

REPORT OF THE WORKING GROUP ON LIBRARIES

Background

The National Knowledge Commission has been set up by the Prime Minister with the challenging mandate to transform India of the 21st century into a knowledge society. It is expected to advise the PM on matters relating to knowledge creation, knowledge dissemination and knowledge application within the diversity of the Indian scenario. The focus of the NKC is mainly the following with action oriented sub-themes:

1. Build excellence in the educational system to meet the knowledge challenges of the 21st century and increase India's competitive advantage in fields of knowledge.
2. Promote creation of knowledge in S&T, social sciences and other academic institutions.
3. Improve the management of institutions engaged in intellectual property rights.
4. Promote innovation and entrepreneurship, and knowledge applications in agriculture, industry and healthcare.
5. Promote the use of knowledge capabilities in making government an effective, transparent and accountable service provider to the citizen and promote widespread sharing of knowledge to maximize public benefit.
6. Promote the utilisation of traditional knowledge.

To realize this dream which is also being called 'Mission Impossible'¹, one major all-pervading area which needs immediate and sustained attention is the Library and Information Services (LIS) sector. The stakeholders of each focus area will need well organized and systematic Library and Information Services to support these activities.

The Prime Minister, in his inaugural speech for the National Knowledge Commission on 2nd August 2005, referring specially to libraries, said "Public libraries are an extremely important element of the foundation of a knowledge economy".

With these views in mind the NKC set up the Working Group on Libraries with the following broad Terms of Reference:

1. Redefine the objectives of the country's Library and Information Services (LIS) sector.
2. Identify constraints, problems and challenges relating to the LIS sector.
3. Recommend changes and reforms to address the problems and challenges relating to the LIS sector, to ensure a holistic development of information services in all areas of national activity.
4. Take necessary steps to mobilise and upgrade the existing Library and Information Systems and Services, taking advantage of the latest advances in Information Communication Technology (ICT).

¹ *Can Sam Pitroda Spark India's Overdue Knowledge Revolution?*, cover story in Education World, November 2005 issue, Volume VII Number 11.

5. Explore possibilities for innovation and initiate new programmes relevant to our national needs, especially to bridge the gap between the information rich and the information poor within the society.
6. Suggest means of raising standards and promoting excellence in Library and Information Science education including re-orientation and training of working professionals.
7. Assist in setting up facilities to preserve and give access to indigenous knowledge and the nation's cultural heritage.
8. Set up adequate mechanisms to monitor activities for securing the benefits of acquisition and application of knowledge for the people of India.
9. Examine any other issues that may be relevant in this context.

The Terms of Reference were the main concerns which the Working Group tried to address in its discussions. Keeping in mind the objectives of the Library and Information Science and Services (LIS) sector as laid down by the Working Group, it suggested some major areas which needed extensive discussions by professionals or experts who have specialized in different fields. Further details of the experts consulted are included in Appendix 1.

Preamble

Libraries are recognized to have a social function in making knowledge publicly available to all. This role becomes even more critical in making India a knowledge society. To fulfill this potential, existing libraries must modernize their collection, services and facilities, become more pro-active and collaborate with other institutions and agencies. In today's context, libraries have to play two distinct roles - to serve as a local centre of information and knowledge, and be a local gateway to national and global knowledge.

Keeping in view the above, the Mission Statement of the LIS sector should be:

The library and information sector is committed to support the creation of a knowledge society by providing equitable, high quality, cost effective access to information and knowledge resources and services to meet the informational, educational, recreational and cultural needs of the community through a range of national, institutional and public libraries.

Recognizing that the Libraries' objectives are to

- disseminate knowledge as widely as possible;
- serve as a major vehicle to facilitate creation of new knowledge;
- facilitate optimal use of knowledge by all sectors, such as government, industry, rural sector and civil society; and
- ensure that people from all sectors and all parts of the country have easy access to knowledge relevant to their needs, in their own language;

the Working Group on Libraries makes the following recommendations.

Recommendations²

LIS Policy

- I. Libraries should be included in the Concurrent List of the Constitution of India by an Act of Parliament. This will facilitate the co-ordinated development of libraries across different sectors. Though public library development is a state subject under the Constitution, the legislative framework in many states is not resilient enough to provide the required legal support and financial backing to their library sector.
- II. There should eventually be a permanent National Commission on Libraries. As an interim measure, a National Mission on Libraries should be set up for a period of three years which should be converted into a permanent Commission. The Mission should be suitably empowered to cut across the usual bureaucracy in allocation of business. Further details about the National Mission on Libraries are included in Appendix 2.
- III. A national census of all libraries should be prepared by undertaking a nation-wide survey. A Task Force should be set up by the Department of Culture for this purpose on a priority basis. Data on the status of libraries at the national level is largely lacking, making any kind of realistic planning impossible. Collection of census data on libraries would provide baseline data for planning.
- IV. A survey of user needs and reading habits should be conducted at the national level as part of the National Sample Survey.
- V. The LIS education and training (including in-service) should be revised and revamped. The Mission on Libraries must assess as soon as possible the manpower requirements of the country in the area of LIS management, and take necessary steps to meet the country's requirement through LIS education and training.
- VI. Necessary encouragement and fillip should be given to research after evaluating the research status in this field. A separate well equipped Institution for Advanced Training and Research in Library and Information Science and Services should be set up. For further details, see Appendix 3.

Finance

- VII. A specified percentage of the Central and State education budgets must be ear-marked for libraries. In addition, a Central Library Fund should be instituted to take care of upgrading existing libraries over a period of 3-5

² On the basis of discussions held by the Committees/ Task Force and decisions of the Working Group, the following recommendations emerged. All justifications and details are furnished in Appendices.

years. In the first estimate, the total value of this fund may be Rs. 1,000 crores. This fund should be administered by an empowered national committee appointed by the National Mission/ Commission on Libraries.

