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<b>Topic-</b>	<b>Different Sections of Modern Libraries and Their Functions</b>
<b>Sub-Topic-</b>	<b>Introduction, Modern Libraries Categories, Sections of a Modern Library, Summary, References</b>
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## Unit-1

### DIFFERENT SECTIONS OF MODERN LIBRARIES AND THEIR FUNCTIONS

#### I. Structure

1. Introduction
2. Modern Libraries Categories
  - Automated Library
  - Digital Library
  - Virtual Library
3. Modern Library
  - Sections of a Modern Library
4. Summary
5. References

#### 1. Introduction

Libraries are universally recognized as social institutions and no community is complete without a library. For example, a public library is an important element in the life of a community, an academic library (school, college and university) is an integral part of an education system and a special library is an indispensable tool in R & D institutions, government departments, large business and industrial houses. All these libraries have been adapting new technologies to serve their respective user community in a better way.

Advances in computers and communication technologies have completely revolutionized the library system and services. The traditional libraries are changing rapidly by adopting these new technologies in their routine library operations, collection development and for providing state-of-the art user services. The libraries are using integrated library management software packages for automating their house keeping functions like acquisition, serial control, circulation and other administrative activities. With the emergence of new digital means of storage and dissemination of information, libraries are not only modernizing their services, but are offering their services to users in remote locations. Several library networking systems have been formed for resource sharing and cooperation. Library consortia are being formed for collective acquisition of digital resources for the benefit of user community. There is an ongoing transition of traditional libraries to modern libraries throughout the world including India.

## 2. Modern Libraries Categories

An automated library, a digital library and a virtual library, all come in the category of modern libraries.

### **Automated library**

In an automated library all housekeeping activities such as acquisition, cataloguing, circulation, serials control, etc. are automated with the help of computers and integrated library management software package. This improves the basic functions and services of a library. Library work consists of a number of inter-related activities and the data generated during these activities are of repetitive in nature and useful in different sections. The Manual work involves repeating the same activity in different sections of a library. The aim of automation is to integrate these activities and minimize repetition of work.

### **Digital library**

There are many definitions of digital library. Basically a digital library is a library in which collections are stored in digital formats and are accessible by computers and other electronic devices via intranet or internet. In general, the digital library is a structured, processed and organized digital repository of knowledge. Such repository is created to serve the user community as the traditional library serves the users. For example Digital Library of India (DLI) is a digital library of books, predominantly in Indian languages which are searchable and are available free to everyone over the Internet. In addition, DLI provides links to 6 Indian online newspapers and INSA (Indian National Science Academy) journals.

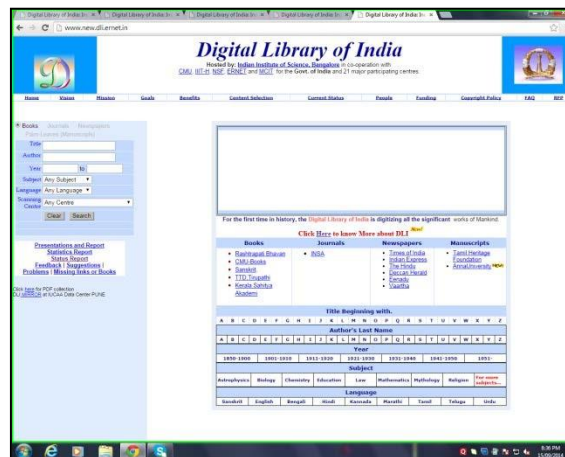


Fig.1: Snapshot of Digital Library of India (<http://www.newdli.ernet.in/>)

Digital libraries basically store materials in electronic formats and manipulate large collection of these materials effectively. Research into digital libraries is research into network information systems, concentrating on how to develop the necessary infrastructure to effectively manipulate the information on the Net (National science Foundation 1999).

Digital Library may be considered as a resource that reconstructs the intellectual substance and services of a traditional library into digital form. Digital libraries are not replacements for traditional libraries, rather the future of traditional libraries, much as medieval manuscript libraries simply became a specialized and much revered part of the larger print based libraries that we have today. (Michael Seadle).

Thus, a digital library may be an individual or independent library or may form a part of a modern library which may be an academic, public or special library.

### **Virtual library**

Virtual library is a collection of resources available on one or more computer systems, where a single interface or entry point to the collection is provided online. The key point is user need not know where particular resources are located. A virtual library provides links to resources stored in different servers around the world. The library is virtual in the sense, that it does not have any physical collection of resources. It aggregates distributed resources, categorizes them and provides links to these resources from its website. The emphasis in virtual library is on organization and access, not on developing physical collections. For example The 'WWW Virtual Library' is a catalogue of Web pages compiled by Confederation of Volunteers, who compile pages of key links for particular area in which they have expertise.

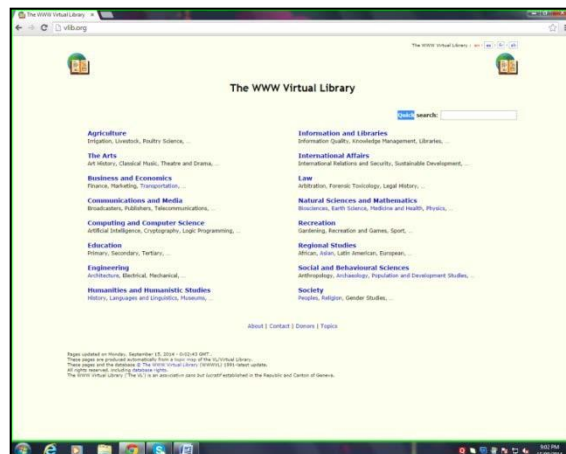


Fig.2: Snapshot of WWW Virtual library

### 3. Modern Library

A modern library can be defined as a dynamic maintenance of collection, both general and special with a view to serve users, who may consult may require reference service in person or accessible website and relies on technology concerted effort to provide services to its users as per their need, besides providing place based services.

Some examples of the modern libraries in India are Library of Indian Institute of Technology, Delhi (an academic library), JRD Tata Memorial Library of Indian Institute of Science, Bangalore (a special Library), National Library, Kolkata and Connemara Public Library, Chennai (public libraries).

