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## User Centric Best Practices at S.P.Jain College Library, Pabal: A Case Study

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### Abstract

The twenty first century creates a new environment for education .The progress of any country is strongly linked with the quality of education. College libraries play an indispensable role in the dissemination of information of knowledge; they provide effective teaching learning information support to its user's communities. In order to provide quality services to the users the library adopts practices that are not only considered to be the best are comparable with the best in the market. An attempt is being made here to discuss and disseminate the best practice for the benefit of users in the library .To meet the end user's demands effectively, they need to identify and adopt good practices so that student and faculty attracts towards the library& make optimum use of library resources. This paper shows a clear status of best & various innovative practices followed by the SP Jain College Library, Pabal.

**Keywords:** Best Practice, College Library, Quality in Education.

### 1. Introduction

The 'Best Practice' is an attitude, an approach or a philosophy based on the desire for continuous learning and improvement. It helps discover and close performance gaps, solve a problem, create new opportunities, and positively impact our organization.

### Definition of Best Practices

ODLIS(Online Directory of Library and information science)describe best practices as follows:"In the application of theory to real life situations, procedure that ,when properly ,applied consistently yield superior result and are therefore used as reference points in the evaluation of the effectiveness of the alternative methods of accomplishing the same task.

Best practices in simple term are known as the way for enhancing the existing functions and helps in effective implementation or use of the process.



## 2. About Shri Padmamani Jain Arts & Commerce College & Its Library

Shikshan Prasarak Manadal, Pabal's-Shri Padmamani Jain Arts & Commerce College is one of the premier colleges in Rural Pune district. The College was established on 2000 & Affiliated to Savitribai Phule Pune University and accredited by National Accreditation & Assessment Council (NAAC) WITH B+ Grade in First Cycle. College has more than six Hundred students, 17 faculty members, eight subject branches, PG centers and good infrastructure. There is a common library for both the courses which is fully equipped with the latest technology to render effective library and information services to its users. College Library is the central library of the college. The library has collections of more than six thousand books, CDs/DVDs, 24 print journals, 200 bound volumes of journals, Nlist-Inflibnet subscribed online databases.

## 3. Aims and Objectives of the Study

1. To know the Best practices followed in SP Jain College Library.
2. To find out the Awareness & Quality of the satisfaction about Best Practice services render to user by SPJC Library.
3. To identify the Awareness & Quality of the satisfaction of ICT -enable Best Practice services render to user by SPJC Library.

## 4. Scope and Limitations

The area covered under study is limited to the library of SP Jain College. The scope of the present study is limited to study of use and awareness of Best Practices at SPJ College Library given to the student and faculty of SP Jain College, Pabal.

## 5. Methodology

In order to study the assign topic keeping the above scope and objectives in mind, the methodology and technique applied are survey method. Questionnaire was prepared to collect the data required for the present study and 85 copies were distributed to faculty and students of all the department of SPJ College and 75 were received .The response rate is 88.23% . In addition to questionnaire method, interview schedule and observation method were also used to collect required information as a supplement to the questionnaire method to bring more clarity to the data which are essential and use for analysis and interpretation of data.



## 6. Best practices & New Initiatives followed in SP Jain College Library

### 6.1. Circulation & A Drop box service

Circulation is one of the most important services of the library and over 150 loan transactions are carried out every day. The entire process of issue and return of books is automated. All students, faculty and staff have been provided with multi-purpose, bar-coded smart identity card which also serves as the library card. Similarly, all documents are bar-coded and the entire process of issuing books taking not more than few seconds.

The library also issues books for the entire duration of the vacation at the end of the each Semester to students. A **Drop Box** has been placed near security check point to facilitate quick return of the borrowed books.

### 6.2. Document Delivery Services (DDS)

Library arranges to get photocopies of articles from journals, conference proceedings and sources that are not available in its collection from other libraries. This service is provided for academic and research purpose to the faculty, research scholars, students and staff, who are members of the library. Members are requested to send a formal request to the library with complete bibliographic details of documents required or members may send request through e-mail.

### 6.3. Orientation Programme

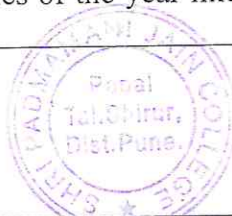
Library organizes intensive programmes for orientation of new students both at undergraduate and postgraduate levels, in the beginning of the academic year. Institute librarian is a regular invitee to address the new entrants and explains them the important role a library plays in education. An audio-visual PPT presentation is made to introduce them to the facilities, rules, resources of print as well as electronic, and services of the library.

