

Libraries

Gateways to Knowledge

A Roadmap for Revitalization



सत्यमेव जयते

National Knowledge Commission
2007

'Libraries have a recognized social function in making knowledge publicly available to all. They serve as local centres of information and learning, and are local gateways to national and global knowledge.'

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Making India a Knowledge Resource

The National Knowledge Commission and its aims

The ability of a nation to use and create knowledge as capital determines its capacity to empower and enable its citizens by increasing human capabilities. India today stands poised to reap the benefits of a rapidly growing economy and a major demographic advantage that will see the country having the largest resource of young people in the world in the next few decades. The challenge and the opportunity is to galvanize our national potential into a dynamic resource: an informed, enlightened and capable young Indian citizenry would not only enhance and enrich the processes of national development, but could be a positive force in the world. In the words of Dr. Manmohan Singh, Prime Minister of India, “The time has come to create a second wave of institution building, and of excellence, in the fields of education, research and capability building so that we are better prepared for the 21st Century.”

To make the best of these opportunities to underpin national progress, and to respond to global challenges more strongly than ever before, India needs a knowledge-oriented paradigm of development to give its people and institutions a competitive advantage in all fields of knowledge. The challenge of realizing this is daunting, but the potential is tremendous. It is with this broad task in mind that the National Knowledge Commission (NKC) was constituted in 2005 as a high-level advisory body to the Prime Minister of India, with a mandate to guide policy and generate reforms. The Commission is reportedly the world's first body of its kind.

The Commission's overarching aim is to transform India into a vibrant knowledge-based society. This entails a radical improvement in existing systems of knowledge as well as the creation of avenues for generating new forms of knowledge. Increased participation and a more equitable access to knowledge across all sections of society are of vital importance in achieving these goals.

For this, the Commission seeks to develop appropriate institutional frameworks to strengthen the education system, promote domestic research and innovation and facilitate knowledge application in sectors like health, education, agriculture, water and energy, and industry. It also aims to leverage information and communication technologies to enhance governance and connectivity.

Its prime focus is on five key areas of the knowledge paradigm – access to knowledge, knowledge-concepts, knowledge-creation, knowledge application and development of better knowledge services.



A key task in this initiative is to open doors to knowledge, skills, imagination and ideas presently and potentially available, or accessible, to the people. The libraries of India stand as a rich repository and resource.

It is thus a central objective of the National Knowledge Commission to examine the present standards and services of libraries – public, private, institutional and specialized – and other information centres and resources – to create mechanisms and institutions that will serve the people. The goal is to transform libraries from guarded storehouses of publications into open stock-piles of knowledge.

