Chapter-6

Quality Management in Shelving and Circulation

6.1 Introduction of Shelving:

Shelving of Books in a Library is most important part of the circulation section. Books should be restored on the shelves as soon as they are returned. The shelving should be accurate and tidy. There is so many way to arrange the books on the shelves. These can be arranging according to subject, author, size, publisher, color of binding etc. The most helpful and popular way is to arrange the books on shelve subject-wise.

Shelf arrangement plays a vital role in making the books finding their appropriate readers. The most common approach of the reader to books is by subject than by authors. The best shelf- arrangement presupposes that readers takes little time to achieve this, the fourth law demands the classified mode of arrangement of books on the shelves.

A decided effect on the chance of a book to get its reader is its easy accessibility or otherwise. Books within the comfortable reach of a reader of average height are much better used. Shelves at a height greater than 6 ½ ft. from the ground, on the bottom most shelves, which is only 6 inches from the ground and on the intermediate shelves.

6.2 Types of Shelving;

1. Arrangement by Size:

This is the method by which the stock is splitting into three separate size sequence, each with its own serial numbering.

2. Arrangement by accession Number:

This method of arranging books by their accession number can be used in very large libraries like national libraries or national depository libraries.
3. **Arrangement by a combination of sequences:**

   It is a usual practice in most of the libraries to have separate sequence for periodical, reference works and microforms, reported. Another norm is to have separate collection based on purpose or service status, i.e. Books for lending, for reading etc. within these separate collections, different types of sequence are followed.

4. **Classified Arrangement**

   Subject is the more useful basis for the arrangement of books remains basically unchanged. Hence books must be arranged by subject. Thus the readers can find all the related materials at one place.

5. **Broken Arrangement:**

   Libraries that follow the classified arrangement to not essentially adhere strictly to the order of the chosen classification for various justifiable reasons are known as the broken order. This system leads to a more efficient shelf arrangement.

6. **Special Sequence:**

   When the books of particular subjects are splitter into three main groups on the basis of their sizes such as normal, oversized and undersized is called the special sequence arrangement normal books size is demi quarto measuring 5 ½ x 8 3/4 . Books much smaller than this size are undersized and books that are longer than this size are oversized and books. These systems also result in savings in space.

7. **Block Arrangement**

   It is a method of shelving books in regular shelf, case to case according to the classification scheme.  

6.3 **Ethics of shelving:**
The restores and book shelves should be initiated into the ethics of shelving. If books are not shelved properly their bindings are likely to be damaged. Moreover, an irregular and uneven arrangement looks very ugly.

The following are the tents of the ethics of shelving which the shelves must always observe:-

1. Straighten the shelves constantly

2. Keep all books in a straight line by pushing books forward and backward as many are required.

3. Keep the spines of books parallel to the front border line of each sheaf.

4. Eliminate ‘lean’ by pushing the loosely shelved books from the right to the left.


1.4 Duties of the shelving staff:

1. Dusting and cleaning of the shelves for which they are responsible.

2. To bring the newly processed books from the processing section.
   -- To arrange these books in a classified manner
   -- To shelve these books in a proper manner.

3. To fetch the returned books from the return counter.

4. To regularly read the shelves and rectify the shelving

5. To take out the torn and other wise mutilated books for sending the same to binding section for mending purposes.

6. Renewal tags.
7. To reshuffle the existing books and meaning of new books by making room one shelf the other.

8. To arrange ‘topical sequence’ containing books on various important subjects or which pertain to various special festivals and occasions.

9. To make arrangement for the stack- taking.

10. In case of closed access. Those books are to be sent to the issue counter.

1.5 Tools for proper functioning of the sections:

1. Books End or Book Supports:
These should be provided in large numbers at least two book support is required for one plank so that the books are mode to stand erect.

2. Book- lift and Trolley:
If the book Stack is spread over many floors, it is desirable that book lifts or dumb elevators, as these are called should be provided. Similarly, to carry books from one end to the other end of each floor, there should be a book trolley so that the time and energy of the staff are not wasted unnecessarily in performing those jobs which can be done quickly through machine operations.