### 6.4. Photocopy Facility

The Photocopy service is provided to the members of the library. Photocopying full document is against copy right act and library does not entertain it. Members are strictly prohibited of photocopying more than 20% of the document. Photocopy facility is located at the entrance of the office.

### 6.5. Book Exhibition/ Theme based Book Display

The library displays its own collection to create awareness among the users about the collection based on the themes. Also To organize Book exhibitions programme on important occasions/days on eminent personalities of the year like Dr. APJ Kalam Birth anniversary. This



helps and provides an opportunity for users to know the various types of information resources available on a particular aspect in the library and information centre.

#### 6.6. Current Awareness Service (CAS)

Periodically library circulates list of new books added to its collection through group e-mail. It also displays these books on new arrival section, installed in reference section and will be displayed for a week. These books can be reserved when they are on display and will be issued only after a week of display.

#### 6.7. Resource Sharing (Inter-library loan)

The library has excellent resource sharing arrangements with a number of institutions and libraries. Library arranges to borrow documents that are not available in its collection, on Inter Library Loan from other libraries. Members are requested to send a formal request to the library with complete bibliographic details of documents required in a separate ILL form available in the library or members may send request through e-mail.

#### 6.8 Reference Service

This is the human interface between library and its users. A service that connects users with the library and helps them to make full use of the resources. It includes guidance in the use of information resources and services, help in locating required documents, instructions for accessing on line library resource including OPAC, e-journals, e-books, databases, multimedia products, reference books, etc.

#### 6.9 Book Bank

The library provide a book bank facility for scholar (top 3 student of each class), as well as Students belonging to weaker sections of the society 5text books from collection are issued for a period of one semester.

#### 6.10. Library Tours

All the new entrants are taken to the library tour in small groups to physically show them the library resources, how to access these resources and various other services that they can avail during their studies.

#### 6.11. Newspaper Clippings

Career/Employment information services i.e. career news, articles, etc. & News related to society, college, university, UGC are maintained in separate file for future reference use. This file / document is provided as & when needed to user.



### 6.12 Library Brochure/ Information Brochures

Information brochures and pamphlets are also one of the important sources for creating awareness about the facilities, services, and the collections. SPJC Library has produced a colorful brochure which is distributed freely to all our new students, faculty and visitors. This brochure provides a detailed account of all our activities, rules, resources and services.

### 6.13 Institute Magazine

College brings out a Yearly Magazine called "Bajirao-Mastani" which publishes all the new activities and programmes of the institute. Library regularly uses this medium to public information about resources and services.

### 6.14 One-on-one Appointments

It is an excellent way to get to know the library users personally and to understand their Information needs better. It also gives user an opportunity to informally interact with library staff and clarify any of his doubts, queries and to better understand as to how to use various Resources and services of the library to increase usage.

### 6.15. Compiling student / teacher statistics

Library keeps & display the statistics of students & teachers of usage of library material. It helps for motivating to increase the usages of library.

### 6.16. Suggestion Box

SPJC Library keeps suggestion box to improve library resources. Also suggestion box helps for new ideas or *suggestions* by user. So that library serve user better.

### 6.17 Instituting Annual Best use Award for students & Organizing Competitions annually

To motivate the students to make the efficient use of the *library* and its services, the '*Best Library User Award*' has been started from 2011. Two students are selected one from the Girls and One from the Boys, on the basis of the statistical data, use of books, reading aptitude of the student, utilization of *library* resources.

## 7. ICT-Enabled Services: Use of Information Technology (ICT) by the Library

**7.1. Information retrieval through OPAC/Book Finder:** The resources of the library have been computerized with integrated office management software - Vrudhhi. 04 computers for OPAC are installed at the entrance to find out library resources. Members can search the resources by author, title, subject, key words etc, online by 24x7. The collection of the library can be accessed through on line catalogue - Web OPAC The output also gives information



whether a particular document is already loaned to any member and the scheduled date of its return. The interest members can make reservation /claim to borrow on return of such documents. Fig1. Library OPAC