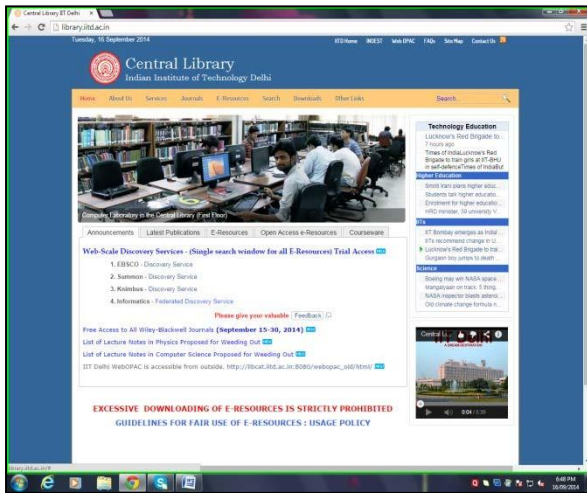
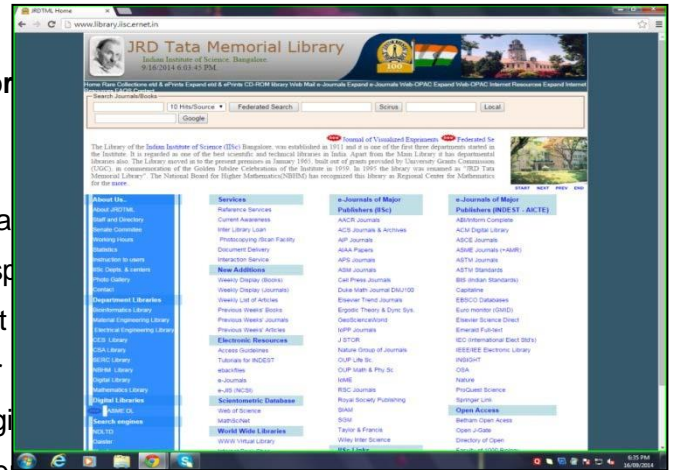
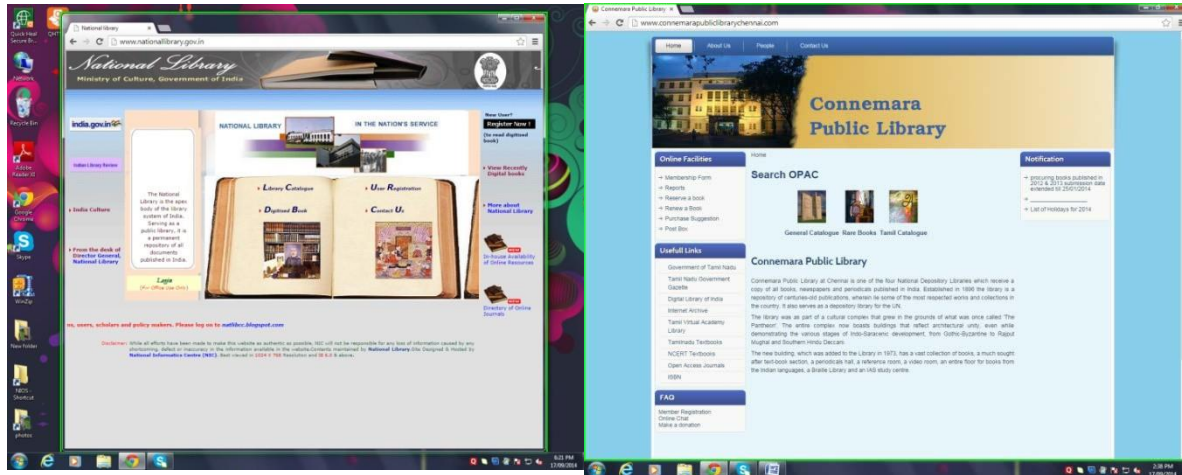


Fig.3: Central Library, IIT, Delhi. JRD Tata Memorial Library, IIS, Bangalore

Source: <http://www.iitd.ac.in/>

Source: <http://www.iisc.emet.ac.in/>



**Fig.4: National Library, Kolkata Connemara Public Library, Chennai**

Source: (<http://www.nationallibrary.gov.in/>) (<http://www.connemarapubliclibrarychennai.com>)

This Module deals with functions of different sections of a modern library, which is automated, has print as well as electronic resources and provides traditional as well as IT based services. It provides access to its in-house collection as well as remote collection on its web site. In addition it provides place based services in the library premises.

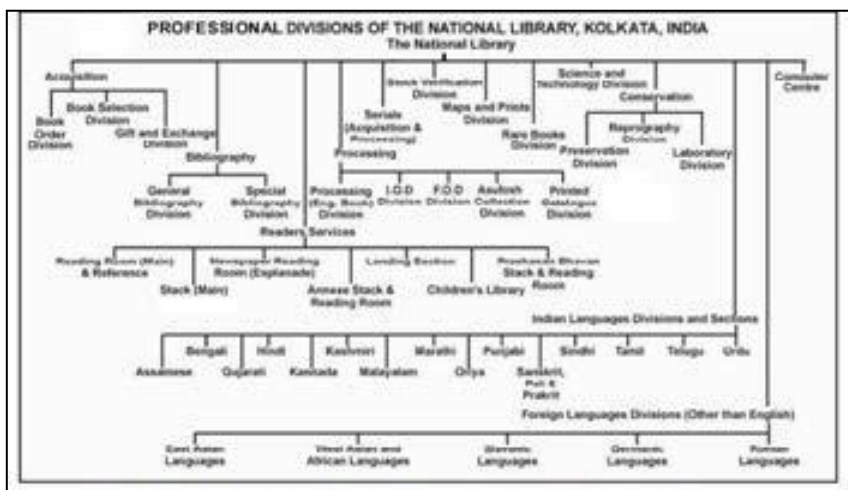
### ***Sections of a modern library***

Library needs a simple and systematic organizational structure to achieve its goals and objectives. For organizing functions of a library, its activities relating to each function are divided into works and jobs, and then grouped and arranged into desirable sections or units. These sections or units are arranged to form an organizational structure. The criteria used for creating sections or units in a library are. i) Functions; ii) Users; iii) Information Products; iv) Process or Equipment; v) Subjects; and vi) Materials. The most common form of organizational design is the functional structure. This divides the library into functional divisions/sections/units such as Acquisition, Technical Processing, Circulation, Reference, Maintenance etc.

Any library, irrespective of its size or type, procures, organizes, and displays the collection for the users. In addition, libraries offer different services to their respective users. The above work in a library is carried out by different sections/divisions of the library. For example acquisition section is responsible for procurement of the resources, technical processing section is responsible for classification and cataloguing of the

resources, maintenance section is responsible for display and maintenance of these resources and user services division/section provides different services to the users including circulation service, reference service, etc. Apart from these sections or divisions there is an administration division which looks into the administrative activities of the library including the maintenance of building, furniture, security, etc. The libraries subscribing to large number of periodicals have serials division/section which handles the procurements of serials. Serials include periodicals, newspapers, annuals (such as yearbooks and annual reports), proceedings and transactions of societies and numbered monographic series. Libraries offering IT services may also have an additional information technology division to provide computer terminals for Internet access and CD-ROM workstations.

