CHAPTER – 4
TOTAL QUALITY MANAGEMENT IN UNIVERSITY LIBRARY

Each one gives his or her own definition, but one meaning of quality is customer satisfaction through product or service. The customer in the university library is the students, researchers and faculties parts of the academic community.

As a response of this challenge of quality, India’s University Grants Commission (UGC-www.unicode.ac.in/) has set up NAAC (www.naac-india.com/index.asp), the National Accreditation and Assessment Council in the year ________. NAAC conducts audits and inspections on the quality of service provided by educational institutions, including library service. Grants are linked to the outcomes of these assessments. In light of this, academic libraries must develop systems, philosophies, and strategies for managing quality.

The primary purpose of an academic library is to support the teaching, research, and other academic programs of its parent organization. An university library is part of a service organization which delivers products personally to the customer.

In a manufacturing concern, the customer is remote, where as in service organization like an university library, producers and consumer meet face to face. The complexity of managing service organizations is typically compounded by the existence of multiple interfaces.

4.1.1 Managing Quality in University Library

In a service organization like an university library the customer satisfaction means fulfilling expectations.

Librarians must find out what readers want and concentrate upon providing it. Designing an appropriate service means asking:

- Who are the customers?
- What do they want?
- What can the organization provide?
In a library there are basically two types of customer: those who are in a hurry and those who want to kill time. An academic library has to identify these and serve them accordingly.

4.1.2 **Managing Customer Expectations**

The expectations that the customers bring to a library have a critical effect upon their perceptions of quality. It is better to acquire a reputation for one or two factors which are important to customers and to concentrate upon developing those.

Service delivery is like a theoretical performance. If customers are to gain maximum benefit from a service, they must know how to use it. So, properly planned user education is a must for an academic library.

Support systems should reflect customers’ priorities. It is important to find out which services can be automated without losing the personal touch.

Getting feedback from the user is important to ascertain the quality of service. A regular survey for getting feedback from users should be conduct.

The circulation desk staff are the front line staff who play a critical role in an academic library because they represent the library; first deal with inquiries and manage the reader interface. Public services staff must be carefully-appointed and be given periodic training to keep up-to-date.

All academic library staff must receive training, including skill training; on the job guidance; retraining. Well-trained staff are the competitive weapon for better quality service in an academic library.

Teamwork plays a vital role in giving better quality service. People have to develop a culture and commitment towards quality service in an academic library.
4.1.3 **ISO-9000 Series Steps Towards TQM in University Library**

ISO 9000 has an internationally accepted certificate that accredits an organization for its quality management systems and procedures. ISO 9004-2:1992 has guidelines for services and was issued by ISO to establish and implement a quality system within a service organization such as an educational institution.

Total quality management (TQM), as a managing concept and method, achieved much in every aspect of life, has been praised highly by various managers and supervisors and has been commonly applied in libraries in the world. But, as a newly mushrooming digital library, there are still different opinions and ideas on its operation model and managing method (Li, 2005).

4.1.4 **TQM and the Digital Library**

Total Quality Management (TQM), as a philosophical concept and management method, undergoes continuous development and improvement while being applied in factories, enterprises and libraries, while greatly promoting global quality management.

As we know, the total quality management in university library is comparatively widespread in western countries, and is already being started in China. However, it is not yet fully and widely used in digital library and need more research and discussion.

4.1.5 **Designing of TQM System Model Chart in University Digital Library**

According to the main TQM principles of P(plan), D(do), C(check), A(action) (Wu et al., 2002), system model chart PDCA of TQM for University Library Digital Library was designed as shown in figure 1.

The model chart expenses the TQM operation philosophy, which includes the vital cores below:

1. Connecting course by course;
2. Circulating unceasingly;
(3) Spiraling upward in development

![Model Chart in University Digital Library](image)

**Fig 4.1 Model Chart in University Digital Library**
The digital library TQM in Wenzhou University is divided into three phases: the first is exploring and planning; the second is processing and operating; the third is evaluating and improving.

The first phase includes: discussion on theory and practice-understanding users-institution evaluating-quality promises-establishing correlative document-confirming improving items-setting up quality managing team.

The second phase includes: selecting problems to be improved-analyzing the problems-setting down the solving plans-solving the problems.

The third phase includes: adopting related digital library quality criterion-locating the deficiency and causes-rebuilding plans to solve the problem-putting the plans in practice again. If the performance matches or exceeds the quality criterion, categorize and save the quality improving process data, then turn to the next round of problem solving.

To sum up, there are three key points we have to learn from the TQM model system:

(1) First, the system is a closed loop which is continuously running and spirally uplifting, its power comes from the two kinds of users-readers and staff. Its outer power is the requirement of users’ satisfaction degree which is increasing continuously and led by the advancement of social technology environment and the improvement of information circumstances. Its inner power is the awakening of staff’s active consciousness as a master, the potential exploitation of information service innovation and the exploitation in the fields of information navigation.

(2) Second, the principal part of quality management is the quality managing team and the whole staff of the digital library. The important task of
quality management system is to enhance the library staff's quality and ability, awaken and lead their innovating consciousness, rely on their ability and wisdom. And the key point is to achieve quality management.

(3) Finally, in order to solve the problem directly and clearly and to operated easily, it is necessary to adopt effective scientific method to solve a quality problem. For instance, to draw a flow chart of a cyclical process a flow chart of cause and effect of a problem, tale of solving plans, etc.

Under the guidance of TQM system model philosophy, an organization structure and task chart of University Digital Library is set up in the following figure (Fig 4.2).
The chart is designed with five modules: (1) resource collection; (2) data processing; (3) information service; (4) quality control; (5) technological guarantee (figure). And every module of them has its own department and certain task. For example, the resource collection department has two task: outer resource collection and inner resource collection. Operation of all the departments must based on the TQM principle. The main idea during the operation is to always focus on the users and use some scientific method to fulfill their task effectively.
4.2 **Solving Quality problems by adopting Scientific Tools**

Here we take electronic reading room as an example to show how to solve a certain problem with scientific tools (Meng and Xu, 1999). We should apply certain tools to solve the problems of improving the service quality of electronic reading room, and increasing learning literature resources acquisition rates. First, we should draw a task flow chart of electronic reading room (shown in figure 4.3). Secondly, drawing the cause and effect chart of electronic reading room quality management (shown in figure 4.4).
Figure 4.4 shows that there are many causes that can affect the acquisition of electronic resources. On the side of hardware: unsteadiness of computer running; on the side of software: lack of sharing information resources; as to the technology problem: low technology of hardware maintenance; and as to the personnel problem: paying little attention to the users opinions, etc. All these causes have different influence on the acquisition of the electronic resources, some of them are the main causes, and others are subordinate ones. To separate the few fatal causes from the mass of causes, we can use the following form to find out directly the rate of every problem part and focus on the main causes (shown in Fig-4.5).
It is obvious that the software affects the literature ensuring mostly (36%), it is the main cause of low rate of literature ensuring. The personnel problem is the second (29%), followed by technology problem (21%), and the hardware problem is the least (14%). While solving the problems, we should pinpoint the main conflict and take prior consideration of the main cause. In order to find out the detailed causes of the four problems, make continuous analysis according to the problems, and find out the main root (Table 4.1).