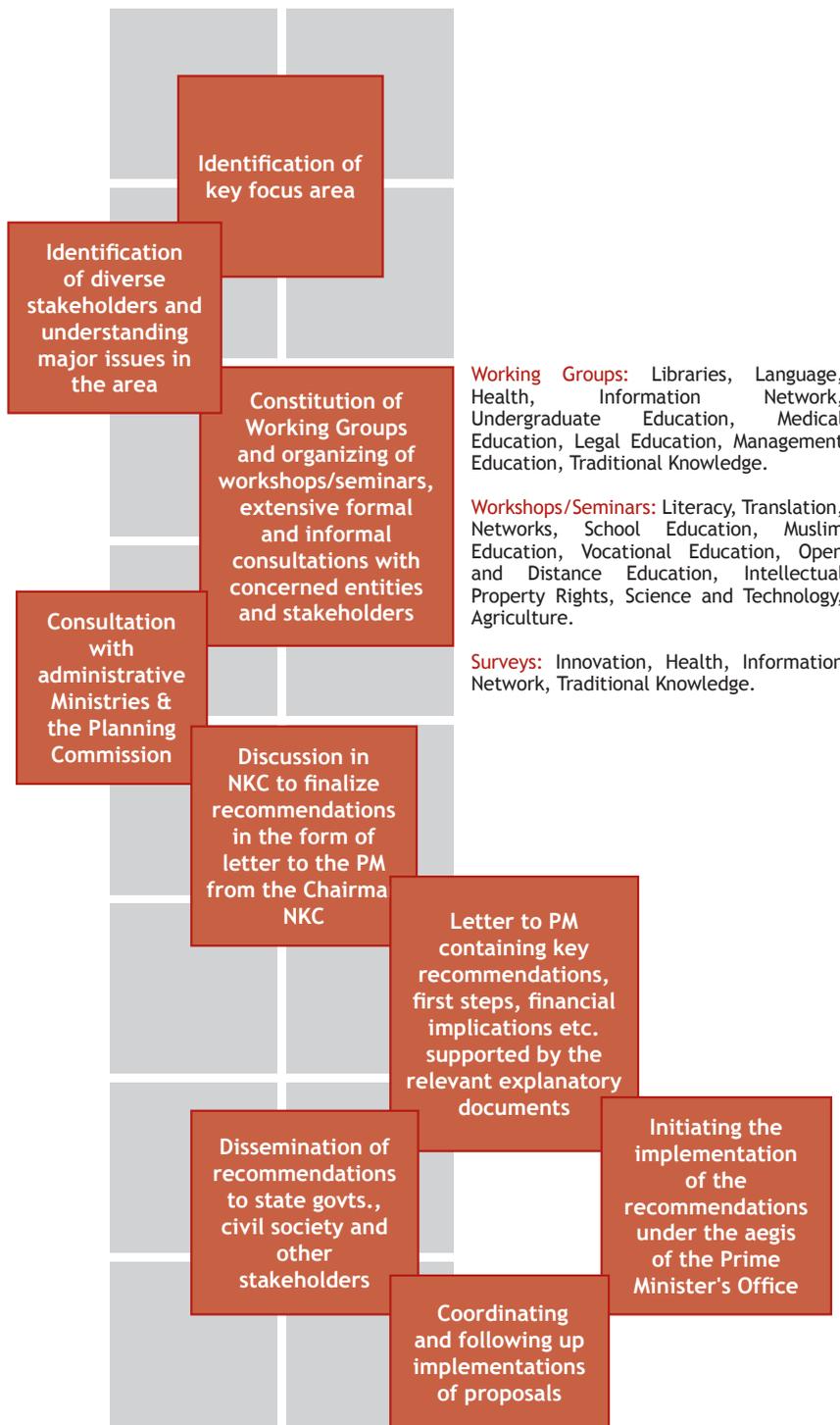
Terms of Reference

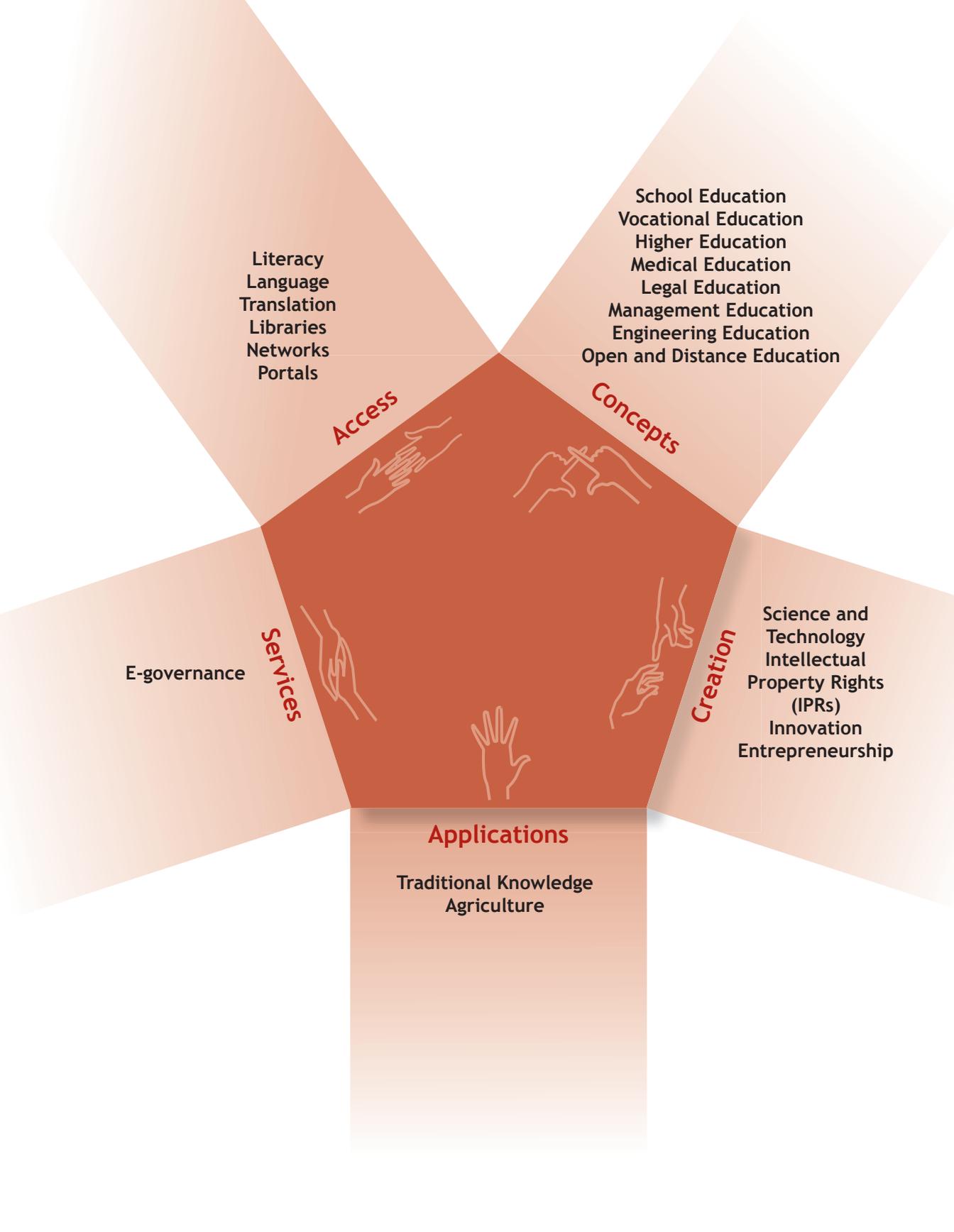
The terms of reference of the Commission are:

- To build excellence in the educational system to meet the knowledge challenges of the 21st Century and increase India's competitive advantage in fields of knowledge;
- To promote creation of knowledge in S&T institutions and laboratories;
- To improve the management of institutions working on intellectual property rights;
- To promote knowledge applications in agriculture and industry;
- To promote the use of knowledge capabilities in making government an effective, transparent and accountable service provider to the citizen, and promote widespread sharing of knowledge to maximize public benefit.

The National Knowledge Commission has a designated time-frame of three years from 2nd October 2005 to 2nd October 2008.







Literacy
Language
Translation
Libraries
Networks
Portals

Access

School Education
Vocational Education
Higher Education
Medical Education
Legal Education
Management Education
Engineering Education
Open and Distance Education

Concepts

E-governance

Services

Science and
Technology
Intellectual
Property Rights
(IPRs)
Innovation
Entrepreneurship

Creation

Applications

Traditional Knowledge
Agriculture

Libraries as Gateways to Knowledge

A library is not a building stacked with books – it is a repository and source of information and ideas, a place for learning and enquiry, and for the generation of thought and the creation of new knowledge. Public libraries in particular have the potential to bridge the gap between the ‘information poor’ and the ‘information rich’ by ensuring that people from all sectors and settings of society and the economy across India have easy access to knowledge they seek.

In establishing the Commission in 2005 – the world’s first such body/entity – India seized the challenge of making access to knowledge a reality for all. Implicit in this assignment is the opening up of knowledge resources and institutions, and the improvement of access and dissemination. At the inception of the Commission’s work, the Prime Minister pointed to the key role public libraries can play “as an extremely important element of the foundation of a knowledge economy.”

The Commission thus took it as one of its first initiatives to review library services, and to examine the present standards of public, private, institutional and specialized libraries and other information centres and resources, in order to formulate and create mechanisms and institutions that will serve the people. The Commission therefore set up a Working Group on Libraries to initiate objective review of current services and standards and to recommend the changes India needs. An honest review of how libraries now function has highlighted the need for changes in the mindsets of those who own, manage and operate libraries, starting with their perceptions of their responsibilities. The Commission’s first recommendations on libraries were forwarded to the Prime Minister in December 2006.