The number of sections/ divisions in a library may vary from basic 6 divisions to as many as 15 divisions. For example in big libraries like National library, Kolkata there are as many as 31 divisions and under these divisions there are 20 sub-divisions to carry out different activities of the divisions.



**Fig.5: Divisions of National Library, Kolkata. Source: <http://www.nationallibrary.gov.in>**

Similarly in a university library there may be as many as 15 divisions depending upon the type of collection and services offered. For example in Mysore University Library, there are 15 Divisions to carry out different activities of the library.

Most of the library automation packages offer basic 5 modules for automation of activities of different divisions of a library. This module will cover in detail these modules and compare with the sections/divisions of a traditional library, where the entire work is carried out manually.

<b>Traditional Library Sections/Divisions Automation System</b>	<b>Integrated Library</b>
Acquisition Section/ Division	Acquisition
Periodicals Section/Division	Serial Control
Technical Processing Section/Division	Catalogue
Circulation Section	Circulation
Maintenance Section/Division	OPAC
User Services Section/Division	
Administration and Accounts Section	

### **Acquisition Section**

Function of Acquisition Section of the library is to procure library material. Procurement of the library material for a new library is governed by the need for development of basic collection along with acquisition of new publications. In an existing library the new publications are acquired keeping in view the expressed demands and in anticipation. The library material acquired by the libraries can be divided into three distinct categories, viz. i) Monograph publications; ii) Serial or periodical publications; and iii) Material on other media like audio-video films, magnetic, optical or electronic media.

In most of the libraries monograph publications like single or multi-volume books, text-books, reference books, annuals, dissertations, etc. are procured by the acquisition section. Serials or periodical publications are procured by the periodical section. Library material on other media is generally procured by the acquisition section but maintained and handled by the media department of the library.

Acquisition section performs following tasks:

- Selection of documents for procurement
- Checking of documents to avoid duplication
- Getting approval from competent authority
- Sorting out rejected items



- Getting sanction for ordering of approved documents
- Ordering of documents
- Claiming/ cancellation of orders
- Receiving and invoice processing
- Payment and tracking fund allocation and adjustments
- Accessioning of documents
- Sending the documents to Technical Processing Section

### **Selection of Documents**

Suggestions for purchase of documents are received by the library from users, library staff, vendors, etc. Document Selection is done by the library staff, library committee and the users. The library staff may note down the new items to be procured and present them to the subject experts for approval. Subject experts or other users may also recommend certain items to be purchased. But, in all the cases, it is the responsibility of the acquisition staff to check that any item recommended for procurement is not already available in the library to avoid duplication. The bibliographical details of each item suggested for procurement are noted down on a standard card by the Acquisition Section.

### **Checking of Documents to Avoid Duplication**

This is done by checking each provisionally selected item with the existing library catalogue and four different trays where cards pertaining to documents already selected, documents already ordered, documents already received and documents in the accessioning process are kept.

### **Getting Approval**

A list of provisionally selected items is prepared and sent to the competent authority for approval. In an academic library the list is sent to the subject expert like head of the department of the respective subject.

### **Sorting Out Rejected Items**

Once the list is received back, cards pertaining to the items marked rejected or pending are taken out from the tray. Cards for rejected items are destroyed and for pending items are shifted in another tray. Thus, the tray now contains all the items which are to be procured. The tray can be labeled as "Documents Approved".

## **Procurement of Documents**

In a library documents are procured in five ways, viz. i) Purchase; ii) Gifts; iii) Institutional membership, iv) Deposits and v) Exchange. Purchase form the major means of acquiring the documents in any library.

## **Ordering of Documents**

For placing order the formal sanction is obtained from the sanctioning authority. For this purpose separate lists are to be typed out for subject or category of documents as per the classification in the budget allocation. The necessary financial report is prepared to accompany the lists including the total estimated cost, total allotment in each case, amount already spent and balance budget available. Sanction is obtained for each list. If any alteration and deletion is made in the list the same is to be entered in the respective cards also.

Once the sanction is obtained the items are ordered with the respective supplier. Different practices are followed by the libraries in the choice of supplier. Following methods are available for placing order with the supplier:-

- Inquiry/Tender Method
- Quotation Method
- Standing Vendor Method
- Book-on-Approval Method
- Open Purchase
- Direct Ordering with the Publishers

A library may use one or more of these methods. The choice of supplier is mainly governed by three factors, such as i) Trade discount; ii) Conversion rates of currencies; and iii) Timely supply of ordered items, in perfect condition and at the correct price.

The order placing work consists of tallying the selection list with the corresponding cards to sort out items for different means of procurement and different types of orders. The lists are then finalized for placing order. The cost incurred by each list is then verified and the amount noted in the Budget Allocation Register. Order lists are then prepared in triplicate. Original order list along with the covering letter is sent to the supplier. Second copy of the order is sent to the concerned expert or department for information and third copy of the order is filed in the section. The cards belonging to the items ordered are

taken out, order details are noted down on them and then cards are arranged in a tray labeled as "Documents-on-order". Other cards are filed separately for appropriate action.

Once the order is placed with the suppliers, they are required to be chased for incomplete delivery, wrong invoices, delayed delivery and so on and so forth. When the supply is received, the documents and the bills are matched with the Order list. If any discrepancy is observed either in the number of items supplied, or physical condition of any document or the amount charged, the same is notified to the concerned supplier. When the supply is found acceptable, the cards relating to the items supplied are taken out from the "documents-on-Order" tray and supply date and bill number are noted down on each card. The documents and cards are then sent for accessioning.

### **Accessioning**

Accession register is basic record in the library about each document received by the library. The general practice in libraries is to have a single register in which all documents, purchased or received by other means are entered. But some libraries have separate accession registers for items received as gifts or deposit. Some libraries have accession register in a card form.

Documents are entered in the Accession Register date-wise according to their receipt in the library. All purchased documents are entered in the order of the bills. For this purpose bills are first arranged in the ascending order of their dates. Documents covered by each bill are then arranged and kept in the order in which they are listed in the bill. Document after document along with the bill details are then entered into the Accession Register keeping, the Accession Numbers running continuously. Accession Number assigned to each document entered in the Accession Register will be a unique number which can identify that document. The accession Number is then written legibly on the verso of the title page and if necessary on the clue page of the document. The same number is then noted on the bill against each item. After entering all the items covered by one bill a certificate is furnished on the bill stating, "All the documents as per the bill have been duly entered in the accession register vide Accession Numbers from.....to....." The bills relating to books accessioned are then sent for Bill Passing Work and documents are sent to Technical Department for processing. The cards pertaining to these items are taken out, and date of accessioning and accession numbers are written and cards are filed in a tray labeled as "documents-in-Process."