**Fig 4.5: Cause chart of low rate of using electronic reading room literature**
Table 4.1: Quality comparison table of electronic reading room

<table>
<thead>
<tr>
<th>Setting</th>
<th>Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>Problems</td>
<td>Unsteadiness of computer running</td>
</tr>
<tr>
<td>Causes</td>
<td>Low-quality of the hardware components</td>
</tr>
<tr>
<td>Measures</td>
<td>Contact the manufacturers for repair service as soon as the problem arises</td>
</tr>
</tbody>
</table>

In the process of the problem solving, we can amend the measure according to the operating instances, inspect the work methods, and make it operate smoothly. Thus, if the cycle of total quality management plan is completed, we start the next processes of problem solving. A systematic chart of improving the rate of electronic information acquisition shows the whole process of the problem solving.
4.2.1 Benefits from TQM in University Digital Library

Among many benefits of TQM in Wenzhow Digital Library are:

1. Switching from the resource model to the performance model, which enhances the interaction between performance and resource according to a defined standard for quality. Thus TQM produces a system for achieving quality performance and enabling a continual review process to operate.

2. Reducing the conflict between the lack of the resource and the requirement of the readers because of weak recognition of service quality. Scientific quality management continually improves interior management to meet the user’s expectation by operating quality management in digital library, and lead the library management and service to a better circular orbit.

3. Upgrading the library culture. Renewing the digital library organizing culture by adopting and practicing user satisfaction and continuously improving the idea of service. The work group understands completely the slogan of “reader first, user foremost”, and the proposing of “internal user” shows the humanized thoughts of both readers and the staff. All of
this greatly strengthened the staff’s active spirit as a host and their work responsibility, and the work atmosphere becomes more harmonious.

(4) Obtaining staff development. Training is an essential element of a successful TQM process. In Wenzhow University Digital Library, every librarian has at least one chance to attend formal professional technology training, short or long-term. What is more, they have a special training method learned from each other among the digital library staff. There are two ways: the first is to hold training on searching for knowledge in a certain database weekly. It is a training phase of the whole university, while the digital library staff are all required to attend. The lectures are digital library staff, and some specialists from other departments. The second way is to have regular meetings on new knowledge and information communication. The meeting is held inside the digital library every two weeks. For every meeting, one of the staff is appointed to give a lecture to the whole staff on topics of new knowledge, new discoveries, software, technology or method in the field of digital library, leads the whole staff to learn, communicate and discuss. In this way, the group making more improvement in professional technology and keeps the advanced level in the field.

4.3 University of Delhi

History
The University of Delhi is the premier university of the country, 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 then Central Legislative Assembly. Only three colleges were St. Stephens College (founded in 1881), Hindu College (founded in 1899) and Ramjas College (founded in 1917) existed then in Delhi and affiliated to the University. The University thus had a modes 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 nucleus of the University (Main Campus).
Apart from Central Administrative Office, examination offices and the sports complex, the main departments of the Faculty of Science are housed in the Viceregal Lodge Estate.

Sir Maurice Gwayer, 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 decades the University has grown into one of the largest university in India. At present, there are 14 faculties, 86 academic departments and 79 colleges spread all over the city, with about 2,20,000 students.

In an effort to cope with this enormous expansion, the University in the early seventies initiated a new organizational pattern based on the multi-campus concept. The South Campus made a beginning in 1973 by starting postgraduate programme in some departments of the Faculty of Arts and Social Science in a rented building. The campus acquired land near Dhaula Kuan where the building of Arts Faculty was first constructed. Offices and teaching activities shifted to this campus in 1983. A beginning has been made towards establishing the East and West Campuses of the University. The East Campus is being developed with the University College of Medical Science as its nucleus, while the West Campus will have as its focus on Engineering and Technology. When the University Grants Commission started establishing Centres of Advanced Studies in the country, 6 were awarded to the University of Delhi out of a total of 18 such centres in the early sixties. These where in Physics, Chemistry, Botany, Zoology, Economics and Sociology. These Centres of Advanced Studies are now the centres of excellence in teaching and research in their respective areas. In addition, a number of these and other University departments received grants under the Special Assistance Programme of the UGC in recognition of their outstanding academic work. The University has 15 libraries. These are in addition to Libraries in the Colleges. The University Science Instrumentation Centre (USIC) has a number of sophisticated research instruments which are used by several departments of the
University and by other institutions in Delhi and its the neighbourhood. The University has just completed the implementation of fibre-optic networks on the North and South Campuses.

**Delhi University Library System**

The Delhi University Library began in 1922 with a collection of mere 1380 gift books. During the first decade of its existence it functioned from shifting locates in 1933 it managed to get a relatively stable space, viz. the ‘Dance Hall’ of the Old Viceregal Lodge (the present office of the Vice-Chancellor) Sir Maurice Gwyer, Vice-Chancellor of the University from 1938 to 1950 was instrumental in the blossoming of the Library in its new locate. Under his care, it was transformed into a place as well of beauty as of learning.” One of the early benefactors of the library was Shri G.D. Birla.

The Library moved to its present locate in the heart of the Campus on December 01, 1958. Prior to the appointment of a formal librarian, the entire collection was looked after by a “Library Committee” (amongst some of its office bearers were noted historians Professor I.H. Qureshi, Dr. T.G.P. Spear and Scientist Professor D.S. Kothari) and Honorary Librarians. Dr. S.R. Ranganathan, father of the Modern Library Science movement in India (then Librarian of University of Madras) and Professor S. Das Gupta, the first Librarian (1942-1966) were the moving spirits behind its constant upgradation in the University apparatus.

The Library of the Delhi School of Economies (DSE), better known as the Ratan Tata Library (RTL) began in 1949. In the last more than fifty years, it has not only become a partial depository of publications of the United Nations and several other International Organizations (30,000 such publications are available) but has also developed a phenomenal collection of 40,000 documents of the Central and State Governments, including Reports of various Committees and Commissions. The RTL is not confined to Economics. Since the 1960s. Departments of Sociology, Geography and Commerce, too have become its integral components.
The decade of the 1960s was noticeable for a new trend in the growth of the Delhi University Library. Starting with the Faculty of Music and Fine Arts, several Departmental libraries took roots in Faculties of Arts, Mathematics, Social Sciences, Science and Management Studies. Between 1962 and 1965 all major departments in the Science Faculty developed their separate collections. Some of these have in more recent years, grown as nuclei of Advanced Centres (CAPPA CARS, CARC-for Physics & Astrophysics, Botany and Chemistry respectively).

