Chapter 3

University Libraries
Under Study
CHAPTER 3
UNIVERSITY LIBRARIES UNDER STUDY

This chapter deals with the concepts of central university and brief outline the university library system in India. It also examines the profile of seven central university libraries such as history and background, collections, staff, users and present status etc.

3.1. Concept of University

University is an institution of higher education and research, which grants academic degrees in a variety of subjects. A university provides both undergraduate and postgraduate and higher education. The word university is derived from the Latin ‘universitas magistrorum et scholarium’, meaning ‘community of teachers and scholars’. The original Latin word “universitas”, first used in a time of renewed interest in Classical Greek and Roman tradition, tried to reflect this feature of the Academy of Plato (established 385 BC). The original Latin word referred to places of learning in Europe, where the use of Latin was prevalent. If the definition of a university is assumed to mean an institution of higher education and research which issues academic degrees at all levels (bachelor, master and doctorate) like in the modern sense of the word, then the medieval Madrasahs known as Jami’ah (university in Arabic) founded in the 9th century would be the first example of such an institution.

3.2. Growth and Development of University

Although each institution is differently organized, nearly all universities have a board of trustees; a president, or reactor at least one vice president, vice chancellor, or vice-rector; and deans of various divisions. Universities are generally divided into a number of academic departments, schools or faculties. Public university systems are ruled over by government-run higher education boards. They review financial requests and budget proposals and then allocate funds for each university in the system. They also approve new programs of instruction and cancel or make changes in existing programs. In addition, they plan for the further coordinated growth and development of the various institutions of higher education in the state or country. However, many public universities in the world have a considerable degree of financial, research and
pedagogical autonomy. Private universities are privately funded and generally have a broader independence from state policies.

Despite the variable policies or cultural and economic standards available in different geographical locations create a tremendous disparity between universities around the world and even inside a country, the universities are usually among the foremost research and advanced training providers in every society. Most universities not only offer courses in subjects ranging from the natural sciences, engineering, architecture or medicine, sports sciences, social sciences, law or humanities. In addition, universities have a range of facilities like libraries, sports centers, students' unions, computer labs and research laboratories. In a number of countries, major classic universities usually have their own botanical gardens, astronomical observatories, business incubators and university hospitals.

The universities of India play a very important role not only in the sustenance of a just and vibrant society but also in the continuation of its rich democratic tradition. In fact a few universities in India are playing an excellent job of producing enlightened citizens for the nation. But with the growth of the economy, the Indian Universities and other institutes of higher education have faced with a new challenge.

This is to provide qualified and skilled professionals to the burgeoning industries and corporate houses. As India is already very large in terms of population, the need of the hour is to transform the unproductive human resources to productive human capital. This again calls for making quality and relevant higher education accessible to a large section of the population and huge investment in the education sector. Realizing the urgent need of revamping the Indian higher education system, the Ministry of Human Resources Development has proposed to establish 8 new Indian Institutes of Technology, 7 Indian Institutes of Management and 30 central universities under the 11th five-year plan. Out of these 30 central universities, 14 would be the world class universities.

3.3. Types of Universities

In the higher education sector, universities are classified into four types depending on the manner in which they were set up. These are: State Universities, Deemed Universities, Private Universities, Open Universities and Central universities

3.3.1. State Universities

Universities set up or recognised by an act of the state legislature are known as state universities. State governments are responsible for establishment of state
universities and provide plan grants for their development and non-plan grants for their maintenance. The UGC makes budgetary plan allocation for state universities.

3.3.2. Deemed Universities

The status of a deemed university is accorded by the UGC. Section 3 of the UGC Act, provides for the conferring of this status of autonomy granted to high performing institutes and departments of various universities in India. Deemed university status enables not just full autonomy in setting course work and syllabus of those institutes and research centers but also allows it to set its own guidelines for the admission, fees and instruction of the students.

3.3.3. Private Universities

A private University is an institution of higher learning established through a state or central act by a sponsoring body, such as a society registered under the Societies Registration Act, 1860, or any other corresponding law for the time being in force in a state or public trust or a company registered under section 25 of the Companies Act, 1956.

3.3.4. Open Universities

The Open University is the distance learning university. It is notable for having an open entry policy, i.e., students previous academic achievements are not taken into account for entry to most undergraduate courses.

3.3.5. Central Universities

Central Universities are set up by an act of parliament. The president of India is a visitor at all central university. The University Grant Commission (UGC) is the agency that provides funding for maintenance and development of these universities.

3.3.5.1. Central Universities in India

While other universities in the country are established by the State Governments, the Government of India, by an Act of Parliament, forms a Central University in India. The Government of India is responsible for arranging, allocating and distributing financial resources required by the University Grants Commission (UGC) for the establishment of Central Universities in India. The higher education system in India being one of the largest in the world, the responsibility rests on the Central Government to devise policies with a view to improving the quality of higher education in India. Improving the quality and access of higher education and research in India has become all the more important keeping in view the growing need of qualified human resources in various sectors of the economy. The Central Advisory
Board of Education (CABE) has therefore been constituted to assist in the functioning of the two Governments and ensure that parity is maintained. The Central Government has also been empowered by a special act of the constitution to maintain a particular standard conducive to the educational health of the country. The Central Government lays special emphasis on research and development carried out in technical as well as other institutions.

3.3.5.2. Special Features of Central Universities

The President of India acts as the 'Visitor' for all the central universities. The President has the power to nominate a few members to the Executive Committee/Board of Management/Court/Selection Committees of the University in terms of the various statutes and provisions laid down in the University Act. The Ministry of Human Resources and Development (MHRD) assists the President of India in the appointment of Vice Chancellors. The central universities of India existing till 2003 have been listed as under:

1. Aligarh Muslim University, Aligarh
2. Allahabad University, Allahabad
3. Assam University, Silchar
4. Babasaheb Bhimrao Ambedkar University, Lucknow
5. Banaras Hindu University, Varanasi
6. University of Delhi, Delhi
7. University of Hyderabad, Hyderabad
8. Indira Gandhi National Open University, New Delhi
9. Jamia Millia Islamia, New Delhi
10. Jawaharlal Nehru University, New Delhi,
11. Mahatma Gandhi Antarrashtriya Hindi Vishwavidyalaya, Arvi
12. Manipur University, Imphal
13. Maulana Azad National Urdu University, Hyderabad
14. Mizoram University, Aizawl
15. Nagaland University, Kohima
16. North Eastern Hill University, Shillong
17. Pondicherry University, Pondicherry
18. Sikkim University, Yangang
19. Tezpur University, Tezpur
20. Visva Bharti University, Bolpur Shanti Nikatan
3.4. University Library System