Library Management

- VIII. Appropriate steps must be taken by all institutions/ organisations that run their own libraries to ensure that they meet the four objectives of the LIS sector stated above in the Preamble. The Government of India should issue a notification to all institutions/ organisations to take appropriate steps to ensure that libraries working under their aegis meet these objectives. Individual libraries should be asked to display them as a library charter. A sample charter is enclosed as Appendix 4.
- IX. To fulfill its role in the present and changing context, each library must have a well-rounded collection relevant to its user community. A specific percentage of the budget should be earmarked for this purpose in every institution. The collection may be supplemented by access to networks and e-resources to achieve qualitative and quantitative standards (further guidelines in this regard are given in Appendix 5).
- X. The basic expectations from libraries of all types (public, academic, national, and special) include:
- identifying potential users
 - analyzing users' needs
 - developing services for groups and individuals
 - introducing customer-care policies
 - promoting user education
 - cooperating and sharing resources
 - developing electronic network-based services
 - ensuring access to services
 - providing inviting, attractive and functional library buildings and premises.

To provide access to knowledge and resources, each library must provide a range of services to meet the needs of a diverse user community (further details are given in Appendix 6).

- XI. All libraries in India must have the following facilities:
1. Trained and adequate staff - motivated, courteous and helpful
 2. Easy access and user-friendly retrieval systems
 3. Appropriate furniture, stacking and display facilities
 4. Effective signages
 5. Computers with internet access, scanners, photocopiers, etc.
 6. Pleasant, aesthetic and functional ambience
 7. Facilities such as drinking water, cafeteria (for larger libraries) and clean toilets

- XII. Each library should monitor and evaluate its collection and services on a regular basis. All libraries should collect and maintain data on various activities and submit the data periodically to a central evaluation agency, eg RRRLF for public libraries. (See Appendix 7.)
- XIII. It is necessary to involve different stakeholders, including civil society and user groups, in the managerial decision-making process of libraries. Public libraries must be run by local self-government through committees of civil society representing users of the library.
- XIV. Services for special groups need to be provided through assistive technologies; for example, The National, State and District libraries should develop special collections and services for the visually challenged and hearing impaired.
- XV. Recognizing the role of reference service in meeting the information needs of individuals, efforts must be made at the national level to provide a good reference service. Libraries with experience, necessary tools and subject expertise could come together to set up a centralized collaborative virtual enquiry handling system using the latest Information Communication Technology (ICT).
- XVI. Recognizing that there are other centres of knowledge in a geographical area and that there is a need to capture knowledge about the local community, be it a village or a town, libraries need to expand their role to include community information. Libraries should integrate with all other knowledge-based activities in the local area to develop a community-based information system. It is expected that Libraries will be involved in creation and dissemination of area-specific content and relevant information.
- In the rural sector, each village library would play a critical role. The responsibility for this must lie with the Panchayats. Community Knowledge Centres should be set up in close proximity or on the premises of schools. Integrated development of all information-generating agencies such as government departments, NGOs, etc is of critical importance for this purpose.
- In town/metropolitan areas, enabling services such as lists of visitors, public lectures, local history, etc should be provided for the various institutions in the area.
- XVII. To optimize resources, efforts should be made to synergize the strengths of different types of libraries, eg a school library may serve as the children's section of the public library.

Access and Networking

A critical aspect of Library services is proper and easy access to all types of resources. It is essential that standardized collection organization techniques are followed.

- XVIII. To permit local, national and global access, catalogues of all libraries should be computerized and put on a website in a format that will allow search of any bibliographic record across the libraries.
- XIX. Networking of Public Libraries should be undertaken in a phased manner, and completed within a period of five years.
- XX. A National Repository of Bibliographic Records should be set up with downloading and uploading facilities which will evolve into a National Union Catalogue. A separate Committee, headed by an expert of high public and professional credibility, should be set up for this purpose.
For further details on Points XVIII - XX, refer to Appendix 8.
- XXI. The software needs of the LIS sector may be specified and the capabilities and ingenuity of civil society may be utilized for preparing such software. Suitable incentives may be offered for the same.

Private Collections

- XXII. A National Committee on Private Collections should be set up for identification, documentation and preservation of the numerous rich private collections available in the country. The Committee may be set up under the Chairpersonship of an eminent scholar. The Terms of Reference are enclosed in Appendix 9.
- XXIII. Since special facilities for maintaining private collections are not easily available, it is suggested that Ten Regional Centres be set up by the Government of India in different parts of India to house selected and approved private collections. These centres should be located in Delhi, Kolkata, Guwahati, Pune, Bangalore, Hyderabad, Chennai, Ahmedabad, Patna and Jammu.

Digitization and Open Access

To enable equitable and universal access to knowledge resources, it is important to create more digital resources which can be shared. The concept of an “information commons” i.e. “resources shared by a community of producers and consumers in an open access environment”³ needs to be promoted. New resources should be openly accessible and historical documents, too, should be digitized and made available.

³ Definition of information commons -
www.parliament.vic.gov.au/sarc/E-democracy/Final_Report/Glossary.htm

XXIV. This Working Group strongly recommends that peer-reviewed published research papers resulting from publicly funded research in India must be made available through open access channels, subject to copyright regulations. The group also recommends use of open standards and free and open source software.

XXV. All pre-independence periodicals and newspapers in all Indian languages and in English must be digitized for access and preservation.

To help preserve digital resources, optimize their use and avoid duplication of effort:

XXVI. State-level archives for preservation of digitized materials must be set up.

XXVII. Every State should establish a registry and archives of knowledge-based digital resources, and make it accessible.

Staffing Pattern

XXVIII. In the changed context, it is necessary to assess the manpower requirements for different types of libraries and departments of library and information science, keeping in mind job descriptions, qualifications, designations, pay scale, career advancement, service conditions, etc. Further details are included in Appendix 10.

Public Private Partnerships

XXIX. Philanthropic organizations and other private agencies should be encouraged to support existing libraries set up by the government or set up new libraries. These organizations may provide financial support, technical and professional expertise, equipment and infrastructure.