### **Bill Passing Work**

Every bill is scrutinized by checking the calculations, conversion rates, if any, and discounts. When verified and found correct, then a certificate is furnished on each bill stating that the bill is in order and the payment may be made to the supplier. Each certified bill along with the Accession Register is sent to the librarian for checking the bill and corresponding entry in the Accession Register and finally for passing the bill for payment. The librarian after duly checking all details signs the bill and sends it to the Accounts Section for payment.

### **Computerized Acquisition System**

In an Integrated Library management System (ILMS), the Acquisition Module enables the library staff to handle all major functions such as selection and approval process; order processing, sending of reminders or cancellation; Receipt of orders, payment and budgetary control; files pertaining to vendors, publishers, etc.; currency conversion and generation of various reports. In such system data pertaining to each document is entered once only and the same record is used for selection, approval and for ordering purposes. Corresponding lists and reports are generated by the system. Once supply is received and receipt details are added in the record the record and the corresponding document are ready for accessioning. In many ILMS, once the bill number and date of receipt are entered in the record, the system generates accession number which can be noted down on the corresponding document. Once a document is accessioned the record pertaining to that document moves to processing section for classification and cataloguing.

### **Technical Processing Section**

Technical Processing Section is one of the most important sections of a library. While Acquisition Section is responsible for building good library collection, this section is responsible for making this collection into serviceable form. Two main functions performed by this section are i) Technical processing i.e. Classification and Cataloguing, and ii) Physical preparation of documents for circulation and use.

The Technical Processing Section may consist of various units, such as Classification Unit, Cataloguing Unit and Book Processing Unit, to carry out different activities.

Documents after accessioning are classified here. Classification helps the books on the same subject to be placed together. There are many classification schemes available. Some of the most commonly used classification schemes are i) Dewey Decimal Classification Scheme (DDC); ii) Universal Decimal Classification Scheme (UDC); and

iii) Library of Congress Classification Scheme. Colon Classification Scheme of Dr. S. R. Ranganathan is analytico-synthetic scheme, where class number is constructed based on certain rules with sound theoretical principles. But, due to lack of continuous revision this scheme is not used by many libraries. The other above mentioned three schemes are enumerative ones and are under constant revision to accommodate newly emerging subjects. Latest edition of DDC (23<sup>rd</sup> Edition) is available in both print (4 Volumes) and Web format (WebDewey).

### **Classification Unit**

Documents received after accessioning are classified by the classifier in the Classification Unit. Following jobs are carried out by the classifier

- Checking for duplicates;
- Identifying specific subject of the document;
- Referring to the classification schedule and assigning the class number;
- Assigning Book Number
- Assigning Subject Headings

When books/documents are received by the classifier he/she checks for duplicates in the library catalogue, if the concerned book is new edition of a book already available in the library, then same class number is assigned to the new book. For assigning class number to other documents, specific subject of the book is first determined. Title of the book helps in determining the subject of the book. In case title is misleading, then forward, preface, table of contents are read to find the subject. Once the subject of the document is identified, the classification schedule is consulted to assign the class number. Class number is written on flyleaf of the book with pencil. Pencil is used because class number can be erased without damaging the book, if the need arises. A sound subject background is essential for a classifier, as most important job in classification is determining the specific subjects which can be done by the subject experts because they know their subjects thoroughly. If some modifications are made in schedules of classification scheme in use, then it should be recorded in the staff manual of the library and it should be kept up-to-date and serve as guiding tool for the newly appointed staff.

### **Assigning Book Number**

After assigning the class number, Book Number is assigned. Generally author's name or

year of publication of the book is used to constitute a Book Number. There are number of systems available for allotting book number. Some of them are as follows:

- Cutter's Author Table;
- Cutter-Sanborne Author Table;
- Merrill's Author Table;
- Ranganathan's Book Number System.

Cutter's Table or Cutter-Sanborne Tables are used to allot author marks. For example the book entitled "Handbook of Special Libraries and Librarianship" by Anil Kumar Dhiman is to be allotted a book number. By using the Cutter-Sanborne table, the Book Number will be D 537 H. Here 'D' is the first letter of the surname and '537' is the number given by Cutter table representing first three letters of the author's surname name and 'H' represent the first letter of the title of the book. Some libraries use first three letters of the author's surname instead of referring to the Cutter's Table for assigning book number.

Ranganathan's Book Number System consists of language, form, year of publication, accession part no., volume no., supplement no., copy no. etc. But libraries using Ranganathan's Book Number System mostly use only year of publication as Book Number for their general books collection. For example, the book number is to be allotted for a book published in 2006, the Book Number will be P 6. Here P stands for year 2000 and 6 stands for the actual year number. Similarly a book published in year 2014 will have Book Number P 14.

If same book has number of copies then in addition to Book Number a copy number is also allotted to each subsequent copy as 1, 2, 3 ... along with the Book Number.

Call Number of a book consists of Class Number, Book Number, Collection Number and Copy Number (if any) of a book. Books are arranged on the shelves by their Call Numbers. Call number of a book is unique number by which it is identified and located on the shelves. No two books in the same library will have same call number.

### **Assigning Subject Headings**

Subject Headings are assigned by the classifier as he knows the subject thoroughly. To have uniformity in assigning the subject headings one of the following Subject Headings Lists are used:

- Library of Congress List of Subject Headings

- Sears List of Subject Headings
- A.L.A. List of Subject Headings
- Ranganathan's Chain Procedure

Classifier writes down subject headings with pencil on the back flyleaf of the book. He also gives other directions whether main or shelf cards are to be prepared or cards for joint authors, series, etc. are to be prepared.

After thorough checking by the chief classifier, the books are sent to the Cataloguing Section.

### **Cataloguing Unit**

Classification helps to place books on the same subject together on the shelves for browsing. Call number of the book determines the exact place of the book on the shelves, where book can be physically placed. But library users seek books through different approaches, such as by author, title, publisher, series, editor, etc. To meet different approaches of the user to search collection, a catalogue is prepared by the library. Function of the Cataloguing Unit is to prepare this catalogue.