The world has witnessed several information revolutions in the past. The first was 6000 years ago when writing was invented, which made the way for the development of manuscripts. The second information revolution took place in 1300 BC, when the first written book was published. The third information revolution ‘the invention of printing press’ in 1455 AD initiated a new form of revolution called the document revolution. The Guttenberg’s invention brought vast quantities of uniform inexpensive reading materials to the mass. This led to the development of agencies to collect, store and circulate the printing materials to the needy public. These agencies are called libraries. Libraries began as a place where all the cultural and scientific records of the early societies were kept. Archives and libraries were maintained from as far back as third millennium BC. The greatest library of the ancient times was the one at Alexandria. The libraries have transformed drastically from the storehouses for books and journals to the powerhouses of knowledge and information since the middle of the 20th century. The information and communication technology, which is responsible for this revolution has drastically changed the organization, management and functioning of modern libraries. Modern libraries are increasingly being redefined as places to get unrestricted access to information in many formats and from many sources. In addition to providing materials, they also provide the services of specialists, librarians, who are experts at finding and organizing information and at interpreting information needs. More recently, libraries are understood as extending beyond the physical walls of a building by including material accessible by electronic means, and by providing the assistance of librarians in navigating and analyzing tremendous amounts of knowledge with a variety of digital tools. According to S.R. Ranganathan1 "A library is a public institute or establishment charged with the care of a collection of books, the duty of making them accessible to those who required the use of them and the task of converting every person in its neighborhood into a habitual library goers and readers of a books" thus a library is regarded as a public institution which is also expected to convert the potential readers into actual readers.

A university library has been described as the heart of a university which circulates the life blood through the arteries of the whole university body by dissemination of knowledge through improved methods of communication of information to its clientele. Since a university library has been regarded as the heart of a university, organisation and administration of university libraries in India, it is quite
necessary to assess and study the aims and objectives of university education in their proper perspective. Keeping in view objectives of higher education in the country, the university library system has to shoulder onerous responsibilities. University Libraries deal with mainly Post Graduate students, Research Scholars and teachers. The main objectives of a modern University is imparting advanced knowledge to Post Graduates in different fields and providing necessary facilities to carry out research activities in specialized fields of knowledge with a view to gather new knowledge. University libraries can help the students and the scholars in their fields of activities by organising knowledge, by making the knowledge accessible through catalogues, indexes and bibliographies, by personal service attention and advice. Libraries are needed in any country for the enrichment of knowledge of its citizens and to provide new scientific information to the scholar and to scientific information to the scholar and to satisfy the intellectual needs of the education at all stages of life by providing facilities to keep him well informed and update professionally.

3.4.1. Objectives of University Library

The library aims at providing the necessary information and making them available to all the beneficiaries in the appropriate time. Generally, the objectives of library depend upon the types of library. The objectives of library are fulfilled through the functions and operations. A library should provide for lifelong self education, Information/documents on all subjects including local, national, international affairs to serve economic political and social welfare, Proper use of leisure, advancement of culture and preservation of literary heritage for posterity.

3.4.4. Collection of University Library

Building a library collection, which should be able to meet the needs of the teachers, students and research scholars adequately, is the major task of a university library. The collection sources of university library can be categorized under primary, secondary and tertiary. Periodicals, journals, patents, standards, dissertations, research reports, conference proceedings and technical bulletins come under the primary sources. Secondary periodicals, abstracting journals, indexing periodicals, books, encyclopedias, dictionaries, directories, yearbooks, monographs, and bibliographies etc are the secondary sources, whereas bibliography of bibliographies catalogues of catalogues, list of encyclopedias, list of abstracting and indexing journals and guide to literature etc, are the categorized under tertiary sources.
3.4.5. Services of University Library

Among the services provided by the university libraries, reference, circulation and inter library loan are the most common; these services are being provided by more than 95% of the libraries. The services to be provided by university library are lending service, provision of general and specific information, compilation of bibliographies, inter library loan, assistance in location of documents readers advisory service, document delivery service, documentation service, maintenance of clippings, reference service, referral service, reprographic service, translation service, extension service, display of new addition, literature search, bibliographic instructions and library orientation.

3.4.6. Function of the University Library System

Keeping in view these objectives of higher education in the country, the university library system has the onerous responsibilities. In order to achieve the objectives of university education, university libraries should redesign their activities in such a way that they may prove to be significant partners in ‘conservation of knowledge and ideas, teaching, research, publications, extensions and services and interpretation of results of research.

The basic function of the library is educative. Realising the importance of libraries in the fulfillment of objectives of higher education, the UGC advocated that he library is the central place to all university’s work; directly so as records its research work and indirectly as regards its educational work, which derives its life from research work. This is because the library tries to translate the objectives of the university. The library has to support the teaching and research of the university.

LIBRARY UNDER STUDY

The present study on Total Quality Management in Central University Libraries of India. The problem deals with the application of TQM process, principles in central university library systems and to measure the user’s perception about the quality of services. The study includes only seven central university libraries in India namely: Maulana Azad Library, Aligarh Muslim University,(Aligarh); Sayaji Rao Gaekwad Central Library, Banaras Hindu University,(Banaras); Central Reference Library, University of Delhi, (New Delhi); Dr Zakir Husain Central Library, Jamia Millia Islamia,(New Delhi); Central Libraray, Jawaharlal Nehru University,(New Delhi); Central library, North-Eastern Hill University,(Shillong); and Central Library, Visva Bharti University,(Bolpur Shanti Niketan).
3.5. ALIGARH MUSLIM UNIVERSITY, ALIGARH

3.5.1. About the University

Aligarh Muslim University (A.M.U) is a premier central university in India. In the 19th century, Sir Syed Ahmad Khan created a modern educational institution that first as M. A.O. College and then since 1920 as Aligarh Muslim University, which has been the path breaker in bringing Muslim to modern scientific fields and education. Sir Syed deemed it necessary to make some special arrangement for their education. Aligarh’s “culture of decency” has a compelling appeal.

3.5.2. Maulana Azad Library

Maulana Azad Library is one of the largest University Library of Asia with 11,46,281 books/documents. The foundation of the Library was laid in 1875 when Sir Syed Ahmad Khan, a great social reformer of his time, Lord Lytton laid the foundation stone of the Library. The Library was originally named as Lytton Library. In 1960 was inaugurated by Late Pandit Jawaharlal Nehru, Prime Minister of India and was named as Maulana Azad Library, after the name of Maulana Abul Kalam Azad, the great educationist, statesman and the first Education Minister of independent India. The present grand seven storied building surrounded by 4.5 acres of land. The Oriental Division of Maulana Azad Library comprising of about two lakh printed books and periodicals including 10,000 items belonging to rare category in Urdu/Persian/Arabic/Hindi and Sanskrit forms the most significant part of the collection. Donations received from great bibliophiles and literary persons are designated as special collections by the names of their donors. The Urdu collection with more than one lakh books on almost all aspects of Indian Life and Culture forms the largest part of Oriental Division. One of the most priced collections of the library is its collection of about 16000 rare manuscripts. Several royal decrees of Mughal emperors namely Babur, Akbar, Shahjahan, Aurangzeb, Shah Alam etc. and also translation of Sanskrit works such as Bhagwad Geeta, Mahabharata and Leelawati in Persian by Abul Faiz Faizi, a scholar in the court of Moghal Emperor Akbar are some of the highlights of the manuscripts collection of this Library. M.A. Library is fully automated with LibSys software and using 3M security systems.