APPENDIX 1

The following are the **Members of the Working Group**:

1. **Smt. Kalpana Dasgupta** (Chairperson)
Former Director, Central Secretariat Library, New Delhi
2. **Dr. S. Arunachalam**
Distinguished Fellow, M.S. Swaminathan Research Foundation, Chennai
3. **Mr. K.K. Banerjee**
Director, Raja Rammohan Roy Library Foundation, Kolkata
4. **Mr. K. Jayakumar**
Joint Secretary, Ministry of Culture, New Delhi
5. **Dr. H.K. Kaul**
Founding Director, DELNET, New Delhi
6. **Mr. K.K. Kochukoshy**
Librarian, Central Reference Library, Kolkata
7. **Mr. Manoj Kumar K.**
Acting Director, INFLIBNET, Ahmedabad
8. **Prof. S. Mandal**
Director, National Library, Kolkata
9. **Prof. P.B. Mangla**
Former Head of Dept. of Library and Information Science, University of Delhi
10. **Dr. T.A.V. Murthy**
Librarian, CIEFL, Hyderabad
11. **Dr. Harsha Parekh**
Former Head of Dept. of Library Science and University Librarian, SNDT Women's University, Mumbai
12. **Dr. A.R.D. Prasad**
Associate Professor, Documentation Research and Training Centre, Indian Statistical Institute, Bangalore

The following **Committees** were set up with specialists and professionals experienced in the stated areas of activity:

1. **Committee on Database Creation and Networking**

- Smt. Kalpana Dasgupta (Chairperson)**
Former Director, Central Secretariat Library, New Delhi
- Mr. K.K. Banerjee**
Director, Raja Rammohan Roy Library Foundation, Kolkata
- Dr. H.K. Kaul**
Founding Director, DELNET, New Delhi
- Mr. K.K. Kochukoshy**
Librarian, Central Reference Library, Kolkata
- Mr. Manoj Kumar K.**
Acting Director, INFLIBNET, Ahmedabad

Dr. T.A.V. Murthy

Librarian, CIEFL, Hyderabad

Dr. A.R.D. Prasad

Associate Professor, Documentation Research and Training Centre, Indian Statistical Institute, Bangalore

2. Committee on Private Collections

Smt. Kalpana Dasgupta (Chairperson)

Former Director, Central Secretariat Library, New Delhi

Dr. Imtiaz Ahmad

Director, Khuda Baksh Oriental Public Library, Patna

Dr. Ramesh Gaur

Librarian, IGNCA, New Delhi

Dr. Arun Ghosh

Former Librarian, Centre for Social Studies, ICSSR, Kolkata

Dr. Sudha Gopalakrishnan

Mission Director, National Mission for Manuscripts, IGNCA, New Delhi

Dr. H.K. Kaul

Founding Director, DELNET, New Delhi

Dr. T.A.V. Murthy

Librarian, CIEFL, Hyderabad

Dr. Usha Thakkar

Honorary Secretary, Mani Bhavan Gandhi Sangrahalaya, Mumbai

3. Committee to set standards and modalities for collection development, systems and services

Smt. Kalpana Dasgupta (Chairperson)

Former Director, Central Secretariat Library, New Delhi

Dr. Jagdish Arora

Chief Librarian, IIT Delhi

Mr. Frank Christopher

Joint Director, Parliament Library, New Delhi

Dr. P.R. Goswami

Director, National Social Science Documentation Centre, New Delhi

Mr. P. Jayarajan

Former Head, British Council Libraries

Mr. K.K. Kochukoshy

Librarian, Central Reference Library, Kolkata

Dr. Harsha Parekh

Former Head of Dept. of Library Science and University Librarian, SNDT Women's University, Mumbai

4. Committee on Staffing Pattern and Staff requirement of Libraries

Smt. Kalpana Dasgupta (Chairperson)

Former Director, Central Secretariat Library, New Delhi

Mr. K.K. Banerjee

Director, Raja Rammohan Roy Library Foundation, Kolkata

Dr. S.M. Dhawan

Former Scientist F and Head, Library and Information Services, National Physical Laboratory, New Delhi

Dr. S. Majumdar

University Librarian, Central Reference Library, Delhi University

Prof. S. Mandal

Director, National Library, Kolkata

Prof. P.B. Mangla

Former Head of Dept. of Library and Information Science, University of Delhi

Mr. E. Rama Reddy

Former Librarian, University of Hyderabad

Meeting dates and venues

The Working Group met on 17th April, 27th May, 13-14th July and 14th August, 2006.

The Committee on Database Creation and Networking met on 17th May and 23rd June, 2006.

The Committee on Private Collections met on 19th May and 26th June, 2006.

The Committee to set standards and modalities for collection development, systems and services met on 22nd May and 28th June, 2006.

The Committee on Staffing Pattern and staff requirements of libraries met on 15th May and 30th June, 2006.

All the above meetings were held at the Centre for Cellular and Molecular Biology, Hyderabad; the Centre for Policy Research, New Delhi; and the National Library, Kolkata.

The Vice Chairman of the NKC, Prof. P.M. Bhargava attended all the Working Group meetings and made significant contribution to their deliberations. Shriya Anand and Chandana Chakrabarti were present at all the meetings of the Working Group and ably supported the deliberations of the Working Group and the Committee meetings.

APPENDIX 2

NATIONAL MISSION ON LIBRARY AND INFORMATION SERVICES (NMLIS)

Library and information services are fundamental to the goals of creating, disseminating, optimally utilizing and preserving knowledge. They are instrumental in transforming an unequal, traditional society into an egalitarian, progressive knowledge society. Developments in information communication technology (ICT) have enabled libraries to provide access to one and all, and also bridge the gap between the local, the national and the global.

Yet the Library and Information Services (LIS) sector in India has not developed, by and large, to keep pace with the paradigmatic changes taking place in society. It is imperative that all libraries (public, academic, research and special) change gear and develop at an accelerated pace. At present, being a State subject and coming under the purview of different apex agencies, there is no common direction or coordination among them.

The National Knowledge Commission with its focus on knowledge creation, knowledge application and knowledge dissemination, has rightly addressed the problems and prospects of the LIS sector. To give a proper direction to the sector which has so far developed in a very haphazard way, there is a felt need to set up a body which will deal with this sector in a more rational manner. The activities which are now being performed as piecemeal and isolated ventures by different agencies may be streamlined for the benefit of a much larger group of stakeholders at all levels. A National Mission on LIS must be set up for a period of three years with statutory backing and a regular budget.

The Role of the NMLIS

1. Advise the government on Libraries and Information Sector
2. Set standards for collection, services and technical processing
3. Encourage public/ private participation
4. Interact with State Governments
5. Conserve cultural heritage
6. Review and assess LIS education & In-service training needs
7. Support R&D/ technological development
8. Ensure access to all publications including government and institutional public documents

The NMLIS should be converted into a permanent National Commission on LIS in not more than three years, to become an important part of the development process.

NMLIS and later the National Commission should be headed by a person of eminence and high public credibility with demonstrated interest in and knowledge of libraries.