The Faculty of Mathematics, established in 1963, also started its own collection which has been growing steadily since then. The incorporation of the Departments of Statistics, Operational Research, and Computer Science within the Faculty (now designated CIS Mathematical Sciences) has further widened the scope of its holdings. The Library of the Department of Chinese & Japanese Studies (because of the addition of Korean studies, the Department has been renamed as East Asian Studies in 2004) was started in 1967. Before the close of the decade, the Faculty of Management Studies also established its own library in 1969.

The 1970s were marked by certain meanderings. At one level, access to the Central Library was closed for the undergraduate students. But at another level, four Zonal Libraries located in the four cardinal directions and spanning over the entire length and breadth of the city of Delhi (but outside the Main Campus) was created for such students. Presently, only the South Zone Library is functioning — the rest were closed between 1998 and 2003. Libraries of the two Law Centres and that of the University of Delhi South Campus were also initiated in the 1970s.

Major structural transformation of the Delhi University Library took place in the early 1980s. Between 1981 and 1985 different degrees of financial and administrative decentralization resulted in the emergence of the Central Reference Library (CRL), South Campus Library, Central Science Library (CSL), Arts Library, RTL and Law Library as we know them today. However, the Delhi University Library System (DULS), of which these libraries are integral parts, continues to be headed by the University Librarian.
In the last two decades the DULS has also taken initiatives to create a few specialized libraries and focus on newer academic disciplines. A library for the visually challenged scholars (Braille Library) has within it an Audio Book Research Centre with nearly 300 cassettes. During the Platinum Jubilee Year of the Delhi University, a separate Audio-Visual Library was added to the CRL. 450 educational video cassettes of high academic quality covering various academic disciplines were acquired in 1998-99 from agencies such as UGC sponsored Consortium for Educational Communication, IGNOU, Sahitya Academy and Tata Institute of Social Sciences. The Library of the Faculty of Music & Fine Arts treasures 1800 gramophone records in addition to substantive non-book audio-video material. The South Campus Library is taking keen interest in areas of applied sciences such as Plant Molecular Biology, Biochemistry, Biophysics, Microbiology and Operational Research. Similarly, the Central Science Library in the Main Campus is specially sensitive to the needs of the Ambedkar Centre for Biomedical Research, and Departments of Agrochemicals & Pest Management and Environmental Science. Keeping pace with the times, libraries of the Women Studies and Development Centre and the Non-Collegiate Women’s Education Board have also grown within the DULS.

The DULS is largely funded by the University Grants Commission. Occasionally, a few libraries have also received some endowment funds through the Government of India. Donations from individuals or private trusts, such as that of Paton Tota, are not too frequent and are often forthcoming only for specific purpose. To illustrate, the Paton Tata Trust contributed towards the building of the RTL and later its annexe as well. In 1992 the Government of Netherlands, as part of its world wide effort in international cooperation, bestowed a benefaction of Dutch Guilders 80,000/- including an endowment of Dutch Guilders 43,750/- (App. Ps. 9,50,000/-) for establishing a fully air-conditioned “Professor Sukhomoy Chakravarty Study Room” in RTL in memory of the internationally renowned Professor. Barring the CSL, whose annual grant for both books and periodicals is little over two crores, even the relatively bigger libraries (CRL, RTL, Arts and the South Campus) receive grants ranging between Rupees twenty
to fifty lakhs only. Most other libraries of the DULS function with extremely meager resources-their funds generally range between Rs.50,000/- to 5,00,000/-. 

In addition to taking care of the requirements of nearly 30,000 postgraduate students, the system is also catering to the research needs of nearly 7000 teachers and over 5000 research scholars (working for their M.Phil/Ph.D. degrees) belonging to over 40 departments.

Further, many libraries of the DULS have also been serving hundreds of bonafide research scholars from different parts of India and abroad. However, the Faculties of Medical Sciences, Technology and of Ayurvedic and Unani Medicine remain outside the coverage of the DULS.

The present holdings of the DULS include:

- Over 14,04,000 volumes.
- Regular subscription for about 2000 journals approximately 4000.
- Journals are available online through Campus-Wide Networking operational in the CRL.
- Over 13,000 Ph.D. Theses. The Library brings out a volume entitled ‘Doctoral Research’ every year on the eve of the Annual Convocation. It gives Abstracts of Theses on which degrees are conferred at the Convocation.
- Over 13,000 M.Phil Dissertations.
- Nearly 700 manuscripts of which Sanskrit and Persian account for 480 and 153 respectively. There are a few in Arabic, Urdu and Pushto as well. The Library possesses invaluable books such as Foster’s Glossary/Vocabulary, published in 1799, the complete set of the Proceedings of the Royal Society from 1688 onwards, the Greenwich Observations from the early 19th century, the Catalogue of the British Museum in 250 volumes and the Catalogue of the Library of Congress in 300 volumes.
**Automation**

The automation and computerization of the system started in 1999 is yet to take off in a meaningful manner. Most of the libraries of the system have not taken even preliminary steps in this direction. Development of the Union Catalogue Division which was expected to record and show the location of all books journals and other materials in various libraries of the system needs to be operationalised through computerization of all libraries within the DULS. We must also move in the direction of mechanization of book-shelving, book tracking and stock-taking.

Except at the RTL, and to a very limited extent at the East Asian Studies Library, there is hardly any documentation of periodicals being done elsewhere --- not even in the CRL. Acquisition of readily available databases will have to be expedited but it would also require buttressing through regular documentation and bibliographic services by competent and professionally trained personnel.

The present building, originally conceived as the Central Library of the University is now a Central Reference Library. And yet, the available physical space is woefully inadequate. Aesthetics have been sacrificed to artificially create staking structures. Indeed, paucity of space is being felt by almost all libraries of the DULS. The world over being and functional libraries create ‘Depository Libraries’ which house old, rare and less used publications that can be recalled on special request. While this is an absolutely immediate need, the DULS in 2025 must have an elegant space of at least 2 million square feet.

Finally, Library in the capital city of the distinguish varied and rich country and which also happens to be the library of country’s premier university, should be looking forward for a full-fledged library of Indian Languages, specially classical languages (Sanskrit, Pali, Prakti, Arabic and Persian).
4.3.1 **Central Science Library**

The emergence of Central Science Library (CSL) dates back to 1981 prior to that, it was a part of Central Reference Library (CRL), Delhi. However, the need to have a separate Science Library was felt much earlier by Carl M. White in 1966 who recommended “that a Science Library be created to serve the departments which consist the Faculty of Science and that the collection now maintained by these departments and related material in the main library be used to form the nucleus of the new library. A Science Librarian of outstanding ability to be employed to take charge of it and that a new building be erected to house the library”.

