

A Study on Best Practices Used in Commerce Colleges Libraries in Pune City

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Abstract— The sole objective of any library is to cater the information needs of its users. Therefore it is essential to design and developed library services which will assure optimum utilization of library resources. The objective of this paper is to study and ascertain the users centric best practices adopted among commerce college libraries in Pune city and to suggest the best practices which can be adopted without any manpower, money and time. For collecting necessary data a questionnaire based survey method and interview with the librarians was adopted. Observational visits in the library were conducted. It can be concluded that adopting user's centric best practices in the library is assuring optimum utilization of library resources. Adopting best practices in library required positive attitude and strong will to provide best services to the users with minimum investment. It will ultimately reflect in enhancing goodwill of the library and building moral of the library staff.

Index Terms: Best Practices, Library services.

INTRODUCTION

The main function of a library is the collection and preservation of knowledge for dissemination to all. The sole objective of any library, make possible efforts to achieve the goals and objectives of the parents organization by catering the need of the users. The twenty first century is known as knowledge society. This is possible due to the revolution in ICT and Web technology. In e-era, the world becomes a global village, the gap between the information generation and information user is minimizing day by day. The internet provide an ocean of information to the society through various search engine, free and paid e-journals and e-books, open access institutional repositories, open courseware, open software, ETD etc. In an e-environment the role of the librarian becomes very crucial. They have to design and develop strategy to provide the information which is at par in the same community.

Therefore it is highly essential to study and review the different services provide by different college libraries in a same locality.

Libraries have shown great flexibility to adopt the new terminology coined by management science. In the present time it is highly essential to adopt professionalism to assured efficient services to the user. Therefore users may be treated as customer. The customer is king. It is expected to having a clear understanding of what is you are trying to do and why you are trying to do and how you are going to do it, it will help us to prepare for competition and build strong customer relationship. While designing and developing library services we should always keep focusing on the customer to assure better result in long run, they should be treated with respect, warmth, care and compassion.

DEFINITION OF BEST PRACTICES:

ODLIS (Online Dictionary of Library and Information Science) describes best practices as follows:

“In the application of theory to real-life situations, procedures that, when properly, applied consistency yield superior results and are therefore used as reference points in evaluation of the effectiveness of alternative methods of accomplishing the same task.”

Best practices are identified by examining empirical evidence of success.

Oxford Advanced Learners Dictionary describes “best practices as quality of high standard, excellence, highly improved, outstanding, par excellence service. It means way of doing something that is usual of expected way in a particular organization or situation, guidelines for good practices. In this process of developing best practices we take action rather than good ideas, and we improve our skills.”

Michael K. Buckland and Doris Florian had summarized the purposes of users to visit the library

1. To search the library catalog, including all cataloged holdings, without need to refer to additional catalogs on card or on microfiche. The library "catalog" is best seen as a series of concentric circles that include the holdings of the local library, of nearby, and of distant libraries. Within each catalog category, the searcher should have the option of expanding a search to associated files: circulation records, incompletely cataloged materials, and files of materials that are on order.
2. To search in bibliographies and also to be able to find the items listed, whether on paper, on microform, or on-line.
3. To search in directories and reference works.
4. To search for numeric data in social, technical, economic, and scientific databases--and to retrieve conveniently whichever datasets are needed.
5. To search for images and moving images--pictures currently on slides, movies, photos, videotapes--and to retrieve copies for use.
6. To search for texts, whether texts that were already known or those discovered in a catalog or bibliography.

The library exists for its users and everything that is done in the library is geared to the promotion of service to them. Due to the advancement in information technology, library operations and services are also changed or modernized with online information retrieval facilities and internet.

SCOPE AND OBJECTIVES OF THE STUDY

The scope of the present study is limited to Pune City. The Population consist three commerce college libraries in Pune City.

OBJECTIVES

- To ascertain various users' centric best practices adopted among Commerce College libraries in Pune City.
- To study the impact of best practice on users community.

- To study the problems and difficulties being face by the libraries for implementing users centric best practices in their respective colleges.
- To suggest the best practices this can be adopted without extra manpower, money and time.

RESEARCH METHODOLOGY

For collecting necessary data a questionnaire based survey method & interview with librarian was adopted. Observational visit in the library is conducted. Keeping in view the objectives in mind a questionnaire is prepared with multiple choices to collect data from various commerce colleges in Pune City. Three questionnaires have been distributed to the said commerce colleges and all were returned by the respondents and interpreted for the outcome and presented in the following table. The limitation of the study is only commerce colleges established before 1975 is selected for study. Evening and minority colleges also not considered for present study.

SR.NO.	RESPONDENT COLLEGES	SAMPLE
1	COLLEGE LIBRARIES	03

LITERATURE REVIEW

Jotwani, D (2008) conducted a study on Best practices. It was a case study. It defines the concept and describes the strategy for application of best practices in an organization. It also discusses importance of introducing best practices in a modern library and information centre (LIC) to enable it to improve its processes and activities, optimize resource utilization, and deliver high quality, value added services to its users. The paper has suggested the characteristics of the best LIC. The Practices followed by the central library, IIT Bombay have been discussed as (a) Resource Development and Management, (b) User Services; (c) ICT- enabled service, (d) Users empowerment, information literacy and library marketing, (e) other activities. It concludes that the best practices are not a onetime solution, but a continuous process. The sense of curiosity, willingness to change and learn from experience of others, and pursuit for superior performance can lead the librarians and libraries to best practices.