The development of libraries and their accessibility to those in search of knowledge also implies the translation of books and information into all major languages in use in India and their appropriate conversion into user-friendly versions for the varied ages, interests, needs and knowledge levels of present and potential clients of library and information services. The Commission’s integrated approach to its mandate is already reflected in its initiation of working groups and consultative enquiry on language, translation, literacy, open education and information and knowledge networking – all of which can connect to the gateways that the opening up of libraries can yield. The Commission has already submitted recommendations on language and translation, to enrich and enhance the availability of knowledge.



Terms of Reference of the Working Group on Libraries

The Working Group on Libraries has carried out a process of consultative review, analysis and recommendation under terms of reference flagging nine priorities:

1. To redefine the objectives of the country's Library and Information Services sector;
2. To identify constraints, problems and challenges relating to the sector;
3. To recommend changes and reforms to address the problems and challenges to ensure a holistic development of information services in all areas of national activity;
4. To take necessary steps to mobilize and upgrade the existing library and information systems and services, taking advantage of the latest advances in Information Communication Technology (ICT);
5. To explore possibilities for innovation and initiate new programmes relevant to our national needs, especially to bridge the gap between the information rich and the information poor within society;
6. To suggest means of raising standards and promoting excellence in Library and Information Science education including re-orientation and training of working professionals;
7. To assist in setting up facilities to preserve and give access to indigenous knowledge and the nation's cultural heritage;
8. To set up adequate mechanisms to monitor activities for securing the benefits of acquisition and application of knowledge for the people of India;
9. To examine any other issues that may be relevant in this context.

Beginning its work in April 2006, the Working Group undertook an information search, review and examination of library standards, services and potential, through a range of consultations, visits and correspondence. It enlisted the attention of several experts, and set up four special-focus committees.

The Group submitted its first proposals for action to the Commission on 28th August 2006, and the Commission has recommended key actions to the Prime Minister. Highlighted in the Commission's 2006 Report to the Nation, these are presented in detail in the present publication.



Recommendations

In order to reach the goal of creating a knowledge society, the majority of the people of India must be helped to overcome 'information poverty.' The knowledge deprived have to be given access to relevant and timely information and knowledge to address the roles they should play in the developmental process. It is critical that the Library and Information Services sector is given the necessary fillip to ensure that people from all walks of life and all parts of India have easy access to knowledge relevant to their needs and aspirations.

In this new situation, libraries in India need to make a paradigm shift from their present strategy of collection or acquisition of knowledge to a strategy of knowledge access. Libraries and librarians have to recognize their social functions and their critical role in creating a knowledge society. The library and information sector is committed to support the creation of a knowledge society by providing equitable, high quality, cost-effective access to information and knowledge resources and services to meet the informational, educational, recreational and cultural needs of the community through a range of national, institutional and public libraries.

Keeping in mind the fact that the stakeholders of all the focus areas of the NKC mandate will need well-organized and systematic library and information services to support all their activities, it was felt that the existing institutions and services are ready for significant change. The Commission has therefore made the following recommendations to ensure sustained attention to development of libraries:

- 1. Set up a National Mission on Libraries:** There is need of a permanent, independent and financially autonomous statutory body to address all the library-related concerns and measures that require attention if the information and learning needs of the citizens of India are to be met. To launch the process in a mission mode, the Central Government should set up a National Mission on Libraries immediately, for a period of three years. This Mission should subsequently be converted into a permanent National Mission. (Annexure 1 provides details on the roles recommended for the proposed National Mission on Libraries).
- 2. Prepare a National Census of all Libraries:** A national census of all libraries should be prepared by undertaking a nation-wide survey. Collection of census data on libraries would provide baseline data for planning. The Task Force that has been set up by the Department of Culture for this purpose should be given financial and administrative support to implement this activity and complete the survey on a priority basis (within one year). Survey of user needs and reading habits should be periodic at the national level as part of the National Sample Survey.

3. **Revamp Library and Information Science education, training and research facilities:** The proposed Mission on Libraries must assess as soon as possible the manpower requirements of the country in the area of Library and Information Science management, and take necessary steps to meet the country's requirement through Library and Information Science education and training. To keep the sector abreast of latest developments, necessary encouragement should be given to research after evaluating the research status in this field. Establishing a well equipped institute for advanced training and research in library and information science and services would provide the necessary impetus to this task. (Annexure 2 sets out details of proposals on the functions and organizational structure of the proposed Indian Institute of Library and Information Science).
4. **Re-assess staffing of libraries:** In the changed context, it is necessary to assess the manpower requirements for different types of libraries and departments of library and information science, keeping in mind job descriptions, qualifications, designations, pay scales, career advancement, and service conditions. (Annexure 3 provides detailed suggestions on staffing of different libraries).
5. **Set up a Central Library Fund:** A specified percentage of the Central and State education budgets must be earmarked for libraries. In addition, a Central Library Fund should be instituted for upgrading existing libraries over a period of three to five years. Initial funding from the Government sector may be Rs. 1,000 crores, which may be matched by the private sector through corporate philanthropy. This fund should be administered by the National Mission on Libraries.
6. **Modernize library management:** Libraries should be so organized and the staff so trained that they become relevant to user communities (including special groups) in every respect. Also, to optimize resources, efforts should be made to synergize the strengths of different types of libraries through innovative collaboration. A proposed outline for this modernization¹ includes a model Library Charter, a list of services to be performed by libraries, and proposals for a library network and a National Repository for Bibliographic Records.
7. **Encourage greater community participation in library management:** It is necessary to involve different stakeholders and user groups in the managerial decision-making process of libraries. Public libraries must be run by local self-government through committees representing users of the library. These committees should ensure local community involvement and should be autonomous enough to take independent decisions to conduct cultural and educational

¹ Annexure 4 (See Page 18)



community based programmes. Libraries should integrate with all other knowledge-based activities in a local area to develop a community-based information system. In rural areas, the responsibility for village libraries and community knowledge centres must lie with the Panchayats. These should be set up in school premises or close to them.