CSL was separated from CRL and housed in separate building to serve members of science faulty. The three-storied building having a carpet area of 22,595 sq. feet with a sitting capacity of 185 seats started functioning independently with effect from 8th April 1981. The administration of CSL is under the Dean of the faculty of science.

4.3.2 **Library Collection**

The library has a total collection of about 1 lakh 80 thousands including books and bound journals. Some of the collections are also available in the form of CDs and floppies purchased as well as received along with the books. The books for various advanced centres are purchased and processed in CSL and then sent to them. The library is subscribing 350 foreign and Indian journals. The rare book section is housed on top floor of the library.

4.3.3 **Open Access Books Collection**

The members have the privilege of direct access to shelves in the stack halls for general books collection. It is important that the arrangement of books be maintained on the shelves for the convenience of members themselves. While books can be freely taken out on the selves on no account they be reshelved by the members because of the danger of their misplacement.
4.3.4 **Textbooks Collection**
Since Library Text Book Section contains reading materials covering prescribed readings, recommended readings allied and relational readings and such other reading materials as may be considered important for placement along with such text-related materials.

Minimum one and even more copies as may be considered necessary be retained in the text-books collection ‘For Consultation only’. Text book Section is operated through the page service by the Library Staff and is not open to access by users.

4.3.5 **Periodical Collections**
Periodicals collection of Central Science Library is housed in the 1\textsuperscript{st} & 2\textsuperscript{nd} floors CSL is subscribing to 350 learned and scientific periodicals including abstracting and indexing journals like Chemical, Abstracts, Current Contents, Mathematical Reviews, Physics Abstracts and more Online Journals from societies and publishers.

Bound volumes of journals are arranged according to Colon Classification Scheme same as used for Books. Loose issues are arranged broadly by subject and within subject alphabetically.

Current list of Subscription which is revised annually and a Holding List of Periodicals Section for locating availability of journals in CSL. The lists are accessible through CSL website http://csl.ac.in.

Periodicals Section through National Union Catalogue of Scientific Serials in India (NUCSSI) and Developing Library Network (DELNET) helps its clientele in identifying availability of Journals in other libraries in Delhi and make efforts in acquiring a Photostat copy or through e-mail attachment.

4.3.6 **Internet Access Facility**
This library is having Internet connectivity and the service initially was open to all library members of all subjects, teachers of faculty and colleges of the university, and now due to availability of Campus Wide Networking, other libraries and department have their own networking facilities and hence now this facility is available to science stream clientele only. This service is free of cost for library members only. Presently IAF have thirty computers for library members. All Internet service like E-mail, browsing, and downloading are open to all the library users.

4.3.7 **Timings of Internet Access Facility**

<table>
<thead>
<tr>
<th>Day</th>
<th>Timings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday to Friday</td>
<td>9.00 a.m. to 7.30 p.m.</td>
</tr>
<tr>
<td>Saturday &amp; Holiday</td>
<td>9.00 a.m. to 5.00 p.m.</td>
</tr>
</tbody>
</table>

4.3.8 **Library Membership**

Postgraduate, M.Phil, and Ph.D. students and faculty members of the concerned disciplines and college teachers of the same disciplines are eligible for the membership of the library.

A schedule for the registration of eligible members is notified to the concerned University Department and colleges by the library in the month of July every year.

4.3.9 **Orientation for Users**

In this programme, new users are acquainted with the library and its various services. Notices are pasted regarding orientation and availability of library resources on University website. Central Science Library website and Helpdesk etc. Computer terminals are also provided for the purpose.

Additional orientation programme can also be arranged on the basis of request by a group of users. Personal assistance is also available. If the users are curious to know anything, Central Science Library Incharge is always ready to deliver orientation to users.
4.3.10 **Right of Entry**

The right of admission to the library is reserved to the bonafide registered members of the Central Science Library. The entry to the library will be against the identity card to be shown at the entrance. A serious view is taken of the unauthorized entrants and the trespassers.

Personal and provide books, briefcase and printed matter other than library books are not allowed inside the library. Library goes not accept any responsibility for loss or damage of personal property or personal effects left on its premises at the property counter.

4.3.11 **Library Ordinances/Rules**

Library tickets are not transferable, as they are tokens of privilege which only the member to whom they are issued, is entitled to sub-lending of books is misuse of this privilege and may lead to the withdrawal of membership. Books should not be kept beyond the due date marked on the date slip, (pasted inside the book) at the time of getting issued.

4.3.12 **Atmosphere of Study**

As the University Library is a place of individual study and research, it is necessary to maintain an atmosphere of quiet and dignity inside the library. Members are, therefore, reminded that conversation or consultation among themselves or noisy or demonstrative greetings of friends inside the library is not permissible.

Smoking is not allowed inside the library premises and also mobile phones should be switched off or kept on vibration mode.

4.3.13 **Ratan Tata Library**
The Delhi School of Economics Society received a benefaction of Rs. One Lakh from the Ratan Tata Trust for its Library. That is how the name Ratan Tata Library of Delhi School of Economics came to stay. Subsequently in 1989, the Ratan Tata Trust gave a grant of Rs. 2 Lakhs to meet partly the cost of adding an annexe to the Library building which was completed in 1986 at a cost of Rs. 6 lakhs. The addition of the new block enabled the library to consolidate the holdings of periodicals. The ground floor houses the back files of periodicals and in the first floor current issues of periodicals are kept and displayed. This floor also serves as an exclusive reading room for current periodicals and serials.

In 1992 the Government of Netherlands, as part of its world wide effort in International cooperation bestowed a benefaction of Dutch Guilders 80,000/- including as endowment of Dutch Guilders 43,750/- (App. Rs.9,50,000) for reading materials, to establish Prof. Sukhamoy Chakravarty “Study Room” in Ratan Tata Library in memory of late Prof. Sukhamoy Chakravarty.

From 1994-2004 Government of India bestowed an endowment Rs.7 crores to the Delhi School of Economics for the maintenance and modernization of journals collection of the Ratan Tata Library.

Besides the regular members, scholars from India and abroad visit the library for varying purpose and make use of its valuable resources. The total collection of the library, at present, is about 3.75 lakhs including books, bound volumes of periodicals government reports, documents of international organization and electronic databases.

The library has been designated as a depository of publications brought out by the United Nations and International Organizations like FAO, ILO, INIF, IBRD, GATT etc. The library has also exchange agreement with about 70 institutions all over the world and receives publications in exchange of “Indian Economic Review & Occasional Papers (Economics)".
In addition to the Ratan Tata Library, the book resources of following libraries situated in and around the Delhi School of Economic campus are available to the scholars.

4.3.14 **Electronic Reference sources**
- Reference collections
- Booksellers and publishers
- Television radio, newspapers, news channels and media organizations
- Dictionaries, thesauri, abbreviations, acronyms, and quotations
- Maps and street plans
- Organizations, charities, art galleries, museums and libraries
- People and biographies

4.3.15 **Reference Collections**
Bartleby.com – The site offers a selection of ancient and modern titles in full text. The collection includes poetry, literature, essays and general reference works. Search by keyword, or browse by author, title or subject. (DULS: include CSL, RTL, LFL).