3.5.3. Library Hours

M.A. Library remains open for 18 hours a day on all days except a few national and religious holidays. During examination period opening hours of library are further extended for 20 hours a day. M.A. Library is highly used library where
various users, i.e., Students, research scholars, faculty members, outsiders as guest members etc. visit the library. Being a residential university, a large number of students utilize resources of the library.

3.5.4. Library Collections

The collection consists of books, periodicals, pamphlets, manuscripts, paintings and photographs etc. The oldest manuscript owned by the library is more than fourteen hundred years old. It is a fragment of the Holy Quran transcribed by Hazrat Ali, the fourth caliph of Islam and is written on parchment in Kufi script. Another rare collection is the Halnama of Beyazid Ansari, no copy of which is available anywhere else in the world. The Library has a sizeable collection of early printed books in various languages. The most outstanding among them is the Latin translation of the celebrated Arabic work on optics, opticam prafatis, by Ibn-al-Haitham (965-1039) published in 1572. There are several farmanas (decrees) of the Mughal kings like Babur, Akbar, Shahjahan, Shah Alam, Shah Alamgir, Aurangzeb etc. Another prized possession of the library is a “Shirt” on which the whole Quran is inscribed in kufi script. This shirt is believed to have been worn by a warrior of Mughal army. Among the large collection of Mughal paintings is the painting of Red Blossom, which is magnum opus of Mansoor Naqqash, the celebrated court artist of Emperor Jahangir. Some valuable Sanskrit works translated into Persian have also been preserved in the library. Other possessions worth mentioning is the Ayurved in Telugu and the Bhasa’s in Malayalam script written on palm leaves. Abul Faiz Faizi, an eminent scholar of Akbar’s court translated several Sanskrit works into Persian, such as Maha Puran, Bhagvat Gita, Mahabharat and Lila Wati, these are available.

(i) **Manuscripts:** The library has 15162 manuscripts mostly in Persian and Arabic language pertaining to almost all disciplines and Research scholars pursuing their studies in Persian, Arabic, Urdu, History, Islamic Studies can use them and digitisation of these manuscripts is in progress through CDA

(ii) **Urdu Collection:** The library has the largest collection of Urdu literature specifically the Periodicals of 19th century in Urdu language that are very frequently consulted by research scholars and readers pursuing their studies in Urdu literature, Journalism and History etc.

(iii) **Reference Collection:** The library has a specialized collection of reference books like Dictionaries, Encyclopedias, Guide books, Census publications,
Biographical Sources, Geographical sources, Atlases, Gazetteers, Maps, Statistical information, etc.

(iv) **Microfiche Collection**: The library has substantive number of microfiche pertaining to documents of historical importance.

(v) **Microfilms Collection**: Quite a good number of microfilms of printed books and manuscripts are also available in the library.

(vi) **Rare Books, Arts Books & Theses Collection**: The Library has a very large collection of rare books published in 18th and 19th century.

(vii) ** Phonodiscs and Phonorecords**: The Library has a fine collection of phonodiscs of concerts, instrumental music, orchestral music, rhapsodies, sonateas, symphonies, etc. as well as phonodiscs of eastern music including the performance and recordings of the eminent personality.

(viii) **Print and Online Journals**: Library procures more than 1188 journals including about 490 foreign journals and 698 Indian journals.

(ix) **Other Collections**: Sir Syed Collection, Ghandhiyan Collection and Aligarh Collection were also important collections of M.A. Library.

3.5.5. Library Services

M.A. Library provides number of services to the users some of these services are noted below:

3.5.5.1. **Circulation Service**: The Readers can make use of books and other reading material by use of resources within library and borrowing of books. Various categories of users, i.e., Undergraduate, Postgraduate Students, Research Scholars, Faculty Members and Non-Teaching Staff may borrow the books.

3.5.5.2. **Reference Service**: Reference service is the most important service from the point of view of readers. Library has sufficient trained staff to help readers in locating the documents required by them. Library helps the reader by assisting research scholars in selection of topics for research and subsequent assistance by providing various reference tools. Helping the users in how to use/locate the material and reference tools, i.e., Encyclopedias/dictionaries/biographies/year book/directories etc. The Library has further strengthened its reference division by procuring new editions and entirely new reference tools during current year.

3.5.5.3. **Bibliographic Services**: M.A. Library also provides bibliographic services to the faculty members and research scholars on demand. The staff of research division prepares such bibliographies on request of research scholars.
3.5.5.4. Documentation Services: MA library has also provides documentation services, it has published two bibliographies in the recent past. One is Sir Syed and Aligarh Movement: a select bibliography. Other is Abul Kalam Azad: an annotated subject bibliography. Library is also bringing out following regular publication. M.A. Library Documentation Service (Urdu) a quarterly index to Urdu periodical Literature received in Library.

3.5.5.5. Current Awareness Services (CAS): The Library had started this service as Content Page Service. Contents of all new issues of journals received in the library are being photocopied before transfer to respective department and this is sent to various departments. It is being widely appreciated. Digitization of Manuscripts and Printed Rare Book Material Library has started digitization of manuscripts and some rare printed material. In this respect, library digitized around 150 manuscripts and rare printed bi-lingual publication brought out by Sir Syed Ahmad Khan, i.e., Aligarh Institute Gazette from 1864-1922. It has also digitized all files of Tehzibul Akhlaq.

3.5.5.6. On Line Journals Service: Maulana Azad Library has established on-line journals lab with 20 nodes. It is connected with the main server of Computer Center through optical fiber. They are getting around 4,000 on-line journals under UGC-Infonet programme. About 300 on-line journals are available under free on-line scheme of various publishers.

3.5.5.7. Inter Library Loan Service: The Library obtains the required document on Inter Library Loan if it is not available in the library. It also offers the documents to other libraries on Inter-Library Loan.

3.5.5.8. Extension Services: MA library provides extension services through exhibition of Book/Photographs on various occasions.

3.5.6. Library Staff: At present, Maulana Azad Library has 01 Librarian-Incharge, 04 Deputy Librarians, 01 Curator, 18 Assistant Librarians, 01 Information Scientist, 16 Professional Assistant, 38 Semi-Professional Assistants, the total number of staffs at present is 123.

3.5.7. Division/Sections

3.5.7.1. Manuscripts Division: The Manuscript Division is the most prestigious division of the M.A.Library. Manuscripts are invaluable for the scholars in the academic world. These manuscripts are consulted with the permission of University Librarian within the Division. The manuscripts are kept under security with continuous vigil in air-conditioned environment.
3.5.7.2. Oriental Division: Oriental Division is also very important division of Library, consisting of following sections, i.e., Urdu, Arabic, Persian, Hindi and Sanskrit. The Division is very rich in collection.

3.5.7.3. Reprographic Section: The main purpose of reprographic section is to help in achieving objectives of the Library. This section xeroxed copies, scanned and prepared CD’s for exposures and colour exposures were prepared on the occasion of exhibitions, functions and visiting dignitaries.

3.5.7.4. Binding Section: Binding Section supports the library indirectly. It bounds documents, i.e., books, journals, newspapers, test/examination papers etc.

