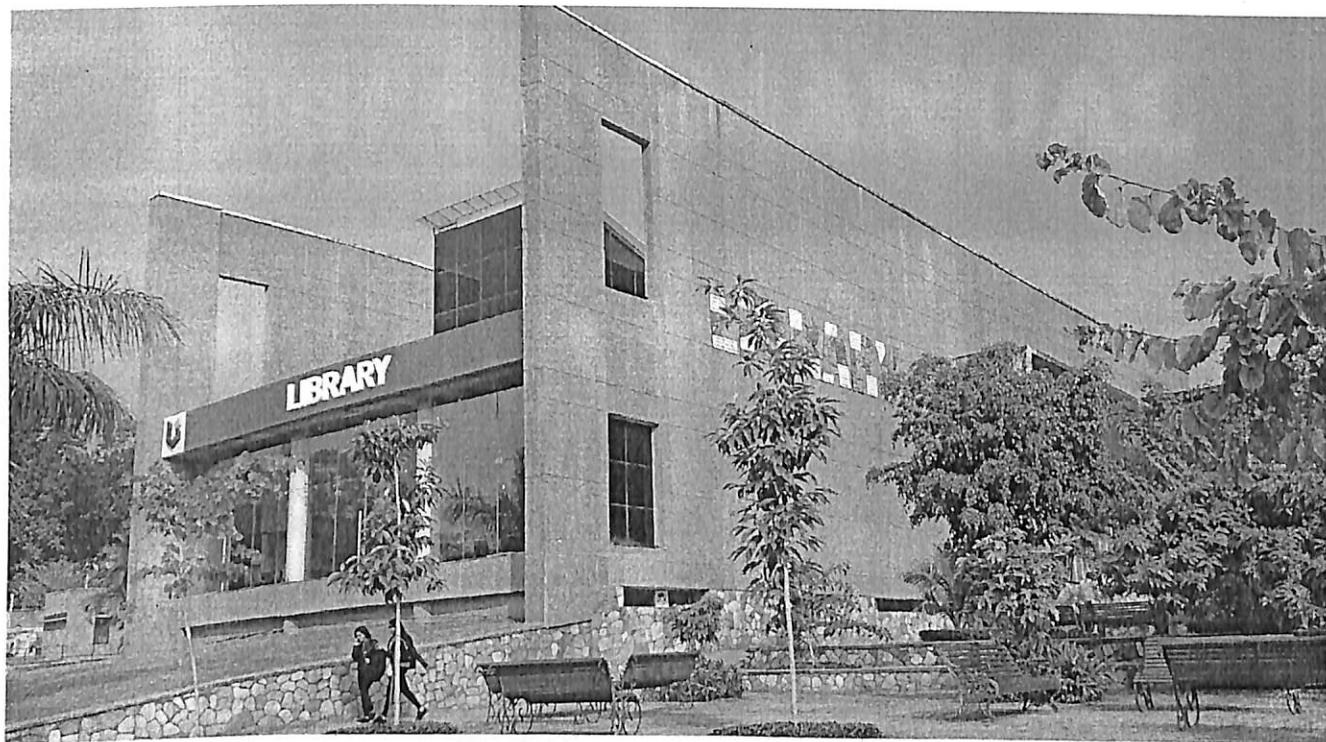


LIBRARY MANUAL



2019

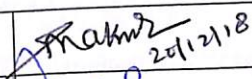
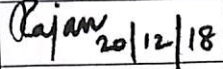
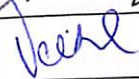



KNOWLEDGE RESOURCE CENTRE
UNIVERSITY OF PETROLEUM & ENERGY STUDIES
DEHRADUN - 248007

LIBRARY MANUAL

2019

Approved by

Chief Librarian	 20/12/18	Chairman (Library Committee)	 20/12/18
Registrar		Vice-Chancellor	



UPES
KNOWLEDGE RESOURCE CENTER
UNIVERSITY OF PETROLEUM & ENERGY STUDIES
DEHRADUN- 248007

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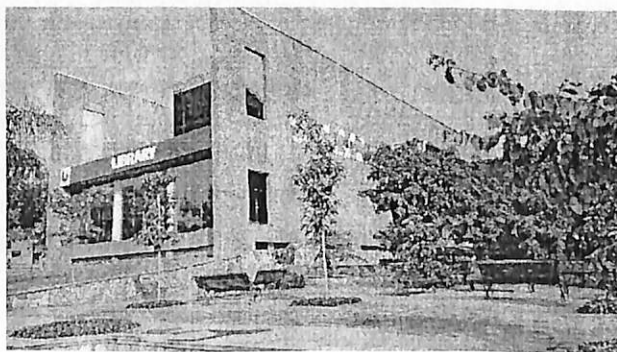
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1. INTRODUCTION

UPES-LRC, a hybrid Centre with the state-of-the-art technological applications holds knowledge resources predominantly related to engineering, science & technology, management, law and allied subjects. The entire UPES-LRC collection of books, print journals/magazines along with its wide range of e-collection including e-journals, e-books, online databases, non-book collection, case studies, Novel, Fiction and Non-fiction etc. The Library offers a range of information services set to the highest professional standards. Collection building – a core activity of the library, has been undergoing a transformation. From print-only environment where all our acquisitions were in hard copy format, it has shifted to print-and-online and to online-only formats. The library currently subscribes to over 90% of its journals in online format and the trend is likely to continue. However, most of books, both text and reference, are still preferred in print-only. The Library holds a rich collection of printed as well as online which include books, journals, databases, non-book materials, e-journals, reports, case studies, conference proceedings, training manuals, etc. All these collections are of the best quality and procured based on benchmarking exercises with our associate schools. The Library with its modern collection of knowledge resources and innovative information services fills an essential role for the academic community in their intellectual pursuits. Learning Resources like e-Journals, e-books, uploading awarded thesis in Inflight ShodhGanga, databases like Scopus, ScienceDirect, IEEE, Emerald, EBSCOHost, ACM Digital Library, Hein Online, WestLaw etc are available to faculty and students and can be accessed remotely also. Budget for infrastructure, library and other learning resources is earmarked annually based on the recommendations of respective committees constituted for the purpose. Access to all e-resources including the WEBOPAC is provided through GyanKosh Portal (<https://library.ddn.upes.ac.in:8443/upeslib/>). While moving towards more and more online collection, the library has given high priority to give efficient usage of E-resources by providing a web based single platform access through Web Scale Discovery Service (Single Point Search) and remote access facility.