3. Shelving Table:
One small table for sorting out books for shelving should be provided in each bay of stacks. Even when books are in the process of shelving, these can be used by the readers.

4. Guide Boards:
I. Tier Guides:
In case of more than one tier of stacks tier guide boards should be provided on each tier. One combined tier guide should be affixed at the entrance on the ground floor so that a reader gets the overall view of the arrangement of books on the shelves.

II. Gangway Guide Boards:
All gangways should be provided with gangway guides so that readers know easily as to which books on particular subjects are arranged on right left, front and back of the gangway the boards should contain the names of subjects along with the inclusive main class numbers.

III. Bay Guide:
Every bay of shelves should be provided with a bay guide who should be of hard card board and it should contain the concerned class number and its equivalent terms in common parlance.

IV. Shelf Guide:
Every shelf should be provided with a shelf guide who should contain the class numbers denoting the subject on which the books are found in particular shelf.

V. Plank Shelf:
Selection of books would be further facilitated if plank guide are also provided.

VI. General Instructions Guide:
The maintained section should provide the following guides i.e. one in each bay.

a. ‘No smoking Please’
b. ‘Silence Please’
c. ‘readers are advised not to shelve the books by themselves’
d. ‘readers are advised to sit for study in the reading room only’.

6.6 Stock Verification:
Stock verification means a systematic checking of the library holdings with an aim to find out the missing volumes of library stock. The stock of the library should be verified annually to ascertain the missing numbers. The process by which is verifying referred as stock or physical verification. Stock verification is essential which keeps the libraries serious about their holdings. It is not only ascertained the missing numbers of books in the stock but it also helps in keeping the books in popular place. The physical verification period books are re-arranged on their proper place.

6.7 Method:

1. Stock taking by accession register:

   Accession register is the main records of the library holdings. In this method the accession number mentioned in the book from the shelves are read out by one person and another person checks and ticked marks the corresponding accession number in the register. When the books available on the shelves are checked, lists of untraceable books are prepared>in the next term the books available in the other places and circulated books are listed and examined and ticked out the accession register. Finally when the all possible places are checked, prepared a list of unmarked accession number which gives the account of last books.

2. Use of separate Register:

   To save the accession register a modified method is to prepare and duplicate accession register in this way the original accession register saved. To save the accession register and the processes are same as mentioned above the differences are only that it same the duplicate numbers. Being a small and handy it can be used conveniently and replaced easily in the case of spoils.

3. Numerical Counting:

   In this method all the books on the shelves and the books out on loan are counted and Tailed with the total number books as per accession records. The comparison indicators the loss of books in terms of only numbers. This method gives only a rough idea of the amount of loss of books. This does not reveal the particulars of the books and hence it serves only a limited purpose of stock verification.
4. Stock taking by shelf list:

The process is very simple. One staff member speaks the call number of the books and other should compare the call number mentioned on the card. If matches the call number on the card either ticks or takes out from the trays and keeps in a separate tray. Sometime the book mentioned in the cards which are not found on the shelves that are made stand on their edges.

5. Preparing separate cards for each book:

This method is also similar to the shelf list system. If the library does not prepared a shelf list card at the time of cataloguing of books should prepare a separate card for each book at the time of stocks taking from the accession numbers. The checking process is similar to the shelf list card system.  

6. Separate sheets having Accession Number:

Another simplified variant of the above method was prepared with separate sheets having accession numbers and these sheets are used for stock taking. In this method only one person perform the whole task of verification. He put only the book himself and tick in the sheet against the accession number of the concerned book. 