3.5.7.5. Online Journal Section: The library provides the whole university campus wide access to online journals through a well-equipped computer lab. M.A. Library has setup computer section to keep pace with the modern times. The Library acquired LIBSYS Software package, for computerization purposes. Library now has about 80 IBM P-IV and a new IBM Server X-320 series with high configuration.

3.5.7.6. Digital Library Center: Digital Resources on many subjects are made accessible through a Digital Resource Center, established in January 2009 in the Library. Presently 10 systems have been providing to make it a gateway to Digital Resources. It provides access to dictionaries, encyclopedias, census and different electronic resources trough server.

3.5.8. Library Security System: M.A Library implemented the 3M Library Systems to improve the efficiency, productivity and customer service of their libraries by offering security, productivity and information management solutions that harness technology to help create a more human library, one that allows librarians to spend more time helping people. The present system of CCTV is also a boon for the security of the invaluable collection of manuscripts, as in case of any intrusion in odd hours; the system will send messages to three authorized persons.

3.6. BANARAS HINDU UNIVERSITY

3.6.1. About the University

Banaras Hindu University ranks among the first few in the country in the field of academic and research output. BHU has two campuses, 3 institutes, 16 faculties, 140 departments, 4 advanced centers and 4 interdisciplinary schools. The University is making its mark at the national and international levels. BHU today has nearly twenty thousand students including 2000 research scholars and 650 foreign students.
from 34 nations. Banaras Hindu University is an internationally reputed temple of learning, situated in the holy city of Varanasi. This Creative and innovative university was founded by the great nationalist leader, Pandit Madan Mohan Malviya, in 1916 with cooperation of great personalities like Dr Annie Besant. Banaras Hindu University was created under the Parliamentary legislation BHU Act 1915.


The Banaras Hindu University Library system is one of the largest University Library System in the country, germinated from a small but precious collection donated by Prof. P.K. Telang in 1917. Library was also shifted to the Central Hall of the Arts College (now Faculty of Arts) and then in 1941 to its present majestic building built with the munificent donation from Maharaja Sayajirao Gaekwad of Baroda, on the pattern of the great library British Museum of London on the suggestion of Pandit Madan Mohan Malaviya, the founder of university. In 1931, library grew by leaps and bounds with magnificent donations of personal and family collections from many eminent personalities and families like Lala Sri Ram of Delhi, Jamnalal Bajaj of Wardha, Roormal Goenka, Batuk Nath Sharma, Tagore Family collection, Nehru Family collection, etc. amongst a score of others and purchase of books and journals out of the regular fund with the result that it has a collection of around 60,000 volumes. The trend of donation of personal and family collection to the library continued as late as forties with the result that it has unique pieces of rarities of books and journals dating back to 18th century. With this sound footings and background, the library took long strides during sixties and seventies in its development and metamorphosed in a system of libraries with the establishment of institute, faculty and departmental libraries during the period. Presently, the Banaras Hindu University Library System consists of Central Library at apex and 3 Institute Libraries, 8 Faculty Libraries, 25 Departmental Libraries, with a total collection of over 10,46,064 lakh volumes to serve the students, faculty members, researchers, technical staff of fourteen faculties consisting of 126 subject departments of the university.

3.6.3. Library Hours

Library opens 359 days in a year. It remains open generally for 11 hours in a day. During Sunday/Holidays open hours of library are only for seven hours. SRG
Library is highly used library. Being a residential University a large number of
students utilise resources of the library.

3.6.4. Library Collections

Recognizing the role of library and information services in meeting the
requirements of the University's academic and research programmes, the library
purchases books and other information resources related to the courses offered by the
University. Library has adequate number of information resources to satisfy the
information need of library users. A separate periodical section has recently been set
up for students and faculty members. The library has stock 10, 46,069 books, 990
current journals. It has 27583 bound periodicals. Library provides the facilities up to
access the electronic journals. Other prominent collections are manuscripts, Ph.d
theses (700). Other collections are CD, DVD (510), paintings (700) and e-Journals
has 9699.

3.6.5. Library Services

The Sayaji Rao Gaekwad Central Library BHU categories the services in two
types. First, library provides “Inside the Library Study facility” for Research Journals,
Books, Ph.D theses, UN and Govt. Publications, Text Books, Reference Books, etc.
However, through “outside the Library Study facility”, user can be provided lending
for home study departmental study.

3.6.5.1. Information Services: Library provides Information Services through
DELNET and INFLIBNET.

3.6.5.2. Reprographic Service: The Reprographic Section of the Library is equipped
with four photocopying machines. Photocopy of periodical articles and parts of books
are made available to the readers at a nominal rate.

3.6.5.3. Internet Facility: Internet connectivity with 12 nodes has been provided for
the use of teachers, researcher and undergraduate and postgraduate students of the
university for browsing of websites and databases, of their interest.

3.6.5.4. Electronic Database and Online Journals: SRG Library is a part of UGC-
INFONET and INDEST Consortia for e- journals subscription. SRG library is having
access to about 4000 online journals and databases. It includes publications of
Direct (Elsvier), Project Muse ( Social Science & Humanities), Emerald, Institute of
Physics, American. Institute of Physics, American Physical Society (AIP/APS),
Cambridge University Press, Springer, Kluwer online publications, etc. BHU is
having access to databases like Chemical Abstracts and Biological Abstracts. The access is available to all users through campus network of BHU.

**3.6.5.5. Electronic Document Delivery Services**: To fulfill the information needs of the end user through information/document supply library has document delivery service, which is new service initiated by INFLIBNET in collaboration with other six university libraries which are well known for their strong collection base and commitment to provide timely service.

**3.6.5.6. Library Staff**: At present, Sayajiroa Gaekwad Central Library has sanctioned positions of 01 Librarian Incharge, 05 Deputy Librarians, 12 Assistant Librarians, 01 Information Scientist, 14 Professional Assistant, 34 Semi-Professional Assistants, 45 Library Attendants, 01 Binder and 17 other workers such as Safaiwalas, Chokidars, daily wagers and skilled and unskilled supporting staff.

**3.6.5.7. Institutional Membership**: Sayajiroa Gaekwad Central Library is the member of DELNET and INFLIBNET Programme.

**3.6.5.8. UN Depository Library for UN Publications**: The Central Library has a Depository Library for publications of the United Nations and its agencies. After the scheme of depositing (free of cost) ceased in 1973, the library continued to obtain U.N. publications by way of depository library subscription scheme and select purchases. This is a unique feature of this library.