University Library building is centrally located, well laid out, and aesthetically designed to make it an inviting place with the ambiance that is suitable for learning and scholarship. The UPES-LRC building at Bidholi Campus has a sprawling space of about 22465 sq. ft., School of Law Library of about 5000 sq. ft. and School of Business of about 6500 sq. ft, in total 33965 sq.ft, providing the right ambiance for reading and reflection.

Library buildings have provision for both individual and group studies making room for interaction, discussion and quiet studies. Adequate space is provided for browsing and relaxed reading.



Libraries also have carrels as well as research scholars/faculty rooms for quiet and serious studies. Libraries at all campuses are equipped with adequate number of guides for finding out resources easily by the users and the library has open access to its collection for all student, faculty and staff. All buildings have fire detection alarm and fire fighting systems installed.

The UPES Library was automated in 2006 using LibSys ILMs, in May 2014, Libsys it was migrated to more robust widely used open source ILMs "KOHA". Description of ILMs is as follows::

Name of the ILMs software – KOHA.

Nature of automation (fully or partially)– Fully

Version– 18.11.00.000

Year of automation– 2014–15

Each library has adequate number of work stations to facilitate searching/accessing OPAC, e-resources, web browsing and for other academic works. UPES has installed excellent ICT infrastructure with adequate bandwidth for fast and seamless access to Internet. In 2017, the library have implemented RFID system for faster services, greater customer satisfaction and security system. The library is also equipped with Self-service RFID KIOSK where student can issue/return/reissue books.

The broad objectives of UPES-LRC are:

- To build a state-of-the-art knowledge resources centre for engineering, science & technology, management, law and allied subjects;
- To acquire need-based resources to meet information requirements of the academic community of the university; and,
- To acquire, organize and update the library collection to support teaching-learning process.
- To provide proactive and innovative reference services to the user community.
- To encourage students to read beyond the requirements of the curriculum.
- To work with faculty in integrating information skills, knowledge of information sources, and the use of technology in accessing information needed to strengthen their instruction, research and extension.
- To provide instruction and assistance in the effective use of learning resources / services.
- To provide research assistance to the Researcher for carrying out their research
- To implement modern tools for accessing information
- To disseminate technical knowledge
- To network with leading libraries, consortia etc.

Due to the growing needs and preference of members, LRC focuses more on subscription to online resources than printed documents. In the last few years, e-resources of the UPES-LRC increased considerably in terms of number and subject coverage.

In addition to circulation, and acquisition services, the LRC Centre provides reference service, document scanning as well as photocopying services to members. Documents, which are not available in the LRC, are sourced from DELNET through a inter-library loan arrangement.