8. **Promote Information Communication Technology (ICT) applications in all libraries:** The catalogues of all libraries should be put on local, state and national websites, with necessary linkages. This will enable networking of different types of libraries and setting up of a National Repository of Bibliographic Records and a centralized collaborative virtual enquiry handling system using the latest ICT. To enable equitable and universal access to knowledge resources, libraries should be encouraged to create more digital resources by digitizing relevant reading material in different languages; this can be shared at all levels. Peer-reviewed research papers resulting from publicly funded research should also be made available through open access channels, subject to copyright regulations. The use of open standards and free and open-source software is recommended for this.
9. **Facilitate donation and maintenance of private collections:** There are numerous rich private and personal collections in India which need to be identified, documented and preserved for posterity. While there is a need to create a decentralized model for identification of personal collections, it is also necessary to sensitize organizations to receive and preserve donations of personal collections through a simplified process. The proposed National Mission may set up a Committee on Private and Personal Collections under the chairpersonship of an eminent scholar. (Annexure 5 provides details of terms of reference of the Committee). Since special facilities for maintaining private or personal collections are not easily available, it is suggested that ten Regional Centres with specific mandates be set up in different parts of the country for this purpose.
10. **Encourage public - private partnerships in development of library and information services:** Philanthropic organizations, industrial houses and other private agencies should be encouraged through fiscal incentives to support existing libraries or set up new libraries. Also, the ingenuity of civil society can be utilized for preparing necessary infrastructure to meet the special ICT needs of libraries and information services.

Annexure 1

National Mission on Libraries

Library and information services are fundamental to the goals of creating, disseminating, optimally utilizing and preserving knowledge. They are instrumental in transforming an unequal society into an egalitarian, progressive knowledge society. Developments in Information Communication Technology (ICT) have enabled libraries to provide wide public access to all, and to bridge the gaps between the local, national and global levels.

Yet the library and information services sector in India has not kept pace with the paradigmatic changes taking place in society. It is imperative that all libraries (public, academic, research and special) change gear and develop at an accelerated pace. At present, being a State subject and coming under the purview of different apex agencies, there is no common direction or coordination among them.

To give libraries required direction, there is a need to set up a body which will deal with this sector in a more rational manner. The activities which are now being performed as piecemeal and isolated ventures by different agencies can be streamlined for the benefit of a much larger group of stakeholders at all levels. In order to launch this process immediately, a National Mission on Libraries must be set up for a period of three years with statutory backing and a regular budget. The Mission should be converted into a permanent National Mission on Libraries in not more than three years, to become an important part of the development process.

The role of the proposed National Mission:

1. To develop libraries and information services;
2. To advise the government on libraries and the information sector;
3. To set standards for collection, services and technical processing;
4. To encourage public-private participation;
5. To interact with State Governments;
6. To conserve the cultural heritage;
7. To review and assess the education and in-service training needs of the sector;
8. To support R&D and technological development;
9. To ensure access to all publications, including government and institutional public documents;
10. To set up a system for monitoring the working of public libraries.

The Mission, and later the National Mission, should be headed by a person of eminence and high public credibility, with demonstrated interest in and knowledge of libraries.



Annexure 2

Indian Institute of Library and Information Science

India has a long tradition of libraries and has contributed to the development of basic concepts in the discipline such as fundamental principles of library services and knowledge organization tools. However, R&D activities in library and information services today are extremely limited. Though concerned with global information resources, the sector needs to pay close attention to the local environment. India's diversity of socio-economic-cultural factors, the multiplicity of languages, varying levels of literacy and educational achievements and of access to information and communication technologies, make it essential that planning for library and information services take into account the ground realities. The exponential rate of change and innovation relating to this discipline also warrants intensive R&D initiatives. It is also necessary to provide guidelines and training for the use of tools and technology so that research results are effectively utilized.

Globally, much of the research in this field is being adopted and utilized in organizing the Internet. It is generally accepted that the present search engines lack semantic knowledge of the documents processed. Whether it is a huge collection of information within a library or Internet, the tools and techniques that have long been used by Library and Information Science professionals will be of immense help in making the Web a "Semantic Web".

Keeping this in view, it is felt that a national institute for advanced training and R&D (suggested name: Indian Institute of Library and Information Science) needs to be set up. The proposed Institute would have two major functions:

- a. To offer training programmes in relevant areas and to conduct continuing education programmes (including training of trainers) for library and information professionals;
- b. To identify, sponsor and conduct R&D programmes in the field of library and information science, including newly emerging research areas. Among the areas needing immediate R&D, the following were identified by the Working Group:
 - ◆ Cross-language information retrieval, with an emphasis on information in Indian languages;
 - ◆ Standardization of Indian names;
 - ◆ Vocabulary control over Indian subjects developed in terms of multi-lingual thesauri and subject-heading lists;
 - ◆ Development of open source software;
 - ◆ Development of Digital Libraries, both in English and Indian languages;
 - ◆ Technical standards for Indian scripts, Optical Character Recognition (OCR) for Indian

scripts, and search engines which can implement stemming algorithms for Indian languages;

- ◆ User needs and reading habits for different groups;
- ◆ Organization of community information and development of appropriate standards.

The Institute's scientists will carry out research in major areas contributing to libraries and information science. In addition, they can undertake externally funded projects and provide consultancy to other organizations.

The Institute will also undertake activities to disseminate research findings, through printed and online publications, seminars and conferences, or web portals.

Proposed Organizational Structure

The proposed Institute of Library and Information Science should have an Advisory Board consisting of experts, a director or research groups for different activities, and other supporting staff.

Aegis

The Institute would function under the Ministry of Culture as major libraries of India including The National Library are already under its purview.



Annexure 3

Proposals on Staffing of Libraries

I. Libraries can be classified into the following:

- i. National Library and other national level subject libraries;
- ii. Public Libraries which have four tiers – State Central Library, District Library, Sub-Divisional/ Town Library, Rural Knowledge Centre/Community Information Centre;
- iii. Academic Libraries which have three tiers – university, college and school libraries;
- iv. Special Libraries including Government Libraries (special libraries would comprise R&D libraries, industrial libraries, and specialized libraries).

II. Skills required to fulfil the changing role of libraries:

- i. Library and information-handling skills;
- ii. Service orientation;
- iii. ICT knowledge skills;
- iv. Communication and training skills;
- v. Marketing and presentation skills;
- vi. Understanding of cultural diversity;
- vii. Knowledge mapping skills.

III. Staffing requirements of various types of libraries:

1. National Library

The National Library, Kolkata, has a special mention in the Constitution of India as an 'institution of national importance'. Therefore, it must be developed into an institute of excellence with high academic standing. The Department of Culture may review the staffing pattern of the National Library and the Central Reference Library in the context of their changing roles and national responsibilities.

2. Public Libraries

- a. To ensure that the services match the changing scenario, these libraries will also act as Knowledge Centres and be expected to perform the following types of activities in addition to the routine library responsibilities (the lists given below are only indicative and not exhaustive):
 - i. *State Central Library*: Information service, e-learning, knowledge management, knowledge centre activities, content creation and management, subject gateways, content analysis, collaborative publishing, E-governance, training.