**3.7. JAMIA MILLIA ISLAMIA**

**3.7.1. About the University**

Jamia Millia Islamia, an institution originally established at Aligarh in India in 1920. Maulana Mehmud Hasan laid the foundation stone of Jamia Millia Islamia at Aligarh on Friday 29 Oct 1920. Hakim Ajmal Khan, Dr. Mukhtar Ahmed Ansari and Abdul Majeed Khwaja supported by Gandhiji, shifted Jamia from Aligarh to Karol bagh in New Delhi in 1925. In 1928 the leadership of Jamia moved into the hands of Dr. Zakir Hussain who became its Vice-Chancellor. In 1936 Jamia was shifted to new campus at Okhla. On 4 June 1939, Jamia Millia Islamia was registered as a society. In 1962, the UGC declared the Jamia ‘deemed to be university’. By a special act of the parliament, Jamia was made a central University of India in December. 1988. It has six faculties, Jamia and number of centers of learning and research. The Jamia is also marching ahead in the field of information technology. Apart from this, the Jamia has a campus wide network, which connects a large number of its departments and offices.
3.7.2. Dr. Zakir Husain Library

Dr. Zakir Husain library was established in 1920. The library was started first with a small collection donated by Maulana Mohdl Ali Jauhar. The library named Dr. Zakir Husain library in 1973 on the name of the former Vice-Chancellor of Jamia Miliia Islamia and former president of India. Dr. Zakir Husain Library is the central library of the Jamia library system, which includes various faculty libraries. The existing building covers an area of 22,900 sq. ft. A new central library building has been sanctioned and shall shortly be constructed with a total covered area of 1,06,850 sq. ft. The building has been designed to reflect the Jamia contemporary image and accommodate the ever-increasing demands of the modern library system.

3.7.3. Library Hours

Opening hours of library are divided accordingly to season.

Aug-Oct 09:00 a.m – 10:00 p.m.
Nov-Feb 09:00 a.m -- midnight
Mar- May . 09:00 a.m -- 02:00 a.m.
Jun – July 09:00 a.m -- 09:00p.m.

3.7.4. Library Collection

Dr. Zakir Husain Library has total collection of 3.44 lakhs books and bound volumes of periodicals, 2000 manuscripts, and 1100 theses. It subscribes to 649 print journals, and provides access to 6,000 e-journals. The collection caters to the teaching and research programmes of all of Jamia’s teaching departments and research centers. It has a textbook Section of about 8,000 books. These are reserved books, which are made available for consultation/overnight issue.

3.7.4.1. The Mohibbul Hasan Reference Collection: It comprises more than 5000 books in English, Arabic, Persian and Hindi, which covers encyclopedias, dictionaries, handbooks, almanacs, yearbooks, biographical sources, and E-reference sources.

3.7.4.2. Print Journals: Library subscribes 649 journals one of these 166 journal subscribe international and receives 53 periodicals as gift / exchanges.

3.7.4.3. Urdu Collection: Collection of 30,000 books on life and literature, history and culture, medicine and science are available in urdu. All Urdu publications of Maktaba Jamia, Idara-e Taleem-o-Taraqqi, NCPUI, etc. are available. Rare collections on Hinduism, Sikhism, and Jainism compiled in Urdu.
3.7.4.4. Arabic Collection: Dr. Zakir Husain library has 5,000 collections on Arab literature as well as reference material.

3.7.4.5. Hindi Collection: Collection of 25,000 books on literature and also writings of Prem chand, Mahadevi Verma and other hindi collection are available. These collection data can be accessed through online catalogue.

3.7.4.6. Manuscripts: Library has more than 2000 manuscripts on subjects like astronomy, astrology, music, Quarnic studies, Sufism, logic, philosophy, Unani medicine, mathematics, Oriental Studies, and Hinduism. These are in Arabic, Persian, Urdu, Pasto, Punjabi and Brij Bhasha, and pertain to the period 1591-1922 AD.

3.7.5. Library Services

Dr. Zakir Husain Library provides the following services to its users:

3.7.5.1. Lending Service: The library has made available the borrowing facilities of books between 9:00 am to 4:30 pm.

3.7.5.2. Reading Room Service: Reading and studying facility for textbook collection is made available within the reading halls. The separate reading halls for scholars/teachers and PG students are available.

3.7.5.3. Orientation Programmes: Individual and group orientation programmes are available for digital resources and services.


3.7.5.5. Photocopy Service: The library provides photocopy services through private contractors. The services are located as a separate unit next to main entrance of the textbooks section.

3.7.5.6. Inter Library Loan Service: The library offers inter library loan service to its users for the books, periodical and articles that are not available in the library. This service is provided on No profit-No loss basis and expected to be prompt. The library, in turn also lends its resources to the libraries of other government and academic institutions. Library has institutional memberships of Delnet, British Council Division, American Centre Library and Inflibnet.

3.7.5.7. Document Procurement Services: Document procurement services can be made available from American Center Library, British Council Library, DELNET and INFLIBNET.

3.7.5.8. Internet Service: Library has introduced Internet service from 2003 to the bonafide members of the library.

82
3.7.5.9. Reference Service: The library maintains a separate reference collection consisting of fast finding tools such as almanacs, atlases, biographical and language dictionaries, directories, handbooks and statistical compilations, encyclopedias, technical data, maps, films etc. The reference books are not issued but consulted within the library. The library provides the reprographic service in this section also. Reference services provides assistance with factual and research questions, subject guides on finding and using materials and Library instructions and research consultation.

3.7.6. Library Staff

Dr. Zakir Husain Library has 01 Librarian, 01 Deputy Librarian, 06 Assistant Librarians, 01 Information Scientist, 14 Professional Assistant, 09 Semi-Professional Assistants, 18 Library Attendants etc.

3.7.7. Computerisations

Library’s LAN is linked to the fibre-optics backbone of Jamia’s campus-wide WAN. The LAN has an Compaq Proliant server based. There are 11 laser printers, 02 bar-code label printers, 01 card printer, 06 hand-held bar-code scanners, and four flat-bed scanners operational at the related service points.

3.7.7.1. OPAC

OPAC the card catalogues have been replaced by computer based Online Catalogue in the library of JMI. The Online Catalogue is placed at the entrance lobby of the main building and the users can search the relevant documents by using OPAC terminals that have been placed there.

3.7.7.2 Digital Resource Centre

Dr. Zakir Husain Library has launched the digital information resource centre for the Jamia Millia’s academic and research community. It provides the access to databases of electronic resources to the bonafide members. These services are available through intranet. The databases of electronic resources are constantly reviewed and updated according to the growing needs of the Jamia community. Orientation programmes on use of digital information resources are periodically conducted. Presently 100 systems have been providing to make it a gateway to Digital Resources. It provides access to 6,000 peer-reviewed scholarly e-journals in the various fields.
3.7.7.3. Internet Facility

The library is providing the facility of Internet access to the bonafide members of the library. The Library receives Content (TOC and indexed bibliographic records) from Informatics (India) electronically by FTP or e-mail every week.

3.8. JAWAHARLAL NEHRU UNIVERSITY

3.8.1. About the University

Jawaharlal Nehru University is located in New Delhi, the capital city of India. Named after Jawaharlal Nehru (the first Prime Minister of India), it is a premier university in India. JNU was established in 1969, by an act of parliament, with the objective of promoting the study of principles of national integration, social justice, and secularism, democratic way of life, international understanding and scientific approach in solving the problems of society. Over the years, it has been a model university in terms of academic excellence. The university from the very beginning was meant to be a centre for Third World studies. The objective of the university has been to promote research and teaching leading to the increasing engagement of its students and teachers in higher level academic work and national and international policy making.