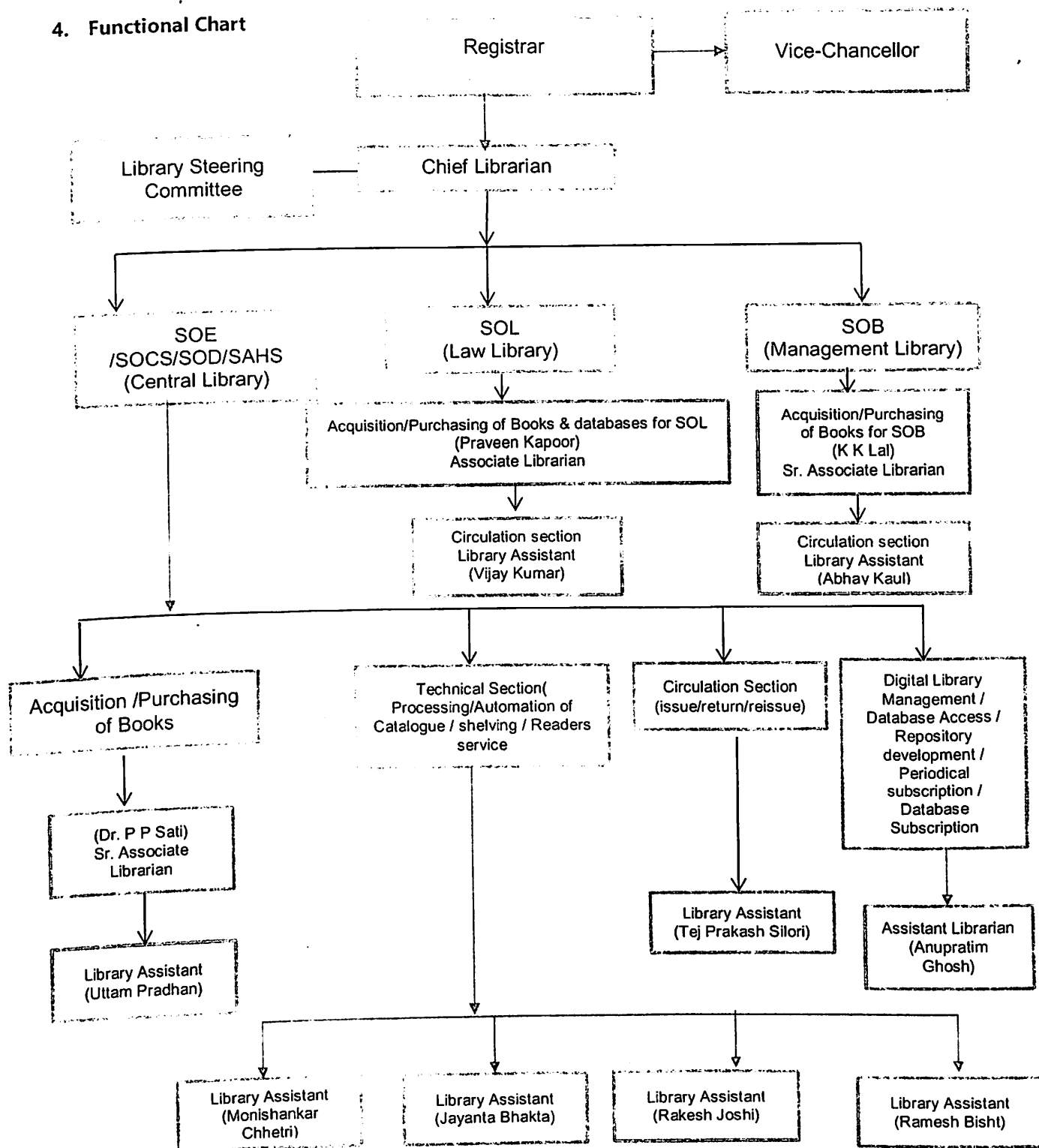
2. Vision of the Library

“To be a center of excellence of the University’s research and learning community with enriched collections, knowledge curation, innovative services, and state-of-art technologies”

3. Mission

- To facilitate creation of new knowledge through acquisition, curation, organization and dissemination of knowledge resources and value added services.
- To facilitate convenient and user friendly access to physical and online access to information in hybrid format.
- To encourage students to read beyond the requirements of the curriculum.

4. Functional Chart



5. Role of Library

The library plays a very critical role in supporting the academic programs of the University. It identifies, evaluates, procures, processes and then make these learning resources available to the faculty, students and research scholars for their teaching, learning and research assignments. The broad objectives of UPES-KRC are:

- To build a state-of-the-art knowledge resources centre for S & T, Engineering, management and allied subjects;
- To acquire need-based resources to meet information requirements of the academic community of the University; and,
- To provide proactive and innovative reference services to the user community.
- To provide modern tools for accessing information
- To disseminate technical knowledge
- To network with leading libraries
- To share knowledge with global community through NDLI single window platform.
- To ensure every book its reader
- To provide the right book/information to the right reader at the right time

6. Library Steering Committee (LSC)

Since the Library has to cater to the needs of variety of clientele namely, faculty, research scholars, post graduate and under graduate students, University administrators as well as specialists and non-teaching University staff, a wide range of subject fields are to be represented in our book stock with prime thrust for meeting the needs of students and faculty members. Besides this, for smooth functioning of the library and safe guarding the interest of all sections of the library users, formation of policies, rules & regulations and implementing the library policies in a judicious manner. The purpose of the Library Steering Committee is to act as a channel of communication and dialogue between the Library and its stakeholders. The Committee's main objective is to aid in the establishment, a bridge between the Library and the academic fraternity along with the University management. To meet the all the above objectives the Library is advised by a Library Steering Committee with the following constitution and representatives. The Library Steering Committee (LSC) is appointed by the Vice Chancellor of the University.

6.1. Composition of the LSC

The present UPES Library Steering Committee has consisted of the following members:

1. **Prof. Rajan Iyer, (SOD), Chairman**
2. **Dr. Ranjan Sinha Thakur, Chief Librarian, Member Secretary**

Members

1. Dr. S. K. Banerjee, Prof. & Associate Dean (SOE)
2. Dr. Jitendra Kumar Pandey, Prof. & Associate Dean (R &D)
3. Dr. Vijay Parthasarathy, Associate Prof., (SoE)
4. Dr. Dr. Syed Mohammad Tauseef, Associate Prof. (SoE)
5. Dr. R Gowri, Prof. (SoE)

6. Dr. Sanjeev Kumar, Prof. & Associate Dean (SOE)
7. Dr. Piyush Kuchhal, Prof (SOE)
8. Dr. Sunil Kumar Khare, Prof. (SoE)
9. Dr. Thipendra P Singh, Prof. (SoCS)
10. Dr. Sanjay Rawat, Prof. (SoCS)
11. Dr. Neelu Jyoti Ahuja, Prof (SoCS)
12. Dr. Anirban Chowdhury (SoD)
13. Dr. Ajit Kausal, Associate Prof. (SoL)
14. Dr. Mamta Rana, Prof. (SoL)
15. Mr. Sam Babu K C, Assistant Prof.(SS) (SoL)
16. Dr. A. B. Pathan, Assistant Prof. (SS)(SoL)
17. Ms. Rajeshwari Deb, Assistant Prof. (SG) (SoB)
18. Dr. Nikhil Kulshrestha, Sr. Associate Prof. (SoB)
19. Dr. T Joji Rao, Prof. (SoB)
20. Dr. Tarun Dhingra, Prof. (SOB)

All Deans, Chief Finance Officer, Registrar, Vice Chancellor, and Chancellor of the University and selected Library staff shall participate in the meeting as invitees to provide required inputs.

1. Dr. Deependra Kumar Jha, Vice-Chancellor
2. Dr. Veena Dutta, Registrar
3. Dr. Kamal Bansal, Dean (Academics & Innovation)
4. Dr. Suresh Kumar, Prof & Officiating Dean (SOE)
5. Dr. Dipankar Chakraborty, Prof. & Officiating Dean (SOB)
6. Dr. Tabrez Ahmed, Dean(SOL)
7. Dr. Manisha Mohan, Dean, (SOD)
8. Dr. Manish Prateek, Prof. & Dean (SCS)
9. Mr. Sanjeev Kumar Goyal, CFO

Student Member

School of Law

1. Sagar Swarup Swain, LL. M. 1st Sem., SAP ID: 500071219, Email ID: 500071219@stu.upes.ac.in, Mob. No 9777328866
2. Shaleen Sharma, BA, LL.B. 5th year, SAP ID: 500040436, E-mail ID: shaleensharma14@stu.upes.ac.in, Mob. No. 9806080090

School of Design

1. Sandil (M.Des. Interaction Design: First Semester, SAP ID: 500066194)
2. Khushi Saraswat (B.Des. Product Design: Second Year, SAP ID: 50059397)