6.8 Human Resources Management:

Human Resource is essentially the most important resources in the library. If the library personnel are rightly motivated, adequately qualified, sincere in their works, serious to achieve the result oriented targets and feel a sense of belonging to the organization, they can be regarded as the best resources of the library in comparison to all other physical resources. The human resource can only overcome the constraints and limitations of other physical resources. For these reasons the selection and appointment of resources. For these reasons the accordance with the jobs and responsibilities required in the library. The right persons must have the expertise to perform the jobs. They should also be trained properly for the situations as and when required.

6.9 Training:
Learning is essentially a continuing process for activities that are performed and skills that are used in library situation. Every day the people face situations for which they must be educated, trained and oriented in order to manage the complex work situation. It is not sufficient to have knowledge. The relationship between trained and competent is apparent to the recipient of service in any organization. It is also a fact that supervisors fail to realize that poor performance and inefficient services within their own departments may result from lack of training is essential in libraries to enhance and maintain the service quality and to play crucial role in the increasingly complex and competitive information society.

The goal of the library will be achieved by the motivation, dedication quality, skills and expertise of the library personnel. Training plays a crucial role in ensuring that the library staffs are preferred to take the responsibilities. A systematic approach to training well-conceived and well-implemented training programmed can produce the best result both for the employee as well as for the library.  

6.10 Motivation:

Motivation plays an important role in creating an environment conductive to a desired performance. Industrial motivation theories have been developed on two lines those built on human needs and those built on human needs and those based on interaction factors.

Factor:

- Setting sufficiently challenging goals that inspire a sense of commitment and employees.
- Genuine appreciation and encouragement of good work done.
- Creation of wider opportunities for self- improvement and participation in decision making.
- Arousing the feeling of achievement
- Lessing anxiety
- Job enrichment
- Various types of financial incentives
- Skillful exploitation of group affiliations.
- Allowing greater freedom and responsibility
Impact of personality Integrity and fair treatment of subordinates by the manager

Reward and punishment.\textsuperscript{10}

6.11 Budgets:
As stated earlier a budget is a plan of action for the coming year expressed in terms of revenues and costs based upon the library’s goals and objectives, the budget provides a realistic statement of what services will be offered and at what services will be offered and at what monetary costs. Budgets are primary tools for avoiding unexpected financial setbacks by anticipating any financial problems within the organization so that steps can be taken in advance to solve them.

The budgeting process is also important in long range planning since effective budgeting requires the forecasting of social and economic trends which will affect the libraries long term goals. Budget is also necessary to help with the detailed planning of costs the budget is a financial plan of future revenue and costs.\textsuperscript{11}

6.12 Introduction of Circulation Work:
The primary responsibility of libraries to circulate books, i.e. permit readers to borrow them for home reading. Circulation involves keeping records of books that are borrowed, to whom they have been lent for how long etc. in addition to a system of issue and return of books at the circulation counter. There is also provision in a circulation system to get a book renewed or to a reserve a book for obtaining it on loan.\textsuperscript{12}

The circulation function in libraries involves every use library located in the most modern plant and staffed with the most capable librarians would be a mausoleum of omitted. The processes and services which result in bringing users and library materials into productive relationship is the circulation function in libraries.\textsuperscript{13}

On the basis of above description the major activities of the circulation can be described briefly as under.
a. to enroll members for the library
b. to issue books for home reading, official works or otherwise the borrowers / readers on the basis of their membership ticket pass books or other medium
c. to maintain the borrower’s membership records etc.
d. to maintain self-arrangement
e. to receive the demand of the readers for the selection of books and purchase of books.
f. to reserve the books/ materials on the request of the users.
g. to issue the “No Dues Certificate” to the membership at the time of their leaving the library membership.
h. to recall overdue books/ materials
i. to maintain to maintain the annual statistics of memberships, issue and return of books.
j. to help the librarian in book selection works.
k. to keep vigilance at the entrance and exit.
l. to leave return of books and renewal of books.

6.13 Circulation System

A circulation system is library user in the use of books and other library material that have been sent by the technical processing division of the library to the maintenance division most effectively.

The components of circulation systems will normally include.