Author	Title	Year
MEHREZ, CONNIE EUN	1 LYA MAHAYUDHARANYA KIRITA JAG-1976-1992	2000
KIRIT, ARUNA	1 LYA MAHAYUDHARANYA KIRITA JAG-1976-1992	2000
SCOTT, JUD	101 WAYS TO IMPROVE YOUR COMMUNICATION SKI	2000
LAKHOTIA, SUNSHADI	100 INVESTMENT MANTRA	2001
M. K. HOLKAR, RAMA D. T.	176 STORIES OF AGRARI & SHREAL	1996
SHI, LAM SHI, MAKER	18 SADE SAKAK, SHREKSHARAD ANI MAHATI, SHI	1999
PAN, Y. S.	18 SATYA SHAKATHI, MAHARASHTRATI, SAMAI, SHI	2004
KALAL, RAJAPURE, P. J.	1980 MAHARASHTRI SHREI NIKHAI, KATHANPAR, SHAI, Y.	2010
SUNTHAKAR, MANOHAR	1980 MAHARASHTRI SHREI NIKHAI, KATHANPAR, SHAI, Y.	2010
SUNTHAKAR, B. R.	19TH CENTURY HISTORY OF MAHARASHTRA	1998

**7.2. Use Of Barcode Technology:** SPJC Library uses Barcode for Library books. It help for speedily library activities like issue return books .It save the time of User & Library staff.

**7.3. Library automation software :**Computerization of SPJC library is done fully with standard software. SPJC Library uses Vriddhi software for day to day work to saving user.

**7.4. Library homepage /Library Portal for information dissemination of library services:**

The Library Portal is a gateway to its resources and services. The purpose of information Gateway of this type is to help users discover relevant information Quickly and effectively. The portal besides providing information about the staff, collection and services, allows access to the OPAC, and provides direct link to various e-resources like Audio books, competitive exams links.

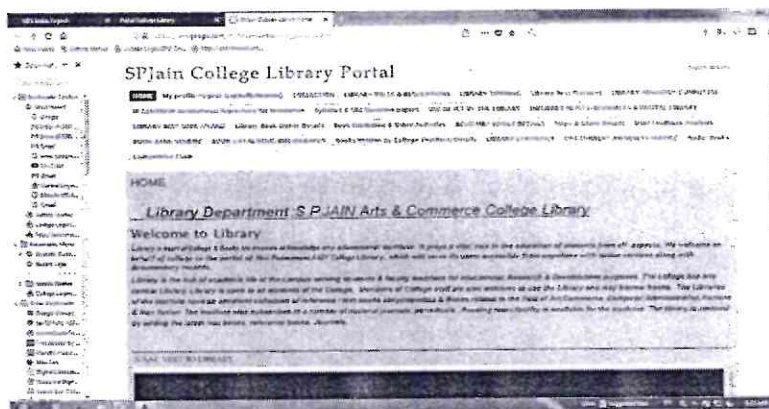


Fig.2. Library Portal (<https://sites.google.com/site/spjaincollegelibraryportal/home>)

**7.5. SPJC Digital Library:** It is an Institutional Repository which provides access to the wealth of information produced by our community. These resources include old QP ,faculty &



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students -publications, Annual Reports, project reports, newspaper clippings, College -Magazine, etc.

**7.6 .Wi-Fi Facility & Electronic surveillance system CCTV for library security:**The entire SPJC library is Wi-Fi enabled; members can use their laptop, Mobiles to access electronic resources subscribed by the library. Library has computerized all its operations and activities. The library has 1servers, 17 PCs computer room and other accessories adequate to cater to its needs. 04 PC are meant for users to access OPAC, databases, e-books, e-journals and other e-resources. The reading area in the library has been WI-Fi enabled.

**7.7. Access to e-Resources: Nlist-Inflibnet & National Digital Library (NDL) Database :**SPJC Library Subscribed Nlist Database & taken membership to NDL .so these E-Resources are available 24x7, These sources can be searched, browsed and interlinked with other publications and databases It can be downloaded and saved in different formats for future use. The SPJC Library provides web-based access to over 6000+Journals, about 30lacks books through Nlist & NDL.

**7.8. Library Blog** (spjclibrary.wordpress.com):The SPJC Library created Blog .The library blog updates the users with current and latest developments that take place in Social and professional front.

**7.9. Information Alert Services: New Arrival Service :** The library offers a number of current awareness services to inform and alert its users.