### **Types of Catalogues and Catalogue Codes**

There are many kinds of catalogues such as Classified Catalogue or Dictionary Type of Catalogue. The library has to decide which type of catalogue it will use. Again a library has to decide whether a typed, handwritten or printed catalogue is to be maintained. It is further to be decided as to which type of material is to be used for preparing the catalogue i.e. whether sheaf catalogue, card catalogue, or printed book catalogue or computer printout of the catalogue is to be prepared.

The next point of decision is kind of cataloguing code according to which catalogue is to be prepared. These codes are:

- Anglo-American Cataloguing Rules; and
- Classified Catalogue Code of Dr. Ranganathan

This also depends upon the kind and size of the library. At present, many libraries using Library Management Software use MARC format.

### **Cataloguing Work**

Cataloguing work requires well qualified and experienced staff. In case cards are written

by hand, the cataloguer should have good handwriting too.

Manual preparation of catalogue involves following activities:

- Preparation of Main Entry Card
- Preparation of Shelf list
- Preparation of Added Entries and Cross Reference Cards
- Alphabetization of cards
- Filing of Cards
- Maintaining and updating of library catalogue
- Maintenance of staff manual and authority file
- Preparation of list of additions

Main entry card contains maximum information about the book. Most of the libraries use ISBD (M), which is International Standard Bibliographical Description for monographs. The ISBD (M) covers following seven broad areas:

- i. Title and statement of authorship area
- ii. Edition area
- iii. Imprint area
- iv. Collation area
- v. Series area
- vi. Notes area and
- vii. International Standard Book Number, Binding and Price area.

On the back of the main entry card information is written about added entries and cross reference entries. Added entry cards contain briefer information than the main card. In case Unit Card method is followed, then as many copies of main cards are made as there are number of added entries. Heading of each added entry is written on top of the one of the copy of the main card.

A shelf list is duplicate copy of the Main entry card. For each book, one shelf list card is made. Shelf list cards are arranged in classified order and are filed in shelf-list trays or in cabinets.

From the main entry cards list of new additions is prepared for the benefit of the users.



The list may be prepared monthly or quarterly and circulated among the users as per the policy of the library. The list serves as current awareness service informing users about new additions in the library.

### **Physical Processing Unit**

Documents and the catalogue cards after cataloguing are sent to the Physical Processing Unit for preparing the documents for circulation and use. This job is carried out by the semi-skilled professional staff. Physical preparation of books involves following activities:

- Preparation and Pasting of Spine Label on the Documents
- Ownership Slip/Mark on the Document
- Preparation and Pasting of Date Slip
- Pasting of Book Pocket
- Preparation of Book Card.

Spine label for each document is prepared. Spine label is either square or round in shape and its size is usually 1.25" and it is made from gummed white cloth or gummed glazed paper. On the spine label call number of the book is written and it is pasted one inch above the bottom of the spine of the book, so that it is visible when books are arranged on the shelves.

Ownership marks are put at various places of the book with rubber stamp or embossing machine. The stamp contains the name of the library and place for writing accession number and date of accessioning.

Date slip of size 5"x 3" are pasted on the top most portion of the front or back fly-leaf of the book. Date slips are usually printed slips with name of the library, with provision for writing author, title, accession number and call number of the book on the upper part of the slip and for writing date of issue on the lower part of the slip.

Book pocket for inserting book card is pasted on inner right side of the front or back card-board cover of the book.

Book card is printed card of 5"x 3" size with name of the library along with headings for writing author, title, accession number, call number and date of issue and return. The book cards are prepared for each book which is to be issued for home use and is inserted in the respective book pocket.

Once physical and technical processing of documents is over, the documents are released for public use. Documents are released at periodic intervals as per the policy of the library. It may be once a fortnight or once a month. Documents thus released are usually put on display for a week or so before they are merged with general collection and are shelved in the proper location.

Once books are released for use after physical processing, the catalogue cards relating to these books are merged with the main catalogue. In case of Classified Catalogue, the Main Entries and Cross Reference Entries are filed in Classified Part and Added Entries are filed in the Alphabetical Part. There are prescribed rules for filing in classified as well as alphabetical arrangement. A library either formulates its own rules for filing or adopts some of the standard rules available, such as *A.L.A. Rules for Filing* or *I.S.I. Standards for Alphabetical Arrangement*.

### **Cataloguing Module and OPAC**

In an automated library the Cataloguing Module can be used for retrospective conversion of library resources as well as for data entry operations of new resources. Once a new document is accessioned, the record pertaining to that document changes its status to 'in-process' and is accessible to technical processing section for classification and cataloguing. The classifier and cataloguer have to check and fill in remaining fields only for each record. This saves their time. To minimize data entry operations the system also maintains authority files of person names, subject headings, corporate body names, series names, publishers' names, etc. from which relevant options can be selected. Many Library Management Systems even allow downloading of relevant records from union catalogue of participating libraries, or other OPACs. This helps in saving the data-entry efforts and in some cases classification and cataloguing efforts, and at the same time in maintaining the uniformity. The system generates spine labels, book labels as per specifications. This obviates the need for writing on spine labels and book labels with hand

In a card catalogue a document can be searched by author, title and subject. Library user has to search in different catalogue cabinets to search for the document. If the search is successful, the call number of the required document is noted down and then one has to go to the relevant shelf where the document is shelved. If it is not available there then library staff is consulted to find the status of that document. Thus, the library user has to spend great deal of time in searching the library collection. Whereas OPAC

(online Public Access Catalogue) of a library not only provides more search options to the user, it gives the status of the document as well, i.e. whether issued, reserved or on the shelves.

### **Periodicals Section**

A periodical is a serial publication. A serial is any publication that is published at regular intervals (Daily, weekly, monthly, quarterly, or annually) under the same title and intended to continue indefinitely. Periodicals, magazines, newspapers, journals, annual reports, etc. are all serial publications.

Periodicals are also referred to as journals. In general, the information in periodicals is more timely, current and up-to-date than information in books. Periodicals are of many types such as scholarly periodicals, trade and business periodicals, popular periodicals and magazines. Periodicals are published by learned societies, R&D organizations, universities, trade and business organizations and commercial publishers.

Most of the libraries depending upon their requirements acquire periodical publications. In academic libraries, particularly in college and universities and in libraries of R&D institutions, major part of the budget is spent on procurement of periodicals. Periodical publications are acquired through gifts, exchange, institutional membership and purchase. In most of the libraries maximum number of periodicals is procured through purchase. However, work relating to purchase of periodicals is different from that of purchase of books. In case of purchase of periodicals, the annual subscription is to be made in advance and issues are received subsequently throughout the year as per frequency of the periodical. Purchase procedure for the next year's subscription has to be initiated 2 to 3 months before the expiry of current year's subscription. In addition to that, the library has to keep track of the receipt of each issue of the periodical depending upon its frequency. This requires different procedure for recording the receipt of each issue of periodical and then sending reminders to the concerned agency if particular issue is not received. Displaying the latest issues of the periodicals for readers, once a volume is complete, then collating all the issues of a periodical and sending them for binding, etc. are other jobs to be handled for periodical publications. Because of the above mentioned different procedures for purchase and handling of periodicals, the work relating to periodicals are not carried out by the Acquisition Section /Division of the library. This work is handled by Periodical Section, particularly in libraries procuring large number of periodicals.