- A file of registered borrowers.
- A record of all loan transactions.
- A system of charging and discharging
- A renewal mechanism for extending due dates for return of books, and
- Reservation of books already on loan for members who need them

In addition to these the circulation division may be required to take responsibility for the shelving of materials, recording and maintenance of circulation statistics and protecting the collection to ensure its fullest long term use. It also helps to remove any obstacles between the individual users and the library material.
6.14 Historical Development

The charging system which presently exists in India libraries has evolved over a period of time. From a simple register system of recording loan transactions, circulation systems have now evolved in sophisticated computer – based systems. Firstly the concept of librarianship has shifted from excessive conversation and preservation of books to increased concern for public use of books. Secondly public library system is fast developing. In fact, the development more liberal set of rules and simplified procedure for the circulation of books several types of systems were developed. We shall attempt a quick review of these systems in four broad groups as given below.

1. Register system
2. Card Systems
4. Automated systems

6.14.1 Register System

The earliest method of charging books for home use was a relatively simple one of working the author title and borrowers name in a “Day book”. A “Day book” was register that recorded all daily transactions sequentially in a register. Later, this method was superseded transactions were recorded in his / her respective page. 15

a. Ledger System

When the popularity of library spread over and reached to the common people the membership of the library was increased. It was felt need for some better methods of keeping the records of issued and returned. The next step in the development of charging system was ledger system which incorporated the daily transaction from Day Book System to ledger system. In this system, in a register a separate page was allotted to each member if required more pages. An index was also maintained at the last of the register. At the top of page, name of borrower with address was written. This is followed by columns for the date, accession number, call number, author and title of books and signature of the borrower. These are the specification of the ledger system.
b. Dummy System:

This system was come in existence when the book was required by a reader which was issued to some other. It was very difficult task to locate the book that it was issued. A new system was evolved and popularly named Dummy systems. Dummy means an object made to like real. So a dummy of book made of wooden in same size uses as substitute of books and kept on the shelf in place of those books which were issued to the member. Dummy was covered with a paper containing the details of book written on it along with the name of borrower, membership number and date of issue. This system was prevalent quite a long time though it was in adequate and expensive in much respect.

c. Indicator System:

This was a unique system. For maintaining issue and return a large wooden frame have many small pigeon holes is made use of blocks or pegs representing books issued out are put into the pigeon holes. At each end on such on insert, call number of book is written one end has blue background and the other red. Red indicates that book is out. The charging is done by means of a ledger. This system was useful in a close system library.16

6.14.2 Card System:

With the increase in the number of readers using libraries, it became necessary to devise some method of identifying both the book and the borrower. Thus the two card system, one card for the book and one the borrower came into existence.
The two card systems, two systems namely the Browne and the Newark are popular and widely used even today in libraries particularly in India. We will discuss briefly these two systems.

6.14.2.1 Browne charging System:

Towards the end of the 19th century, Nina E. Browne devised a charging system which used pockets or envelops for each borrower instead of cards. When a book was to be charged the book- card was removed and placed in the borrower’s pocket which bore the borrower’s name address and registration number. These borrower’s pockets each containing one book card were
then field under the date either by call number, author or title of the books under circulation. This system involved only a single operation to make books available. 17

6.14.2.2 Newark Charging System:

The two card systems, another charging system namely Newark Charging is also popularized and widely used in India and it became most popular in college libraries. This system was also devised by American Librarian. This system was firstly introduced in the Public Library of New Jersey State. Around the turn of the century (about 1900) a new system came into use, which utilized the borrower’s card and book card to the best advantages. The simplicity and flexibility of this system made it adaptable to both small and large public Libraries. Its positive tributes include accurate files conveniently located at the circulation desk by patron’s name due date call number. It can also generate accurate statically reports and accommodate different loan periods.

