



LIBRARY QUALITY AUDIT REPORT 2015



INTERNAL QUALITY ASSURANCE CELL (IQAC)

JULY 2015

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Message of Vice-Chancellor

As a part of monitoring quality of various arms of the University system, the Internal Quality Assurance Cell (IQAC) of the University of Kerala has embarked on a series of base-line studies. The Library Quality Audit is the first of the series. Libraries continue to be critical resource and eco-system of academic activities for scholars and students. This is the reason why the first internal quality audit has focused on libraries.

This report collects and presents a summary of basic data of our library system. A review of the study by eminent library professionals outside the system has been sought and is given as appendix. The University plans to entrust the conduct of study in the coming years with the University Librarians, involving the Library community. It is hoped that the document will serve as the base-document for discussions, debates and decision making in library relates issues. I am happy to present this report before the academic community.

Prof. P. K. Radhakrishnan

Executive Summary of Library Quality Audit 2015

Total No. of libraries covered	:	46
Total Number of Books (KUL-3.4, Others 4.8)	:	8.2 Lakhs
Acquisition During 2015	:	0.2 Lakhs of books
Cost of Books Purchased in 2015	:	Rs. 311 Lakhs
Annual Growth rate of Stock	:	2.4%
Average Cost of Books	:	Rs. 1992/-
Utilization Rate (Books issued/member per year)	:	Ranges from 192 to 1
Library Space Provision (Sq.ft/member)	:	Ranges from 200 to 1
Library Seating Facility (Seats/member)	:	Ranges from 2 to 0.02
Total No. of Library Staff (Permanent)	:	119
Total No. of Library Staff (Contract)	:	24
Cataloging	:	86% of libraries
(Most use DDC, but 3 Departments and KUL uses CC) Classification: 85% of Libraries		

“The Library is the heart of all the University’s work; directly so, as regards its research work, and indirectly as regards its education all work which derives its life from research work. Scientific research needs a library as well as its laboratories, while for humanities research the library is both library and laboratory in one.”

Dr. S. Radhakrishnan (Education Commission – 1948)

“Libraries have recognized social function in making knowledge publicly available to all. They serve as local centres of information and learning, and are local gateways to national and global knowledge”.

(National Knowledge Commission – 2005)

1. Library Heritage (2015)

Sl. No	Department	Established in	Age
1.	ORI	1908	107
2.	Chemistry	1937	78
3.	Aquatic Biology	1938	77
4.	Malayalam	1938	77
5.	University Library	1942	73
6.	Tamil	1944	71
7.	Statistics	1945	70
8.	History	1946	69
9.	Education	1956	59
10.	Psychology	1956	59
11.	Botany	1958	57
12.	Political Science	1958	57
13.	Economics	1959	56
14.	German	1961	54
15.	Library Science	1961	54
16.	English	1962	53
17.	Geology	1963	54
18.	Linguistics	1963	54
19.	Sanskrit	1963	54
20.	Mathematics	1965	50
21.	Zoology	1968	47
22.	Russian	1969	46
23.	Sociology	1969	46
24.	Biochemistry	1970	45
25.	Physics	1970	45
26.	Journalism	1976	39
27.	IDE	1976	39
28.	Campus Library	1976	39
29.	Demography	1980	35
30.	Commerce	1985	30
31.	Computer Science	1985	30
32.	Philosophy	1985	30
33.	Law	1988	27
34.	ICKS	1988	27
35.	Hindi	1990	25
36.	Futures Studies	1991	24
37.	IMK	1991	24
38.	Islamic Studies	1991	24
39.	Biotechnology	1995	20
40.	Environmental Science	1995	20
41.	Opto-Electronics	1995	20
42.	Archeology	1998	17
43.	Music	1998	17
44.	UCE	2000	15
45.	Arabic	2001	14
46.	Bioinformatics	2005	10

2. Library Stock

Sl.No	Department	Total Books
1.	University Library	336090
2.	Malayalam	65703
3.	Tamil	26169
4.	IDE	21540
5.	Political Science	20854
6.	Campus Library	20603
7.	Education	18443
8.	ORI	18362
9.	Sanskrit	15811
10.	Russian	15579
11.	English	14566
12.	UCE	14540
13.	IMK	14130
14.	Economics	13837
15.	History	12181
16.	Hindi	11795
17.	German	11542
18.	ICKS	11287
19.	Statistics	10079
20.	Linguistics	9709
21.	Botany	8971
22.	Sociology	8180
23.	Psychology	7679
24.	Commerce	7377
25.	Arabic	7253
26.	Physics	7189
27.	Demography	7173
28.	Mathematics	6878
29.	Aquatic Biology	5624
30.	Journalism	5304
31.	Zoology	5119
32.	Chemistry	4712
33.	Islamic Studies	4621
34.	Library Science	4513
35.	Law	4478
36.	Geology	4462
37.	Computer Science	4170
38.	Futures Studies	4137
39.	Archeology	3493
40.	Philosophy	3396
41.	Biochemistry	3336
42.	Opto-Electronics	2832
43.	Bioinformatics	2664
44.	Biotechnology	2487
45.	Music	2072
46.	Environmental Science	1750

3. Acquisition and Growth (2015)

Sl. No	Department	Acquisition in 2014-15	Growth %
1.	Campus Library	2947	14.3
2.	Opto-Electronics	377	13.3
3.	Arabic	790	10.9
4.	Bioinformatics	260	9.8
5.	Philosophy	260	7.7
6.	Archeology	256	7.3
7.	IMK	1017	7.2
8.	Biotechnology	142	5.7
9.	Islamic Studies	260	5.6
10.	Commerce	405	5.5
11.	Law	225	5.0
12.	Environmental Science	78	4.5
13.	UCE	571	3.9
14.	Chemistry	179	3.8
15.	Mathematics	261	3.8
16.	Futures Studies	150	3.7
17.	IDE	708	3.3
18.	Sociology	263	3.2
19.	Music	56	2.7
20.	Library Science	115	2.6
21.	Zoology	123	2.4
22.	English	347	2.4
23.	Physics	167	2.3
24.	Aquatic Biology	127	2.3
25.	Hindi	265	2.3
26.	Economics	310	2.2
27.	ICKS	245	2.2
28.	Tamil	522	2.0
29.	ORI	354	1.9
30.	Political Science	363	1.7
31.	Computer Science	72	1.7
32.	Biochemistry	57	1.7
33.	Malayalam	1122	1.7
34.	Botany	141	1.6
35.	History	181	1.5
36.	Psychology	111	1.5
37.	University Library	4832	1.4
38.	German	158	1.4
39.	Education	250	1.4
40.	Geology	59	1.3
41.	Demography	85	1.2
42.	Journalism	58	1.1
43.	Statistics	94	0.9
44.	Sanskrit	142	0.9
45.	Linguistics	79	0.8
46.	Russian	95	0.6

