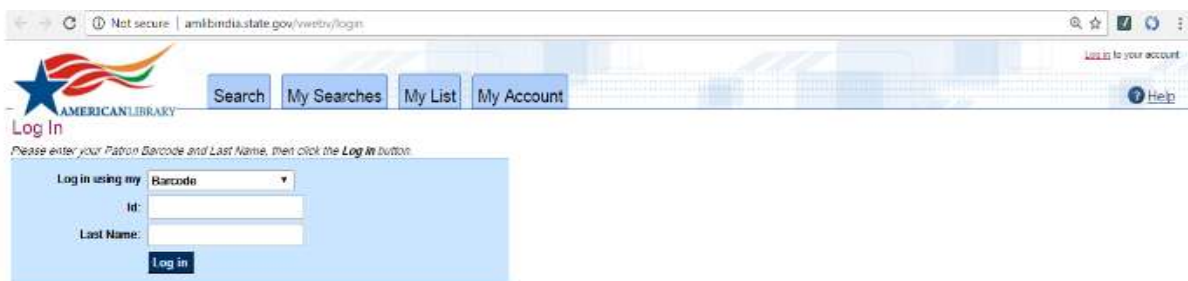


**8.2.7. Institutional Membership:** The library has subscribed for UGC INFONET N-LIST online recourses. The students are given user id and passwords to access the e-resources for gaining the additional knowledge and preparation of their projects. Faculty members are given individual user id and passwords, for remote access of e-resources for teaching and research purposes.

The Library has also subscribed for institutional membership of American Library and British Council Library. Staff and students are given user id and passwords; they can access the resources within the Library campus.



## American Library





**8.2.8. Inter Library Loan Services:** Library has the inter library loan service with Kapila Khandwala College, where reading material is borrowed, whenever necessary and provide books and other reading material to them through inter library loan service.

**8.2.9. Bibliographic Services to Staff, Students and Researchers:** Bibliographic services are provided by the library to students, faculty members and researcher from reference counter, through phones, emails and social media like messengers and WhatsApp.

**8.2.10. Book Bank Facility:** Under this scheme the needy students and Reserve category students given full set of books for the complete academic year @ of 250/- per semester, it will result in increased performance in academic, by them. In 2015-16 total 585 students were benefited



**8.2.11. Printing and Reprography Services:** Library provides printing and reprography service to students, staff, researchers, external members and senior citizens.



**8.2.12. Book Exhibition:** Library organizes books exhibitions on occasions of celebration of various events like Librarian's Day, Gandhi Jayant, Republic Day, Independent Day and so

on, to make users aware about the library's rich collection on various subjects and motivate them to use the same for educational purpose.



**8.2.13. Extended Library Hours:** Due to the changes in education systems, majority of students are engaged in parallel courses, part-time jobs, or tuitions along with their full time studies to gain skill, knowledge and experience to enhance their future employability. To provide the library facility to today's users, the library remains open from 7 a.m. to 7 p.m. and during and one month before examinations; library remains open on all Sundays and holidays from 9 a.m. to 4.40 p.m.

**8.2.14. Project Room for Preparation of Projects and Collaborative studies:** Library has created a spacious air conditioned project room with 10 computers along with Wi-Fi facility for students, where students can prepare their projects and for also for collaborative studies. Thus, library helps not only in access of knowledge but also provide space for creation of knowledge.



**8.2.15. Net Work Resource Centre:** Library has UGC sponsored Net Work Resource Centre with 5 computers and networked printer where staff can conduct their research activities and prepare their teaching plans.

**8.2.16. External Membership Facility:** Library extends its library facility to ex-student of the college, researchers, and needy students pursuing higher studies. On an average, every year 20 users avails the external membership facility and for that library is charging nominal fees Rs. 200/- per semester.



**8.2.17. Senior Citizen Book Club:** Library has established a Senior Citizen Book Club as a community service. Library facility is extended to senior citizens of Santacruz (West), free of charge. At present 21 senior citizens are enjoying the library services.