School of Engineering

1. Sharad Walia, B.Tech Mechanical, SAP ID 500054399, Mob: 8859470132, Email: 500054399@stu.upes.ac.in
2. Kalpesh Chaudhari, M. Tech HSE, SAP ID 50065773, Mob: 9422214736. Email: 500065773@stu.upes.ac.in

School of Business

1. Ms. Avni Singh, BA- Public Policy- 3rd Semester, Mobile: 9627780184, E mail: 500063370@stu.upes.ac.in
2. Ms. Maryam , MBA- International Business – 1st Semster, 8800589859, E mail: 500066145@stu.upes.ac.in

School of Computer Science

1. Manpreet Singh Bhatia, M.Tech (CSE) 1st Sem, Email: 500066016@stu.upes.ac.in, Mob: 8860553860
2. Ekankshi Sharma, B.Tech (CSE with MFT), Vth Sem, Email: 500054013@stu.upes.ac.in, Mob: 9416038384

All Deans, Director, Registrar, Vice Chancellor, Chancellor and CEO of the University and selected Library staff shall participate in the meeting as invitees to provide required inputs.

6.2 Role of Library Steering Committee:

- To guide the Librarian in formulating general library policies and regulations which govern the functions of the library.
- To advise the Library on policy matters concerning services, resources and facilities
- To prepare budget and proposals for the development of the Library.
- To reviews budget proposals for materials and equipment needed to further the library's educational endeavors.
- To provide for proper documentation services and updating the Library collection.
- To work towards modernization and improvement of Library and documentation Services.
- To recommend e-databases, e-journals and other resources
- To review the utilization of library resources
- To adopt measures to enhance readership
- To review present library services and proposing new services.
- To seek feedback on Library functions from readers.
- To provide an opportunity to raise and discuss initiatives in the provision of library and information services
- To facilitate communication between the Library and the community it serves.
- To consider and put forward the views of faculty members regarding books/journals selection, ordering process etc.
- To consider and put forward the views of students and Research Scholars regarding their problems and solutions sought thereof.

6.3 Tenure and Frequency of Meetings:

- Members will serve a two-year term for continuity and sufficient time to create impact
- The Committee shall meet at least four times in an academic year with 50% of its membership consisting a quorum.
- The tenure of the said Library committee is 01 December 2018 till 30th November 2020.

6.4 Minutes of the Meeting:

Minutes of the meeting shall be recorded by the Chief Librarian, as Member Secretary and agreed by the Chairman and committee members of the LSC. The final minutes will be sent to all LSC members, including Dean (Academic Development & Innovation), Director, Vice chancellor, and Chancellor.

7. Library Budget and Finances

Library budget means the financial allocation to procure documents and provide access to the information resources. The fiscal year of the University starts from January to December in each year.

- a) Books (Print & ebooks)
- b) Journals/periodicals, e-databases (Renewal and new subscriptions)
- c) Online Archival and Bibliographical Series including e-books (Renewal and new resources)
- d) General Consumables / non consumables
- e) Travelling Allowances (workshop/seminars/conference/training programs/refresher course etc. for library staff members)
- f) Computer Equipments
- g) RFID equipments
- h) Furniture and General Equipments
- i) Binding and other maintenance expenses
- j) Miscellaneous expenses (Book exhibition, Workshop /seminar etc)

7.1 Type of Library Budget

The present annual library budget of the library has the following elements:

1. Operating Budget (OPEX)
2. CAPEX budget

Duration of the UPES library budget is January to December.

8. Collection Development

All academic and research libraries have a common objective to provide its users the information they want. The effectiveness of this function is directly related to collection development and organization information services. Collection development being the most important of these primary functions, a

written acquisition policy outlining the various procedures and methods necessary for collection development is prepared.

8.1 Type of document available in Library

- Books
- Printed Journals /Periodicals
- CD/DVD
- E-Books
- E-databases
- E-Journals
- Thesis
- Dissertations
- Annual Reports
- Brochures
- Prospectus etc.

8.2 Strength and weakness of the existing collection:

In relation to the various academic programmes as offered by the University, Library should make provisions in the budget to strengthen these programmes with best possible learning resources. Based on the observations, an effort should be done to add books (Print and e-books), journals and e-Resources in the area of the current and new programme from time to time.

8.3 Shift towards e-resources:

Because of the conveniences like multi user access and anywhere, anytime access, there is a considerable demand for online databases, e-journals and e-books. UPES also has excellent access infrastructure like high internet bandwidth, Wi-fi connectivity in the campus These E-resources can also be accessed out of campus hence, emphasis may be given more towards e-resources.

9. Procurement of Learning Resources

Procurement of learning resource constitutes the primary responsibility of the library. The library makes a systematic effort in building up the collection development by identifying, evaluating, selecting, processing and making it available to the users. Whether it's a book, journal or online database, or any learning resources that gets added goes through a strict selection procedure. The library follows centralized purchasing procedure in the main campus library. After procurement, all the documents are technically processed and send to respective branch libraries.

9.1 Procedure for Selection, Acquisition, and Processing of Books, Monographs, Journals, e-resources and other items

Purpose: To ensure systematic selection of relevant material for library's permanent collection, and timely and cost effective acquisition of library material books, monographs, and other reference materials (including in print, electronic and other media)

Scope: The procedures pertain to the selection, acquisitions and processing of books, and other reference material in the Library.