4. Membership

Sl. No	Department	Members
1.	University Library	28054
2.	IDE	1028
3.	UCE	865
4.	IMK	256
5.	Sociology	160
6.	Music	122
7.	Malayalam	120
8.	Commerce	112
9.	Computer Science	111
10.	Opto-Electronics	108
11.	Chemistry	100
12.	English	90
13.	Biochemistry	90
14.	Botany	85
15.	Political Science	85
16.	Mathematics	78
17.	History	75
18.	Education	75
19.	Linguistics	75
20.	Futures Studies	75
21.	Economics	74
22.	Bioinformatics	74
23.	Psychology	68
24.	Demography	65
25.	Statistics	63
26.	Physics	62
27.	Library Science	61
28.	Aquatic Biology	60
29.	Law	60
30.	Hindi	58
31.	Tamil	55
32.	Journalism	55
33.	Philosophy	50
34.	Russian	49
35.	Geology	48
36.	Arabic	47
37.	Sanskrit	45
38.	Zoology	41
39.	Biotechnology	40
40.	Environmental Science	40
41.	Archeology	35
42.	ICKS	34
43.	Islamic Studies	33
44.	ORI	28
45.	German	28

5. Books Utilization (Issues/Member/Year)

Sl. No	Department	Issues/Member/Year
1.	Malayalam	192
2.	Biochemistry	139
3.	Archeology	91
4.	Hindi	91
5.	Sociology	84
6.	Education	73
7.	Journalism	65
8.	Futures Studies	63
9.	Library Science	59
10.	Law	50
11.	Sanskrit	48
12.	Botany	44
13.	Computer Science	36
14.	English	33
15.	IMK	30
16.	ORI	28
17.	Geology	26
18.	Statistics	26
19.	Economics	22
20.	Enc Science	22
21.	History	22
22.	Zoology	20
23.	ICKS	18
24.	Biotechnology	18
25.	Aquatic Biology	18
26.	Bioinformatics	18
27.	Physics	17
28.	Commerce	17
29.	Arabic	15
30.	Philosophy	15
31.	Tamil	15
32.	Political Science	14
33.	Islamic Studies	14
34.	Chemistry	14
35.	Demography	10
36.	Mathematics	9
37.	German	8
38.	Opto-Electronics	7
39.	Music	7
40.	UCE	6
41.	Linguistics	4
42.	IDE	3
43.	University Library	3
44.	Russian	2
45.	Psychology	1

6. Provision of Space (Sq. Ft/ Members)

Sl. No	Department	Area in Sq. Ft	Area/Members
1.	University Library	75283	*
2.	Campus Library	15000	200
3.	ORI	1150	41
4.	Hindi	2000	34
5.	ICKS	1008	30
6.	Zoology	1200	29
7.	Economics	2070	28
8.	Aquatic Biology	1500	25
9.	Malayalam	3000	25
10.	Islamic Studies	800	24
11.	Statistics	1500	24
12.	Botany	2000	24
13.	History	1750	23
14.	Education	1750	23
15.	Biochemistry	2000	22
16.	Journalism	1200	22
17.	Futures Studies	1400	19
18.	Tamil	1000	18
19.	Political Science	1500	18
20.	Library Science	1000	16
21.	Psychology	1000	15
22.	Sanskrit	600	13
23.	Geology	600	13
24.	Law	750	13
25.	Demography	800	12
26.	Archeology	430.5	12
27.	Bioinformatics	864	12
28.	Enc Science	400	10
29.	Physics	555	9
30.	Biotechnology	312	8
31.	Arabic	365	8
32.	IMK	1750	7
33.	Commerce	750	7
34.	English	600	7
35.	Linguistics	500	7
36.	Chemistry	600	6
37.	Opto-Electronics	620	6
38.	Philosophy	250	5
39.	Computer Science	500	5
40.	Sociology	670	4
41.	Mathematics	210	3
42.	UCE	1650	2
43.	IDE	1750	2
44.	Music	180	1
45.	German		N.A
46.	Russian		N.A.

**University Library has highly floating population of users and hence Area/Member is not computed*

7. Seats/Member

Sl. No	Department	Seats	Seats/Members
1.	University Library	600	*
2.	Campus Library	150	2.00
3.	Futures Studies	60	0.80
4.	Journalism	40	0.73
5.	ORI	20	0.71
6.	Economics	50	0.68
7.	German	18	0.64
8.	Hindi	36	0.62
9.	Zoology	24	0.59
10.	Biochemistry	50	0.56
11.	Aquatic Biology	32	0.53
12.	Islamic Studies	15	0.45
13.	ICKS	15	0.44
14.	Geology	20	0.42
15.	Mathematics	29	0.37
16.	Botany	30	0.35
17.	History	25	0.33
18.	Education	25	0.33
19.	Library Science	20	0.33
20.	Law	20	0.33
21.	Statistics	20	0.32
22.	Physics	20	0.32
23.	Political Science	25	0.29
24.	Russian	14	0.29
25.	Archeology	10	0.29
26.	Biotechnology	10	0.25
27.	Environmental Science	10	0.25
28.	Psychology	16	0.24
29.	Malayalam	28	0.23
30.	Arabic	10	0.21
31.	Chemistry	20	0.20
32.	Linguistics	15	0.20
33.	Philosophy	10	0.20
34.	English	17	0.19
35.	Opto-Electronics	20	0.19
36.	Sanskrit	8	0.18
37.	Demography	12	0.18
38.	Sociology	24	0.15
39.	Commerce	17	0.15
40.	Tamil	6	0.11
41.	Computer Science	12	0.11
42.	Bioinformatics	8	0.11
43.	IMK	15	0.06
44.	IDE	32	0.03
45.	UCE	28	0.03
46.	Music	2	0.02