4.4 **Jawaharlal Nehru University (JNU)**
Young at thirty years, as universities go, what has lent strength and energy to Jawaharlal Nehru University is the vision that ideas are a field for adventure, experimentation and unceasing quest and diversity of opinions its chief premise. The Jawaharlal Nehru University constituted under the Jawaharlal Nehru University Act 1966 (53 of 1966) came into existence in 1969. Its objectives as defined in the first schedule to the Acts are as follows:

“The very Nehruvian objectives embedded in the founding of the University, national integration, social justice, secularism, the democratic way of life, international understanding and scientific approach to the problems of society had build into it constant and energetic endeavour to renew knowledge through self-questioning. Towards this end, the University shall”:
Foster the composite culture of India and establish such departments or institutions as may be required for the study and development of the languages, arts and culture of India.

Take special measures to facilitate students and teachers from all over India to join the university and participate in its academic programmes.

Promote in the teachers and students an awareness and understanding of the social needs of the country and prepare them for fulfilling such needs.

Make special provision of integrated courses in humanities, science and technology in the educational programmes of the university.

Take appropriate measures for promoting inter-disciplinary studies in the university.

Establish such departments or institutions as may be necessary for the study of languages, literature and life of foreign countries with a view to inculcating in the students a world perspective and international understanding.

Provide facilities for students and teachers from other countries to participate in the academic programmes and life of the university”.

In the light of the above, the approach of the university has been to evolve policies and programmes which will make the Jawaharlal Nehru University a distinct addition to the national resources in higher education rather than a mere quantitative expansion of facilities, which already exist. The university has identified and is concentrating upon some major academic programmes, which are also of relevance to national progress and development.

The once rugged terrain of the Aravali Hill range, where the 1000 acres campus is housed is now lush green. Parts of its host dense forests, sustaining a birdwatcher’s paradise and some forms of wild life.

The JNU campus is a microcosm of the Indian nation, drawing students from every nook and corner of the country and from every group and stratum of society. To make sure that this so, annual admission tests are simultaneously held
at 37 centres spread across the length and breadth of the country, and special care is taken to draw students from the underprivileged castes and ethic groups by reserving 22.5 percent of seats from them. Overseas students from some 10 percent of the annual intake. Student’s hostels and blocks of faculty residences are interspersed with one another, underlining the vision of a large Indian family.

The basic academic units of the university are not single discipline departments but multi-disciplinary schools of studies. A school has been visualized as a community of scholars from disciplines, which are linked with each other organically in terms of their subject matter and methodology as well as in terms problem areas. Each school will be made up of a number of centers, which constitute the task forces operating within the board framework of a school. A Center has been defined as a community of scholars irrespective of their disciplines engaged in clearly identified inter-disciplinary programmes of research and teaching.

The scheme of development of the university includes the following eight schools of inter-disciplinary research teaching and one specialized center for Biotechnology:
- School of International Studies
- School of Languages, Literatures and Cultural Studies
- School of Social Sciences
- School of Arts and Aesthetics
- School of Life Sciences
- School of Environmental Sciences
- School of Computer and System Sciences
- School of Physical Sciences, and
- Center for Biotechnology

4.4.1 Jawaharlal Nehru University Library
The Jawaharlal Nehru University Library is one of the most modern and well-equipped university libraries in India. It has the richest bibliographic resources
comprising of various types of book and non-book materials accounting for more than 4.25 lakh volumes, which include all disciplines for which study and research is conducted at the library. The library is located at the heart of Academic Complex and is accessible easily from all school on foot.

4.4.2 Library Building

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. JNU library is housed in a nine-stored building. Being in the middle of the academic complex it is easily accessed from all buildings in the academic complex. Each floor houses different collections as well as the reading facilities. The staff posted on that floor renders the services pertaining to these collections.

4.4.3 Physical Organization of the Library

The Circulation Counter, Text-book Counter and Reference Desk are located in the central hall and South Hall of the Ground. The ground floor also houses the periodicals display and back volumes of Social Sciences, the book collection and reference collection pertaining to social sciences and membership section.

4.4.4 Collections

The library has a collection of about 4.5 lakhs, which includes, books, periodicals, serials and non-book material. The library collection is arranged subject wise in the tower building, viz. Science collection, Social Science collection, and Humanities collection. The library has in its fold exam library that specializes in Economics. Text-books collection UN and Government Publications collection and Russian collection also form distinct part of the library.

The library has received on gratis; valuable lifetime collection of eminent scholars of India, like:

- Mr. John Mathai, Prof. Gyanchand et al

Embassy of Japan is regularly gifts latest books published in Japan to the library.
The library has an exchange relation with many Indian and International agencies and National libraries throughout the world, and through this channel getting their publications in exchange of JNU publications.

4.4.5 Rules and Regulations

- Only members registered in the membership section are allowed to use the library.
- On entry, members are required to produce identity card issued by the university, on demand.
- Students have to renew their membership cards each semester. Other members have to renew annually.
- Loan facilities are available against the readers tickets provided to them at the admission time.
- Books are issued for a period of fortnight except the textbooks, which are issued for overnight period. Certain categories of materials are not issued. This includes textbooks with less than 2 copies and close sequence books.
- Readers tickets are not transferable; members are responsible for the books and against lost tickets.
- In case of faculty members 2 books can be issued for a period of one semester.
- Readers shall not replace books on the shelves. They shall leave the books on the tables and leave the job of shelving to the library staff.

4.4.6 Library Administration

The University Librarian administers the library with the assistance of Deputy Librarian, Assistant Librarians, Professional Assistants and supporting staff. The Library Committee functions as the Policy making and advisory body with the Vice-Chancellor as its Chairman and the University Librarian as its Member Secretary, and Deans of Schools and representatives of faculty and students as members.

4.4.7 Library Budget

The library budget basically consists of two types of grants:
• Maintenance Budget
• Planned Budget

The Maintenance Budget is one that has to be given every year without any doubt. This money is used to carry on the routine works of the library smoothly and efficiently. This also includes the expenditure of the periodical section also. The grant of Rs.1 crore 25 lakhs is given annually to the periodicals section to enable the regular supply of journals. This budget also includes the expenditures of the stationary used in the library and various library routine works.

The Planned Budget includes the amount of money to be spend on the purchase of the books. Usually, 35 lakhs are granted for this purpose.

4.4.8 Library Services
The library provides the following services:
• The library follows Open Access System.
• Reference desks are provided on ground floor for Social Science Collection, 2nd floor for Science collection, 4th floor for Humanities collection and 6th floor for Russian collection. Staff is available on each floor to help.
• Membership and Issue-return services are centralized on ground floor.
• Text books on all disciplines.
• Documentation unit extends indexed and on-line search service.
• OPAC/Delnet/E-journal access facility for the faculty members.
• Special Book Bank facility for readers.