Periodicals Section performs following tasks:

- Selection of Periodical Publications
- Acquisition and Ordering of Periodical Publications
- Receipt of Issues of Periodicals
- Recording Details of Each Issue Received
- Sending Reminders for Non-receipt of Periodical or any of its Issues
- Sending Current Issues of Periodicals for Display
- Collating Back Issues of Periodicals for Binding
- Receiving Back Volumes of Periodicals after Binding
- Writing an Accession Card for each Volume and Sending both for Accessioning

### **Selection of Periodical Publications**

Selection of periodicals for a library depends upon the subject covered by the library and category of users. The librarian's role is to ensure that adequate number of periodicals is procured keeping in view the interest and demands of user group as well as requirements of the parent institution. These days most of the periodicals are available in electronic formats, either as full-text online databases or on CD-ROM. The library has to take decision, whether to subscribe to printed periodical or subscribe to its electronic version. Some publishers of periodicals offer online access to electronic version of printed periodical which library is subscribing to, by charging little extra.

### **Acquisition and Ordering of Periodicals**

There are several methods of acquiring periodical publications, such as through Co-operative Acquisition, or by joining e-Journal Consortia or by Direct Purchase by the individual library. In case of direct purchase, there are two different methods for ordering of periodicals, viz. i) Direct Subscription Method and ii) The Agency Method.

In Co-operative acquisition, the periodicals are acquired by a central agency on behalf of all the libraries. As order is placed in bulk, maximum discount can be obtained. Individual libraries are relieved from the arduous task of placing order, problems of foreign exchange, investment risks and government audit requirements. Similarly, a library is benefitted by joining E-Journal consortia. This way library can have access to more number of periodicals than a library can subscribe to. At present most of the libraries of

academic and R&D institutions join one of the E-Journal Consortia for electronic journals and purchase core periodicals either through direct subscription method or through agency method.

In direct subscription method order is placed directly with the publisher. This requires writing to each publisher to get invoices from them. When invoices are received, then invoices are processed, approval from concerned authority is obtained bank drafts are obtained and orders to each publisher along with the bank draft are sent. In this method library has to deal with each publisher separately. This requires lot of paper work as numbers of bank drafts are to be made for each publisher, foreign exchange clearance and statement from the bank has to be obtained for conversion from Indian rupee to foreign currency, etc.

In Agency Method, the order is placed with an agent, who acts as the intermediary between the library and the publishers. Here the list of periodicals to be purchased is made and order is placed in bulk with the agent. Payment is also made to the agent on receipt of consolidated bill from him/her. Payment is made in Indian rupees, as it is the job of the agent to convert the currency into required foreign exchange. The library specifies the list of titles for renewal and list of new titles. The library gives full details of each periodical title such as its full title, name of the sponsor, name and address of the publisher, volume number, periodicity and previous year's subscription details in case of renewal. On receipt of invoice from the agent, the advance payment is made to the agent only when he/she executes a bond on stamped paper stating the terms and conditions of supply and details of the advance amount taken.

### **Receipt and Recording of Periodicals**

There are different methods used by libraries for recording details of periodicals they are procuring and for entering details as and when a new issue is received. Following are some of the methods used:

- Ledger System
- Card System
- Three-Card System
- Kardex
- Computerized System

Above first four systems are manual systems and the last one is computerized. In Ledger System a bound register is used for writing details of periodicals. One page is allotted to each periodical title. All the details of a periodical, such as title, periodicity, names of the sponsor, publisher, and supplier, and subscription details are written on upper part of the page. Lower part of the page is divided into 4-5 columns where year, volume number, issue number, and date of receipt of issue are entered. Last column is left blank, which is used for writing details of action taken in case of non-receipt of any issue, or other related problems pertaining to the periodical. This system is rigid as there is no provision to insert new periodical title at an appropriate place except at the end of the register. Then for finding missing issues, all the pages of the register are required to be seen periodically. This takes lots of time. The Ledger system can be used for small libraries subscribing to a few periodicals. But this system is not suitable for libraries procuring large number of periodicals. To overcome above mentioned problems subsequent systems were developed by the library professional.

The periodicals recording system in a library should be flexible, alert library when a particular issue is due, it should enable the library to know non-receipt of any issue so that follow up actions like sending of reminders and claiming replacement can be done on regular basis. In addition, it should be able to generate various reports and listing of periodicals by subject, title, publisher, sponsor or supplier wise. All such functions can be performed by an automated serial control system of a library management system, i.e. a computerized system.

Receipt of issues of periodicals is an ongoing job. This involves watching the arrival of issues of dailies, like newspapers and sending them for display. This is called 'Daily vigilance.'

Periodical receiving work comprises receiving current issues of periodicals, opening the wrappers and stamping them, registering them and sending them for display in the reading room. In addition to the above tasks, keeping a watch on the arrival of the issues of periodicals due in the current week is also the responsibility of the Periodicals Section. This is called 'Weekly Vigilance'. Correspondence with the publisher/suppliers for non-receipt of current/back issues, bringing to their notice the supply of defective or duplicate issues of periodicals, or for any other issues relating to periodicals is also handled by the Periodical Section.

### **Binding of Periodicals**

Magazines and periodicals of ephemeral value are not bound. But periodicals of permanent value are bound when a volume is complete. A bound volume of a periodical is treated like a book and kept in the library for permanent use.

Binding process of periodicals is quite different from that of books and is handled by periodical section. All the issues of a periodical are collated. Volume's title page is kept on the top. Cover pages of all the issues are removed if they do not contain any significant information. Volume index, if any is placed at the end. If supplements are in continuous pagination with the issues, then they are bound as they are, but if they are separately paged, then supplements are separated and placed at the end of all issues. After this binding instructions are given and volumes are sent for binding. Binding details including binder's name, date of sending, etc. are noted down in the respective periodical record. When bound volumes are received, accession cards are written and bound volumes along with the accession cards are sent for accessioning. The accession numbers so received are noted down in the respective periodical record.