3.8.2. Central Library of J.N.U.

The library is located at the heart of academic complex. It has a carpet area of about one lakh. Sq. ft. A typical floor has a carpet area of about 6000 sq. ft. and the Ground Floor 50,000 sq. ft. Library is housed in a nine-story building. Being in the middle of the academic complex, it is easily accessible from all the School/ Centres in the academic complex. The Library has a total collection of 5,50,595 lakhs, which includes books, serials, non-book materials etc. The Library subscribes to 965 journals and also receives another 148 journals by way of gift and exchange. The collection is housed subject-wise on different floors under three major streams, i.e., Social Sciences, Humanities and Sciences. List of Subscribed Print / Online journals is available at library web page. Now digitization process of newspaper clippings has been successfully started.

3.8.3. Library Hours

The library remains open from 9.00 a.m. to 8.00 p.m. throughout the year and during the examination days, the working hours are extended upto 12 midnight for 45 days each semester. However, the reading room, textbook section also remains open upto 12 midnights. The General Reading Hall is being kept open round the clock.
throughout the year. The Library remains closed on three National Holidays and Holi festival each year.

3.8.4. Library Collections

The library has adequate number of information resources to satisfy the information need of library users. The Library has a total collection of 5,50,595 lakhs, which includes books, serials, non-book materials etc. The faculty publications have been placed at the Ground Floor. The Library subscribes to 965 journals and also receives another 148 journals by way of gift and exchange. The collection is housed subject-wise on different floors under three major streams, i.e., Social Sciences, Humanities and Sciences.

3.8.4.1. Online Journals and Databases

Library provides access to 10000 full-text e-journals/online databases. List of Subscribed Print / Online journals is available at library web page. The JCCC provides article-level access for all the journals subscribed by the UGC-Infonet Digital Library Consortium as well as journals subscribed by 22 university libraries designated as Inter-Library Loan (ILL) Centres of the INFLIBNET Centre.

3.8.4.2. Archives

The Archives on Contemporary History set up in 1970 at the Jawaharlal University is a repository of variety of materials on the leftwing movement in India. It is located on the sixth floor of the Library building. It houses the personal collections of late P.C. Joshi, the general secretary of the united Communist Party of India. Since its inception it has been considerably enriched by procuring collections gathered from other sources. Its holdings include photo copies, microfilms, cyclostyled, typed, handwritten and printed materials in the form of booklets, handbills, pamphlets, books, newspapers, including the publications of the communist parties and various other left groups.

3.8.5. Library Services

The central library of JNU provides many services, which categorised as follows;

3.8.5.1. General Services

(i) Reference service is provided for each collection at the respective floor.
(ii) Membership and Issue-Return services are centralized at the Ground floor.
(iii) Textbooks on all disciplines are centralized and kept at the Textbook Section.

Book Bank facility for MA students is also being provided from the Textbook Section.
(iv) Document Delivery Services and Inter-Library Loan facilities are available at the Cyber Library Counter.

(v) Articles from Social Science Periodicals are indexed at Documentation Unit and online search is available through OPAC.

(vi) Card Catalogues of different collections are available on respective floors.

3.8.5.2. Special Services

(i) **Cyber Library:** 200 PCs have been installed for students and research scholars to access internet and online resources.

(ii) **Information Browsing Unit:** The unit has been established for the faculty members for online information browsing.

(iii) **Helen Keller Unit:** A special unit named Helen Keller Unit for the visually challenged students and researchers is located at the newly renovated Reading Hall.

(iv) **New Books Display:** New Books purchased by the Library are displayed on every Monday. All these Books are kept for consultation at the Circulation Counter.

(v) **CD-ROM:** Access to CD-ROMs which comes along with books / journals and statistical data is available in the Automation Unit.

(vi) **Inter-Library Loan:** Books and Articles are arranged from other Libraries under this facility through DELNET.

(vii) **Newspaper Clippings:** About 12.45 lakh newspaper clippings on area studies and basic disciplines are available for students and research scholars of the University. The digitization process of newspaper clippings has been started.

3.8.5.3. Other Services

(i) **Tracing File:** Information about untraced books must be recorded in the tracing files kept on different floors of the Library.

(ii) **Dissertations and Theses:** Metadata of theses and dissertation is available through OPAC.

(iii) **Xerox Facility:** Managed by a private operator, this facility is available in the library on payment basis.

(iv) **Tape Recorders and Audio Cassettes Library** provides these facilities to Blind students.
(v) **Lockers:** Library provides lockers facility to the Research Scholars & Faculty Members, on request.

(vi) **General Reading Hall:** This Hall is being kept open round the clock throughout the year. Students can read their personal books in the Reading Hall located at the back side of the Library.

3.8.6. **Library Staff**

At present Central Library of JNU has 135 professional staffs, i.e., 01 Librarian, 03 Deputy Librarians, 13 Assistant Librarians, 26 Professional Assistant, 29 Semi-Professional Assistants, 20 Library Attendants, etc.

3.9. **UNIVERSITY OF DELHI**

3.9.1. **About the University**

The University of Delhi is one of the best Central University in India and is known for its high standards in teaching and research and attracts eminent scholars to its faculty. The University of Delhi was established in 1922 as a unitary, teaching and residential university by an Act of the Central Legislative Assembly. Only three colleges existed then in Delhi: St. Stephens College founded in 1881, Hindu College founded in 1899 and Ramjas College founded in 1917, which were affiliated to the University. The University thus had a modest beginning with just three colleges, two faculties (Arts and Science) and about 750 students. In October 1933, the University offices and the Library shifted to the Viceregal Lodge Estate, and till today this site is the nucleus of the University. Apart from central administrative offices, examination offices and the sports complex, the main departments of the Faculty of Science are housed in the Viceregal Lodge Estate. Sir Maurice Gwyer, who was the then Vice Chancellor, realizing the importance of a distinguished faculty, searched for talent all over the country and brought men of eminence to this University, such as Prof. D S Kothari in Physics, Prof. T R Sheshadri in Chemistry, Prof. P Maheshwari in Botany and Prof. M L Bhatia in Zoology. Over the last seven decades the University has grown into one of the largest universities in India. At present, there are 14 faculties, 86 academic departments and 79 colleges spread all over the city, with about 2,200,000 students.

3.9.2. **Central Reference Library, DU**

University of Delhi Library began in 1922 with a collection of mere 1380 gift books. Sir Maurice Gwyer, Vice-Chancellor of the University from 1938 to 1950 was instrumental in the blossoming of the Library in its new locale. Under his care, it
transformed into “a place as well of beauty as of learning”. The Library moved to its present location in the heart of the Campus on December 01, 1958. The decade of the 1960s was noticeable for a new trend in the growth of the Delhi University Library. Delhi University Library System (DULS), having more than 34 libraries in its fold, the DULS is accomplishing its task of reaching to wider academic community. They have advanced their web activity with the subscription of as good as 29 high quality electronic databases being made available through campus network to teachers, students and research scholars. In addition to this 20 databases are also accessible through UGC-INFONET Digital Library Consortium. DULS also promotes Open Access e-resources. Their success lies on its use by the academic community of Delhi University. DULS is regularly conducting innovative Information Literacy Programs (ILP) for the benefit of students, researchers and faculty members and also making efforts in developing tutorials to make the community proficient in the use of WWW. Their OPAC is also being strengthened. Library endeavor to further improve to facilitate right information to the right user at the right time.