Related Procedures: Procedure for Acquisition of Journals and online resources

Procedure for withdrawal and writing-off of the library material

LIBRARY ACQUISITION POLICY

Sl.No.	Activity	Responsibility
1.0	Selection and Requisition	
1.1	Preliminary Selection a) Books exhibition in the campus. b) Publisher catalogues, Publisher websites, book review etc. c) Email Circulation of new books announcements	All faculty/staff / students / Research scholar
1.2	Recommendations a) By a faculty and staff: Items selected from own sources, course manuals, sample copy, book review and book exhibition in their respective subject domains, and general subjects b) By the students: Selection subject related books by students should be approved by the faculty of their respective subject domains. C) By the Chief Librarian- Books for replacing old edition, lost and mutilated books, and additional copies of frequently used titles; and books on leisure reading and general subjects.	All faculty/staff All students/ Faculty Library Staff / Chief Librarian
2.0	Pre-order searching	
	Checklist for processing request <ul style="list-style-type: none"> • Checking for duplication / available titles / No of copies available in stock • Prices, edition, and full bibliographic details, Funds availability • Conformation to acquisitions policy • Stock availability from the suppliers, publisher information. 	Library Staff / Chief Librarian

3.0	Approval	
	<p>a) All faculty recommendations will be routed through the HOD, Chief Librarian, Dean, Chairman Library Committee, Registrar /Vice Chancellor.</p> <p>Request raised by Faculty member → HOD → Chief Librarian → Dean → Chairman Library Committee → Registrar / Vice Chancellor.</p>	Associate Librarian
4.0	Ordering	
	<p>Order Generation</p> <ul style="list-style-type: none"> • After the approval is obtained, publisher wise discount to be filled in from the comparative discount structure and the empaneled vendor who offered highest discount should be selected. • Order is generated using SAP, and PO to be sent to the concerned vendor by email. • All ordered books to be entered in KOHA Acquisition system. <p>Supplier Panel</p> <ul style="list-style-type: none"> • Orders are placed with the supplier / distributor panel constituted for book procurement purpose. <p>Constitutions of Panel of suppliers</p> <ul style="list-style-type: none"> • Panel of supplier/ distributor / vendor is constituted every year , on the basis of their performance like response to the queries, speed of supply, discount offered, adherence to the term & conditions etc. The empanelment is carried out by the Procurement Department, Chief Librarian, Finance and Registrar Office. <p>Discount</p> <ul style="list-style-type: none"> • While empanelment of supplier/ distributor / vendor the procurement department will negotiate and fix publisher wise discount percentage that to be followed during the year. 	<p>Associate Librarian / Chief Librarian</p> <p>Library Staff</p>

4.0	Ordering	
	<p>Direct order to publisher or single vendor outside the panel</p> <ul style="list-style-type: none"> • In case of items available only with the publisher or its sole distributor. Then it can be direct order to particular publisher or sole distributor. • There are cases where the books carry less discount or can be obtained only from specific sources, standard agencies – who are not on panel. Such cases will be processed after taking due approval from procurement department. • In case, the publisher name is not available in the Empaneled discount structure, Chief Librarian will invite quotation from the listed vendor. <p>Supply Deadline</p> <ul style="list-style-type: none"> • Maximum time limit for supplying ordered titles for indian publication is 30 days and for foreign/ import titles will be 60 days from the date of releasing purchase order. However after checking the supply status with suppliers and publisher response, based on genuineness, additional two weeks time may be given. After this period, the Chief Librarian may cancel the order and place order to other vendor depending upon the situation like POD, out of Print and out of stock. 	
5.0	Inspection and Receiving	
	<p>Checking Consignment against the orders</p> <ul style="list-style-type: none"> • The consignment of books is checked for their completeness, conforming to the quantity, edition, imprint and other terms of the PO. • It is preferred that vendor makes separate bills for each order. <p>Checking against the bills</p> <ul style="list-style-type: none"> • Books are checked against the invoice & purchase order. <p>Follow up of cases of discrepancy</p> <ul style="list-style-type: none"> • Follow up actions are taken, if needed, to remove deficiency, and mistakes. Defective and non-conforming items are kept aside and returned to the supplier for replacement. If required information or documents are sought for verification. 	

5.0	Inspection and Receiving	
	Receiving If the supply is found in order, <ul style="list-style-type: none"> ▪ Check the edition, imprint year, quality of the supplied books, MRP etc. ▪ Accept the order in KOHA acquisition module. ▪ Item to be marked as received, in the Print Copy of the purchase order. 	Library Staff
6.0	Technical Processing	
	Accessioning <ul style="list-style-type: none"> ▪ Record of books in accession register and each copy should be assigned with unique accession no. Classification <ul style="list-style-type: none"> ▪ Books to be classified as per the Dewey Decimal Classification (DDC – 22nd ed.) ▪ Assign Call Number (Class No. + Book No.) Cataloguing <ul style="list-style-type: none"> ▪ Bibliographic details of each book to be entered in KOHA Cataloguing Module according to MARC-21 International Data Exchange Format. ▪ Assign suitable keyword / subject headings, item types etc. ▪ Barcode label to be generated and pasted on the cover page as well as RFID tagging of books to be pasted in logical area. 	Library Staff
7.0	Bill Processing	
	<ul style="list-style-type: none"> ▪ In the original bill, the assigned accession number to be mentioned against each title, and signed by the Library staff. ▪ Ensure price are mentioned correctly (MRP published in publisher catalogue, website etc.) as well as discount as per empanelment, in case of difference in MRP, it should be supported with Price proof. 	

7.0	Bill Processing	
	<p>Price Proof: Accepted Prices Proof are :</p> <ul style="list-style-type: none"> • Distributor's invoice to supplier, • Print out from the publisher's catalogue /Publisher Portal, e-commerce portal, MRP as printed in books • Photocopy from Publisher Catalogue <p>Alternatively, the library also cross verifies the prices from publisher's website. Such printouts verified and signed by Chief Librarian will be accepted as price proof.</p> <p>Exchange Rates: Exchange rates to be verified with relevant proofs. Good office committee (GOC) exchange rates should be followed for foreign exchange conversion, published on monthly basis.</p> <p>Payment Process: All bills to be sent to the finance department for payment with payment requisition form duly signed by the Chief Librarian.</p>	
8.0	Shelving	
	Books to be shelved on appropriate library racks as per class number and location of the each book to be mentioned in KOHA catalogue.	Library staff
9.0	Dissemination of information	
	<p>Publish List of Monthly New Arrivals in library website On receipt and processing of books, requester to be informed over phone, personally, by email or ordinary mail;</p> <p>New books should be displayed for 30 days in the assigned library shelve and cover page to be displayed in library Notice board.</p>	Library staff / Chief Librarian

9.2 Terms and conditions for Vendors

- The latest editions of books must be supplied, by default, only the Paperback Edition of the book, and Indian edition/Low price edition, if existing, and corresponds to the latest edition of the book, will be supplied in place of the Hard Cover edition.
- Supply of books has to be made strictly against the purchase orders only.
- Sending an acknowledgment of the receipt of purchase order, which is taken as an acceptance of the purchase order, is mandatory, preferably by email.
- The supplier shall certify that the prices quoted in the bill(s) are the latest publisher's prices. In case of a change of price in any title, the supplier shall also be required to enclose the price proof for each supplied title.