6.14.3 Semi Mechanical systems:

The next stage comes after the replacement of human labor by machine. When the mechanical charging system were developed the following Mechanical Charging was evolved:

1. Dickman Book Charging System (1927)
2. Photo Charging System
3. Audio System
4. Visible Record Charging System
5. Punched card System
6. IBM Charging System

These systems however, were scientific, accurate ad less time consuming but not popularized like Browne and Newark System. This system had also many drawbacks as the availability entire information on loan transactions was limited to a roll microfilm which introduced major operation difficulties. 18

6.14.4 Automated Circulation System
With the advent of computer and sophisticated electronic devices the impact of this invention directly affected the library operation. The ingenious librarians and Library equipment manufacture in western countries have designed circulation systems using the latest technology. The advent of the computer in the 1960’s and microcomputers in the 70’s and 80’s radically altered ground rules.

However library automation extends beyond circulation functions into the circulation function into the more integrated system and virtually all other library operations. Advantages of speed the capability to manage big quantities of records and the long term trends of increasing computer power and decreasing cost have attracted libraries to automated circulation. The computers were expected to entire other types of libraries too by the next decade or so. An increasing number of university and college libraries already are to be moving towards automated circulation systems. The situation now seems to be quite encouraging.  

In India the situation is not so promising; however the process of automation of the libraries is in progress. The automation of university and research Institution are in progress under the dynamic leadership of information and library Networks (INFLIBNET), Ahmedabad, autonomous body financial by the UGC grants.

6.15. Library Software:

The last few years have witnessed some useful initiatives in the development of library automation software. BHEL, R & D, SAIL, ICRISAT, INSDOC. INC, DESIDOC and IIT Kanpur have succeeded in this sphere. MAITAYEE, LIBSYS, SOUL, TULIPS are software packages used by various libraries.

6.16 Barcode for Circulation Control:

Mode and more library and Information Centre through the world realize that improved competence and saving can be realized by the overview of barcode technology. The speed and correctness at which information is managed shows a vital role in improving the competence and yield. A proper implementation of barcode technology is an important factor to achieve benefit.
6.16.1 What does Barcode mean?

The barcode technology playing vital role in the automation of library and its housekeeping functions, particularly the exchange. Its use growths the speed and exactness in processes.

It delivers a modest and an economical method of programming text data that is easily read by economical automated readers. It allows information to be together quickly and with exactness. It consists of equivalent series, connecting bars and spaces. Bar and space outlines are used to scramble small threads of character data into a printed character. It can be thought of as a printed type of the Morse code with narrow bars representing dots, and wide bars representing sprints.

A scanner translates a bar code by scanning a light basis through the bar code and evaluating the intensity of light reflected back by the white spaces. The reflected light is sensed with a photo-diode which produces an electronic signal that just matches the printed bar code pattern. This signal will be decoded back to the new data by reasonable automated circuits.

The basic arrangement of a bar code contains of a foremost and straggling discreet zone, a start design, there are a variety of different types of bar code encoding schemes or "symbolizes" each of which were formerly established to accomplish a detailed need in an exact industry.

6.16.2 Functions and Applications of Barcode Technology for Library

(a) Gate Checking System

This system alerts when a user stay the library with the issued document. For this the libraries can be install terminal at the gate and use the technology effectively. Since charging/discharging will be done online, the whole database is automatically reorganized. When user the library with documents the accession number of the documents carried by the user will again be scanned at the exit gate. In case of borrowed document the system will allow to exit.
But in case somebody taking a document which has not been issued, the computer will starts an alarm and a communication to the instant influence.

(b) Membership Identification

In the libraries access is restricted to their members only. Hence the duty of security guard is to check identity card of each member and allow them in the library. In case of bar-coded identity card the gate entry verifying becomes very easy. If the barcodemortal is connected at the entrance of the library the members will scan their ID card and enter the library. If the person tries to enter the library without ID card the system will start alarm and avoid the unauthorized entry in the library.