APPENDIX 3

Indian Institute of Library and Information Science (ILIS)

India has a long tradition of libraries and has contributed to the development of basic concepts in the discipline such as fundamental principles of library services and knowledge organization tools. However, R&D activities in LIS today are extremely limited. Library and Information Services (LIS), though concerned with global information resources, need to pay close attention to the local environment. The diversities within the country in terms of socio-economic-cultural factors, the multiplicity of languages, varying levels of literacy and educational achievements and access to information and communication technologies, make it essential that planning for LIS take into account the ground realities. Further, the exponential rate of change and innovation relating to this discipline also warrants intensive R& D initiatives. It is also necessary to provide guidelines and training for implementation of tools and technology so that research results are effectively utilized.

Much of the research in the field of LIS is being adopted and utilized in organizing the Internet. It is generally accepted that the present search engines lack semantic knowledge of the documents processed. Whether it is a huge collection of information within a Library or Internet, the tools and techniques that have long been used by Library and Information Science professionals will be of immense help in making the Web a "Semantic web". Especially Prof. Ranganathan's major contribution in the area of classification has evolved as Web Ontology. His faceted classification system has had a clear influence on eXchangeable Faceted Metadata Language (XFML). In addition to classification, another major area of Library and Information Science i.e. cataloguing (metadata) also has had a great impact on the organization of Internet documents. Many standards like Dublin Core, Metadata Encoding and Transmission Standard (METS) are being evolved. Another major area that is gaining importance is the concept of Digital Libraries, wherein scientists and researchers can make their publications accessible to their fellow researchers.

Keeping the above in view, it is felt that a national institute for advanced training and R&D in LIS needs to be set up. The proposed Institute would have two major functions:

- a. To offer training programs in relevant areas and to conduct continuing education programmes (including training of trainers) for the library and information professionals
- b. To identify, sponsor and conduct R&D programmes in the field of Library and Information Science, including newly emerging research areas. Among the areas needing immediate R&D, the following were identified by the Working Group
 - User needs for different groups
 - Reading habits
 - Organisation of community information and development of appropriate standards
 - Standardisation of Indian names
 - Vocabulary control over Indian subjects developed in terms of multi-lingual thesauri and subject heading lists

- Development of open source software
- Development of Digital Libraries, both in English and Indian languages
- Technical standards for Indian scripts, Optical Character Recognition (OCR) for Indian scripts, and search engines which can implement stemming algorithms for Indian languages.
- Cross Language Information Retrieval with an emphasis on information in Indian Languages

The Institute's scientists will basically concentrate and carry out research in major areas contributing to Libraries and Information Science. In addition, they can undertake externally funded projects and provide consultancy to other organizations.

The Institute will also undertake activities to disseminate the research findings such as printed and online publications, seminars and conferences, web portal, etc.

Proposed Organizational Structure

Advisory Board

Director (Administrative Head)

Research groups for different activities

Other supporting staff

Aegis

The Institute (suggested name: Indian Institute of Library and Information Science) would logically function under Ministry of Culture as major libraries of India including The National Library are already under its purview.

APPENDIX 4

To seek commitment from all institutions/ organisations that run their own libraries, towards the four objectives of the LIS sector stated in the preamble, it is suggested that each library evolve its own charter of services. An example is given below:

The Library Charter

Recognising that the library's objectives are to:

- Disseminate knowledge as widely as possible.
- Serve as a major vehicle to facilitate creation of new knowledge.
- Facilitate optimal use of knowledge by all sectors, such as government, industry, rural sector and civil society.
- Ensure that people from all sectors and all parts of the country have easy access to knowledge relevant to their needs, in their own language.

The library undertakes to:

- ▣ Serve as the local centre of information and a gateway to national and global knowledge providing fair access to knowledge and information to as many users as possible
- ▣ Offer an inviting and attractive physical space with clean drinking water and toilet facilities
- ▣ Offer proactive services to its user communities
- ▣ Ensure that users are treated with courtesy and respect by library staff
- ▣ Pay attention to the needs of children, women senior citizens and the physically challenged
- ▣ Optimize its potential to provide access to information and knowledge to all
- ▣ Help users develop information skills to make optimum use of resources
- ▣ Improve its collections and services on a continuing basis in consultation with users
- ▣ To work more effectively and efficiently by undertaking every activity in a professional manner
- ▣ To bridge the gap between the information poor and the information rich

APPENDIX 5

Identification of types of materials

It is recognized that the types of materials available in different libraries are varied, depending on the size and special features of individual libraries (see Table 1).

Qualitative and quantitative guidelines for Collection Development

General Guidelines

1. All libraries must maintain a well-rounded core collection, including reference material to satisfy the regular needs of its user community. These may be supplemented through networks, e-resources, etc, to achieve better qualitative and quantitative standards.
2. Library collections are dynamic resources and there should be, therefore, constant renewal of materials to ensure that the collection remains relevant to the user communities.
3. Except in the case of national repositories, weeding out should be a regular process. Each library should evolve a weeding out policy, approved by the competent authority.
4. The criteria for categorizing libraries in government and public libraries and grading of librarians should be reviewed keeping in mind factors such as size of collection, immediacy index⁴, users, services and access to electronic resources.

Public library collections

1. The size and nature of the collection should reflect the population and local requirements.
2. Locally relevant language material should be available.
3. Book purchase should be a continuous process and at least 10% of the book collection should be less than five years old.
4. At least 60% of the library's budget should be spent on collection development.

Academic Library Collections

1. In general, the library collection of academic institutions should take into account the number of disciplines offered, the level of the courses, the number of students and faculty and the research activities of the parent organization.
2. At least 6 – 10% of the total institutional budget should be utilized for collection development on a recurring basis.
3. For a new college / university or a course, a one-time budget may be provided for setting up the basic collection.

⁴ Immediacy index = Ratio of current books to total books

Special Library Collections

1. In the case of special libraries, the collection should be relevant to the specific research needs and thrusts of the institution. Further, depending on their areas of interest, they should acquire materials at the national and international research fronts of their disciplines. The library should acquire books and journals to meet at least 80% of the internal requirements of its user community.

National Library Collections

1. In the case of the National Library and other national level libraries, the collections should be as comprehensive as possible.