**University Library has highly floating population of users and hence Seat/Member is not computed*

8. Library Budget (Total 244.6 Lakhs)

Sl. No	Department	Library Budget in Lakhs
1.	University Library	67.00
2.	Campus Library	20.0
3.	IMK	10.0
4.	Opto-Electronics	9.0
5.	Computer Science	8.0
6.	Nano Science (C)	8.0
7.	Music	7.5
8.	Biotechnology	7.0
9.	Chemistry	5.5
10.	Aquatic Biology	5.5
11.	Botany	5.5
12.	Zoology	5.5
13.	Biochemistry	5.5
14.	Physics	5.5
15.	ORI	5.0
16.	UCE	5.0
17.	Mathematics	4.5
18.	Commerce	4.5
19.	Bioinformatics	4.5
20.	Statistics	4.0
21.	Geology	4.0
22.	Law	3.5
23.	Futures Studies	3.5
24.	Psychology	3.0
25.	English	3.0
26.	Archeology	3.0
27.	Demography	2.7
28.	IDE	2.6
29.	Political Science	2.5
30.	Sociology	2.5
31.	Environmental Science	2.5
32.	History	2.0
33.	Economics	2.0
34.	Library Science	2.0
35.	Journalism	2.0
36.	Arabic	2.0
37.	Malayalam	1.6
38.	Education	1.5
39.	Philosophy	1.5
40.	Linguistics	1.4
41.	Islamic Studies	1.0
42.	Tamil	0.9
43.	Sanskrit	0.5
44.	Hindi	0.5
45.	German	0.3
46.	Russian	0.3
47.	ICKS	0.3

9. Budget Utilization

Sl. No	Department	Budget Utilization in 2014-15 (%)
1.	ORI	100
2.	Aquatic Biology	100
3.	Tamil	100
4.	Statistics	100
5.	Education	100
6.	Psychology	100
7.	German	100
8.	Malayalam	100
9.	Sanskrit	100
10.	Mathematics	100
11.	Zoology	100
12.	Russian	100
13.	Commerce	100
14.	Law	100
15.	IMK	100
16.	Environmental Science	100
17.	Futures Studies	100
18.	Chemistry	100
19.	Linguistics	99
20.	Philosophy	99
21.	Biotechnology	99
22.	Physics	98
23.	Journalism	98
24.	ICKS	98
25.	Archeology	98
26.	IDE	98
27.	Arabic	96
28.	Hindi	96
29.	Political Science	90
30.	Economics	90
31.	Geology	90
32.	University Library	89
33.	English	87
34.	Islamic Studies	86
35.	Campus Library	85
36.	Bioinformatics	85
37.	Botany	80
38.	Demography	75
39.	UCE	75
40.	Sociology	70
41.	Music	66
42.	Library Science	65
43.	History	65
44.	Biochemistry	63
45.	Opto-Electronics	60
46.	Computer Science	25

10. Average Cost of Books

Sl. No	Department	Avg. Cost of Books (Rs.)
1.	Music	*8839
2.	Geology	*6102
3.	Biochemistry	*6079
4.	Biotechnology	*4880
5.	Zoology	4472
6.	Aq Biology	4331
7.	Statistics	4255
8.	Journalism	3379
9.	Physics	3228
10.	Enc Science	3205
11.	Botany	3121
12.	Chemistry	3073
13.	Computer Science	2778
14.	Psychology	2703
15.	Demography	2382
16.	Futures Studies	2333
17.	Linguistics	1754
18.	Mathematics	1724
19.	Law	1556
20.	Opto-Electronics	1432
21.	ORI	1412
22.	Archeology	1148
23.	Library Science	1130
24.	Commerce	1111
25.	Bioinformatics	1073
26.	IMK	983
27.	English	752
28.	History	718
29.	Sociology	665
30.	UCE	657
31.	Political Science	620
32.	Education	600
33.	Economics	581
34.	Campus Library	577
35.	Philosophy	571
36.	IDE	360
37.	Sanskrit	352
38.	Islamic Studies	331
39.	Russian	316
40.	Arabic	243
41.	German	190
42.	Hindi	181
43.	Tamil	172
44.	Malayalam	143
45.	ICKS	120
46.	University Library	117

Note: Purchase of publications like Encyclopedias can skew the values

Expert Review of Library Quality Audit 2015

by Dr. Gopakumar V., University Librarian, Goa University

Libraries have undergone drastic changes in the way they are organized and the techniques with which they provide services, basically because of the advances in digital technology. The information seeking behavior of the people also have changed significantly due to search engines like Google. The role of libraries in information transfer is being taken over by many other agencies. Libraries have to undergo lot of transformation and face lift to survive in this scenario. But it is happening only in very slow pace in the university libraries in India. At this point of time, it is extremely significant that we undertake a study on where we stand. The Quality Audit 2015 on Kerala University Library System is a proactive and constructive step in this regard, in improving the systems and services prevailing in the library system of the University of Kerala. Based on the data provided, the following observations and suggestions are submitted.

General observations

1. The library Quality Audit 2015 provides only a quantitative profile of the Kerala University Library System. A report based on a user survey would give us a quality profile also. This can be held among the faculty, research scholars and Postgraduate students, which will give the exact picture of the gap between demand and supply.
2. The libraries of academic institutions are all hybrid in nature with the adoption of digital resources. No mention about the procurement and usage of e-resources is available in the report. Information on the usage of e-resources provided by INFLIBNET Centre also is not available.
3. Information on how the libraries inform the users about the availability of new resources in the library is also not available.
4. Libraries in the system works in isolation to each other, which is a disadvantageous situation. It is visible from the fact that some libraries are using a different classification system from the others.
5. Weeding out of obsolete titles is an important process in a library to keep the library collection live, which is not taken care of.