4.4.9 User Orientation
The new comers admitted to the library are given demonstrations on the use of the library and its resources.
This includes imparting of knowledge regarding the organization of collections, sequence of books and periodicals, use of various services rendered by the library, use of catalogues, etc.

Besides orientation, this section also assists in guiding the users in using catalogues and reference sources, in tracing the books helping the readers in getting the books not available in the library through the Inter library loan procedure from other libraries, etc.

- E-mail and On-line Public Access (OPAC) for records available in Delhi Libraries through DELNET.
- ‘Search’ is available via E-mail from Indian Network of University libraries through INFLIBNET.
- Access to online journals through JSTOR and UGC INFONET.
- Newspaper Clippings on area studies and basic disciplines are filed regularly which are available in files kept on 7th floor library has a over 11.5 lacs of press clippings.
- Xerox facility managed by a private operator is available in the library on payment basis.
- The library also houses ‘Archives on Contemporary History’ on the Mezzanine floor.
- The library provides Tape Recorders and Tapes for Blind students. Readers are also provided typewriters on request in the premises of the library.
- The library provides lockers/seats to M.Phil./Ph.D. students and teachers on written request. These seats are provided in the basement hall.
- Internet access is available.
- Access to CD-ROM books and journals.

4.4.10 Library Automation

The library is heading for computerization and automation. IIT is a member of Developing Library Network and INFLIBNET. The library is a part of JNU Wide Area Network and its databases can be accessed from all nodes of Network. The
library has its own Local Network connected with a strong server with 48 terminals inside the library. On Line Public Catalogue of the Library has databases of Books, Serials and other materials like index of Social Science Periodicals since 1990.

4.4.11 Future Plans

It is planned to incorporate Press Clippings as images on the network in every near future. JNU Area Network has Internet connection, which is available to Library Network. A three level course for updating the knowledge of library staff is also planned. The course is designed to introduce Application of Computers in the library so that the working staff of the library should have computer skills and thereby it would help in making effective library services.

4.5 Jamia Millia Islamia

History

Jamia Millia Islamia was founded at Aligarh in 1920, as an offshoot the Khilafat and Non-cooperation Movement, in response to an urge to boycott the British system of Education. Among those whose enthusiastically supported the founding of Jamia were, Mahatma Gandhi, Shikhul Hind Maulana Mahmud-ul-Hassan, Maulana Mohammad Ali, Hakim Ajmal Kha, Dr. Mukhtar Ahmad Ansari, Maulana Abdul Kalam Azad, Abudl Majid Khawaja and Dr. Zakir Husain. These eminent personalities, along with some others, founded the Jamia Millia Islamia. They nurtured it through the changing vicissitudes of history at great personal risk and inconvenience. Under the stewardship of Dr. Fakir Husain helped by Prof. M. Mujeeb and Dr. Abid Husain, Jamia became one of the few institutions of national importance that were based on the spirit of Mahatma Gandhi’s constructive programme in the sphere of education. Jamia thus become a unique example of an indigenous and national experiment in education.

The Jamia moved from Aligarh to Delhi in 1925. Since then, it has been continuously growing, always refurbishing its methods, and branching out from
time to time to meet new needs. True to the ideals of its founders, it has over the years, tried to integrate the physical and mental development of its students.

In 1963, Jamia Millia Islamia was declared a deemed university under section 2 of University Grants Commission act, was declared a Central University as per Jamia Millia Islamia act, 1988, passed by the Parliament on 26th December, 1988.

The objectives of Jamia are to disseminate advanced knowledge and provide instructional research and extension facilities in various branches of learning. The University endeavours to provide the students and teachers with the necessary atmosphere and facilities for the promotion of studies in various disciplines from Nursery up to Ph.D. level, Jamia is always striving for innovations in education leading to restructuring of courses, new methods of teaching and learning, and integrated development of personality and is consistently upholding its principles of national integration, secularism and international understanding, Visual Television and film production. The Government of India and the UGC have also approved the establishment of an Engineering College, like any other Central University. The Jamia receives its funds directly.

Besides the formal units of instruction and research, Jamia has very active non-formal units of continuing education and extension such as the center of Adult and continuing education and extension, State Resource centre, Centre for coaching and career planning and child guidance centre. These non-formal activities are very much in tune with the spirt of social and extension work that has characterized Jamia from its inception.

In keeping with the national spirit of its origin and subsequent evolution, Jamia features a secular culture and keeps its door open for all citizens of India without distinction of religion, caste, religion, creed or sex. Jamia is thus a very good example of the composite culture of India of an educational institution oriented not only to formal education, but also to the goals of national integration.
The medium of instructions in Jamia Millia Islamia is English but the students have options to write their answer in other than English language i.e. Urdu and Hindi.

Jamia Millia Islamia offers courses and programmes through six faculties, Centres and Schools as follows:
- Faculty of Education
- Faculty of Engineering & Teaching
- Faculty of Humanities & Languages
- Faculty of Law
- Faculty of Natural Sciences
- Faculty of Social Sciences

Besides faculties, there are centers of studies in Jamia.

4.5.1 **AJK Mass Communication Research Centre**

Established in 1982, the Mass Communication Research Centre has given a new thrust to Jamia’s contribution to education. This Centre is named after its founder and first Director Mr. Anwar Jamal Kidwai. The AJKMCRC is an essential catalyst for national development and social change and an essential element of popular culture. It is in the first centre of its type to be set up in a University and has well equipped laboratories and studios.

The MCRC is making valuable contribution in creating a generation of film makers and media professionals for the growing needs of the country. Over the years; it has become a prestigious center and has produced a number of prominent film and media personalities.

4.5.2 **Centre for Information Technology**

The computer centre, now renamed as Centre for Information Technology, was established in the year 1985-86. The first major achievement was made in 1995 when the Local Area Network (LAN) was successfully commissioned, covering about one half of the campus. The campus wide LAN consists of DEC-Alpha
servers (running DEC-UNIX and TCP/IP) and a Fiber Optic Backbone. The network connects 23 departments and offices of Jamia to the Computer Centre through nodes. Jamia has the collection of one of the few universities in the country with complete network in the entire campus.

4.5.3 Centre for Distance and Open Learning (CDOL)

This course was introduced in commemoration of the Golden Jubilee (1970) of the Jamia Millia Islamia. Its purpose was to teach Urdu by means of different languages through correspondent. At present, arrangement has been made to teach Urdu through the medium of Hindi and English. It is essential for the learner to be able to read and write at least one language. Books have been prepared in accordance with the syllabus of the correspondence course, Jamia Millia Islamia, New Delhi.