Table 1: Types of materials generally available in different types of libraries

Type of Library	Public	School	Academic	Special	National
BOOKS					
General books	✓	✓	✓	✓	✓
Reference books	✓	✓	✓	✓	✓
Textbooks	✓	✓	✓		
Rare books			✓	✓	✓
PERIODICALS					
Magazines	✓	✓	✓	✓	✓
Academic journals			✓	✓	✓
Newspapers	✓	✓	✓	✓	✓
GREY LITERATURE					
Reports			✓	✓	✓
Theses			✓	✓	✓
Institutional publications			✓	✓	✓
Conference papers			✓	✓	✓
Official documents			✓	✓	✓
AV MATERIAL (in all media)					
Audio	✓	✓			
Video	✓	✓			
Photographs	To be available in all libraries, depending on relevance				
Films					
Microfilms			✓	✓	✓
Multimedia	✓	✓	✓	✓	✓
E-RESOURCES (offline/online)					
Databases –Bibliographic			✓	✓	✓
Full-text databases (including e-journals and e-books)			✓	✓	✓
Locally digitised materials	✓		✓	✓	✓
ARCHIVED MATERIAL					
Manuscripts			✓	✓	✓
Personal papers (correspondence/diaries)			✓	✓	✓
Government records				✓	✓
Oral history				✓	✓
COMMUNITY INFORMATION	✓				
TRADITIONAL KNOWLEDGE				✓	

APPENDIX 6

1. Kinds of services to be provided by all libraries⁵:

- i) **Lending of materials for home use** – however this will not apply to special libraries or special collections in libraries. The National Library should distinguish between its statutory functions as a national repository and its historical obligations as a public library. In course of time it should develop ways and means of segregating these functions.
- ii) **Reading facilities** on premises – need to be attractive, bright and comfortable. Opening hours should be at the convenience of readers. Libraries should be closed only on national holidays.
- iii) **Reference service**: Providing qualified and willing staff (knowledge workers) for acting as intermediaries between the users and the collection
- iv) **Providing Internet access** to link the local library to national and global information

The above four basic services should be free to users at point of use.

The following services may be made available (against payment wherever appropriate), depending on the size of the library and the needs of the user community.

- v) Inter-library loan
- vi) Photocopying
- vii) Document delivery, including Electronic Document Delivery (EDD)
- viii) Extension services in public and academic libraries for women, children, senior citizens and physically challenged persons
- ix) Community information services
- x) OPAC (Online Public Access Catalogue)
- xi) Electronic/AV resources, workstations and appropriate infrastructure for use and delivery
- xii) Training users in information literacy
- xiii) Institutional repositories of research articles, reports, institutional publications and Electronic Theses and Dissertations (ETD)
- xiv) Websites, portals, subject gateways, etc (especially in case of special libraries)
- xv) Digitization of rare resources (before any digitization programme, one must consider what is to be digitized and whether any other libraries have undertaken similar exercises)
- xvi) Identify non-users and promote the use of libraries among them.
- xvii) A periodical review to determine the needs of users and effectiveness of services should be conducted by libraries.

⁵ Also see Table 2.

2. Consortia of libraries/ institutions with a common membership should be instituted, facilitated and encouraged.
3. Besides offering routine library services, libraries should initiate new and imaginative services in consultation with the local community, such as:
 - Discussion centering around books
 - Lectures and discussions on subjects that affect the local citizens
 - Cultural programmes to showcase local talents
 - Celebration of important events and occasions
 - Support to students' homework and projects
 - Help to prepare for competitive examinations
 - Introducing young children to books and reading
 - IT training at different levels
4. All academic institutions must set up institutional repositories of ETD. This should be made mandatory for accreditation. Such repositories should be made open access.
5. All public academic and research institutes should be encouraged to set up freely accessible institutional repositories of their full-text articles and publications subject to copyright restrictions.

Table 2: Services to be provided in different types of libraries

Type of Library	Public	School	Academic	Special	National
Lending of materials for home use	✓	✓	✓	✓	
Reading facilities on premises	✓	✓	✓	✓	✓
Reference: qualified staff	✓	✓	✓	✓	✓
Internet access	✓	✓	✓	✓	✓
Inter-library loans	✓		✓	✓	
Photocopying	✓	✓	✓	✓	✓
Document delivery (incl. EDD)*			✓	✓	✓
Extension services for women, children, etc.	✓	✓	✓		
Community Information Services	✓	✓			
OPAC	✓	✓	✓	✓	✓
Electronic/ AV resources, workstations	✓		✓	✓	✓
Training users in information literacy	✓	✓	✓		
Institutional repositories			✓	✓	
Websites, portals, subject gateways, etc.			✓	✓	✓
Digitization of rare resources			✓	✓	✓
Identification of non-users	✓	✓	✓	✓	✓

APPENDIX 7

Statistics should be collected on the following and be used for monitoring and evaluation:

1. Percentage of registered users to population.
2. Percentage of collection on loan on any given day.
3. Number of books lent during a stated period.
4. Average books issued per user per unit time.
5. Number of books (including journals, documents, etc.) consulted in house per member per unit time.
6. Number of reference queries answered per unit time.
7. Number of registered users.
8. Number of recommendations received for purchase of books per year.
9. Number of library publications produced by the library per year.
10. Number of books withdrawn from collection per year.
11. Number of photocopies made per unit time.
12. Number of hours that the reading room is open per week.

APPENDIX 8

The key to opening the resources of a library is its access mechanism. In today's context it is possible to use technology to bring together the resources of small individual libraries into one seamless large library. The ability to retrieve information from this library depends on standardisation of classification, cataloguing, database structuring and exchange formats.

1. Collection organization and integrated access

Local access

- i. Access to every document (print and electronic) in a library should be possible through a proper system of cataloguing and classification.
- ii. To help all libraries accomplish this task easily and without delay, and to ensure optimal utilization of expertise and resources, it is essential to develop bibliographic utilities which permit downloading of records (catalogue entries) and uploading of holdings information by all libraries.
- iii. Libraries having collections of print and electronic resources should provide integrated access using latest ICT.