- The supplier shall supply all kinds of books on the discounted rates as per agreement/undertaking/quotation, clearly showing the actual prices and discount in the invoices.
- In case of book(s) with prices in foreign currency, prices will be converted to Indian Rupees on GOC rates. A currency conversion GOC proof with a date should be submitted along with an invoice. Only the billing month GOC will be considered for conversion rate calculation.
- Every price proof and currency conversion proof should contain seal with, authorized signature of the vendor.
- The invoice should bear the firm's IT PAN, GSTIN and RTGS Information.
- The invoice should be raised in favor of "University of Petroleum & Energy Studies", Energy Acres, P.O. Bidholi via Prem Nagar, Dehradun – 248007".
- Normally university will not give any advance payment against an order for books.
- Supply dateline is 30 days for Indian titles and 60 days for foreign titles (if not available in India).
- In case there is a delay that is foreseen in supply, the concerned empanelled vendor should send a communication to the library.
- The Books should be consigned to University of Petroleum & Energy Studies, Energy Acres, P.O. Bidholi via Prem Nagar, Dehradun - 248007.
- All communications should be addressed to "Chief Librarian, University of Petroleum & Energy Studies", Energy Acres, P.O. Bidholi via Prem Nagar, Dehradun – 248007"

9.3 University Material like Dissertation/Thesis/Reports

- These items to be treated like books for processing, etc. and e-copies of all Theses and A grade dissertation will be archived in Digital repository. From 2015 May onwards library is not archiving any printed dissertation copy.

9.4 Financial Planning/Budgeting:

- Initiate utilization of funds in advance so that funds are utilized before the deadlines set in.
- Prepare school-wise quarterly utilization report for both CAPEX and OPEX.
- Prepare next year budget requirement with the help of Library Steering Committee members.

9.5. Vendor Follow Up:

Follow –up Deadline:

	Indian Title	Foreign Title
Maximum Supply dateline	30 days	60 days
1 st reminder – Email/Telephone/KOHA	31 days	61 days
2 nd Reminder – Email/Telephone/KOHA	35 days	65 days
3 rd Reminder – Email/Telephone/KOHA	40 days	70 days
Place order to Second Party or cancel the order - Email/KOHA	45 th day	75 th day

9.6. Non-Supply of Books: Process to be followed

- Follow up with the vendors as per the above schedule. If necessary, place order to second LOI supplier.

9.7 Maintenance of Files and Records

Following records/files will be maintained properly

- Approvals & PO file
- Accession Register
- PR file
- Budget/Finance
- Training file
- Binding record file
- Fine collection register

10. Subscriptions of Journals:

10.1 Subscription Process and Approvals

- **Budgetary provision:** Ensure that adequate recurring/annual funds are available for the approved Journals Subscription/renewals etc. as required.
- **Beginning of Renewal Process:** The process of renewals should begin at least two months in advance so that the subscriptions are continued without any discontinuation in issues.
- **Foreign Currency:** For subscription agents, the foreign currency conversion rate will be the effective conversion rate on the billing date.

10.2 Subscription Process Work Flow:

- **Recommendation:** The list of journals to be renewed is put on faculty circulation through email and recommendations received. Faculty can also recommend new titles. The recommendations may be sent in the prescribed recommendation form. To cope with the current changing scenario, if the journal is available in e-form with IP authenticate multiple access as well as price is almost same, e-form will be preferred for procurement.
- **Approval:**
 - Duplication checking
 - Put up for HOD and Director approval.
 - Put for approval by Dean (Academic Development & Innovation) / Vice-Chancellor / Chancellor
- **Proforma Invoices:** Proforma invoices must carry a certification that the price has been charged in accordance with the publisher's price list / E-ShodhSindhu: Consortium for Higher Education Electronics of Infilbnet.

- **Ordering** : Journals Renewal and Subscription Orders will be issued to Publishers / Agency.
- **Records**: Maintain a proper Bill Register and payment records, expiry date, next renewal date etc.
- **Binding of Journals**: On completion of a particular volume, all valuable journals will be bound and kept on shelves. The most general category of journal like India Today, Business Today, etc. will be weeded out by the library.

10.3 Receipt and access to journals

- Ensure that the items received are as per the order/ access is enabled to the desired resource
- Computerized record of receipts of the journal issues
- Processing of Journal Issues: Physical verification, Stamping, Barcode insertion
- Display of the Loose Issues of the periodicals on the respective display racks.
- Sending of printed journals to concerned branch libraries.

10.4 Non-Supply of Journal Issues:

Reminders: Missing issue reminders can be sent with the following frequency:

- For weekly and bimonthly journals: Once every month through KOHA automatic reminder generation system.
- For Quarterly/Biannual journals: Once every two months through KOHA automatic reminder generation system.

Replacement of missing issues: Supplier must be asked to replace missing issues by way of

- Replacement copy, or
- Publisher certified and reproduced copy or
- Refund either in the form of a credit note or Demand Draft/cheque or
- Extend the subscription period equivalent to corresponding period

11. Archiving and Weeding Out

In order to provide better access to the frequently consulted literature, back volumes are archived properly. Though the library gets access to the back volumes online from the publisher's websites, etc., the print volumes of these journals also be considered for archiving. Adequate space should be provided for archival storage to library if not available.