Vyas, conducted a study on best practices in academic libraries in India. The paper provides UGC's data about universities, colleges, teachers and students which have grown over a period of last 58 years. It defines best practices as an application of procedures to yield superior results which means way of doing things in particular organization as guidelines for good practices. Explains NAAC's concern for quality of library practices as well as NAAC's set of best practices in academic libraries. The paper provides a few examples of the best practices experienced in libraries in different situations by Dr. S.R. Ranganathan and others. It elaborates upon Prof. Tikekar's comment that blind imitation, false competition, status symbolism will not work and finally submits that best practices of British Libraries and American center libraries operating in India should have been included for our purpose. He concluded that in the process of achieving best practices in libraries, Prof. A.C. Tikekar warns us "Blind imitation, false competition and status symbolism do not work well. He also suggested to UGC/NAAC that the best practices followed in British libraries and American center libraries operating in India should have been taken into account. There are areas which we have not been able to find out as best practices e.g. index to periodicals, real time reference service, preparation of various statistics of the use of e-resources and many other areas.

Dr. K.H. Sunitha, studied effective practices to enhance skills at the learning resource centers, and mentions the importance of best practices for the library professional to improve their skills and provide effective services to the users, so that all the resources in the library are intensively used. The paper discussed the new services in the era of information technology and the ways and means to orient the users to bring awareness about the CD and e-resources so that whatever amount is spent on them is used to the maximum extent by the users. She concluded that a best practice is a practice which paves the way for enhancing an existing function and helps in effective implementation or use of the process. Use of technology in designing and delivering the information products and services in a library has always yielded good results. Automation of all in-house operations in academic libraries with bar-coding, user identity and web OPAC facilities is

a best practice in totality of library services. Effective implementation of user education/ awareness programs with the new techniques and tools will also be a best practice in extent of use of library services.

Merina, Ahmed and Pal Birender, studied Best practices with NAAC in college libraries of Nalbari District, Assam. It was a survey. This paper shows a clear picture about the developments of college libraries of Nalbari district (Assam) after NAAC's evaluation. It gives the status of best practices followed by the surveyed libraries. The study reveals that college libraries of Nalbari district have achieve remarkable upliftments due to NAAC's assessment but it cannot be termed as satisfactory development. These libraries still need a lot of infrastructural development to provide a Quality based services to its clientele. Moreover rapid developments in the IT has bring a tremendous scope for these libraries to modernize their services for which college authorities should realize the need and importance of their respective libraries and should always be ready to provide the congenial administrative support to their librarian so that he/she can come forward willingly to reorganize the library services with the changing environment.

User centric services: a survey of best practices among commerce college libraries in Pune city, is survey among Commerce College libraries in Pune City to study the impact of best practice on users community and the problems and difficulties being face by the libraries for implementing users centric best practices in their respective colleges.

DATA ANALYSIS

1. ICT Based services

SR. NO.	ICT Based services	RESPONDANT COLLEGES
1	E-Alert	01
2	Content Page books	01
3	Web OPAC	02

E-Alert service provided by BMCC Library. Content page of books service is provided by Ness Wadia College Library. Ness Wadia College library have acquired Cannon Cano Scan 5600F Scanner has the facility to scan multiple pages .The library is scanning title and content page of selected books

And the library is using soul 2.0 library software. Soul 2.0 library software cataloguing module has an attachment facility. Where one can attach an attachment of scan images of title and content page of the books and one can see the scan images while searching the OPAC. Web OPAC facility is given by BMCC and Garware College library.

2. USER AWARENESS SERVICES:

SR. NO.	AWARENESS SERVICES	RESPONDANT COLLEGES
1	EXHIBITION OF NEW ARRIVALS	03
2	DISPLAY ON OCCASSIONS	03
3	LIBRARY INFORMATION BROCHURE	02
4	CONTENT PAGE OF Periodicals	01

Exhibition of New Arrivals is a common practice adopted by all the colleges but Ness Wadia college library is arranging exhibition of new arrivals for three days where all the users are allowed to freely browse the books in working hours. All the colleges have practice to arrange Display on occasions. Such as an author is felicitated birth anniversary of National leader such as Mahatma Gandhi, Dr. Babasaheb Ambedkar etc. BMCC and Garware college library has their library information Brochure. Garware college library is providing photocopy of content page of periodical subscribed by college and the same is arranged subject wise and kept for reference.