### **Computerized Serial Control System**

Computerized serial control system takes care of all the functions of Periodical Section, such as, i) Managing the suggestions for purchase of new serial titles, renewal of existing titles; ii) Maintaining databases of periodicals, vendors, publishers, suppliers and binders; iii) Check-in of individual issues of journals; and iv) Handling payment, sending reminders, identifying periodicals for binding and noting binding details as well as history of the periodicals. In-addition, some LMS facilitate export/import of serial data, and handle cataloguing of electronic journals as well.

### **Readers Services Section**

The Readers Services Division is very important division of the library, because this division is responsible for putting the library collection to maximum use. Functions performed by this division are providing circulation service, reference and information service, reprographic service, reader room service, arranging access to Internet and other media services, displaying and maintenance of library material, etc. These functions are carried out by different units of the division. Depending upon the type of and size of the library there may be as many as 6 to 7 units or sections performing various activities. Three units or sections which perform basic activities of the division

are i) Circulation Unit/Section; ii) Maintenance Unit/Section; iii) Reference and Information Services Unit/Section.

### **Circulation Unit**

Circulation Unit deals with lending of reading material to library members for their use outside the library. Lending of books is one of the best known functions of a library to promote the use of library collection. However, the number of books to be given on loan and period of retention of books depends on various factors including individual policy of the library.

The Circulation Section performs following tasks:

- Registration of Members
- Lending of Books
- Charging of Over Dues
- Reservation of Books
- Renewal of Books
- Maintenance of Records
- Maintenance of Statistics
- Lending of Books on Inter Library Loan
- Preparation of Reports
- Issuing of No-Due Certificates to Members

### **Registration of Members**

This involves registering the members, specifying the category of user (For example in an academic library student (graduate, post-graduate or research scholar), professors, non-teaching staff, etc.)), noting down current address and phone number, permanent address, number and types of items to be issued, etc. Each member is issued a library card with user Id. Members' record is maintained in a file or cardform.

### **Circulation Systems**

For lending and receiving the books back from the users (i.e. charging and discharging of books) libraries use one of the circulation systems that are in vogue, such as:



- Ledger System;
- Browne Charging System;
- Newark Charging System; or
- Computerized Circulation System.

### **Ledger System**

In this system separate page is allotted to each registered borrower, where all the borrower's details are entered. Whenever a book is issued to the borrower, transaction details like title of the book, accession number and date of issue is entered on the borrower's respective page. When a book is returned, then date of return is mentioned against that transaction. This system is not very satisfactory, as it is not possible to know immediately when a particular item is due and to whom it is issued. One has to scan page-by page to find the information.

### **Browne Charging System**

Browne Charging System was developed by Nina. E. Browne who was librarian of the Library Bureau in Boston and served as a secretary of the Publishing Board of American Library Association. In this System registration cards of all borrowers are arranged alphabetically. Each borrower is given as many library cards or tickets as he is entitled to. Cards are in the shape of pockets and on each card name and address of borrower, date of expiry of membership is written.

Charging is issuing the books to the borrowers. During charging process, the borrower gives his/her card and book to the assistant at the circulation counter. Counter assistant checks the borrower card, takes out the book card from the book pocket and inserts it into pocket of borrower's card. Then he puts issue or due date stamp on the date slip of the book. The book is charged and given to the borrower. The borrower's card which holds the book card is filed in charging trays under the due date for return, and within that date by accession number or call number of the book. Then call number or accession number of the book and borrower number are recorded in daily circulation register.

When a borrower returns the book at the circulation counter, the due date is checked from the date slip of the book. The book card along with the borrower ticket is taken out

from the charging tray. Book card is inserted back into book pocket, due date on the date slip of the book is cancelled and borrower's card is returned back to him/her.

If book is returned after the due date, the overdue fine is calculated and overdue charge slip is given to the borrower. The borrower's card is returned only after the overdue charges have been duly paid.

This system is better than the Ledger System as issue of reminders and calculation of fines is simplified. The statistics of issue can be prepared easily as daily transactions are recorded. However, it is difficult to find out how many books are issued to a member, as borrower's cards are scattered in the issue trays. In case of loss of borrower's card, its misuse is possible as signature of the borrowers are not taken. No permanent record of issue is available.

### **Newark Charging System**

This System was developed by John Cotton Dane and first used in the Public Library of Newark, USA. In this system two files of registered members are maintained. One file is arranged alphabetically by names of the members and another is arranged by their membership number. Each borrower is given one card which bears name, address and membership number of the borrower and space for recording transactions.

Charging system here is more elaborate than the Browne Charging System. When the borrower gives his /her card and book at the circulation counter for borrowing, the assistant puts the issue date or due date stamp on the date slip of the book. Similarly, the date is stamped on the book card taken out of the book pocket and on the borrower's card. The borrower's membership number is written opposite the date stamp on the book card. The book card is filed in charging tray as per the due date, and within the date by accession number. The book is charged and given to the user along with the borrower's card.

When the book is returned along with the borrower's card, the date of return is stamped on the borrower's card and the card is returned to the borrower. The book card is located in the issue trays behind the appropriate date guide cards and within that date by accession number of the book. The book card is inserted in the book pocket and book is now ready for shelving.

If the book is returned after due date, the fine is computed and collected. The date of return is stamped on the borrower's card only after the fine is received by the library.

In Browne Charging System once a book is returned, the card is given back to the borrower and there is no permanent record of number of times a book has been borrowed and types of books have been circulated. Where as in Newark Charging System there is permanent record of number and types of books circulated. Since each transaction is recorded on the book card, it is possible to know the kind of books borrowed by each reader. As transaction is recorded on book as well on borrower's card the danger of dislocation is less. However, this system is slow and time consuming. In circulation procedure, due date or date of issue is stamped at three places, i.e. on book slip, on book card and borrower's card. Then borrower's membership number is written on the book card. All this consumes time and there is danger of writing wrong membership number during rush hours. More over two registration files are to be maintained in this system.

### **Computerized Circulation System**

Circulation Module of Library Management System performs all major functions of circulation in a library such as registration of members, lending of books, sending reminders, recovery of overdue charges, issuing of no-due certificate, managing of inter library loans, reservation of books and maintaining records pertaining to binding, lost, replaced and withdrawn items.

In computerized system members can be searched by member's name, member ID, department, designation, category and date of registration. Whenever a transaction is made accession number of the book and Member Id is scanned by Barcode reader. The system automatically check the validity of the member, number of items already issued, maximum borrowing capacity, any overdue items, etc. before issuing a book. For overdue items fine slip can be printed. The system also provides options for reserving or renewing an item. Besides issue, the system can perform house maintaining transactions for lost, damaged, missing and withdrawn items. Recall/reminders notices can be generated by the system for any issued item. A letter can be printed or e-mailed to the borrower of the item. One can search issued items by three criteria, viz. issued during specific period, by member code and by accession number. Some systems can perform stock-verification function also.