National and Global Access

- i. Union catalogues (print and electronic) of learned periodicals should be updated and put online.
- ii. Projects should be developed by the National Library and the Central Reference Library, with support of institutions such as National Book Trust, Sahitya Akademi, Central Institute of Indian Languages at Mysore, C-DAC, and Departments of Library and Information Science in order to:
 - a. Convert Indian language scripts/ dialects to Roman script.
 - b. Develop convenient Authority Files for rendering of names of Indian authors and institutions.
- iii. Vocabulary control over Indian subjects should be developed in terms of multi-lingual thesauri and subject heading lists.

2. Infrastructure requirements for cataloguing, database creation and networking

- a) Open source software should be used wherever possible at present and eventually at all levels.
- b) An open source web-enabled library management software should be developed if necessary and provided to all public libraries for facilitating networking. This software should support multiple Indian language scripts/ dialects.

3. Networking of Public Libraries

- a) Networking of public libraries should be undertaken in a phased manner. There are approximately 54,000 public libraries in existence; they should be networked in a phased manner.

- 1,000 of these will be networked in Phase I as a pilot project, by DELNET and INFLIBNET, each covering about 500 libraries in 12 – 18 months.
- Phase II: Based on the experiences of Phase I, up to 10,000 libraries will be covered in one year.
- Phase III: The remaining libraries may be networked in the third and final phase in three years.

This project should be completed by 2011.

- b) RRRLF may give the necessary infrastructural support for the above activity and co-ordinate it.
- c) The networking agencies should ensure state-of-the-art technology with the following features:
 - i. Open source platform for the software, which also supports multi-lingual environment with multi-user and multimedia content creation capabilities.
 - ii. Storage, dissemination and replication of the data through mirror sites, gateways, portals, and inter-library loan facilities.
 - iii. Capabilities of conducting exhaustive training programmes.

4. National Repository of Bibliographic Records

- a) The central repository will contain records of bibliographic resources available in the country.
- b) State central libraries and district / municipal / sub-divisional libraries should be provided with a server with dedicated internet connectivity, and should be responsible for creating bibliographic records.
- c) The libraries at block / village level should have broadband connectivity to enable them not only to access internet but also to create and upload local content to the library next in hierarchy.
- d) For this purpose, the present infrastructural facilities provided by agencies such as BSNL, MTNL, or other ISPs, should be used.
- e) A separate Committee, headed by an expert of high public and professional credibility, should be set up for this purpose. The Terms of Reference of this Committee should be as follows:

Terms of Reference for the Committee on National Repository of Bibliographic Records

1. To define the scope and objectives of the proposed National Repository of Bibliographic Records.
2. To take stock of the existing situation with regard to bibliographic records.
3. To suggest technical and operational details and necessary linkages to achieve the above.
4. To assess the strengths and weaknesses of the stakeholders in effectively participating in this programme

5. To evaluate the adequacy of the existing legal framework for this purpose and suggest suitable measures.
6. To critically evaluate the capabilities of National Library and Central Reference Library as designated agencies for creation of the National Bibliographic Repository and suggest suitable measures for strengthening them.
7. To assess the financial requirements for achieving the said objectives.

APPENDIX 9

Recognizing the importance of private and personal collections in the knowledge creation and dissemination process, and the fact that there are several rich and valuable private and personal collections in existence in the country which need to be preserved for posterity, there should be an effort to include them in the Library and Information Service sector. For this purpose, a National Committee should be set up under the Chairpersonship of an eminent scholar. The ToRs and other details for implementation may be as follows:

Terms of Reference for National Committee on Private Collections

1. To survey and assess the national situation with regard to identification, documentation and preservation of private collections.

- a) Identification of existing collections in the country.
- b) Identification of nodal repositories across the country.
- c) To carry out a survey at two levels –
 - a survey at a national and state level to identify the existing institutions and private/ personal collections, and
 - a survey of private and institutional collections at the micro-level.
- d) The survey should be undertaken keeping in mind the following guidelines:

Categorization of private collections (heritage and contemporary)

Type of Collections

1. Personal and private collections of historical and cultural value
2. Institutional collections

Type of Materials

1. Manuscripts
2. Old and rare printed materials and historical documents
3. Letters and diaries
4. Contemporary documents of historical and cultural relevance
5. Audio visual material
6. Other materials such as awards, medals, citations, etc.

2. To suggest a decentralization model for identifying, documenting and preserving private collections and creating an institutional network at the national and state level.

3. To develop institutional networks to make available inventories or catalogues of private collections, with a view to disseminate information regarding the availability of these collections as well as to create awareness.

4. To evolve effective measures and schemes for conservation and preservation, documentation and sharing of information on private collections.

- a) Conservation and Preservation

- i. A directory of conservation and preservation experts and institutions should be compiled.
 - ii. Survey and documentation of existing methodologies of preservation, both indigenous and international, should be carried out and kept updated to include new state-of-the-art technologies.
 - iii. New technologies for preservation should be introduced at all levels.
 - iv. Standards and benchmarks for conservation of different materials should be prepared.
 - v. Archives for digital documents should be established in each State / Union Territory.
- b) Documentation
- i. Descriptive cataloguing of personal and private collections should be introduced.
 - ii. International standards should be maintained in the cataloguing.
 - iii. Nodal agencies at the state and national level may be entrusted with the responsibility of conducting the surveys mentioned earlier, and cataloguing the private collections. Necessary financial support should be extended to these agencies.
- c) Dissemination
- i. The catalogues of private collections created at the national and state level should be accessible through the web.
 - ii. Private records and collections of importance should be digitized into full text form with proper indexing facilities and should be made available to users against payment where appropriate.
 - iii. Archives of digital documents should also be made accessible through the web.

5. To outline suitable advocacy and outreach strategies for this purpose.

- a) Sensitize individuals and institutions / business houses about the value and significance of private collections as national property, cultural heritage and historical sources.
- b) Use audio-visual and electronic media for creating greater awareness about such collections among different sections of society.
- c) Have information about private collections reach all levels of society including administrators, scholars, students and the general public.
- d) Have extension activities organized through different media, by the concerned institutions, to generate awareness about the merits, use and importance of private collections.

6. To formulate necessary approaches for human resource development and creation of infrastructure.

Human Resources

- a) A system of training may be established in areas such as cataloguing, conservation and preservation, digitization, digital archiving, archival management, rare languages and scripts.
- b) Existing institutions which have the capacity to undertake the management, digitization, documentation, etc, of private collections, should be suitably supported for this purpose.