(c) User Statistics

In case of the manual system, maximum libraries uphold gate entry record wherein the users are demanded to arrive his/her particulars and sign as an evidence of their stay to the library. This system is time overwhelming and most of the users will not show an interest to arriving their details. This one cannot provide classified statistics and time series instantly. If members are provided barcode identity cards than one can overcome from all these difficulties. Hence one can generate reports for various reasons and this statistic used to improve the library services.

(d) Charging and Discharging of Books

Due to usual circulation arrangement the check in and checkout of books process is a time intense, as to put the due date and other data entry work will take place. But in an automated system, if user comes to the circulation counter, the circulation staff scans his/her barcode identity card and initiates the using privileges. If the system allows the borrowing skill, the document will be scanned and delivered to the user within a fraction of second.

(e) Issue of No Dues Certificate

When a user leaves the organization/institution and his/her membership will be cancelled and the library has to issues a no dues certificate. When it comes to manual system it is really time consuming process. In case of computerized system the user need to surrender his/her barcode identity card and the counter staff will scan it and the automation package traces the
database for outstanding document which is issued in his/her name. Depending on the status of
the user the circulation staff can take print of the no due certificate and the same can be issued to
the users.

(f) Stock Verification & Cross-checking

One of the major and tedious jobs in library is stock verification. It is really time-
consuming process through stock verification the users iscontrolled to use the library facility. In
such cases barcode technologies playsvital role through barcode system the stock verification can
be done quickly with ought error. By scanning all the documents available in the library and data
is gathered in the hand held terminal. Once all the items are scanned, the same will be compared
with the database for the total number of the items and match with the totals if does not match it
will provide the details of missing books.

6.16.3 Computerized circulation system and application

In computerized circulation system the borrower offeringsearlier the counter assistant
his/her library card and the book(s) to be issued. The circulation assistant enters the identity
number of the borrower through keyboard and activates his record. Depending upon
acceptability the accession number will be entered in the computer and the book will be issued to
the user. The system generates the due date calculate the fine and makes reservations against
books. In case of manual it is very difficult to determine whether a particular book is issued or
not and reserving a book becomes awkward job. Such problems will not exist with an automated
system. With database one can easily answer for all queries and the entire operation can take
place without any loss of data and control. However, even in an automated circulation system
needsa man power to input data into the machine. Again it slows down the whole process.
Further, it may be data entry error which decrease the competence of the system

6.17 Charging Process:

Barcode ID Cards: As soon as readers are admitted into library they can be provided with
ID cards. With the bar codes transferring the ID numbers into bar codes. ID cards are to be
prepared with the details such as names, address, duration and photographs with signature on the
reverse side. According to the type of the user, the power to take books should be defined in the library software.

6.17.1 Process:

While issuing and returning the books the ID card along with the books to be scanned. The entry for issuing and receiving the books are thus entered with greater speed and accuracy. 23

6.18 Circulation function

Various additional lending operations such as inter–library loan activities and reserve book collections, are also part of circulation. Definition of technical services functions includes circulation services, although there are many similar functions among circulation and other technical services. In practice, many libraries have not placed circulation within the administrative structure of technical services. 24

6.18.1 Registration of Members

As already pointed out for putting the books to better use, the books may be allowed to be taken home for reading. The first objection to the liberal view that any book may be given to any reader without record is that books are a public property and the Librarian is accountable to the public authority for the disposal of books for which the public authorities have spent a lot of money. 25

Registration Procedure:

The registration procedure is fairly well standardized. The borrower to be is given an application form to fill. The information usually requested is the name, address, and telephone number, occupation, business address and telephone number. If it is a public library, the occupation, name, address and telephone number of referee or a guarantor is sought. The signature of the applicant and the guarantor is also insisted upon.

College and university libraries grant borrowing privileges to all faculty, staff and registered students. The method of student’s identification differs among institutions. Student
may be asked to show his/ her identification card issued at the time of entry into the current academic session.\textsuperscript{26}

\textbf{6.18.2 Overdue Charges:}

An overdue charge is traditional levied for those books which are returned after due date. If monitory charge is levied for returning the books after due date care should be taken that it does not take the shape of punishment. It should serve as a dissuading measure by which readers return the books at the proper time. The charge should be just a taken amount because it can neither become a source of revenue nor it should be considered as such.