- ii. *District Library*: Information service, E-governance, content development, co-ordination of rural knowledge centres.
 - iii. *Sub-divisional/Town Library*: Lending of books, reference services, inter-library loan, web-based services such as e-learning, banking and insurance, community information, content and database creation.
 - iv. *Rural Knowledge Centre/Community Information Centre*: Lending of books, web-based services such as e-learning, banking and insurance, panchayat-level information, E-governance, community information, content and database creation.
- b. There should be proper co-ordination of activities between the different levels of libraries, especially in respect of those activities which will be of common interest, such as training, sharing of databases and contents, problem-solving, transaction analysis, gathering of information towards development of uniform standards and modeling of inspection of need, access and dissemination, and inspection of progress of knowledge based activities and identifying weaknesses in the system, if any.
 - c. Several routine jobs may be outsourced. These would be stack management, library binding, stock verification, retro-conversion, bar coding, borrowers' registration, digitization, library security and upkeep, physical infrastructure and maintenance, computer network and maintenance. The work of administrative staff such as night watchman, cleaner, gardener, driver, book binder and cleaner may also be outsourced.
 - d. Keeping this categorization in view, the following staff structure is recommended for public libraries:

State Central Library (Category III)

- i. Managerial Staff (Group A)
 - a. State Librarian
 - b. Deputy Library Director
 - c. Assistant Library Director (presently designated as Information Officer)
- ii. Professional/Technical Staff (Group B)
 - a. Information Assistant
 - b. Junior Information Assistant
 - c. Data Entry Operator
- iii. Para-professional/Support Staff (Group C)
 - a. Library Attendant
- iv. Administrative Staff
 - a. Administrative Officer
 - b. Stenographer



- c. Cashier
- d. Administrative Support Staff
- e. Night Watchman, Gardener, Driver, Book Binder to be outsourced

District Library (Category II)

- i. Managerial Staff (Group A)
 - a. District Librarian
- ii. Professional/Technical Staff (Group B)
 - a. Information Assistant
 - b. Data Entry Operator
- iii. Para-professional/Support Staff (Group C)
 - a. Library Attendant
- iv. Administrative Staff
 - a. Night Watchman, Gardener, Driver, Book Binder to be outsourced

Sub-divisional/Town Library (Category I)

- i. Managerial Staff (Group A)
 - a. Town Librarian
- ii. Professional/Technical Staff (Group B)
 - a. Data Entry Operator
- iii. Para-professional/Support Staff (Group C)
 - a. Library Attendant
- iv. Administrative Staff
 - a. Night Watchman, Gardener, Book Binder to be outsourced

Rural Knowledge Centre/Community Information Centre (Block Level)

- i. Professional/Technical Staff (Group B)
 - a. Information Assistant
 - b. Para-professional/Support Staff (Group C)
 - c. Library Attendant
 - d. Administrative Staff
 - e. Village Level Volunteers

An Information Officer is needed to look after and co-ordinate the activities of clusters of four to six District Libraries and their Knowledge Centres.

3. Academic Libraries

Keeping in view the changing scenario and new responsibilities, the existing staffing pattern,

duties and qualifications of library staff in schools, colleges and university libraries should be reviewed and altered wherever required to meet the new challenges. The existing designations may also be reviewed by the National Mission.

4. Special Libraries

Special libraries are parts of parent institutions and, unlike public and academic libraries, do not enjoy any individual identity in their staffing structure. In the emerging knowledge society era, special libraries must be reshaped as knowledge management centres that will require linking people, knowledge, and technology that would facilitate knowledge flow and transfer to foster knowledge assimilation and knowledge creation. Special libraries should have the same staffing pattern and promotional avenues as are available to other staff in the same organization.

5. Staffing Pattern of Library and Information Science Departments

- a. A system should be set up to foster close co-operation between the teaching/research faculty and practicing librarians at all academic and research institutions, by measures such as:
 - i. Mobility of staff (in terms of recruitment and in terms of teaching) should be made possible.
 - ii. Practicing librarians and experts should be associated with the teaching faculty for offering specialized courses.
 - iii. Similarly, teachers could be associated with libraries as consultants, for carrying out projects, and for carrying out continuing education programmes for practicing librarians, etc.
- b. The minimum staffing pattern for the Bachelor in Library and Information Science (B.L.I.Sc.) course should be as follows:
 - i. Professor 1 (where possible)
 - ii. Reader 1
 - iii. Lecturers 2
- c. The minimum staffing pattern for the M.L.I.Sc. course should be as follows:
 - i. Professor 1
 - ii. Readers 2
 - iii. Lecturers 4
- d. There should be a 1:10 teacher student ratio.
- e. It was felt that the Department should have not more than 50 students in one class for B.L.I.Sc.course, 20 students for M.L.I.Sc.course, and Ph.D. students according to the University norms.
- f. All departments of Library and Information Science should set up computer laboratories and well-equipped departmental libraries with appropriate teaching tools.



- g. Appropriate physical facilities, such as classrooms, must be made available to each Library and Information Science department.
- h. E-learning materials for upgrading the skills of the existing staff should be provided.
- i. Teachers who will teach in subjects such as ICT applications in libraries and other modern methods, should have a specialization in these areas. A system must be set up to allow stringent review of the performance of teachers. A suitable system of rewards, including promotions, should be instituted.

Annexure 4

Modernizing Library Management

All libraries should meet four basic objectives of library and information services on site: lending materials, providing reading facilities, providing assistance for reference, and providing Internet access. These should all be available free of charge. Appropriate steps must be taken by all institutions and organizations that run their own libraries to ensure that they meet these four objectives. The Government of India should issue a notification to all institutions and organizations to take appropriate steps to ensure that libraries working under their aegis meet these objectives.

I. A Library Charter

Individual libraries should be asked to display their objectives in the form of a library charter. This sample charter expresses what a library should pledge to provide.

The Library Charter

Recognizing that the library's objectives are to:

- Disseminate knowledge as widely as possible;
- Serve as a major vehicle to facilitate creation of new knowledge;
- Facilitate optimal use of knowledge by all sectors, such as government, industry, rural sector and civil society;
- Ensure that people from all sectors and all parts of the country have easy access to knowledge relevant to their needs, in their own language.