4.5.4 Centre for Management Studies (CMS)

In order to respond to the ever-increasing demand for a full-time quality MBA Programme, the University has established an autonomous Centre for Management Studies. The MBA (full-time) Programme, which was launched from the academic session 2003-2004, is aimed at preparing management professional for the global business needs. The course contents, duration, and methodology of the programmes is largely based on latest UGC model curriculum for MBA. Besides, the programme is designed to the unique in the sense that it seeks to emphasis on global business perspectives. Capitalizing on its existing strengths, the programme also incorporates through training in a chosen foreign language and economics, politics, culture, custom and traditions of a chosen geographical region.

4.5.6 State Resource Centre

The centre provides tools and technical resource support to Adult Education Programme run under the aegis of the National Literacy Mission. This support includes preparation of curricula, teaching material and environmental modules.
The centre coordinates its efforts with the Directorate of Adult Education and the Ministry of Human Resource Development, Govt. of India.

4.5.6 Sarojini Naidu Centre for Woman’s Studies

The thrust of the centre is on minorities and marginalized groups of women. The objectives of the centre are:

- Research and documentation for providing database on women’s issues.
- Conduct research to collect first hand information concerning women’s needs and problems.
- Examine various university courses from gender perspective.
- Compile the work done in various departments of JMI on women’s issues and work as a resource centre.
- Co-ordination with other centres of Jamia such as Dr. Zakir Husain Memorial Welfare Society and Balak Mata Centre to start action projects in the field.
- Collaborate with counselors and provide counseling in special cases so as to work as referral centre for deserving counseling cases.
- Prepare relevant literature in Urdu besides Hindi and English
- Hold orientation courses, seminars and workshops on gender issues.

4.5.7 Centre for Coaching and Placement

The centre for coaching and placement provides coaching for the examinations of Group A & B services under the States Governments, Public Sector undertakings, Banks and NET examination for entry into the teaching profession in Universities.

Students from Jamia and other institutions are eligible for joining any of the coaching programmes of the centre on the basis of merit at entrance test/interview organized by the centre. Free coaching is admissible to the aspirants, belonging to SC/ST/OBC/Minority as per the project sanctioned by the Govt. from time to time.

4.5.8 MAJ Academy of Third World Studies

The Academy of Third World Studies (ATWS) is one of the twenty centres started by the University Grants Commission as a part of its Area Studies
Programme. These Centres are all a part of some prominent University and are meant to conduct interdisciplinary social science research with a policy focus on the area they have been assigned to. The ATWS, as per the guidelines set out for it by the UGC, concentrates on conducting research, organizing seminars and bringing out publications relating to the countries of Asia and Africa. The research studies conducted by ATWS have emphasized both comparative analysis in terms of time and space as well as inter-linkages with global developments.

4.5.9 **Balak Mata Centre**

Situated in three different localities of the walled city of Delhi, these centres aim at establishing an educational-cum-professional support system for women and children of the deprived classes. The centre provide Nursery and Primary education and impart Vocational training through various skill development courses, e.g. tailoring and cutting, textile designing, embroidery, beautician, computer training etc.

4.5.10 **University Polytechnic**

The Jamia has also University Polytechnic extends all technical studies in various fields:

- Electronics
- Electrical
- Mechanical
- Civil
- Computer Technology

These field of studies extend at the level of certificates and diploma.

Besides above, the university has also launched several courses of study through open and distance learning programme. Through which they have already started B.Ed. and polytechnic oriented courses. It has also programme to introduce the LAN programming studies with a view to application computer technology in the libraries.
4.5.11 **Jamia Library System**

Dr. Zakir Husain Library is the Central Library of the University system, which includes the faculty and centre libraries. The library has a collection of about 3 lakh books and bounded volumes of periodicals, about 3000 manuscripts, 200 microforms and 17 special collections. The library subscribes to 379 journals include Foreign and Indian both. The library has fully computerized its most actively used collection, which is searched through OPAC. Circulation counter is computerized, using barcode scanners.

The University Library is also offering academic programme since 1985 leading to the Bachelor’s Degree in Library and Information Science. About 500 students have already obtained Bachelor’s degree in Library and Information Science and placed in well-reputed libraries in Delhi and all over the country. Library Services is available from 9.00 a.m. to 5.30 p.m. in all working days. The Reading Hall also opens till midnight i.e. up to 12.00 p.m. in phases or during the examination period throughout the year in all working days, Saturdays, Sundays and holidays except holidays like 26th January, 15th August, 2nd October, National Festival like Eid-ul-Fitr, Eid-ul-Zuha, Moharram, Deepawali, Dussehra, Good Friday etc.

4.5.12 **Extract of the Library Rules**

- Identity cards are to be shown by the students, if demanded at the time of entering into the library or for borrowing books whenever asked for in the library.
- No reader shall bring a non-member in the library, or shall lend, even temporarily library books borrowed by him to others.
- Areas other than stacks and reading room of the library are accessible on seeking the prior permission of the libraries.
- Readers and borrowers must register their permanent address with the library and notify the membership section of any change, in writing.
- No one will be allowed the privilege and facilities of the library more than one category of membership, even through one may be enrolled under more than one category.
The services provided by the Dr. Zakir Husain Library are as follows:

- Online Public Access Catalogue (OPAC)
- Shelf Arrangement
- Inter Library Loan
- Reprographic Service
- ASCE Journals
- Manuscripts

4.5.13 **Online Public Access Catalogue (OPAC)**

Nine computers are placed in the entrance lobby main building for Online Public Access Catalogue (OPAC) where users can search the library database. Continuous guidance is provided to users at the OPAC terminals apart from the instructions placed near all the terminals for reference.

If due date, a book will be issued out OPAC area is located near the entrance of the library and one terminal is in the textbook section. OPAC is functional from 9.00 a.m. to 5.30 p.m. on all working days. The library server is connected on the campus wide local area network a power of connecting all sections of the library with structured cabling using switches and hubs located in different levels. In all around 80 computers in the library are connected through a LAN.

4.5.14 **Shelf Arrangement**

Books are processed by using AACR-II code for cataloguing and Dewey Decimal Classification system 21st edition for classification of books. The books are shelved accordingly i.e. from 000 to 999.

4.5.15 **Inter Library Loan/Service**

The library offers inter-library loan service to its users for the books and periodicals not available in the library by procuring them from other libraries within Delhi. This service is provided No profit No loss basis and expected to be prompt. No library today, can hope to hold every item required to meet the needs
of its users under the crises faced due to resource crunch. Hence, sharing of resources using computer networks has become necessity. Document procurement services can be made available from American Centre Library, British Council Library, DELNET, INFLIBNET.

4.5.16 **Reprographic Service**
In order to meet the photocopying requirements of the user community, the library is having two Xerox counters one at Ground Floor near threading hall of the library and another one on first floor of the library through private contractors.