The amount of fine and the way of cumulating the fines varies and depends upon the policy of libraries. The fines should be cumulated up to a certain amount of per book and should be restricted to a certain limit. The process of the collection of overdue charges should be fixed either issuing regular receipts or by keeping a conscience box for this purpose.\textsuperscript{27}

\textbf{6.18.3 Reminder:}

The books are lent out for a fixed period. It may be issued for two or three weeks as per the loan rules of the library. After due date, return the books as other has waiting or reminded to return the book as other has waiting for that book. Sending a regular reminder for overdue is a regular work of special libraries and it can be termed as the most important works of the circulation staff.\textsuperscript{28}

\textbf{6.18.4 Reservation:}

Many books especially text books and other related reading materials remain in great demands. The libraries are incapable of meeting all the demands of the readers due to stringency funds. Due to this reason an adequate number of copies of certain books cannot be purchased. If the requisite numbers of copies are purchased. If the requisite numbers of copies are purchased, it is feared that other standard and essential books may not be purchase because of limited funds.\textsuperscript{29}

\textbf{6.18.5 Lost and damaged books:}
The books are lent out to the members for home reading for a stipulated period. It is commonly found in all kinds of library that member have either lost the book or damaged it particularly or fully. According to rule of the library, if the item is damaged or lost by the user shall have to replace the book or shall pay the price of replacement. If item is a set of volumes the user may be asked to replace the full set. If the user wants to pay the cost of lost or damaged book he/ she have to pay the double price of the recent publication with a postage charge. If it is old publication more than ten years, the cost of book will be determined on the price of book from the date of publication plus the postage charge.

6.18.6 Renewal:

Renewal means extension of the loan period of recharge the same book to the same borrower. Some important books loan out to the borrower could not finished or consulted due to some reason and borrower want retain the book with him for a long period some time for studying thoroughly. Under this circumstances if this required book is not in demand by the other. The request of the borrower can be considered and renewed the book by second at the cost of other genuine readers.

Sometime the request of renewal is received on telephone. The counter assistant must be informed the situation and directed him about the renewal. If not possible the borrower should be informed on telephone.

6.18.7 Records:

Records of any institutions or section is treated as most important is based. All the statistics accumulation is depends on the daily records maintained by the section. The maintenances of circulation records are also important in same way because these become the sound basis for preparing the various comparative data and annual statistics. It is expected that circulation section should maintain the records of membership loan of books overdue charges, money charged for the loss of books and damaged, reservation of books, visitors of library and ticket lost etc. The records of the circulation become base while formulating the rules relating to the library users.
6.18.8 **Statistics:**

Preparation of daily records in the circulation incorporated the annual statistics of the library. At the end of the day the total activities are calculated by the section which includes the number of membership charged and discharged of books, number of books issued subject wise, number of books renewed numbers of person visited the library and all these collection make which can be used in the annual reports.

6.18.9 **Inter Library Loan**

Inter library loan is the oldest form of library cooperative among the libraries. A member of library who wants to get a book from another can be lent on the basis of inter library loan. This work is also performed by the circulation section. In some libraries this work is performed by the reference section. On the demand of the books available in other library can be requested to send on the borrower is informed accordingly and issued him to consult for a limited period. After the constitution the book is returned to the library from it was borrowed on loan basis.  

Some such method is to be devised by which the reading material of any kind may be made available to the readers at any place. This method is known as Inter library loan  

Automated inter library loan subsystems are also redistributing the lending burden from just the large research libraries to all member libraries. Charging fees for lending is a major issue. Inter library loan activities are increasing rapidly due to participation in bibliographic utilities and decreasing book budgets.

Local, state and regional cooperative groups, recognizing the value and expensive of lending services, are developing compensation programs for net lenders.
References