The library undertakes to:

- Serve as the local centre of information and a gateway to national and global knowledge providing fair access to knowledge and information to as many users as possible;
- Offer an inviting and attractive physical space with clean drinking water and toilet facilities;
- Offer proactive services to its user communities;
- Ensure that users are treated with courtesy and respect by library staff;
- Pay attention to the needs of children, women, senior citizens and the physically challenged;
- Optimize its potential to provide access to information and knowledge to all;
- Help users develop information skills to make optimum use of resources;
- Improve its collections and services on a continuing basis in consultation with users;
- To work more effectively and efficiently by undertaking every activity in a professional manner;
- To bridge the gap between the information poor and the information rich.



II. Guidelines for Collection Development

General Guidelines

1. All libraries must maintain a well-rounded core collection, including reference material to satisfy the regular needs of its user community. These may be supplemented through networks, and e-resources, to achieve better qualitative and quantitative standards.
2. Library collections are dynamic resources and there should be, therefore, constant renewal of materials to ensure that the collection remains relevant to the user communities.
3. Except in the case of national repositories, the weeding out of books should be a regular process. Each library should evolve a weeding out policy, approved by the competent authority.
4. The criteria for categorizing libraries in government and public libraries and grading of librarians should be reviewed keeping in mind factors such as size of collection, immediacy index (ratio of current books to total books), users, services and access to electronic resources.

Public library collections

1. The size and nature of the collection should reflect the local requirements.
2. Locally relevant language material should be available.
3. Book purchase should be a continuous process and at least 10 per cent of the book collection should be less than five years old.
4. At least 60 per cent of the library's budget should be spent on collection development.

Academic library collections

1. In general, the library collection of academic institutions should take into account the number of disciplines offered, the level of the courses, the number of students and faculty and the research activities of the parent organization.
2. At least 6–10 per cent of the total institutional budget should be utilized for collection development on a recurring basis.
3. For a new college/university or a course, a one-time budget may be provided for setting up the basic collection.

Special library collections

The collections of special libraries should be relevant to the specific research needs and thrusts of the institution. Depending on their areas of interest, these libraries should acquire materials at the national and international research fronts of their disciplines. The library should acquire books and journals to meet at least 80 per cent of the internal requirements of its user community.

National library collections

The collections of the National Library and other national level libraries should be as comprehensive as possible.

III. Services to be provided by Libraries

To provide access to knowledge and resources, each library must provide a range of services to meet the needs of a diverse user community.

1. Kinds of services to be provided by all libraries:
 - i. **Lending of materials for home use** – This should apply to all libraries except special libraries or special collections in libraries. The National Library should distinguish between its statutory functions as a national repository and its historical obligations as a public library. In course of time, it should develop ways and means of segregating these functions.
 - ii. **Reading facilities on premises** – These need to be attractive, bright and comfortable. Opening hours should be at the convenience of readers. Libraries should be closed only on national holidays.
 - iii. **Reference service** – Providing qualified and willing staff ('knowledge workers') to act as intermediaries between the users and the collection.
 - iv. **Providing Internet access** – This should link the local library to national and global information.

These four basic services should be free to users at the point of use.

The following services may be made available (against payment wherever appropriate), depending on the size of the library and the needs of the user community:

- v. Inter-library loan;
- vi. Photocopying;
- vii. Document delivery, including Electronic Document Delivery (EDD);
- viii. Extension services in public and academic libraries for women, children, senior citizens and physically challenged persons;
- ix. Community information services;
- x. On line public access catalogue (OPAC);
- xi. Electronic/AV resources, workstations and appropriate infrastructure for use and delivery;
- xii. Training users in information literacy;
- xiii. Institutional repositories of research articles, reports, institutional publications and Electronic Theses and Dissertations (ETD);
- xiv. Websites, portals, subject gateways, etc (especially in case of special libraries);
- xv. Digitization of rare resources (before any digitization programme, one must consider what is to be digitized and whether any other libraries have undertaken similar exercises);
- xvi. Identify non-users and promote the use of libraries among them;
- xvii. A periodical review to determine the needs of users and effectiveness of services should be conducted by libraries.



2. Consortia of libraries and institutions with a common membership should be instituted, facilitated and encouraged.
3. Besides offering routine library services, libraries should initiate new and imaginative services in consultation with the local community relevant to their needs.
4. All academic institutions must set up institutional repositories of ETD. This should be made mandatory for accreditation. Such repositories should offer open access.
5. All public academic and research institutes should be encouraged to set up freely accessible institutional repositories of their full-text articles and publications subject to copyright restrictions.

IV. Monitoring and Evaluation of Collection and Services

Statistics should be collected on the following and be used for monitoring and evaluation:

1. Percentage of registered users to total population
2. Percentage of collection on loan on any given day
3. Number of books lent during a stated period
4. Average books issued per user per unit time
5. Number of books (including journals, documents, etc.) consulted in house per member per unit time
6. Number of reference queries answered per unit time
7. Number of registered users
8. Number of recommendations received for purchase of books per year
9. Number of library publications produced by the library per year
10. Number of books withdrawn from collection per year
11. Number of photocopies made per unit time
12. Number of hours that the reading room is open per week.

V. Networking of Libraries

The key to opening the resources of a library is its access mechanism. In today's context it is possible to use technology to bring together the resources of small individual libraries into one seamless large library. The ability to retrieve information from this library depends on standardization of classification, cataloguing, database structuring and exchange formats.

1. *Collection organization and integrated access*

Local access

- i. Access to every document (print and electronic) in a library should be possible through a proper system of cataloguing and classification.
- ii. To help all libraries accomplish this task easily and without delay, and to ensure optimal utilization of expertise and resources, it is essential to develop bibliographic

- utilities which permit downloading of records (catalogue entries) and uploading of holdings information by all libraries.
- iii. Libraries having collections of print and electronic resources should provide integrated access using the latest ICT.