4.5.17 **J.GATE**
With over 10,000 e-journals including 1,000 free e-journals and 600 e-journals that are available only online covering 17 subjects classifications, each with further sub-divisions, this e-journals contains over 2 million articles in its database section are also provided to full text of the article at the publisher’s site for every article. If the full text is not available online, but resides in library, anybody could request the library to send a copy by using union catalogue facility provided. URL:www.j-gate.informindia.co.in

4.5.18 **Sabrang**
Provides online full text access to social conflict, human rights and peace initiatives in formal from over 2,00,000 documents. The site is continuously updated with addition at least 1,000 documents.URL: www.indiarightsonline.com/www.Sabrang.c

4.5.19 **IEEE Explorer**
The IEEE/EEE electronics library provides librarian and research professionals a single source to almost a third of the world’s current electrical engineering and computer science literature, granting unparalleled access to publications from the Institute of Electrical and Electronics Engg. (IEEE) and the Institution of Electrical Engineers (IEE). IEE contains more than 9,50,000 documents from over 12,000 publication, including journal conference proceedings and IEEE
standards and approx. more than two million full page PDF images, including all original charts, graphs, diagrams, photographs and illustrative material full text achieves of IEEE and IEE publication from 1988 to the present, plus select legacy content dating back to 1950 is available through IEL.

4.5.20 **ASME Journals**
American Society of Mechanical Engineers is internationally recognized society in the field of Mechanical Engineering. All publications of ASME including journals and periodicals, conference proceedings, standards, Reviews are available online on this site. Both full time and abstract is provided for each article we can search or browse any publication available.
URL: www.pubs.asce.org.

4.5.21 **Manuscripts**
The library has around 3000 manuscripts, on multi disciplines in general and on Persian, Arabic, Literature, and Islamic Studies in particular, some are very old, other valued for calligraphy style and/or illustrators and include among others.

- Ankham and Aduriyat at Qalbiya (Ibn Sina) 665 at
- Masharique Anwar (Hasan Sanaani) 967 AH
- Al-Qamus at Muheet (Mujaduddin Firozabadi) 1097 A.M.
- Malli-el-Himani (Junaid al-baghdadi)
- Malli-el-Shaname Hind (Ascribed at Sheikh Abdul Haq Munaddis Dehlavi by Sulaiman Naidu)
- Gulshan-e-Raz (Mahmood Shabistani) 12th Century A.H.
- Rag Darpan (Persian translation by Faqirullan during the reign of Jahangir)
- Tuzak-e-Jahangiri (carriers seal of Mughal King Mohd. Shan)
The organization structure of library comprises eight functionally different sections to perform professional jobs effectively and efficiently. All the sections are co-ordinated by the university librarian.

Following are the sections coordinate each other and catering the user needs through:

- Acquisition Section
- Technical Section
- Periodical Section
- Circulation Section
- Reference Section
- Rare Book Section
- Text Book Section
- Archival Section

45.22 Acquisition Section

Its objective is to build up information resource collection in conformity with the prescribed syllabi of the university and the recommendations of the faculties suitable to their subject teaching and research requirements.

The budget of the library for books and journals in 2008-09 are as follows:

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Head</th>
<th>Year</th>
<th>Nature of Budget</th>
<th>Amount in Lacs</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Books &amp; Journals</td>
<td>2008-09</td>
<td>Recurring &amp; Non-Recurring</td>
<td>81,23,000/-</td>
</tr>
</tbody>
</table>

The library acquires through purchase nearly 14073, 2008-09 books in and added in the existing collection. The process is very active and more than 75% works is done though computer. The Libsys software is in operative.
4.5.23 **Technical Section**

The section is using the Libsys software for classifying, cataloguing, subject heading etc. through computer. The library has already prepared the data for displaying the document collection through OPAC. Technical process through computer for language e.g., Urdu, Hindi are very active and nearly 30 thousand books in Urdu and Hindi both have already been computerized and updated.

The section has followed the international system i.e. DDC for 21st edition classification and AACR-II for cataloguing of books followed by Library of Congress Subject Heading (LCSH).

4.5.24 **Periodical Section**

Periodicals section is subscribing nearly 479 journals i.e. India and foreign both and paying Rs.30.00 lacs for subscription of journals. Out of it, the library is getting nearly 170 foreign journals every year in the various subjects. Some of the journals are very important and costlier also. But these journals are highly informative and research purpose.

4.5.25 **Circulation Section**

The section follows the open access system. The collection of books in English have already computerized and bar-coded. The section is charging nearly 1500 books and similar number of books is received back everyday.

4.5.26 **Reference Section**

The reference section is located near the entrance gate of the library keeping in view the users need looked. The section has a rich collection of the reference materials includes dictionaries, encyclopedias, annual, index, bibliography, handbooks, multi volume books.

4.5.27 **Rare Book Section**

This section has a number of rare books attached with the reference section. The collection of the rare books are about 10,000 which includes Persian, Arabic,
Urdu and English. These books are always on demand by the users of the library. Even the visitors may also approach for their own research work.

4.5.28 Automation
The advancement of Dr. Zakir Husain Library towards full automation in a networked environment has been initiated in a phased manner so that it remains in the forefront in the application of information technology for promoting the library services for academic community in Jamia & other universities. The beginning was made in 1995 by adopting Libsys software on Digital Alpha Server which was relatively advanced that time; and today we have fully grown Libsys with Unicode support. MARC21 based Bibliographic database and option to run with ORACLE database, installed on open network would very soon be available to other universities through Internet.

4.5.29 IT Infrastructure
At present, the Library has a well-established LAN linked to the Fiber optics backbone of Jamia’ampus wide WAN. The LAN has an advanced Compaq Proliant server based on Pentium-III 8766MHz CPU, 256RAM, 40GB HDD and backup DAT drive etc. with around 80 PCs running various version of Windows OS (Win 98/ME/XP). There is an earlier DEC Alpha Server with UNIX environment also.

There are five printers including two laser printers and two barcode label printer, beside, there are who handheld CCD bar-code scanners and one flat-bed scanner.
4.5.30 Faculty Libraries

Besides, there are Faculty Libraries for Laws Engineering and Technology and Education. These libraries are controlled administratively and financially both by the university library system.

(a) Faculty of Education Library

It is the oldest faculty library in Jamia Library system located in Faculty of Education building and remains open from 9.00 a.m. to 5.30 p.m. in all working days. Stacking with a rich collections of 70 academic needs of the staff and students. The library’s role is expanding to keep abreast of new technology, to strengthen the research activities in the field of education and provide enhanced learning support.

(b) Faculty of Engineering & Technology Library

Faculty of Engineering and Technology has its own library having 30,000 in its collections. The library is also subscribing its own journal for their faculties and others.

(c) Faculty of Law Library

With a collection of over 8000 documents, the faculty of law library, located at law faculty building, houses textbooks, reference materials, practitioner works, law reports etc. The library supports the needs of staff, students and research scholars of the law faculty.
Reference