The following categories of materials can be considered for weeding out:

- Ephemeral material (e.g. Newsletters, progress reports, pamphlets) including those materials that lose value after a certain period of time such as: annual reports, directories, yearbooks, etc. These are to be weeded out annually.
- Duplicate issues of the journals may be weeded out at the completion of volume
- Material (Books, journals, reports) that the library received as gifts/complementary by individuals/institutions and organizations which have no relevance to university users.

- Books/Journals that have become unserviceable/mutilated due to heavy use, wear and tear, obsolete/white ant old infected material.
- Reference books such as Yearbooks, Annuals, Handbooks, etc. that are published periodically have to be replaced with their new editions and the older editions are to be discarded.

11.1 Weeding Out Policy

Step 1: Library team prepares a list of old and obsolete titles alongwith cost of purchase

Step 2 : The list circulates to concerned School Director for review.

Step 3: After review by Director the list gets approved by LAC.

Step 4: After review by LAC, the list gets approved by Dean and Vice-Chancellor, Finance Department

Step 5: The approved books are withdrawn from the live collection and placed for pick up by users free of cost for their Academic use.

Step 6: For the remaining titles, Library takes the Financial Approval from Competent Authority before disposal as junk paper to Kawadiwala.

12. Maintenance of Records:

The transactions of all the activities/ procedures, etc. in the Periodicals Section should be recorded for the relevant information and documentation. In this regard apart from the automated system, the section maintains the following documents for keeping the records:

- Approvals, PO & Payment requisition file
- Journal Subscription Registers

13. Procurement of e-Resources

Electronic Resources include electronic journals, online databases, bibliographic databases, indexing/abstracting services, eBooks, or any information resource that is available in electronic form.

13.1 Norms

- For the procurement of e-resources like, e-book, e-databases and e-journals, UPES Library adopts the model (subscribe / Perpetual access) depending on various factors like suitability for different programs, research area, relevance to different departments and a usage analysis, if it is a renewal. In case of e-resources there is no single standard procedure is available, it varies publisher to publisher.
 - Annual Subscription: Access to content is available for only one calendar year.
 - Perpetual Access: Access of e-books continue on a permanent basis.

- Negotiation : Negotiation plays a vital role in deciding the pricing factors. One can enforce terms to the publishers/vendors in the form of the pricing, access to the back volumes, locking period, perpetual access, archival rights, governing laws, training and awareness programs, usage statistics, simultaneous access, etc. There are no standard/ uniformly acceptable terms that are yet to be established in this area, as this is almost virgin and challenging field.
- E-ShodhSindhu: Consortium for Higher Education Electronics - Inflightnet: Since the E-ShodhSindhu Consortium for Higher Education Electronics is providing access to a large number of resources to universities, care needs to be taken that the University gets maximum number of e journals from that consortia.

13.2 Process and Approvals

Online databases are expensive resources which need to be evaluated properly before subscribing. Hence, the following procedure be followed for subscribing to Online Databases (not for single and individual e-Journals or eBooks)

- Identify the need
- Ask for a Trial Access
- Publicize the availability of resource on Trial
- Analyze the Usage statistics
- Put up for approval –HOD, Dean, Chairman (Library Committee), Registrar/ Vice Chancellor.

13.3 Electronic Journals

When subscribing to individual titles, same procedure as that of print journals will be followed with regards to preparing the list of journals, duplication checking, finding out a price and finally putting up for the approval of Dean (Academic Development & Innovation) / Vice Chancellor/ Chancellor..

13.4 e-Books

When purchasing/subscribing to individual e-Book titles, same procedure as that of print books will be followed with regards to preparing the list of titles, duplication checking, finding out a price and finally putting up for the approval. The recommendations are generally received through e-mail. The e-books selection procedure are as follows:

- Receive e-books catalogue from various publishers.
- Duplicate checking.
- Subject wise categorization of all e-books
- Email to all faculty members, HOD, and Director with a request for selecting the title as per the University curriculum.
- Receive recommendations from faculty members.
- After consolidating the recommended title, Chief Librarian takes approval from the HOD, Director, Chairman (Library Committee) and finally from Dean (Academic Development & Innovation) / Vice Chancellor/ Chancellor.

- Request for Quotation from Publisher.
- Purchase order preparation and dispatch.
- Place for Advance payment, as per the norms all e-resource publisher or vendor takes advance payment.
- On receipt of payment, within 7 working days all e-books gets activated by the publisher.
- On-line checking of all the activated title with the PO.
- Collection of invoice and send it to Finance for the record.
- Regular checking of ebooks access.

14. Circulation Section:

14.1 Activities:

Circulation Section handles the Front Desk operations of the library and is very important because it is the first contact point for faculty and students. Efficiently functioning Circulation Desk leaves a lasting impression on the user and hence it is very important section of the library. Major Activities of the Section are:

- Registration of new members and updatation of all data related to library users
- Attending the Users' query
- Issue and returns of Learning Resources (Primarily Books)
- Assisting the Library user in using the RFID Self-Kiosk machine
- Assisting the users for accessing OPAC
- Checking of all daily returned books
- Reservation managementa
- Managing Counter Operations

14.2 User Services

14.2.1 Library timings (Subject to change):

Library	Timings	Day
Bidholi Library	9:00 AM to 8:00 PM	Monday-Friday
	10:00 AM to 5:00 PM	Saturday
Law Library	9:00 AM to 8:00 PM	Monday-Friday
	10:00 AM to 5:00 PM	Saturday & Sunday
Management Library	9:00 AM to 8:00 PM	Monday-Friday
	10:00 AM to 5:00 PM	Saturday

LIBRARY REMAIN CLOSED ON ALL UNIVERSITY HOLIDAYS

14.2.2 Issue/Return timings (Subject to change):

Library	Timings	Day	RFID system
Bidholi Library	9:00 AM to 7:00 PM	Monday-Friday	Self service RFID Kiosk
	10:00 AM to 4:00 PM	Saturday	Self service RFID Kiosk
Law Library	9:00 AM to 7:00 PM	Monday-Friday	Self service RFID Kiosk
	10:00 AM to 4:00 PM	Saturday	Self service RFID Kiosk
Management Library	9:00 AM to 7:00 PM	Monday-Friday	Self service RFID Kiosk
	10:00 AM to 4:00 PM	Saturday	Self service RFID Kiosk