3.9.3. Library Hours

Library remains open for 12 hours in a day. During Sunday/Holidays open hours of library are only for seven hours. DULS is highly used library where various users, i.e., Students, research scholars, faculty members, outsiders as guest member etc.

3.9.4. Library Collections

Central Library subscribes to a large number of electronic resources. It includes the reference sources, full text sources and bibliographic databases. The collection of Delhi University Library System included all departmental libraries comprises of the following:

<table>
<thead>
<tr>
<th>Document Category</th>
<th>Number</th>
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<tbody>
<tr>
<td>Books</td>
<td>14,50,000</td>
</tr>
<tr>
<td>Current Journals</td>
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</tr>
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<td>Bound Journal</td>
<td>3,66,000</td>
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<tr>
<td>M.Phill Dissertation</td>
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</table>
The Central Reference Library of DU has total collection 6.5 lacks volumes and subscribes 33 of electronic databases; it is being made available through campus network in University Campus and can also be accessed in the Colleges. Besides a good number of databases are also accessible through UGC INFONET Digital Library consortium. The library has 1,03,000 bound periodicals, 17000 theses and 600 manuscripts.

3.9.5. Library Services

3.9.5.1. Lending Services: Central Reference Library of DU provides the long range Lending Services. Central Reference Library makes facilitate to the user to get issue books, CDs and back issues of the Magazines.

3.9.5.2. Inter Library Loan: User can use ILL to request materials not owned by the Central Reference Library. The library has provision for inter library loan with other libraries both within the cities and outside.

3.9.5.3. Bibliographic Services: Central Reference Library provides the different type of Bibliographic Services. Central Library makes available the online bibliography of doctoral theses with abstract and M. Phil dissertations awarded by the University of Delhi. The Bibliography and abstracts can be accessed with the help of year wise Subject Index arranged alphabetically.

3.9.5.4. Photocopying Services: Central Reference Library provides the photocopying services but copyright regulations must be observed at all times.

3.9.5.5. Online Services: Central Reference Library provides various online services to cater the information needs of different user categories. The online services are OPAC, digital Collection, Subscribed E- Resources, UGC Infonet E- Resources and OPAC.

3.9.6. Library Staff

At present, Central Reference Library of DU has of 01 Librarian, 05 Deputy Librarians, 5 Assistant Librarians, 05 Information Scientist, 19 Semi-Professional Assistants, and 40 Library Attendants etc.

3.10. NORTH-EASTERN HILL UNIVERSITY

3.10.1. About the University

North-Eastern Hill University (NEHU) was set up as a Central University by an Act of Parliament which formally inaugurated on 19th July 1973. North-Eastern Hill University is the first Central University to be established in the North-Eastern region of India. The objectives of the University are to disseminate and advance
knowledge by providing instructional and research facilities. University pay special attention to the improvement of the social and economic conditions and welfare of the people of the hill areas of the North-Eastern region, and in particular, their intellectual, academic and cultural advancement. The jurisdiction of the University extended to the States of Meghalaya, Nagaland and the Union Territories of Arunachal Pradesh and Mizoram with the headquarters of the University located at Shillong as per the Act of Parliament. With the establishment of Nagaland University on 6th September 1994 the jurisdiction of NEHU over Nagaland ceased. Similarly, the jurisdiction of NEHU over Mizoram ended with the establishment of Mizoram University at Aizawl on July 02, 2001. The University’s jurisdiction now extends to the state of Meghalaya with the Headquarters Campus at Shillong and the Tura Campus at Tura, West Garo Hills District, Meghalaya. The NEHU Tura Campus was inaugurated by the then Prime Minister (Late) Shri P.V. Narasimha Rao in February 1996.

3.10.2. Central Library of NEHU

The North-Eastern Hill University Library started in October 1973 with a collection of 600 volumes. The year 1974 witnessed impressive growth and development of the Library with the appointment of Prof. B.S. Kesavan who was a renowned practising Librarian. By the end of 1975, the library emerged as a distinct university library consisting of the Central Library at Mayurbhanj Palace. The Central Library of the North-Eastern Hill University (NEHU) is now located in the heart of the NEHU Campus, Shillong, Meghalaya. Further, the NEHU Central Library was relocated to its new building during September-October 2004 from its earlier location at Mayurbhanj Complex, Nongthymmai, Shillong, where it had been housed for nearly 30 years in the majestic Mayurbhanj Palace. Now the library has been shifted within the university campus and have been called Central Library.

3.10.3. Library Hours

The library remains open for 11 hours a day on all days whereas in Holidays/Sundays, it remains open only 6 hours from 10:00 a.m to 4:00 p.m. NEHU Central library is highly used library, where various users, i.e., Students, research scholars, faculty members, outsiders as guest member etc. visit the library.

3.10.4. Library Collections

The Central Library has a stock of over 4,00,000 books and back-volumes, including a strong collection of works on North-East India, has emerged as a major
regional resource centre for scholars engaged in teaching and research. Central Library, NEHU subscribe E-Resources like Academic Search Complete (EBSCO) Bibliographic Abstracts, Credo Reference, IEL Online (INDEST Consortium) and India State.

3.10.4.1. Subject Information Gateways

Subject Information Gateways provide links to online searchable and browseable catalogues of web-based resources including websites, documents, data, multimedia files and other resources which focus on a set of academic subject areas. Subject Information Gateways employ subject experts and information professionals to select, classify and catalogue relevant Internet resources to aid scholars perform online search, identification and retrieval of high quality academic/research materials. Generally, each Internet resource is described with a brief annotation and grouped under the appropriate category. Subject Information Gateways may also provide access to e-Journals (either free or through registration), links to related sites, discussion groups, mailing lists, and may even allow users to post their materials for online public access.

3.10.4.2. Free Online E-Books

The Central Library through provides free e-books online via any PC connected to the Internet. Many e-Books are also originally published and made available only in the electronic format. Most e-Books are available in PDF and are readable with Adobe Reader, while some can be read on Notepad/Wordpad and, still, some e-Books may require specific software to be downloaded and installed on the user’s PC in order to read them. Users are informed that the e-Books offered on the websites listed are generally available for free online access and download. Some categories of e-Books may be available only against online advance payment or only to those who register themselves as members of specific services.

3.10.5. Library Services

Central Library makes available the prominent services, which make different from the other university to its user by different name. These services available through Internet options:

3.10.5.1. Bibliography-On-Request: Bibliography-On-Request is a customised service offered to the students, research scholars, faculty and administrative officials of the university who must be registered members of the university library. The comprehensiveness of a bibliography is subject to availability and accessibility of
relevant sources, and the accuracy of the items in the bibliography depends upon the sources consulted. All requests are subject to authentication of the applicants membership in NEHU Central Library, Shillong and NEHU Campus Library, Tura.

