CHAPTER—VI
ORGANIZATIONAL, FUNCTIONAL SET-UP AND SERVICES OFFERED BY DELHI PUBLIC LIBRARY SYSTEM: A REVIEW
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The Delhi Public Library System, the biggest in Asia, is serving the people of Delhi in so many ways. It started with the minimum of services, but during the last 40 years, there has been a tremendous change for the better. From the 'Wevell Canteen' to remote areas, as far away as about 50 km, the library has tried to reach the masses, though not in totality, but with the limited resources and means available, it has developed in all its dimensions.

DELHI PUBLIC LIBRARY AND ITS BRANCHES

1. Delhi Public Library (Central Library) 1
2. Zonal Library 1
3. Braille Library 1
4. Branch Library 4
5. Sub-Branch Library 16
6. Community Libraries 6
7. Community Libraries (Part-time) 4
8. Resettlement Colonies (Resettlement Libraries) 22
9. Reading Room (RCRR) 11
10. Reading Room 1
11. Mobile Library Service Centre (Extension Dept.) 66
12. Mobile Library Service Centre (Braille) 12

13. Deposit Centres (Extension Service Deptt.) 21

14. Deposit Centres (Braille) 7

15. Hospital Libraries 2


17. Jail Libraries 1

TOTAL 178

GOVERNMENT OF THE LIBRARY: The library is governed by the Delhi Library Board. The board has 12 members who represent different organizations and government departments. There is a provision for a full time Chairman and a Vice-Chairman. The Chairman is assisted by the Director of the library who is also the member secretary of the Board. He convenes meetings of the Board. The other members are drawn from the Unesco, the Delhi Administration, the Ministry of Human Resource Development and the Municipal Corporation of Delhi. Three members are coopted by the Board. The Board has to meet at least once in a year. The meetings of the Board can be convened as and when desired. Major policy decisions are taken at the Board’s meetings. The Board has the right to amend, formulate or abolish any rule for the governance of the library.
DIRECTOR: The director is appointed by the Ministry of Human Resource Development for the Delhi Public Library. He is overall incharge of the library system. He is responsible for the implementation of the rules and regulations as decided by the library board from time to time. He also heads all the Divisions and Zones under the system. He represents the library at the meetings of the Library Board. He presents the annual report of the library at the annual function of the library every year. In his day-to-day work, he is assisted by a Joint Director. There is no clear-cut demarcation of the responsibilities of the Joint Director but it is obvious that he works under the direct supervision of the Director of the Library.

DEPUTY DIRECTOR: At present there are five Deputy Directors in the library, who are also Heads of the Divisions assigned to them. One of them is the Deputy Director Administration and the other four are Deputy Directors Technical. The Deputy Director Administration is responsible for the accounts, establishment, store, statistics, and the board's activities. One of the four Deputy Directors is responsible for the planning and development of the library.

OTHER STAFF: Those mentioned above are senior members of the library staff. Others are both professional and non-professional. The professional staff include the librarians in grade III, II and I. The Grade III librarian is posted in the
community and sub-branch libraries. The non-professional staff include drivers, peons, reprographic assistants, sweepers, cleaners, chaukidars, mechanics, electricians and others in the administrative and accounts wings.

ZONES: The Delhi Public Library System has a network of 178 service points. In other words, there are 178 units under the Delhi Public Library System. The system has been divided into four zones for better functioning of the library. Each zone is headed by a Deputy Director Technical. Each zone has branch, sub-branch, community, resettlement colony libraries (RCL), resettlement colony reading room (RCRR) and a sports library.

Besides the South Zone has a zonal library. Other zones do not have this facility. The zone-wise set-up of the Delhi Public Library System is as follows:

South Zone: The South Zone is for the residents of South Delhi. It comprises all the places and colonies covered by the parliamentary constituency in South Delhi. It has one branch library, one zonal library, five sub-branch libraries, three resettlement colony libraries, one resettlement colony reading room and one sports library. It has a Legal Deposit Division which acquires books and reading materials under the Delivery of Books Act. This zone is also responsible for stock reviewing. The Stock Reviewing Department scans all books and discards those not used quite often. Maintenance of useful books is also the responsibility of this zone. All the
activities of the Braille Libraries come under the jurisdiction of this zone. This is an important zone for government servants since colonies like R.K.Puram, Sarojini Nagar, Laxmibai Nagar, Netaji Nagar, Moti Bagh, Nanakpura, and diplomatic areas like Jorbagh and Lodhi Colony are covered by it.