6. Web presence of the library is very essential especially in Social Networking sites.

Suggestions

1. All the libraries under the Kerala University Library considered as a single system with a common index, a union catalogue.
2. Library manuals should be developed for the systems and services of the libraries and should be adopted in the same manner in all libraries. This will ensure that the frequent transfer of staff in the library will not affect continuous work flow.
3. The Integrated Library Management software KOHA is an international standard software for library management. It is a free and Open Source software with frequent updates. It has all modules for a full fledged library system comprising of scattered libraries. Hence it will be very useful for Kerala University Library System to have a union catalogue. The present database of the library can be converted to be useful for KOHA, by which fresh data entry can be avoided. Data entry for books published in English is very easy in KOHA as it allows "Copy Cataloguing" (Copying of catalogue records from other catalogues like OCLC and Library of Congress). It also allows Unicode data entry. Several types of reports can be generated and it allows user interactivity also. Users can renew and reserve books by themselves. The OPAC (Online Public Access Catalogue) module has many features including the listing of new additions and advanced search features.
4. Absence of leadership is a negative factor in such a huge library system. It should be resolved by appointing a competent, qualified professional.
5. Along with teaching and learning, Research is an important objective of a university. University Library has the responsibility to collect, document, index and preserve the reports of research happening in the university. They can include PG dissertations, MPhil dissertations, PhD theses and faculty publications in journals and other periodicals. The pre-prints of all research articles from the faculty and research scholars can be collected and deposited in a digital library. These are the scholarly assets of the university. Software like E-Prints or DSpace can be installed and customized. Departmental libraries can be given the responsibility of collecting and submitting them. A serious effort is required for making this collection with all articles published so far by the faculty and research scholars.
6. Develop a library website which provides the details of all library services. It should act as a knowledge portal, providing links to pages containing links to websites related to various

subject areas. Content Management Systems like Drupal or WordPress can be used for this purpose.

7. Library also should make its presence in Social Networking sites.

8. A user has to search at various points like the catalogue, full text databases of various publishers, Institutional repositories and Open Access Journals for documents for their research. This is a tedious exercise. This can be avoided by Web Discovery Services. This gives a Google like single text box to search all resources at a time. Examples of Web Discovery Services are EBSCO Web Discovery Services and Summon by Proquest. This has to be procured and used in the library to enhance the use of e-resources.

9. Weeding out of outdated and obsolete documents from the collection of a library is very essential. Librarians hesitate to weed out due to audit objections. Hence suitable systems should be evolved to enable the librarians for weeding out.

10. All departmental libraries should maintain usage records. This will help when the university prepares for accreditation process.

11. Dewey Decimal Classification Scheme can be adopted in all libraries as it is very user friendly.

12. JCCC is a Document Delivery System under the INFLIBNET Scheme which has to be coordinated and used well in the campus for making available the documents which are not available in the University Library.

13. University Library should conduct frequent Information Literacy training sessions for the PG Students and Research Scholars, which will inculcate capabilities of database searching, Reference management, Use of style manuals and awareness about Plagiarism checking.

14. Library should procure more e-books, e-journals and archives of journals. After procurement library should adopt suitable marketing mechanisms to make the users aware of these resources.

15. Library also should support the distance learners, who are also paying library fee. Except having a library at the Distance learning department of the university no other services are offered for them.

16. The library staff should be given training in the latest developments in technology related to libraries.

17. An advisory committee to monitor the development of the library should be constituted.

18. Frequent user survey as part of the quality audit should be conducted on an annual basis at the end of the academic year.

Expert Review of Library Quality Audit 2015

by Dr. R. Raman Nair, Editor for India of E-LIS, Former University Librarian of Kerala Agricultural University and Mahatma Gandhi University

My Qualifications to Comment: Was a user/member of the Kerala University Library since 1972. Was University Librarian of Kerala Agricultural University and Mahatma Gandhi University for ten years. Is the Editor for India of E-LIS the largest International Open Access Archive on Information Science.

'Our Libraries: Quality Audit' the study on Kerala University Library System (March 2015) is a factual, classic assessment showing university's strength in knowledge resources. It is a cream of everything that university has in that aspect which university can be proud off. I am happy to see such a study on Kerala University Library for the first time in its history. From my exposure as University Librarian to such assessments and the chance I got to evaluate hundreds of reports for ELIS, I have to note that even though the study may seem simple after it was done, none of the universities in India have made such an assessment during the last three decades. It presents valuable data, which can form the base for future planning.

But what I want to stress is only the weaknesses embedded in the system, which seems excellent from the presented data. Curing that can raise the university library to the best in India as it once was. For this we have to view the system in its correct context. Normally it is considered as an unnecessary appendage maintained to fulfill some conditions for accreditation etc which never goes beyond the surface. But experts like those who would have prepared the report may be fully aware of its importance.

Academic activities at higher levels need to revolve around the knowledge base. As Alvin Toffler remarked, information now occupies the premium position as a critical resource for all human activities at every level in education, research and development, advancing the frontiers of knowledge, competitiveness in business and industry, economic and social development, the quality of daily life etc. According to him the primary resource of the currently evolving society is, knowledge. Universities whose areas of activity are teaching, research, conservation and extension play a crucial role in the generation, application and

updating of knowledge. The success or failure of a university is measured by the contributions it has made in the above areas.

Library Science Teaching and Application at the University

The component supporting the above functions of the university by acquisition, organization and dissemination of knowledge is its Library. The teaching Department of Library Science produces the manpower required to manage knowledge resource, effectively. So the quality of library as well as the Library Science teaching department is crucial to the quality of the teaching, learning and research in the university. Kerala University was lucky in these aspects related to Knowledge Management from the initial stage, which contributed to the high quality its research works show cased in the shelves of the university library produced up to the end of nineteen eighties.