### **8.3. Extent of the Use of Services**

**8.3.1. User Orientation:** Every year the library conducts User Orientation program at entry level i.e for the students of F.Y.J.C and first year students. Students are made aware about the library resources and services, rules and regulations for utilization of library resources and services. Students are also oriented about the retrieval process.



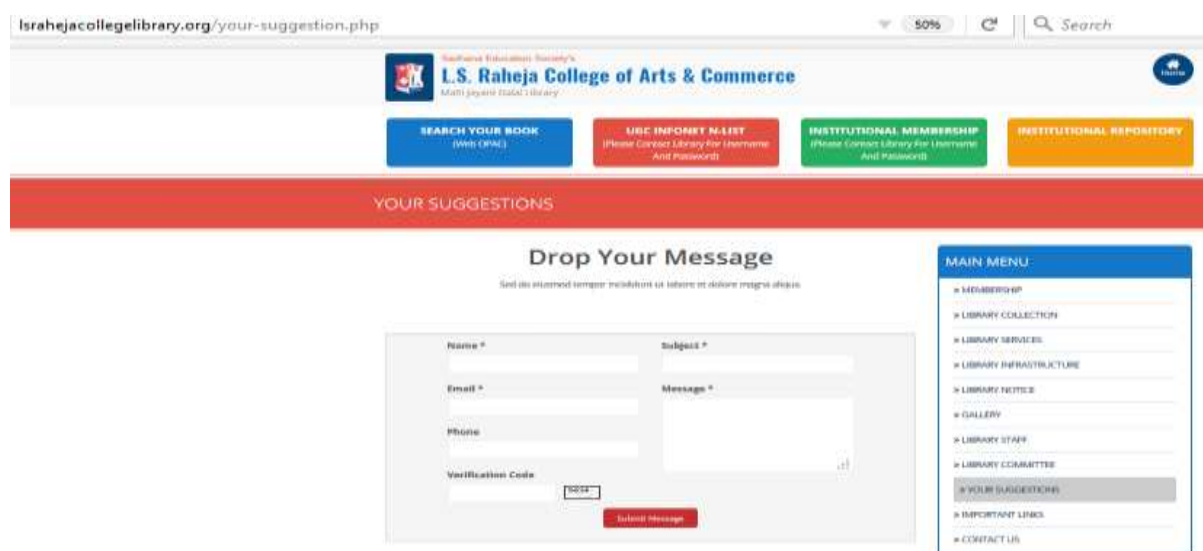
**8.3.2. Information Literacy Program for Staff:** Library conducts Information Literacy Program for staff every year for the new recruited staff and as when new system is introduced in the library. This program orient the staff about how to find out library books by using Library OPAC, Web OPAC, resources of American Library and British Council Library, use of N-LIST resources, free online journals (such as DOAJ), and many other open source available in their respective interest area. This service enables them to use the library resources and services effectively and efficiently.

**8.3.3. Library Use Statistics:** Library maintain the Library use statistics by user register for use of project room, through SLIM 21 Library management software, and login for library website. Usage statistics helps the library to gauge the utilization of library resources and services and need to take corrective measures to motivate the user for optimum use of available resources and services for enhancement of their teaching, learning and research process.

**8.3.4. Library Best User Award:** Every year Library give Best User Award to inculcate the reading habits among students and to develop the research culture among staff.



**8.3.5. User Feedback:** Change is the only constant in this informative networked society. According to Dr. S. R. Ranganathan’s fifth law “Library is a growing Organization”. The Library has to constantly strive for improvement in its library collection and its quality services. Library resources and services are user-centric which requires regular user feedback. The library welcomes the user feedback through suggestion box, e-mails, WhatsApp, and its Library Website. Feedback of the users are properly scrutinized and appropriate actions are taken to fulfill the needs of the user. Significant outcome of the users’ feedback is development of “Project Rom” with Wi-Fi facility, as majority of students of our college are from middle class and lower middle class family, project room provides facility of 10 computers with free Wi-Fi facility, and at the same time they can have collaborative study.