North-West Zone: The North-West Zone is responsible for all technical works of the library. Activities like purchase of books, inviting tenders, clearing bills, pasting, classification, cataloguing, distribution, and union catalogue are carried out by this zone. This zone has two branch libraries, one at Karol Bagh and other at Patel Nagar. The Karol Bagh branch library has a children’s section, six sub-branch libraries, ten resettlement colony libraries, and three resettlement colony reading rooms. The Patel Nagar branch library has two sub-branch libraries, three resettlement colony libraries, two resettlement colony reading rooms, and one sports library. Technical services are carried out from the Karol Bagh branch library building.

East Zone: The East Zone has the highest population to serve. It works at Shahdara in the trans-Yamuna area. It has one branch library, one sub-branch library, six resettlement colony libraries, and three resettlement colony reading rooms. The Planning and Development Department, engaged in legal work, statistical information, annual accounts, audit,
annual reports, technical advice and Hindi promotional activities, also works under this zone. Because of the space problem, it is housed for the time being in the Central Zone. The population of this zone is the research laboratory for the public library services, since people from all parts of the country live in Shahdara.

Central Zone: The Central Zone is the hub of all activities. The Central Library functions here as the Headquarters of the Delhi Public Library System. The Social Education Section looks after hiring of the hall, annual competitions, press clippings and their exhibition, lending of cassettes and gramophone records, all types of film shows and television and educational activities for adults. Drama, music, debates and literature study groups are also organised by this section. Secondly, the Circulation Section is engaged in issue and return of the books as also collecting the late deposit charges. This section also provides reference services on shelves and catalogues. Dusting arrangement of books on shelves as well as display of new books are its other responsibilities. The third important section provides reference services to its readers. This section is full of reference books and reading materials. There is also a small reading room in this section for the readers to take down notes. And the fourth section takes care of periodicals, including newspapers, magazines, and old files of newspapers.
and magazines. Reprography section is yet another wing housed in the main library of Central Zone.

Since this zone is also the office of the Director, major decisions are taken there. All the planning and developmental activities and meetings are organised here. This is also the work place of the staff union of the library.

ADMINISTRATION: The administration of the Delhi Public Library System is run by the Central Library. This is under the supervision of a Deputy Director Administration. The sub-sections of this section are as under:

Establishment: The establishment section is primarily confined to the interests of the employees of the library. Their recruitment, promotions, confidential reports, suspensions and all matters connected with the staff are taken up by this section.

Accounts Section: Preparation of annual budget, keeping account of the expenditure, salary and audits are the major activities of this section. Clearing up bills for books and other store-purchases are undertaken by this section.

Stores Section: Since the Delhi Public Library System is a big organization, it requires a lot of stationery and equipments. The stores section makes all purchases, disposal of office equipments, stationery, etc. for the system.
Board's Section: The meetings of the library board which is the government of the library, are very important functions of the administration. The board's section deals with all the correspondence regarding the meetings from time to time.

Binding Section: In the process of issue, return and shelving some books are damaged. The circulation in the Delhi Public Library System runs into about 10,000 books per day. Handling of such a large number of books needs repairing and binding. Inviting quotations, giving orders, checking books after binding, making payment and returning books to their respective units are all undertaken by the binding section. The binding work is centralised. Therefore, the responsibility of this section is much more than any other section. The section has facilities for urgent repair of books which are in heavy demand.

Technical Section: The technical section located in the North-West Zone is under the supervision and control of a Deputy Director Technical. Purchase of books, their payment, cataloguing, classification, pasting, etc. are undertaken by this section. Making purchases for the whole system is centralised. The book acquisition policy is decided by the library board. The election of vendors for supplying books is made through advertisements in the local newspapers. Tenders are invited from the leading publishers and the terms and conditions are made clear to them. The publishers who can give maximum discount are
selected. The minimum discount required is 20%. Books on less than 20% discount are not purchased. This 20% discount is applied on the printed price of the publication. Reference books and the books under the Readers' Book Suggestion Slip are purchased through the local booksellers on first-come-first-serve basis.

**Book Selection**: The books selected from among those received from the publishers and suppliers have to be approved. The preliminary selection is made by the Deputy Directors and the heads of the sections. But the final choice is left to the Book Selection Committee. For books in a particular language, there is a committee. The committee has academicians, journalists, and notary public as members. The library staff help the committee members by way of providing bibliographical data, trade, literature and information.

**Public Involvement in the Book Selection**: Besides the book selection committee, the other method of selecting book is by involving the readers themselves. The reader can make a request for a book of his/her choice on the Book Suggestion Slip by writing on it the name of the author, the title, etc. and justify the demand. These slips are produced before the Director who is empowered to select and purchase such books.