The Base Laid by a Tough Professional

I have been visiting Kerala University Library since my studies for UG course at University College in 1972. As PG student and as a research scholar I have benefited immensely from KU Library. This was one of the few best university libraries in India and in its scientific organization second only to Madras University Library which was organized by Dr. S. R Ranganathan, the Father of Library Science. In its initial phase it was headed by one of the best academicians in the university, Prof. KA Isaac, whom all the faculty and students considered, irrespective of their specialization, the best teacher and guide. I was lucky to be his student at a later stage of my education, and I still remember sitting mesmerized in his classes, listening to his words - clear and confident.

Till the end of eighties when computers, automation and online accessibility to knowledge resources were not there, the collection, physical facilities and services of KU Library stood comparable to any library of the country. Everything was neatly arranged. Perfect cataloguing system, which guide one to the exact physical location of the books in the large stock of books the library, was having at that time. Staff members were always pleasant, friendly and supportive. In my student days I never failed to get any resource I needed, if available in the library. Prof. Isaac who headed the system was one of the toughest managers the library profession has seen in Kerala and has a mesmerizing spell over everything in the library- the collection, the staff and even the environment.

The Physical Infrastructure

The physical infrastructure Prof Isaac has envisioned has taken care of the developments for at least 25 years. Still with all the congestions later people in charge made inside the library we can see that it is still good and is one of the best environmental friendly building with a large open space in its middle that could facilitate sufficient natural air and ventilation. We need to preserve this original plan and arrangements. We can improve it if possible but destroying it is a sin. It is advisable to construct additional space/building in some other locations for less serious services so that this space and environment can be kept as a quality reference facility of international standard as in Prof. Isaacs's time.

Prof Isaac laid down his office in 1989. Since then every one saw the library decaying. The collection grew many times more in size than in those earlier days. But quality decreased. Staff strength also increased five to ten times. The salary and status of staff increased when a teacher was recruited through national level competition or tough assessment to Associate Professor Grade, one could get appointed in the same grade in the library by promotion, without similar qualifications or even competition. Quality of human resource, their morale and motivation also decreased due to the failure to adhere to UGC Regulation in recruitment.

University Librarian

The Dept. of Library and Information Science was started in 1961, one of the early Depts established by the University of Kerala and Professor Isaac headed both library and the teaching Departments. Later he left the charge of the library but till his retirement as Professor, his guidance was available. After his time the library and Library Science Departments were separated.

Post of University Librarian remains vacant since Prof. Isaac left in 1989. It is also essential in universities to combine teaching and application systems for libraries to make both relevant and tough. Renowned academicians like Prof Isaac should head them. The Library Science teaching Department should work in close cooperation with the Library. Teachers of library Science are responsible to show to the community that what they teach can be applied. No other department except Library Science Department can get that facility because the teaching department functions inside the library where whatever is taught can be applied/ tested in real life situations.

Need of a Tough Manger

The post of University Librarian is a crucial one in a university when the importance of information support required for maintaining quality of education and research, as well as onslaught of Digital and Virtual library technologies and ICT applications are considered. At Kerala University this managerial post (comparable to that of the Professor in UGC Scheme/Directors of Schools and HODs) is vacant from the year 1989 i.e. for the last 26 years. 80% support for salary and other benefits of the post comes from UGC. So university has lost UGC support of about Rs. 5 crore with which it could have kept a tough manager for the system during last three decades.

It is mandatory for a university to revise statutes and rules in accordance with UGC Regulation implemented in the State on 13.3.1990 and to fill up the post of University Librarian on the basis of merit, by national level advertisement. The Statute in regard to the post of University Librarian of Kerala University needs to be revised in accordance with UGC Norms and the post needs to be filled up by merit through all India advertisement and selection without further delay to enable the university to get a capable manager for its library and information system. Till this could be done library should be kept in charge of a Professor with good credentials with responsibility to follow up filling up the post.

Quality Staff

As for teachers, UGC Regulation needs to be implemented for Librarians also at the entry cadre. Then only we can ensure quality services. The salary, and all other service conditions like career advancement etc are all equal to that of Assistant Professor for Assistant Librarian. So it is only apt that Assistant Librarians, the entry cadre UGC Scheme library staff, also come through national level selection as in the case of teachers. This can surely change the library environment in the university.

The Failure of ICT

Tools of ICT that can increase the facilities a hundred times more than what the library would have done with traditional resources were introduced recently. But nothing improved to a student or faculty going there, hungry for knowledge or seeking information support. The neatly kept stock rooms became more and more congested, items became non retrievable and dust got accumulated above the great works stored in its collection.

Introduction of ICT in such systems rarely contributes to quality improvement. Only if we could manage knowledge effectively in a traditional system we will be capable of transferring it to modern framework and manage it effectively in an ICT based system. Only if we have the power to manage things effectively ICT can boost our power. Otherwise it is useless.

Degrading Physical Facilities

Stopping the congesting of University Library Building by altering the original interior space arrangements and interpolating new rooms/bifurcation of halls etc needs to be stopped. Keeping the library as per its original plan with earlier planned interior arrangement, which was finalized after long discussions, and involvement of experts is very important. This old building is part of history and still the best example for how a comfortable library space can be developed. It should be kept as a reference collection of rare books, antique items, journals, dissertations and online access facility (not in closed cabins).