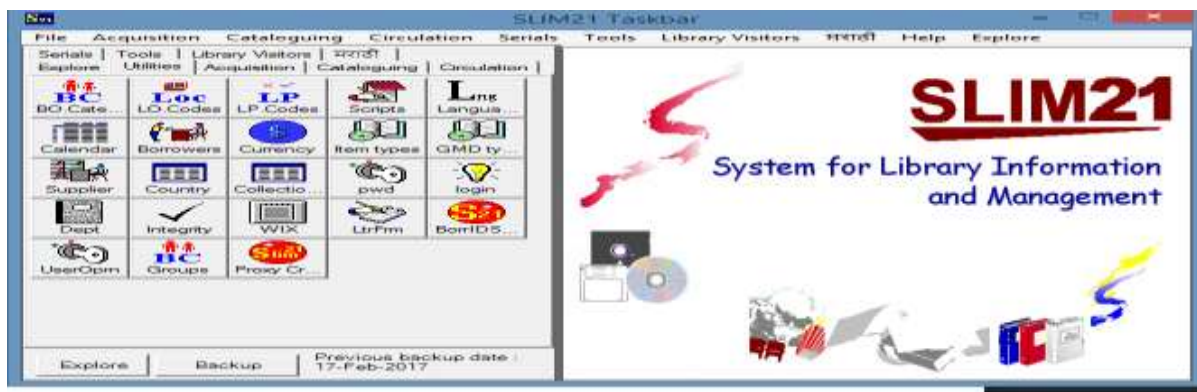


**8.3.6. Library Science as a career option (B.L.I.Sc course):** To create awareness about the library and its role and to encourage students to opt for career in Library Science, L. S. Raheja College has started one year formal library science, “Bachelor of Library and

Information Science” course affiliated to University of Mumbai from the academic year 2016-17.

## **8.4 Use of ICT in Library**

**8.4.1. Automated Library Housekeeping Activities:** Library has automated its housekeeping activities like cataloguing, circulation, serial control, and stock verification and statistics of user footfalls by SLIM 21 Library Management software.



**8.4.2. E-Alert Services and Digital Content Service:** Library provides E-Alert services by digitizing the cover page and content page of latest issues of journals and periodicals to faculty members via e-mails.

**8.4.3. Dynamic Library Website:** The library has developed a dynamic library web site <http://Israhejacollegelibrary.org/>, which provides links to library OPAC, which enables user to retrieve the information about library collection and services, list of newspapers and journal subscribed in the library, Library timing, Library staff information, Library rules and various useful links of other websites, e-journal and databases for full text download, Library Notices, Library Events and Library Gallery, and also Librarian contract number and email for inquiries. Library website has also provided links to its institutional membership with American Library, British Council Library, UGC INFONET N-LIST and Institutional

## Repository.



**8.4.4. Digital Library Newsletter:** Students of Bachelor of Library and Information Science students have started digital Library Newsletter, which is uploaded on Library Website. Library Newsletter contains the information about new arrivals in the library, useful web links, online lectures in the respective courses, and career guidance videos in various subject areas.

**8.4.5. 24/7 Access to Library Resources (WEB OPAC):** Library has Web OPAC facility which make library OPAC on web, which provide remote and wider access to library catalogue. Users can browse new arrivals and their library account.



**8.4.6. Wi-Fi Facility:** Free Wi-Fi facility is given to library users, which helps the users to access the e-resources, fill up the UPSC, MPSC, SET, NET, Enrollment, E-Scholarship



forms, Banking Recruitment applications, Railway Recruitment applications, other online forms, etc., can access N-List e-resources and other government websites.

**8.4.7. Institutional Repository through Library Webpage:** Library has developed Institutional Repository of Question Papers and Research publications of faculty members, which are digitized and can be accessed through Library Webpage



## 9. CONCLUSION:

Change is the only constant in this information networked society. Malti Jayant Dalal Library continue to undergo tremendous transition as they move to virtual services in response to changes in technology and the expectations of its users. Library provides the physical and virtual spaces for the provision of continuous opportunities for teaching, learning and research. Best Practices always aid the Malti Jayant Dalal Library to identify, and bridge the gap, help to solve the problem, and motivates the staff and users in fulfilling the mission and objectives of L.S.Raheja College of Arts and Commerce.

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