National and global access

- i. Union catalogues (print and electronic) of periodicals should be updated and put online.
 - ii. Projects should be developed by the National Library and the Central Reference Library, with the support of institutions such as National Book Trust, Sahitya Akademi, Central Institute of Indian Languages at Mysore, C-DAC, and Departments of Library and Information Science in order to:
 - a. Convert Indian language scripts/dialects to Roman script;
 - b. Develop convenient Authority Files for rendering of names of Indian authors and institutions.
 - iii. Vocabulary control over Indian subjects should be developed in terms of multi-lingual thesauri and subject heading lists.
2. *Infrastructure requirements for cataloguing, database creation and networking*
- a. Open source software should be used wherever possible at present and eventually at all levels.
 - b. An open source web-enabled library management software should be developed if necessary and provided to all public libraries for facilitating networking. This software should support multiple Indian language scripts and dialects.
3. *Networking of Public Libraries*
- a. Networking of public libraries should be undertaken in a phased manner. There are approximately 54,000 public libraries in existence in India.
 - PHASE I: 1,000 of these libraries will be networked in Phase I as a pilot project, by DELNET (Developing Library Network) and INFLIBNET (Information and Library Network), each covering about 500 libraries in 12 – 18 months.
 - PHASE II: Based on the experiences of Phase I, up to 10,000 libraries will be covered in one year.
 - PHASE III: The remaining libraries may be networked in the third and final phase in three years.This project should be completed by 2011.
 - b. Raja Rammohan Roy Library Foundation may give the necessary infrastructural support for this activity and co-ordinate it.



- c. The networking agencies should ensure state-of-the-art technology with the following features:
 - i. Open source platform for the software, which also supports multi-lingual environment with multi-user and multimedia content creation capabilities;
 - ii. Storage, dissemination and replication of the data through mirror sites, gateways, portals, and inter-library loan facilities;
 - iii. Capability to conduct exhaustive training programmes.

4. *National Repository of Bibliographic Records*

A National Repository of Bibliographic Records should be instituted, according to the following guidelines:

 - a. The central repository will contain records of bibliographic resources available in the country.
 - b. State central libraries and district, municipal, and sub-divisional libraries should be provided with a server with dedicated internet connectivity, and should be responsible for creating bibliographic records.
 - c. The libraries at block or village level should have broadband connectivity to enable them not only to access the internet but also to create and upload local content to the library next in hierarchy.
 - d. For this purpose, the present infrastructural facilities provided by agencies such as BSNL, MTNL, or other ISPs, should be used.
 - e. In order to operationalize these, the National Mission should:
 - i. Define the scope and objectives of the proposed National Repository of Bibliographic Records;
 - ii. Take stock of the existing situation with regard to bibliographic records;
 - iii. Suggest technical and operational details and necessary linkages to achieve the above;
 - iv. Assess the strengths and weaknesses of the stakeholders in effectively participating in this programme;
 - v. Evaluate the adequacy of the existing legal framework for this purpose and suggest suitable measures;
 - vi. Critically evaluate the capabilities of National Library and Central Reference Library as designated agencies for creation of the National Bibliographic Repository and suggest suitable measures for strengthening them;
 - vii. Assess the financial requirements for achieving these objectives.

Annexure 5

Private and Personal Collections

Recognizing the importance of private and personal collections in the knowledge creation and dissemination process, and the fact that there are several rich and valuable private and personal collections in existence in the country which need to be preserved for posterity, there should be an effort to include them in the LIS sector. For this purpose, the National Mission may set up a Committee under the chairpersonship of an eminent scholar.

Terms of Reference of the Committee

1. Survey and assess the national situation with regard to identification, documentation and preservation of private collections. This would entail surveys at both national/state and at the micro level to identify the existing institutions and private/personal collections. The survey should be undertaken keeping in mind the categorization of private collections between heritage and contemporary, historical and cultural and personal and institutional. The survey would also need to classify the material into manuscripts, old and rare printed materials and historical documents, letters and diaries, contemporary documents of historical and cultural relevance, audio visual material and other materials such as awards, medals, citations, etc.
2. To suggest a decentralized model for identifying, documenting and preserving private collections.
3. To develop institutional networks at the national and state level to make available inventories or catalogues of private collections, with a view to disseminate information regarding the availability of these collections.
4. To evolve effective measures and schemes for conservation, preservation, documentation and sharing of information on private collections.
 - a. Conservation and preservation
 - i. A directory of conservation and preservation experts and institutions should be compiled.
 - ii. Survey and documentation of existing methodologies of preservation, both indigenous and international, should be carried out and kept updated to include new state-of-the-art technologies.
 - iii. New technologies for preservation should be introduced at all levels.



- iv. Standards and benchmarks for conservation of different materials should be prepared.
 - v. Archives for digital documents should be established in each State and Union Territory.
 - b. Documentation
 - i. Descriptive cataloguing of personal and private collections should be introduced.
 - ii. International standards should be maintained in the cataloguing.
 - iii. Nodal agencies at the state and national level may be entrusted with the responsibility of conducting the surveys mentioned earlier, and cataloguing the private collections. Necessary financial support should be extended to these agencies.
 - c. Dissemination
 - i. The catalogues of private collections created at the national and state level should be accessible through the web.
 - ii. Private records and collections of importance should be digitized into full text form with proper indexing facilities and should be made available to users against payment where appropriate.
 - iii. Archives of digital documents should also be made accessible through the web.
5. To outline suitable advocacy and outreach strategies for this purpose.
- a. Sensitize individuals, institutions and business houses about the value and significance of private collections as national property, cultural heritage and historical sources.
 - b. Have information about private collections reach all levels of society including administrators, scholars, students and the general public.
 - c. Have extension activities organized by the concerned institutions through different media, including audio visual and electronic media, to generate awareness about the merits, use and importance of private collections.
6. To formulate necessary approaches for human resource development and creation of infrastructure.

Human Resources

- a. A system of training may be established in areas such as cataloguing, conservation and preservation, digitization, digital archiving, archival management, rare languages and scripts. Suitable training courses could be devised for this purpose by the Indian Institute of Library and Information Science (ILIS).
- b. Existing institutions which have the capacity to undertake the management, digitization, documentation, etc, of private collections, should be suitably supported for this purpose.

Infrastructure

Existing nodal agencies and their network of associated institutions should be provided suitable infrastructural facilities such as computers, printers, internet access, multilingual software and manpower, in accordance with certain minimum standards as may be specified.

7. To evaluate the adequacy of existing policy and legal framework and suggest suitable measures to ensure that:
 - a. Valuable personal collections are not destroyed or sold/smuggled out of India.
 - b. Everyone has a right to access the contents of those private and personal collections that are supported by the government, except those excluded by mutual agreement.
 - c. Owners of private and personal collections provide access to their collections by voluntary permission on the basis of mutually agreed terms regarding access/user fee.
 - d. Institutions supported by government that maintain archival materials be strengthened to archive documents and disseminate these materials for use to the public. These institutions must formulate access guidelines and enabling legal provisions for access (with the help of legal experts), and make these available to all concerned.