Need to Blend Print and Online

Books are many times costlier than computers. An old book may be 1000 times more costly than a computer. So the divinity attached to computers and computer users by providing closed glassed AC rooms that disturbs the atmosphere of the whole library seems funny. Actually those who refer traditional books need more comfort. Present day computers meant for information access are cheap and are capable of existing in Indian climate without any conditioning. They are only inferior tools and should not be permitted become researchers' masters or status symbols. These closed AC Rooms takes away the computers from what is expected from those machines. So computers should be placed wherever possible in exhibition rooms, stack rooms, reference rooms, periodical rooms, even library corridors, and verandahs if convenient spaces are there so that users can shift from print to online whenever it is essential. For example if we fail to get a news paper at the news paper reading space, we can use the nearby access terminal to find out its online version; the same is the case with journals, and in stack rooms, if we fail to get a book at its location, from the nearby access terminal, we can try if an e-version is available on the web. In the reference room while one who is using an encyclopedia finds that it is not updated or convenient or needs to get the information quickly, can try the nearest terminal to use its digital version. So the user will get instantly from outside sources what is not available

inside, which in turn will make the library a more reliable source. Search will become a pleasure to the user. With a little aesthetic sense the online access terminals can be placed in the corners of the halls, near pillars, and in any small space that remains unused and will not give any visual distraction to the view of the hall and its contents.

Dissertation Collection

It is understood that the university has more than 4000 PhD theses in the shelves of its library. Of this about 2000 have been produced before seventies and eighties and are among the best in Indian research works. These can be published as standard treatises in those subjects and will be thousand times useful than the present publications that we come upon in the subjects. The University invests substantial resources for Doctoral research. It produces approximately 300 dissertations each year. But still it does not have a reliable open access digital repository of doctoral dissertations of its own. The results of its doctoral research have not yet received due attention in further research and application.

During this time one of the smallest universities of later origin namely MG University have made their dissertations accessible online and have become a model for Indian universities. They have developed their own technology and their own packages. Theirs' was the first Dissertations archives from Indian Universities linked to various International University Consortia like INTUTE. They also got the State IT Award for the project. Even the UGC regulation clauses related to electronic submission of theses and national repository of PhD theses at INFLIBNET named Shodganga was influenced by MGU theses Archive. In fact national Archive of PhD theses started at INFLIBNET using the theses collection from MGU's open access repository.

Kerala University should also digitize and make available for access in the web its entire PhD Dissertations. It is very important for accountability, to control the quality of research going on at the university, to get exposure to those who do good work and to prevent plagiarism. Reliable language technologies that can enable full text retrieval by going inside text as well as enable piracy checking by comparing text needs to be used. It is mysterious why a small and later university could implement such a system in six months at less than 10 % of cost estimated here and become a model to UGC and other universities of India, while Kerala University with sufficient expertise and funds for the specific purpose failed to achieve such a system even after five years of initiating the development

In Kerala experts have developed the language technologies required to process content in local scripts, which is very important for full text/knowledge management. The first Indian language font to be accepted in GNU and Linux was Malayalam font. Microsoft will not be able to provide the technologies for processing Malayalam dissertations.

Classification and Cataloguing

University needs to formally approve a standard Classification Scheme for all its libraries so that pooling records or books, and their arrangement becomes possible in future. Ranganathan's Column Classification used in the Main Library is the best in the world. But there is no research organization behind it now to support continuous research and development that such a standard require, so that the new subjects that come up by fission or fusion immediately finds place in the scheme. So it is advisable to shift to Dewy Decimal Classification Scheme (DDC) used all over the world at some specific point of time. Earlier books can be converted to DDC by outsourcing the work within in a fixed time limit. In Catalogue database, provision can be given for two fields i.e. CCC and DDC if essential, to enable their arrangement using any method. Catalogue Rules followed also need uniformity. An Authority manual of the university should specify such standards.

University also needs a web based Public Access Union Catalogue which covers all the collections under the university, specifying the location of each and every title.

Book Selection and Purchase

Quality of information support to teaching, learning and research in the university depend on the quality of knowledge resources, which includes print and online access to documents available at the university. Developments of quality collections need effective and timely selection of books and a throughout-the-year acquisition process by which a relevant knowledge-resource base can carefully be shaped over time by professionals in close cooperation with the faculty. A quick scan through recently acquired titles can reveal that the present method of collection development is keeping the quality and relevance very poor and that the invisible loss occurring to the university is substantial. The book purchase is not participative, competitive and transparent. The selection includes books that a few sellers want to promote which they cleverly interpolate in selection lists which are high-trade margin titles (margin going to even 80%). In the present system even if ordered, suppliers can evade supply of quality books, which have only less trade margin.

University is at the mercy of book suppliers in this regard. The present system has failed to spread book selection and purchase throughout the year and spends a major part of allocation at the fag end of the year in a very short time span mainly acquiring items which a few sellers want to promote. And this profit has a close relation to the preventing of appointment in the managerial post of university librarian for the last 26 years. The collections developed during the last 26 years, which has excluded numerous important works of major publishers, universities and government show a lack a scientific collection development policy, and foolproof selection and purchase methods. The book selection and purchase procedure followed at the university needs to be changed strictly in accordance with financial rules and procedures customized for books to ensure relevance, quality, cost effectiveness, efficiency and speed and also to prevent irregularities.

Participative Development

A High Level Library Expert Committee with senior professionals with proved record of innovation in the profession, one or two Syndicate Members, selected faculty who can contribute to library development, IT professionals, Engineers, interior decoration specialists, etc can help periodical evaluation of the system and guiding the library development in the correct path.

Suggestions

Based on the above thoughts I would like to give the following suggestions:

- University should implement UGC regulations meant for Librarians without any diluting as done in the case of teachers immediately to ensure minimum quality in information services.
- The managerial post of University Librarian remaining vacant since 1986 should be filled up strictly in accordance with UGC Regulation.
- Library positions in entry cadre of UGC Scheme should be filled strictly in accordance with UGC Regulation as in the case of other academic staff.
- The original interior arrangement of Old University Library Building which is part of history should be regained to its original form by removal of all later bifurcations of halls and construction new enclosures. The campus should be maintained as it is

without new constructions. It should be kept as a reference library with collection of rare books, antique items, journals, dissertations and online access facility (not in closed cabins).