A weekly/fortnightly list of recent additions of books, content pages of Journals & magazine are added to the collection is put on the library website.

**8. Data Analysis& Interpretation**

The data collected were analyzed and interpreted and presented in the following tables.

**8.1 .Gender wise Distribution :** The table-1 depicts that out of 75respondents 15(20 %) are faculty members and 60 (80 %) are students.

*Table 1: Demographic characteristics of the study population*

	Number	Percentage (%)
Faculty	15	20
Students	60	80
<b>Gender</b>		
Male	35	46.66
female	40	53.33



The gender-wise breakup of the faculty and students has been shown in second part of the table1. It is seen from the table-1 that Out of 75 faculty and students, 35(46.66%) of faculty and students are male and 40 (53.33 %) are female.

**8.2. Awareness & Feedback about Quality of Best Practice services render to user by SPJC Library**

Sr No	Name of the Best Practice followed in the SPJC Library	Awareness of Best Practice		Feedback about Quality of Best Practice services render to user by SPJC Library		
		Yes (Y)	No (N)	Excellent (E)	Average (A)	Poor (P)
1	Circulation & A Drop box service	41	34	25	30	20
2	Document Delivery Services (DDS)	45	30	2	20	53
3	Photocopy Facility	50	25	3	45	27
4	Book Exhibition/ Theme based Book Display	46	29	4	48	23
5	Current Awareness Service (CAS):	25	50	2	26	47
6	Reference Service	26	49	6	24	45
7	Resource Sharing (Inter-library loan)	15	60	4	12	59
8	Book Bank	55	20	10	57	8
9	Library Tours	46	29	2	38	35
10	Newspaper clippings	56	19	10	59	16
11	Library Brochure/ Information Brochures	30	45	6	26	43

12	Institute Magazine	54	21	10	48	17
13	One-on-one Appointments	21	54	5	26	44
14	Compiling student / teacher statistics	22	53	4	40	31
15	Suggestion Box	36	39	3	45	
16	Instituting Annual Best use Award for students & Organizing Competitions annually	59	16	12	59	4

**Table2.Awareness & Feedback about Quality of Best Practice services render to user**

**8.3: Awareness & Feedback about Quality of ICT –Enabled Best Practice services render to user by SPJC Library :**

Sr No	Name of the Best Practice followed in the SPJC Library	Awareness of Best Practice		Feedback about Quality of Best Practice services render to user by SPJC Library		
		Yes	No	Excellent	Average	Poor
1	OPAC/Book Finder	65	10	55	12	8
2	Bar-coded Library books	69	6	4	46	25
3	Library automation software	45	20	4	45	26
4	Library homepage /Library Portal	44	21	59	13	03
5	SPJC Digital Library	25	50	6	41	28
6	Wi-Fi Facility & CCTV for library security	38	40	2	29	44
7	Access to e-Resources :Nlist-Inflibnet & National Digital Library (NDL)	35	40	2	28	45
8	Library Blog	25	50	3	26	46



9	Information Alert Services:	26	49	4	24	27
	New Arrival Service					

**Table3.** Awareness & Feedback about Quality of ICT –Enabled Best Practice services render to user by SPJC Library

## 9. Finding of the Study

1. The result of the study shows that Best practices increased number of users/students in the library.
2. The survey shows that Book Bank scheme helps the needy & scholar students to score maximum marks in the exams.
3. The study shows that Best User Award plays very important role for cultivate reading habits among user.
4. The survey shows that SPJC Library uses ICT for giving best practices & services through Library Portal, Blogs, OPAC which shows it is a updated techno savvy library to help user & to save their time.
5. Result shows that most of the user are not aware about some of the Best practices like CAS,ILL DDS .hence SPJC library should rectify the problems for improvement for these services.

## Conclusion

The application of ICTs is increasing in academic libraries, especially in the College environment. Due to developments in technologies like laptop and Tablets and internet users expectations are high from libraries. It is a high time for library professionals to be alert and update the ICT skills and implement Best practice to survive .Shri Padmamani Jain College Library implementing best practices suggested by different committees and special practices through different activities & programs. What is best today may not be the best tomorrow. Therefore, we keep moving our targets and setting new goalposts. Which are very useful to increase use of resources of the library. Also these practices give good feedback to the librarian and this will increase job satisfaction of library staff.



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