8. To develop guidelines for owners of private collections, keeping in view the following:
 - a. Copyright issues and the application of the Right to Information Act.
 - b. Proprietary rights.
 - c. Government support for individuals having private collections, especially for conservation and publication.
 - d. Training facilities for individuals having private collections.
 - e. Terms and conditions for the acquisition, donation or loan of private collections.
 - f. Terms of reference under which collections could be digitized for wider dissemination.
 - g. Any other issue emanating from local situations.



Consultations

The Members of the Working Group:

1. **Smt. Kalpana Dasgupta** (Chairperson)
Former Director, Central Secretariat Library, New Delhi
2. **Dr. S. Arunachalam**
Distinguished Fellow, M.S. Swaminathan Research Foundation, Chennai
3. **Mr. K.K. Banerjee**
Director, Raja Rammohan Roy Library Foundation, Kolkata
4. **Mr. K. Jayakumar**
Joint Secretary, Ministry of Culture, New Delhi
5. **Dr. H.K. Kaul**
Founding Director, DELNET, New Delhi
6. **Mr. K.K. Kochukoshy**
Librarian, Central Reference Library, Kolkata
7. **Mr. Manoj Kumar K.**
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8. **Prof. S. Mandal**
Director, National Library, Kolkata
9. **Prof. P.B. Mangla**
Former Head of the Department of Library and Information Science, University of Delhi
10. **Dr. T.A.V. Murthy**
Librarian, CIEFL, Hyderabad
11. **Dr. Harsha Parekh**
Former Head of the Department of Library Science and University Librarian, SNDT Women's University, Mumbai
12. **Dr. A.R.D. Prasad**
Associate Professor, Documentation Research and Training Centre, Indian Statistical Institute, Bangalore

The following **Committees** were set up with specialists and professionals experienced in the stated areas of activity:

1. Committee on database creation and networking

Smt. Kalpana Dasgupta (Chairperson)

Former Director, Central Secretariat Library, New Delhi

Mr. K.K. Banerjee

Director, Raja Rammohan Roy Library Foundation, Kolkata

Dr. H.K. Kaul

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Mr. K.K. Kochukoshy

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2. Committee on private collections

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Dr. Ramesh Gaur

Librarian, IGNCA, New Delhi

Dr. Arun Ghosh

Former Librarian, Centre for Social Studies, ICSSR, Kolkata

Dr. Sudha Gopalakrishnan

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Dr. Usha Thakkar

Honorary Secretary, Mani Bhavan Gandhi Sangrahalaya, Mumbai



3. Committee to set standards and modalities for collection development, systems and services

Smt. Kalpana Dasgupta (Chairperson)

Former Director, Central Secretariat Library, New Delhi

Dr. Jagdish Arora

Chief Librarian, IIT Delhi

Mr. Frank Christopher

Joint Director, Parliament Library, New Delhi

Dr. P.R. Goswami

Director, National Social Science Documentation Centre, New Delhi

Mr. P. Jayarajan

Former Head, British Council Libraries

Mr. K.K. Kochukoshy

Librarian, Central Reference Library, Kolkata

Dr. Harsha Parekh

Former Head of the Department of Library Science, and University Librarian, SNDT Women's University, Mumbai

4. Committee on staffing pattern and staff requirement of libraries

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Mr. E. Rama Reddy

Former Librarian, University of Hyderabad

Abbreviations

B.L.I.Se	Bachelor in Library and Information Science
BSNL	Bharat Sanchar Nigam Limited
CDAC	Centre for Development of Advanced Computing
CIEFL	Central Institute of English and Foreign Languages
DELNET	Developing Library Network
EDD	Electronic Document Delivery
ETD	Electronic Theses and Dissertation
ICSSR	Indian Council of Social Science Research
ICT	Information Communication Technology
IGNCA	Indira Gandhi National Centre for the Arts
ILIS	Indian Institute of Library and Information Science
ISPs	Internal Service Providers
LIS	Library and Information Science
M.L.I.Se	Masters in Library and Information Science
MTNL	Mahanagar Telephone Nigam Limited
NKC	National Knowledge Commission
OCR	Optical Character Recognition
OPAC	On-line Public Access Catalogue
R&D	Research and Development
S&T	Science and Technology
SNDT	Shrimati Nathibai Damodar Thackersey



National Knowledge Commission Members

Dr. Sam Pitroda, Chairman

Dr. P.M. Bhargava, Vice Chairman

Dr. Ashok Ganguly

Dr. Jayati Ghosh

Mr. Nandan Nilekani

Dr. Deepak Nayyar

Further details, including recommendations made by the National Knowledge Commission, can be found on the website:

www.knowledgecommission.gov.in

The Library Charter

Recognizing that the library's objectives are to:

- Disseminate knowledge as widely as possible;
- Serve as a major vehicle to facilitate creation of new knowledge;
- Facilitate optimal use of knowledge by all sectors, such as government, industry, rural sector and civil society;
- Ensure that people from all parts of the country have easy access to knowledge relevant to their needs, in their own language.

The Library undertakes to:

- Serve as the local centre of information and a gateway to national and global knowledge providing fair access to knowledge and information to as many users as possible;
- Offer an inviting and attractive physical space with clean drinking water and toilet facilities;
- Offer proactive services to its user communities;
- Ensure that users are treated with courtesy and respect by library staff;
- Pay attention to the needs of children, women, senior citizens and the physically challenged;
- Optimize its potential to provide access to information and knowledge to all;
- Help users develop information skills to make optimum use of resources;
- Improve its collections and services on a continuing basis in consultation with users;
- To work more effectively and efficiently by undertaking every activity in a professional manner;
- To bridge the gap between the information poor and the information rich.

Recommended by the National Knowledge Commission

A Roadmap for the Future. Measuring the Digital Transformation: A Roadmap for the Future provides new insights into the state of the digital transformation by mapping indicators across a range of areas “ from education and innovation, to trade and economic and social outcomes “ against current digital policy issues, as presented in Going Digital: Shaping Policies, Improving Lives. In so doing, it identifies gaps in the current measurement framework, assesses progress made towards filling these gaps and sets-out a forward-looking measurement roadmap. The goal is to expand the evidence base, as