- For providing space for lending library, less serious services etc some new building should be constructed at some other location.
- All closed AC rooms for information access terminals (except for servers and other sophisticated systems of the administrator/storage etc) should be removed and they should be spread along the length and breadth of the library spaces so that both traditional and online information remains accessible to them in all sections.
- All the PhD Dissertations of the university's and rare books should be digitized in future using packages compliant to technologies for all languages of the available documents and should be made accessible from universities own web site.
- Cataloguing, Classification etc for all libraries needs to follow a common standard and a Union catalogue covering all libraries needs to put in the web for public access.
- Book selection and purchase needs to be made participative, transparent and strictly in accordance with purchase rules and procedures that could ensure speedy acquisition of what the faculty requires.
- A High Level Library Expert Committee with senior professionals having proved record of innovation and achievement in the profession, Syndicate Members, faculty, IT experts, Engineers, interior decoration specialists, etc should be constituted.

Expert Review of Library Quality Audit 2015

By Sadasivan K. P., Consultant (Library), IITMK, Technopark,
Former Head, Knowledge Resource Centre CSIR-NIIST Trivandrum

General

- Library System as the most powerful infrastructure facility (leave aside its nobler role as a *participatory mechanism* in the academic and research pursuit itself), is seen plagued with inadequacy of basic infrastructure such as Space, Furniture, Equipments, Systems and Services.
- Data related to Library Holdings and Access Facilities, their rate of annual intakes, Collection Management and the kinds of Information Services claimed to have been in vogue call for more incisive analysis for arriving at better rational inferences.
- Uniform policies, procedures and practices are to be adopted in the entire system for better and more efficient management. This covers Acquisition, Collection/Resource Management, Products/Deliverables & Services and also the Tools/ Techniques/Devices to be used for the respective tasks.
- AICTE norms on Library Space and Holdings/e-Resource Access facilities as stipulated in the periodically revised **AICTE Handbook** and/or their equivalence in UGC Guidelines should be adopted. Such practices will help enhance performance rating processes of regulatory / accreditation agencies like NAAC.
- A well planned and structured series of professional Orientation Training Programmes appear to be necessary for the Library Staff at different levels, as part of modernization/ rejuvenation and sustenance of the system. This shall cover all facets of Library Management, Information Dissemination Services and allied Technology Components/Systems. In the fast changing knowledge scenario – both in respect of Contents and Transfer Processes of Information- this is an essential requirement.
- Absence of a strong and visionary leadership in the system is conspicuous. Much of the problems identified in the University Library System can be resolved by ensuring placement of a *highly competent and knowledgeable University Librarian* with proven leadership quality, coupled with the right mandate and the right support from the top management of the University.
- A functionally active Library Advisory Committee comprising competent professionals including academicians representing the user community, can effectively contribute to the planning, development and rechristening of the University Library System. Constraints in the existing mechanism, if any, need to be addressed on priority basis.
- Internship of MLISc students in the UL System is seen suggested. But its effectiveness in extracting job for the UL System from the Internees is doubtful because : (a) Only in Kerala University the Internship forms part of MLISc Course (b) The duration of

Internship stipulated by the DLIS in their approved academic programme is only one month, which will be required for their Learning process only (It carries 100 Marks for their Course) ; The Library System cannot derive much benefit from them. Had it been 3-4 months Internship as is practiced in some western countries, it would have been viable. Instead, TRAINEESHIP for One Year after completion of MLISc on a Consolidated Stipend/Remuneration could be a preferred option.

- There exists an imbalance in the collection development scenario with a mix of inadequacy and duplication across the constituent Libraries in the UL System. Centralized Policy on Acquisition of & Access to different categories of Print and Electronic Resources for the entire UL System need to be adopted to streamline and rationalize need-based and healthy collection development and judicious funds utilization. A Centralized Policy on Book Purchase is just one major component warranting immediate adoption.
- Budget allocation to the constituent Libraries shall take into consideration factors like (a) the number and levels of courses offered by the department, (b) the number of Students, Research Scholars and Faculty Members, (c) newly emerging Departments/Centres/Areas of Activity, (d) consistently high level of Usage Statistics, etc. The Budget allocation shall also encompass adequate resource creation, their maintenance and effective utilization including physical facilities like Space and necessary Equipments/Gadgets & Systems.

Resource Management

- Shifting of Obsolete Documents in the Library holdings can save precious space for better functional operations.
- An acceptable procedure for Disposal of Obsolete Documents in terms of administrative and audit perspectives need to be evolved, practiced and monitored. This is all the more important in the S&T document collections. Synergizing the process with Digital Conversion, wherever needed, can help overcome some of the possible problems.
- Compact Storage (usually with Wheel-based Sliding Racks on rail) of Less Used Collections will also help resolve Space problem considerably. This is practiced by many Libraries and can be adopted in the UL System as well.
- In genuine cases, additional Space should be provided.
- Beyond Classification and Cataloguing, Information Services as the right interface between Users and Resources are not seen practiced at all, barring minor exceptions.
- Break up data of the Library users like UG & PG Students, Research Scholars, Faculty Members, etc. could have helped determine more precisely the different kinds of requirements like resources, services and facilities. It is not provided in the basic data collected.
- E-Resource facilities like those provided by INFLIBNET or even those available in the Open Access domain (eg. DOAJ Resources, major Institutional Repositories, etc.) do not appear to have made any inroads in the system.

Technology for Resource Management

- Technological advancement/adoption is found to be far below satisfactory level.
- The power of ICT in the information handling processes does not appear to have influenced the system to a desirable level. A comparison with other major Universities and Institutes of national importance will amply prove this observation.
- With a controllable number of units in the system, a widely accepted *Standard Library Software Package* should have been used for the Library operations in all the constituent Libraries. Resource Sharing, Inter-operability, scalability, compliance with global standards are important factors to be considered.

KOHA, an Open Source Software, is a strong possible candidate. It is an ideal, full-featured Integrated Library Software Package having the following major features :

An enterprise-class ILS with comprehensive functionality including basic and advanced options, Includes modules for Acquisitions, Circulation, Cataloging, Serials Management, Authorities, Flexible Reporting, Label Printing, Multi-format Notices, Offline Circulation when Internet access is not available, Will work for consortia of all sizes, multi-branch, and single-branch libraries, Full text searching, Library Standards Compliance such as MARC 21, UNIMARC, z39.50, etc., Web-based Interfaces including WEB OPAC, No Vendor Lock-in, etc.