3. INCULCATEING READING HABIT:

SR. NO.	READING	RESPONDANT COLLEGES
1	BOOK TALK	01
2	READ A BOOK GET A PEN	01
3	BOOK AS PRIZE FOR ALL EVENTS	01
4	BEST READERS PRIZE	01

Ness Wadia College of commerce library is arranging book talk called book lovers group since last 40 years and hundred discussions since 1973 has been arranged. Book lovers group arranging discussions on books in three different languages Marathi, Hindi,

English. It consists of a review of books through discussion among the students and presided over by the author of the book himself or well known authority on the topic of the book. Garware college of commerce is started read a book and get a pen and book as prize for all events since last 3 years and the number of students availing this facility is increasing each year. Many associations in college are distributing annual prizes to the students. The Garware college library took initiative and perceives all the association heads to give book as prize to their student. The library invite book vendors to exhibit their collection and students were issued gift vouchers of specific amount they can purchase any book they like from the any vendors and get maximum discount as college is not charging any rent from the vendors. To felicitate the student who read maximum book in the library is entitled to get best readers prize. This practice is adopted by Garware College and BMCC College.

4. In House Library Automation Practices:

SR. NO.	Automation Practices	RESPONDANT COLLEGES
1	Computer Generated I-Card System	03
2	Computer Generated Reader Tickets	01
3	Computer Generated Book Card	01
4	Barcode and Spine Labels	02
5	Computerized stock taking	01

All the colleges have computer generated I-card system. Ness Wadia college library had made an addition by issuing PVC I-Card. BMCC college library has computer generated readers tickets. Ness Wadia college library has installed computer generated book card system which can produce as many as book cards having college logo with library name, author, title, accession number and barcode of accession number of the book which facilitate speedy issue of books. BMCC and Ness Wadia College library has barcode but Ness Wadia library is generating spine labels in different sizes and numbers, it also helps shelving staff to search books speedily and avoid problem of feint and bad handwriting. Ness Wadia College library has

purchased a DCU (Data Collection Unit). This DCU has facility to read and store barcode, and this barcode can be uploaded in excel file. With the help of this DCU one can do the stock taking work very speedily and accurately.

5. EXHIBITIONS:

SR. NO.		RESPONDANT COLLEGES
1	EXHIBITION CUM SALE	02
2	EXHIBITION OCCASIONS	03

BMCC college library is adopting Exhibition cum sale practice in these students who purchase the books from the exhibition get 50% discount on the books purchased. This is subject to limit of Rupees 300/- and 15% discount from vendors and college is bearing remaining 35% discount respectively. Ness Wadia college library organizing book exhibitions on special occasions e.g. Gandhi Jayanti, Dr. Babasaheb Ambedkar Jayanti, Swami Vivekananda Jayanti, death anniversary of Dr. Babasaheb Ambedkar. If any author, any book get felicitation (Prize) that book exhibition will be arranged.

6. OTHER PRACTICES:

SR. NO	READING	RESPONDANT COLLEGES
1	UTILITY COUNTER	03
2	FREE DISTRIBUTION COUNTER	02
3	CAREER GUIDANCE SECTION	03
	A) COMPETITIVE EXAM	
	B) NET/SET	03
4	EXTRA READER TICKETS	02

A utility counter where stapler, gum, pins, pen is kept handy so users can avail the same. This practice is followed by all the colleges. BMCC and Garware college library is giving service of Free Distribution Counter. Under this scheme they keep all discarded books, specimen copy of the book, donated books for free distribution to the students and maintain record for this. All the college libraries have Open Access for special collection on Entrepreneurs biography, research methodology, competitive examinations, and NET-SET books.

OTHER BEST PRACTICES:

1. BMCC library have library users group where students volunteer to arrange the book exhibition cum sale and discount scheme. In addition to this library is issuing free of cost and additional users tickets to the users on demands.
2. Ness Wadia college library sale discarded books at very low price to the students.
3. Garware College library is providing additional library card on demand at price Rs. 100/- since from 2011.
4. Garware College library has a Film Club, on every Friday and educational or recreational film is shown to the students. This club is working since 2009.
5. Garware College library prepare a library event calendar which display all the events and their time schedule.

SUGGESTIONS AND RECOMMENDATIONS

It is suggested that respondent Commerce College Libraries can be provide below mentioned ICT Based services to its clientele.

1. Circulation Service:- It is suggested that libraries should increase their library timings and remain open Sundays and holidays during examination period. Further it also suggested that circulation system made automated to save the time and placed book return drop box at check point to facilitate quick return of borrowed books
2. Library OPAC:- To make the website URL List of free online full text journals in commerce subject field and area of interests of researchers and make it available on the Library Web OPAC and also provide link of free videos, other study materials on Library Web OPAC. This will help the users discover quality web based information quickly and effectively.
3. User Awareness Service:- Create separate library face book account, Blog, Library Boucher and upload latest library news, latest arrivals and activities done by library. This will help users to know more about library and it will be helpful to increase library usage.

CONCLUSION

It is concluded that best practices are the results of creativity and passion to provide best services to the

users within limited resources and manpower. All the best practices cannot be adopted blindly but few practices can be adopted after serious thought and studying local needs. Few practices can be adopted without extra manpower, and money. To meet the users demands effectively the libraries need to identify and adopt good practices. Adopting best practices in library required positive attitude and strong will to provide best services to the users with minimum investment. It will ultimately reflect in enhancing goodwill of the library and building moral of the library staff.

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