### **Maintenance Unit**

This section is responsible for shelving, re-shelving, maintaining orderly arrangement of the collection and taking care of all types of library material and associated equipment. In fact, the ultimate success of all other functions of library such as acquisition, classification, cataloguing and circulation, are dependent upon efficiency this section. If library collection is not properly displayed and maintained it will not attract the library users and thereby library collection will not be put to maximum use.

Activities performed by this section have been covered in detail in Module 11 of Library Management paper. This Section performs following functions:

- Shelving and Display of Library Material
- Maintenance of Collection
- Preservation of Library Collection

### **Shelving and Display of Library Material**

Arranging books and other material on the library shelves is carried out by this section. Work involves shelving of new books received after processing, re-shelving of borrowed books returned by the users and books and other material left on the tables by the readers after use.

The section is also responsible for displaying current issues of periodicals as well as newspapers in the reading room and shelving and maintenance of non-print media like films, audio cassettes, CD-ROM, DVDs, etc. Non-Print media is stored away from the open book stack area. This media is normally kept in media room or computer room where the equipment for playing particular media item is available.

### **Maintenance of Collection**

Tasks relating to maintenance of collection are also handled by this section. It involves continuous monitoring of the stack rooms and display areas. Shelving and re-shelving the material, keeping the collection in order, taking out books which are not in order and re-shelving them in proper place, identifying and removing the books needing repair, regular cleaning and dusting the area and protecting the collection from dust, heat, direct sunlight, moisture, insects and pest infestation. This Section is also responsible for maintenance, checking and rectification all sign boards and library display guides.

### **Preservation of Library Collection**

The activities relating to preservation of library material are carried out at various levels and by various departments in a library. Maintenance Sections' role in preservation is to handle library material carefully, keep the environment in stack rooms and storage area clean, free from dust, insect and pest manifestations and protecting the material from direct sunlight.

### **Reference and Information Services Unit**

Reference service deals with providing personal assistance by the library staff to the user seeking information. Information services are provided in anticipation of demand from the library users. Work related to this unit/section can be categorized as direct and indirect type. Direct type of work covers all front end services which are provided by the section to the library users. Indirect type of work includes backend operations like building and maintenance of reference collection and other activities related to the section. According to William Katz, The reference service defined by function can be divided into two categories, direct and indirect.

Direct category includes

- a. Reference and information service. This is personal assistance provided to the user in pursuit of information; and
- b. Formal and informal instructions in the use of library and its resources.

Direct services cover responsive as well anticipatory services. Responsive services cover short range reference service, long range reference service, guidance in the use of library tools such as catalogue including OPAC and reference books including, online databases. This work is handled by the professional staff. All categories of libraries provide these basic services. The libraries attached to R&D institutions provide documentation and information services to their users in anticipation of their demands. Services such as current awareness service, SDI service, indexing and abstracting service, web based or Internet based services come under this category.

Indirect category include

- i. Selection and maintenance of reference material;
- ii. Organization and administration of reference service;
- iii. Evaluation of the section's performance; and

- iv. Handling of other miscellaneous tasks, such as photocopying, maintaining reference records and preparing publicity material and reports.

### **Administration and Accounts Section**

All the administrative activities pertaining to staff and maintenance and upkeep of library building, including air conditioning, security arrangements, etc. are carried out by the administration section. Library's budget relating to salaries of staff, purchase of equipment and materials for the library are handled by the Accounts Section. Only independent libraries which do not form part of any institution have an Administration and Accounts Section. The libraries which are attached to any institution, such as academic libraries, this work is carried out by the institution's administration and accounts section

### **Information Technology Section**

Modern libraries have CD-ROM workstations, online databases, number of computer terminals with Internet access and OPAC (Online Public Access Catalogue) for searching library collection. These libraries provide online access through their website. Maintenance of these computer systems including hardware and software maintenance and networking issues are handled by information Technology Division/Section. The section is also responsible for providing instruction to the users. In many libraries this section is named as Computer Services Division.

As mentioned earlier the divisions/sections/units in a library also depend upon the type and range of activities performed by the library. For example National Library, Kolkata is a depository library for all the books published in the country under the 'Delivery of Books and Newspaper Act of 1954'. Under this Act library receives books in almost all Indian languages. The library has separate divisions for each Indian language, i.e. 15 Indian Language divisions. Language divisions acquire process and provide reading material in the respective language and answer reference queries as well. In addition to that the library has 5 foreign language divisions such as East Asian Languages Division, Germanic Languages Division, Romanic Languages Division, Slavonic Languages Division and West Asian and African Languages Division. These divisions are also responsible for collection development, collection organization and information dissemination to the readers in the respective languages. These divisions maintain their own stacks and provide reading facilities.

#### **4. Summary**

Information and communication technologies have greatly impacted the library systems and services. Traditional libraries are adopting these technologies to become modern. Emergence of automated, digital and virtual libraries around the globe is a common sight. A modern library is an automated library, has print as well as electronic resources, and provides traditional printed and IT based services.

Any library, irrespective of its size and type, procures, organizes and displays library material for use. In addition, a library offers various services to their respective users. A library needs a systematic organizational structure to perform its functions. Most common form of organizational structure of a library is function based structure. This divides library into functional divisions, sections or units such as acquisition, technical processing, circulation, reference, maintenance, etc.

Function of acquisition section is procurement of library resources; technical processing section is classification, cataloguing and physical preparation of resources; maintenance section is shelving, display and maintenance of library resources; circulation section is to provide lending service to the users and reference section is to provide reference service. Libraries subscribing to large number of periodicals have serials or periodical section/unit to handle procurement of serials. Libraries offering IT based and online services may have additional Information technology division to provide computer based services and handle computers and related equipment. Apart from these divisions or sections, an independent library has an administration and accounts section which handles administrative and accounts related functions of a library. The divisions/sections/units in a library also depend upon the type and range of activities performed by the library. For example National Library, Kolkata has 31 divisions and under these divisions there are 20 sub-divisions to carry out different activities of the divisions.

Most of the library automation packages offer 5 basic modules for library automation such as Acquisition, Catalogue, Circulation, OPAC, and Serials Control. All these modules are integrated. Library work consists of a number of inter-related activities and the data generated during these activities are of repetitive in nature and useful in different sections. The manual work involves repeating the same activity in different sections of a library. The aim of a library automation package is to integrate these

activities to minimize the repetition of work. This improves basic functions and services of a library.

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