This does not require approval of the committee. Books selected through this system are directly purchased from the approved suppliers who are required to fulfil the minimum requirements.
**Book Processing:** As discussed earlier, the books are supplied by those publishers only who give maximum discount to the library. In response to the order, the books are received in the library and checked from the order slips. This work is done by the professional staff. Accessing, cataloguing, classification, pasting, etc. is all done in the processing section. After this, the books are kept ready for delivery to the units. One extra catalogue card is prepared for each book. This card is kept in the technical section for the purpose of Union Catalogue, whereas other catalogue cards are sent to the Units along with the books. Thus, the entire book acquisition is centralised. The books are purchased on the basis of the demand of the Units. Every month, the technical section receives demand from the Units. The supply of books to these Units is based entirely on their demand.

**STOCK REVIEWING DEPARTMENT:** Every year 40,000 to 50,000 books are purchased by Delhi Public Library System. This huge acquisition creates the space problem. For keeping watch on the heavy used books, less used books, and rarely used books, a full-fledged department is working in the library. This department views the stock and takes steps for writing-off the books which are very less in use. It also takes care of maintenance of the existing stock of the libraries. Stock verification is an important activity of the public library. The section conducted a stock verification in 1980 and 1985. The findings are not
made public and the process of acquiring the books lost has not yet been initiated.

STATISTICS DEPARTMENT: For better planning and reorganization of the library activities, information is required about the issue and return, membership, daily average attendance in different sections, and other things. The Delhi Public Library System has a Statistics Section for this purpose. Every month, all information is gathered in this section from the service points. The responsibility of this section is to verify the information and compile it in the form of tables and graphs. The information is collected by every library every day. The monthly statistics becomes part of the annual report. Since its inception, statistics is being maintained regularly.

REPROGRAPHY SECTION: Though not essential, this is a very important service in the public library. The reprography service of the Delhi Public Library System is found only in the Central Library. This is very useful for research scholars who come from all over the country. As little as 50 paise per exposure is charged for the reprography service. No other public library provides this service in Delhi. The programmes of the other departments are also provided through this service. The torn edges of books can be restored through this service. At the time of the board's meeting, this section assumes much importance.
BRATTLE DEPARTMENT: One of the outstanding features of the Delhi Public Library System is its service to the visually impaired persons. This library prepares Braille books for the readers of this section of society. It also provides facilities for transcription of books. The transcribed books are supplied to the blinds at their residence. Duplicating the book in full or in part is also facilitated. This library is a major source of books for the blinds in Delhi. It serves them in schools, hostels and the offices connected with the welfare of the blinds in Delhi and outside. With the help of the postal department the library supplies books and reading materials free-of-cost to the blind all over India. The library also provides them listening and recording facilities. The latest instruments already acquired for the Braille library are likely to be put to use during the current year.

MOBILE SERVICE DEPARTMENT: A very important part and parcel of the library, it serves the readers at their doorsteps. With a fleet of four mobile-vans, the library reaches almost every corner of the population at different time and days. This library enrols members and issues them books at every place of its visit. The collection of books for the mobile library is based on the voice of the public. Accommodation for the mobile library unit is provided in the premises of the central library. The mobile service department looks after the Braille libraries and theirpository stations as well.
SOCIAL EDUCATION DEPARTMENT: All the activities connected with the non-book materials are related to the Social Education Department. This department extends its membership only to those who are members of the Central Library. Those who are members of other libraries under the system cannot become members of this section. This section deals with gramophone records, cassettes and other listening facilities. Annual competitions and other educational and cultural activities are carried out by this department. This is the least known department among the library visitors.

LEGAL DEPARTMENT: This department started functioning in 1984 for implementing the provisions of the Delivery of Books Act in the library. In 1981, through a notification in the Gazette of India, the Delhi Public Library was declared as one of the recipients of books and other publications under the provision of the Delivery of Books Act as modified by Parliament. This section has ever since been receiving books, newspapers, magazines and other periodicals. The publications in all languages are received from the publishers all over the country. The section keeps in touch with the publishers about the demands for a variety of books as and when required. About 50,000 books in almost all languages have been received so far. The department is yet to take a policy decision about newspapers and magazines and their collection, classification and store. At present some of the publications are thrown away just like waste papers.
UNION TERRITORY OF DELHI

LOCATION OF MAJOR LIBRARIES OF DELHI PUBLIC LIBRARY SYSTEM

- BRANCH LIBRARY
- CENTRAL LIBRARY
- OTHER LIBRARY