- The Library System does not have an Institutional Repository(IR) at present. IRs are Database Facilities hosting full texts of all categories of publications of the University including Research Publications, Theses, Dissertations, etc. to facilitate access by all. Apart from sharing the data to its immediate user community and the rest of the world, IRs bring more visibility and global acceptance of the University's contributions to academic and research domains. The Central Library shall initiate creation of the Institutional Repository of the University, by adopting widely used Open Source Software like DSpace or e-Prints.
- A Website is perhaps the most powerful interface between the Library and the User Community in providing the resources (both information about resources & resources per se) and services to the latter. The University Library System needs a major scale up in this regard. Apart from the design and development of the Website, Content Creation focusing on the nature and types of deliverables will be a challenging task. But it needs to be implemented.
- It has to be anticipated that any kind of restructuring and rejuvenation of the existing system will certainly warrant a Systematic Work Study vis-à-vis the Targeted Systems and Deliverables. Content Creation, Content Management & Content Conversion will constitute a significant component, especially when digital transformation is in the Agenda. However, to catch up with the global and national trends of the essential patterns of the functioning of University Libraries, this task is inevitable.

The Road Ahead

- Since the Library System is only one segment of the entire University, several extraneous factors including quality of education and learning, the prevailing general academic ambience, the priorities and attitudinal issues of academicians and the top management of the University, lack of proper benchmarking in academic excellence and a host of other factors may also reflect in the present maladies of the Library System. So, winning the 'Battle' should ultimately target for winning the 'War' too.
- The ***IQAC Study-2015*** should trigger the process of transformation of the University Library System to a meaningful segment of the academic pursuit of the parent University. Several merits of the existing Library System, though fragmented in its vision and operations, will help facilitate a faster change to happen.

Summary of Recommendations

1. Augment the University Central Library, Campus Library, all the Departmental Libraries and those attached to Study Centres to a single integrated system called the **Kerala University Library System (KULS)**.

The Central Library shall have the overall leadership role in formulating common policies, planning and development processes including standardization of services, monitoring of programme implementation, addressing the needs of the constituent Libraries, ensuring fulfillment of the defined objectives of KULS and functioning as an interface between the Library Advisory Committee and the University.

2. Formulate a common Library & Information System Policy for KULS by clearly defining its Vision & Mission vis-à-vis the objectives of the University.
3. Formulate Uniform Policies, Procedures & Practices to cover :
 - a) ***Acquisition/Access Facilities*** of Resources including Books, Periodicals/Journals and other categories of documents
 - b) ***Resource Management*** including Classification, Cataloguing, Creation of Databases of Holdings & Special Types of Need-based Databases, Access to e-Resources and allied tasks; covers WEBOPAC & Union Catalogues too.
 - c) ***Services*** including Products/Deliverables
 - d) ***Equipments & Systems*** including ICT-enabled Communication and e-Resource Access Facilities
 - e) ***Space*** for Users and Staff for various functional activities
 - f) ***Manpower***
 - g) ***ANY MEMBER ANY LIBRARY*** Membership facility under KULS
4. There exists imbalance in the budget allocation to some of the departmental Libraries, resulting in inadequacy in collection development. The above-suggested Policy formulations can help overcome such anomalies permanently. Else, such

individual cases may be taken up separately to rationalize budget allocation, so that the students and teachers are not deprived of their legitimate needs.

5. Constitute a Library Advisory Committee (LAC) for KULS. The Committee, in addition to the normal tasks earmarked, shall oversee and monitor the Modernization Programmes undertaken / in progress
6. Introduce Periodical Training Programmes/Orientation Courses for the Library Staff at different levels to equip them better to perform their duties.
7. Conduct User Education Programmes as frequently as needed to promote better use of the resources so as to plough back the heavy investments made by the University by way of enhancing academic and research excellence. Other methods of promotion of usage should also be encouraged.
8. TRAINEESHIP for One Year after completion of MLISc on a Consolidated Stipend/Remuneration could be considered as a preferred option for resolving manpower shortage, in lieu of Internship of MLISc students owing to the limitations of returns from the students as their available time will be very short.
9. Adopt a Common Scheme of Classification, preferably Dewey Decimal Classification, for KULS, after conducting a feasibility study. It is a major work involving reclassification of about 4 lakh plus books held in the group of Libraries. The Central Library follows Colon Classification now. Conversion to the new scheme (DDC) needs tremendous amount of manpower, time and cost. But the returns are not justifiably beneficial at this juncture. For Librarians, it is a step towards perfection; for Users it helps better browsing of books in the shelves. It is desirable, but not affordable now. We have to remember the 'Law of diminishing returns'.
10. Adopt KOHA, a globally accepted full-featured standard Integrated Library Management Software for KULS. It is an Open Source Software.
11. Design, develop and launch a dynamic and functionally useful Webpage for KULS, which shall function as an effective interface between the Library Resources & Services and the User Community/rest of the world.
12. Create an Institutional Repository (IR) in the University Central Library by using DSpace (MIT/HP) or E-Prints (University of Southampton) to archive and disseminate the Research Publications, Theses, Dissertations, etc. of the University. Both are OSS.

13. Ensure achieving the Compliance Status of all the constituent Libraries under KULS with respect to AICTE/UGC/NAAC stipulations.
14. Promote and ensure extensive ICT application and other technological systems and devices in the information handling processes in KULS, including provision of additional funds and other infrastructure facilities, as deemed necessary.
15. Promote methods and mechanisms to scale up the accessibility and usage of e-Resources in KULS.
16. Modernisation/Rechristening of KULS involves a host of tasks requiring careful planning and implementation. Content Creation, Content Management and Content Conversion, if going digital, are cost and manpower intensive. Implementation programmes may address such factors too.
17. Appointment of a qualified competent person as the University Librarian may be hastened as a good Team Leader can bring the system to a proper order and ensure its healthy growth and development.