3.10.5.2. Citation Verification Service: Citation Verification Service is a new service which also provided by the Documentation Section, NEHU Central Library assist to the students, research scholars and faculty of the university in the verification of citations/references and authentication of bibliographical details of books, articles, reports, theses and other published material consulted and/or required to be used by them in the preparation of assignments, dissertations, theses, and project proposals.

3.10.5.3. Database Search Service: Database Search Service (DBSS) is a newly introduce service launched by the Documentation Section, NEHU Central Library, but only for the M.Phil./Ph.D. scholars and university faculty for obtaining information critical to their proposed or ongoing dissertations, theses, post-doctoral research and other project work.

3.10.5.4. Document Delivery Service: The Document Delivery Service is a new service initiated by INFLIBNET in collaboration with six university libraries which serve as Document Delivery Centres and deliver, on demand at nominal cost, the copies of papers from learned journals, conference proceedings and other materials available in their collections.

3.10.5.5. E-Query Service: E-Query Service is a Web-enabled contemporary reference service offered to the registered members of the NEHU Central Library, Shillong and NEHU Campus Library, Tura. The Documentation, Reference and Enquiry Sections of the NEHU Central Library together handle queries received in person or by post/e-Mail. E-Queries may sometimes need to be followed-up with telephone, fax, regular mail, or personal interactions. Appropriate and brief information gathered in response will be sent to the enquirer through e-Mail within three consecutive working days from the date of receipt of the query.

3.10.5.6. OPAC: Library users have to interact with the library. Their queries are not just about the bibliographic information available with the library but they also require many services like reservation of books & periodicals, status about the books they have taken. Web OPAC is the Online Public Access Catalogue, which allows users avail the services of the library. The bibliographic data is presented in a read only manner and user can reserve the documents from his/her desktop through internet.
3.10.6. Library Staff

At present, Central Library of NEHU has of 01 Librarian, 03 Assistant Librarians, 06 Professional Assistant, 24 Library Assistant, 09 Semi-Professional Assistants, 37 Library assistants 03 Binders and there are some other workers such as Safaiwalas, daily wagers and skilled and unskilled supporting staff. Total number of professionals is 43.

3.10.7. Computerization

The housekeeping functions and user services/transactions of the Central Library have been fully computerized. For the library automation LIBSYS V.4 Software used and retrospective data conversion for the entire collection which was successfully completed.

3.10.8. Online Access

The Central Library is now equipped with high end computers and other electronic and audio visual equipment to provide seamless in-house and online services. The Central Library is an active partner of the UGC-INFONET Consortium, (A gateway to over 4000+ e-journals and core databases) and currently provides access to almost all online journals and other resources available through the UGC-INFONET programme.

3.11. VISVA-BHARATI UNIVERSITY

3.11.1. About The University

Visva-Bharati University, located in the serene and picturesque setting of rural Bengal in the district of Birbhum, Santiniketan. It was Rabindranath Tagore’s dream project of an open-air University to be conceived in the wombs of nature. Visva-Bharati University came into being on 23rd December 1921 and is one of the most reputed in India. Visva Bharati became a Central University in 1951. Visva-Bharati is an exhaustive university of repute in the sense that it offers all courses and degrees of its various institutes for under-graduate, post-graduate and doctoral studies. The Visva Bharati University has 8 Institutes, 2 Kindergarten Schools, 1 Pre-degree School, 2 Schools and 15 centres of learning in its fold. Which take care of the education, grooming and career prospects of 6500 students housed in 52 hostels. The students can avail of the facilities of a Central Library and Sectional Libraries, which also have a collection of more than similar number of books on all subjects.
3.11.2. Central Library of Visva-Bharati University

The genesis of the library in Visva-Bharati goes back to 1901, with the founding of the Brahmacharya asrama at Santiniketan. Rabindranath emphasized the use of books in the educational development of students. He personally supervised the selection of books, remaining alert to the needs of Santiniketan students and teachers and keeping himself aware of what was being published. The library at Visva-Bharati grew under his care with help coming from great minds all over the world. The central library has today 4,09,997 volumes of books, 30000 journals, around 6,000 users and a daily transaction of 300 books. The library has a number of important collections. The Library System has 12 Sectional Libraries and 25 Seminar Libraries as different branches with a collection of 400000 volumes of books.

3.11.3. Library Hours

Library remains open for 13 hours in a day whereas in Holidays/Sundays, it remains open only 7 hours from 10:00 a.m to 5:00 p.m.

3.11.4. Library Collections

Visva-Bharati library catalogue database holds 4,09,997 titles of documents including 40,000 bound volumes of journals, 1250 theses and 166 manuscripts. A number of more than 5500 E-Journals access through UGC Infonet Consortia, while more than 1050 E-Journals are free. More than 75 online Journals are using by subscription basis. Library procures 817 e-books purchased by perpetual mode. The user can also access about 900 free online digitized books.

3.11.4.1. Important Collection

The library has a number of important collections like Prabodhchandra Bagchi, Pramatha Choudhuri, Humayun Kabir, Satikumar Chattopadhyay, Lila Ray, Ashok Rudra and Abanindranath Tagore.

3.11.5. Library Services

(i) Lending Service: Library issue books, CD ROMs and back issues of the magazines to the Users

(ii) Reference Service: library has a number of Reference books, which can be referred inside the Library. Any reference queries of interest also being answered by the reference Librarian or Information desk. They will be able to provide information on library services and basic assistance with catalog usage, certain database, general reference work etc.
(iii) **Online Public Access Catalogue:** library provides OPAC service. Users typically search to locate books, periodicals, audio/visual materials, or other items under control of library.

(iv) **Providing New Arrivals Lists:** Library continue distribute the New Arrivals of books and periodicals.

(v) **Book Reservation:** There is a facility to the specialist, they can reserve books.

(vi) **Reprographic Services:** Different bibliographies are being prepared for the benefit of the Library Users Printing Services.

(vii) **Access of E-Journals:** The library has been identified as the members of online databases and readers have been provided facilities for direct access to e-journals. These e-journals can be browsed through INTERANET within the library.

(viii) **Internet Searching and Browsing:** Central Library providing latest information to its users is the primary responsibility of any modern library. To fulfill this responsibility the Central Library had made arrangements to provide Internet search to its readers.

### 3.11. 6 Library Staff

At present, Central Library, Visva Bharti has sanctioned positions of 01 Librarian, 01 Deputy Librarians, 13 Assistant Librarians, 01 Information Scientist, 26 Professional Assistant, 18 Semi-Professional Assistants, 27 Library Attendants, 2 Binders and 23 other workers such as Safaiwalas, daily wagers and skilled and unskilled supporting staff.

This chapter was present the concept of university and its growth and development in India. It also discussed the university library system and brief profile of library under the study. The next chapter is review of related literature will explore the verity of literature which is related to the concept of TQM and its application to library and information centre and background and conceptual framework of the study.

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