Infrastructure

- a) Existing nodal agencies and their network of associated institutions should be provided suitable infrastructural facilities such as computers, printers, internet access, multilingual software, manpower, in accordance with certain minimum standards laid down by the Committee.

7. To evaluate the adequacy of existing policy and legal framework and suggest suitable measures to ensure that:

- a) Valuable personal collections are not destroyed or sold/ smuggled out of India.
- b) Everyone has a right to access the contents of those private and personal collections that are supported by the government, except those excluded by mutual agreement.
- c) Owners of private and personal collections provide access to their collections by:
 - Voluntary permission
 - Access/ use fee
 - On the basis of mutually agreed terms
- d) Institutions supported by government that maintain archival materials be strengthened to archive documents and disseminate these materials for use to the public. The institutions must create a user-friendly environment for providing this access. Access guidelines should be formulated and made available to the users. Enabling legal provisions for access need to be formulated with the help of legal experts, and made available to all concerned.

8. To develop guidelines for owners of private collections.

The National Committee may formulate the detailed guidelines, keeping in view the following:

- a) Copyright issues and the application of Right to Information Act
- b) Proprietary rights
- c) Government support for individuals having private collections, especially for conservation and publication
- d) Training facilities for individuals having private collections
- e) Terms and conditions for the acquisition, donation or loan of private collections
- f) Terms of reference under which collections could be digitized for wider dissemination
- g) Any other issue emanating from local situations.

APPENDIX 10

Staffing Pattern and Staff Requirement of Libraries

Libraries should be classified into the following –

- i. National Library and other national level subject libraries
- ii. Public Libraries (Public Libraries may follow a four/ five tier system.)
- iii. Academic Libraries (academic library system will be a three tier system comprising university, college and school libraries)
- iv. Special Libraries including Government Libraries (special libraries would comprise R&D libraries, industrial libraries, and specialized libraries)

Skills required to fulfill this changing role –

- i. Library and information handling skills.
- ii. ICT knowledge skills.
- iii. Communication and training skills.
- iv. Marketing and presentation skills.
- v. Understanding of cultural diversity.
- vi. Knowledge mapping skills.

Staffing pattern and staff requirement of various types of libraries –

I. National Library

The National Library, Kolkata has been categorized as Category VI Library in the OM dated 24 July 1990. National Library is the only library in India which has been mentioned in the Constitution of India as an Institution of national importance. Therefore, it must be developed into an institute of excellence of high academic standing.

The Department of Culture may review the staffing pattern of the National Library and the Central Reference Library in context of their changing roles and national responsibilities.

II. Public Libraries

1. As regards the nomenclature of different levels, it was felt that the libraries may be categorized as follows
 - i. State Central Library
 - ii. District Library
 - iii. Sub-divisional/ Town Library
 - iv. Rural Knowledge Centre/ Community Information Centre
2. To ensure that the services match the changing scenario, these libraries will also act as Knowledge Centres⁶ and be expected to perform the

⁶ Each of these libraries will also perform the activities of a Knowledge Centre which will create relevant content for the community and develop special services to disseminate the same through the latest technologies.

Each of these libraries will be networked within the present hierarchical structure of public libraries.

following types of activities in addition to the library's routine responsibilities (the lists given below are only indicative and not exhaustive):

- i. *State Central Library*: Information service, e-learning, knowledge management, knowledge centre activities, content creation and management, subject gateways, content analysis, collaborative publishing, e-governance, training.
 - ii. *District Library*: Information service, e-governance, content development, co-ordination of rural knowledge centres.
 - iii. *Sub-divisional/ Town Library*: Lending of books, reference services, inter-library loan, web-based services such as e-learning, banking and insurance, community information, content and database creation.
 - iv. *Rural Knowledge Centre/ Community Information Centre*: Lending of books, web-based services such as e-learning, banking and insurance, panchayat-level information, e-governance, community information, content and database creation.
3. There should be proper co-ordination of activities between the different levels of Libraries, specially in respect of those activities which will be of common interest, e.g. training, sharing of databases and contents, problem solving, transaction analysis, gathering of information towards developing uniform standards and modeling of inspection of need, access and dissemination, and inspection of progress of knowledge based activities and identifying weaknesses in the system, if any.
 4. Keeping in view the above categorization, the following staff structure is recommended.
 - i. Managerial (Group A)
 - ii. Professional/ Technical Staff (Group B)
 - iii. Para-professional/ Support Staff (Group C)
 5. The Head of the Library at each level may be designated as State Librarian, District Librarian and Town Librarian. It is also suggested that the following routine jobs may be outsourced: Stack management, library binding, stock verification, retro conversion, bar coding, borrowers registration, digitization, library security and upkeep, physical infrastructure and maintenance, computer network and maintenance. Work of administrative staff such as Night Watchman, Cleaner, Mali, Driver, Book Binder and Sweeper may also be outsourced.

State Central Library
(Category III Library)

- i. *Managerial Staff (Group A)*

- a. State Librarian
 - b. Deputy Library Director
 - c. Assistant Library Director (presently designated as Information Officer)
 - ii. *Professional/ Technical Staff (Group B)*
 - a. Information Assistant
 - b. Junior Information Assistant
 - c. Data Entry Operator
 - iii. *Para-professional/ Support Staff (Group C)*
 - a. Library Attendant
 - iv. *Administrative Staff*
 - a. Administrative Officer
 - b. Stenographer
 - c. Cashier
 - d. Administrative Support Staff
 - e. Night Watchman, Cleaner, Mali, Driver, Book Binder, Sweeper, etc, to be outsourced
-

District Library
(Category II Library)

- i. *Managerial Staff (Group A)*
 - a. District Librarian
 - ii. *Professional/ Technical Staff (Group B)*
 - a. Information Assistant
 - b. Data Entry Operator
 - iii. *Para-professional/ Support Staff (Group C)*
 - a. Library Attendant
 - iv. *Administrative Staff*
 - a. Night Watchman, Cleaner, Mali, Driver, Book Binder, Sweeper, etc, to be outsourced
-

Sub-divisional/ Town Library
(Category I Library)

- i. *Managerial Staff (Group A)*
 - a. Town Librarian
- ii. *Professional/ Technical Staff (Group B)*
 - a. Data Entry Operator
- iii. *Para-professional/ Support Staff (Group C)*
 - a. Library Attendant
- iv. *Administrative Staff*
 - a. Night Watchman, Cleaner, Mali, Book Binder, Sweeper, etc, to be outsourced

Rural Knowledge Centre/Community Information Centre
(Block Level)

- i. Professional/ Technical Staff (Group B)*
 - a. Information Assistant
 - ii. Para-professional/ Support Staff (Group C)*
 - a. Library Attendant
 - iii. Administrative Staff*
 - a. Village Level Volunteers
-

6. An Information Officer is needed to look after and co-ordinate the activities of clusters of four to six District Libraries and their Knowledge Centres.

III. Academic Libraries

1. The academic library system comprises of the following types of Libraries:
 - i. School Libraries
 - Primary Schools
 - Secondary Schools
 - Higher Secondary Schools
 - ii. College Libraries
 - Junior Colleges
 - Degree Colleges
 - P.G. Colleges
 - iii. University Libraries
2. Keeping in view the changing scenario and the new responsibilities, the existing staffing pattern, duties and qualifications should be reviewed and altered wherever required to meet the new challenges. The existing designations may also be reviewed by the NMLIS/ National Commission.

IV. Special and Government Libraries

Special libraries are parts of parent institutions and, unlike public and academic libraries, do not enjoy any individual identity in their staffing structure. In the emerging knowledge society era, special libraries must be reshaped as knowledge management centres that will require linking people, knowledge, and technology that would facilitate knowledge flow and transfer to foster knowledge assimilation and knowledge creation.

Staffing Pattern

The situation may be assessed keeping in mind the new functions and services expected in the present changing scenario. Since special libraries are the part of parent institutions, their staffing pattern has to conform to the staffing pattern of the organizations of which they are part. Therefore the group recommended as follows:

- Special libraries should have the same staffing pattern and also the same promotional avenues as are available to other staff in the same organization.
- The Library staff in special libraries and information centres must be treated at par with the staff of the same level in the parent organization in terms of class of post, qualification, pay scale, service conditions and career advancement.
- A new staffing formula for special libraries needs to be evolved to enable them to serve more effectively.
- **Government Libraries:**
Categorization of government libraries should be in accordance with the OM dated 24 July 1990, which was issued on the basis of the recommendations of the Review Committee on Library Staff, under the purview of the Central Government 1988, which were accepted by the IVth and Vth Pay Commissions.
Keeping in view the changing scenario and new responsibilities, the staffing pattern, duties and qualifications may be changed wherever necessary. The designations may be reviewed and new suitable designations may be suggested in the government sector.

V. Staffing Pattern of LIS Departments

1. A system should be set up to foster close co-operation between the teaching/ research faculty and practicing librarians at all academic and research institutions, by measures such as –
 - i. Mobility of staff (in terms of recruitment and in terms of teaching) should be made possible.
 - ii. Practicing librarians and experts should be associated with the teaching faculty for offering specialized courses.
 - iii. Similarly, teachers could be associated with libraries as consultants, for carrying out projects, and for carrying out continuing education programmes to practicing librarians, etc.
2. The minimum staffing pattern for the B.L.I.Sc. course should be as follows:

i. Professor	1
ii. Reader	1
iii. Lecturers	2

3. The minimum staffing pattern for the M.L.I.Sc. course should be as follows:
 - i. Professor 1
 - ii. Readers 2
 - iii. Lecturers 4
4. There should be a 1:10 student teacher ratio.
5. It was felt that the Department should have not more than 50 students in one class for B.L.I.Sc.course, 20 students for M.L.I.Sc. course, and Ph.D. students according to the University norms.
6. All departments of LIS should set up computer laboratories and well-equipped departmental libraries with appropriate teaching tools.
7. Appropriate physical facilities such as classrooms, must be made available to each LIS department.
8. E-learning materials for upgrading the skills of the existing staff should be provided.
9. Teachers who will teach in areas such as ICT applications in libraries and other modern methods, should have specialized in these areas. A system must be set up to allow stringent review of the performance of teachers. A suitable system of rewards, including promotion, should be instituted.

Jobs to be done in Libraries:

Keeping in mind the regular and specialized activities of different types of libraries, there are mainly four categories of staff in libraries at present –

- Non-professional (Category 1)
- Semi-professional (Category 2)
- Professional (Category 3)
- Managerial (Category 4)

In **Category 1**, posts such as Library Attendants, dusting bearers, etc are generally expected to perform routine duties for instance, dusting and cleaning operations, pasting and labeling on books, arranging books and periodicals, preparing sets for binding, etc. The upkeep of the library is their main responsibility.

Category 2 comprises designations such as Library Assistants, Junior Professional Assistants, etc. These staff members deal with the actual library operations such as data entry, purchase orders and book supply, manning the circulation desk, maintenance of membership records, physical stock verification, etc.

Category 3 includes professional assistants and assistant librarians. The Professional Assistants are the backbone of all professional activities of any library. They are involved in all activities pertaining to acquisition of books and periodicals; cataloguing and classification of books and other documents, maintenance of the OPAC, reference services, circulation and lending services.

The Assistant Librarians work as sectional heads and supervise all the professional and non-professional activities of the division(s) under their supervision. The assistant

librarians are also responsible for planning new activities and preparing the budget proposals as and when required.

Category 4 includes the Librarian/ Head of the library and Deputy Librarian (or equivalent).

Deputy Librarian

The Deputy Librarians are primarily engaged as Heads of Divisions and involved in handling and supervising day to day services, activities as personnel management, coordination between sections/ divisions, user services, reference services, cataloging and classification and public relations, computerization, digitization and IT applications. They assist the Librarian/ Head of the Library in all matters and also provide efficient Library services.

Librarian/ Head of the Library

The following are the fundamental and common duties expected to be performed by the Librarian/ Head of the Library:

1. To formulate and administer policies, rules, and regulations for the purpose of making the best possible use of the Library by the community
2. To interface with the different stake holders, including decision making authorities and user communities
3. To plan, organize and implement modern management methods including ICT applications to provide improved library services.
4. Overall responsibility of Library functioning and supporting the informational/ educational/ recreational/ cultural needs of the user communities at all levels.

The above list is only illustrative and not exhaustive. With the development of new technologies, this list may change. Allocation of jobs may be made by the library authority according to the needs of the library. However, the culture of the library should be such that no one should refuse to do any job which the person can perform since the operation of the library should be a collective responsibility.