NO ISSUE RETURN ON SUNDAYS AND HOLIDAYS

14.2.3 Borrowing privileges

Type of Borrower	Type of Documents	No of Books	Issue Period	Renewal period	Overdue Fine
Students (UG+PG)	Course Books	As per the Course grid/ availability	6 months (1 sem)	0	0
Students (UG)	Lending Books	4 books	16 days	2 times	Rs. 5 per day/per book
Students (SOD)	Reference Books	1 book	5 days	0	Rs.10 per day
Students (PG)	Lending Books	6 books	25 days	2 times	Rs. 5 per day/ per book
Faculty member	Lending Books	10 books	6 months	0	0
Visiting Faculty member	Lending Books	Through Program Coordinator	1 month	0	0
Research Scholar	Lending Books	5 books	30 days	2 times	0

Type of Borrower	Type of Documents	No of Books	Issue Period	Renewal period	Overdue Fine
UPES Non-Teaching Staff member	Lending Books	2 books	15 days	0	0
Lab Assistant / IKYA Payroll staff	Lending Books	1 book	15 days	0	0

14.2.4 Type of document and borrowing privileges:

Type of Documents	Borrowing Facility
Lending Books	Allowed
Course Books	Allowed
E-Books	On-line reading /Download
Reference Books	NOT-FOR-LOAN
CD/ DVD's	NOT-FOR-LOAN
Thesis	NOT-FOR-LOAN
Dissertations	NOT-FOR-LOAN
Periodicals/Loose issues of journals	NOT-FOR-LOAN
Bound Volumes	NOT-FOR-LOAN
Reports	NOT-FOR-LOAN

14.2.5 Issue/Return procedure

Issue/Return of library materials is the routine operation of any library. At Main campus library, all users have to issue/ return the books using RFID Self Issue/return KIOSK. Renewal of books has to be carried out using KOHA WEBOPAC. In School of Law and School of Business Library issue/return activities are carried out using RFID Self service KIOSK reader. The Proper sequence of activities to be followed to issue and receive the library books is defined as follows:

14.2.6 Renewal Privileges

- Books can be renewed for another two terms, if no demand is there.
- Renewal has to be carried out using KOHA WEBOPAC

- The renewal must be made on or before the due date.
- A lending shelf book can be renewed for one time, after which it must be returned to the library.
- The user may borrow it again, if there is no reservation placed on that.

14.2.7 Issue of Course Book from Text Book Loan Scheme (TBLS)

The TBLS is open to all regular Students. Students will get a set of recommended books (Printed/ebooks) through the Text Book Loan Scheme for a semester. The printed course books will be returned to the library after the end of semester examination as notified by the university. If any student fails to return the books in time, he/she will not be allowed to register for the next semester.

TBLS Policy, Terms and Conditions:

- All newly registered students will get the coursebook on the day of registration subject to availability of books.
- Re-registered students will get course books at the beginning of each semester subject to availability of books.
- In case the course book is available in E-books format, library will not issue any hard copy to students.
- Students will bring their fee deposit receipt / SAP ID Card at the time of the book collection.
- The course books are issued for a semester only. The course books will have to return to the library after the end of the semester as notified by the University. In case of failure, the student will not be allowed for re-registration.
- Before re-registration, Library will send a defaulter student list to SRE, accordingly SRE will block the student from re-registration.
- Delays in a book return shall be treated as default.
- Books lost or defaced shall have to be replaced or double cost will be recovered.

14.2.8 Library Fine

- An overdue charge of Re.5/- per day/ per book for the overdue books issued from the Library stock will be charged to the students. If the fine amount reaches at Rs.100/-, that student account will be blocked until he cleared his/her dues. The maximum fine limit is Rs.150/- per student/per book. No fine will be levied for course books which issued for a semester.
- The Library will be sending the list of monthly outstanding fine to finance department and library will record in KOHA software.
- "No dues" certification will be cleared from the library only after the library dues are fully paid up upon completion of the program.
- Faculty and Staff will not be levied any library overdue fine.

14.2.9 Waiving-off Library Fine

- The Librarian may waive-off fine upto Rs.150/- in case of valid reasons like Medical and other issues.
- The waiving off request to be submitted by student in written.
- The Librarian will find out its genuineness, then he will take a decision for waiving-off the fine charged to the said student.

15. Loss or Mutilation of documents and Policy of Compensating

- Library materials are to be handled with care.
- If a borrowed book is lost or mutilated beyond usable condition, the book has to be replaced with the same or later edition.
- The Library will follow the below mentioned steps, in the same order of preference to settle the dues
 1. The book has to be replaced with the same or latest edition, and Rs.100/- for the cost of replacement of RFID Tag, or
 2. Double cost of the book as per library records, if the price is not available in the library record, original price may be taken from online.
 3. If the book lost or damaged is one of the volumes of a set, the member shall have to compensate the cost of the whole set.
 4. Overdue charges will not be levied in such cases from the date of a report until the same is replaced..
- The library will generate invoice as per the MRP on the date of purchase, and will be sending to finance and Finance department will take necessary action.
- At the end of each Financial year library will replace the list of documents for which double cost has been recovered from the collected amount.

16. Theft/Misuse of Library resources:

- The theft or abuse of Library resources like books, journal issues, reports, and dissertations will be viewed very seriously.
- Each case will be examined to ascertain its genuineness and DSA will take necessary action.
- Underlining or marking / tearing of pages/ defacing or damaging/ theft/ leaving the library with unissued books/damaging RFID tags in any way of library books or other materials is strictly prohibited. Users indulging in such practices shall be debarred from using the library up to a period of 3 months.
- Debarred from availing services of library up to a period of 3 months. Recovery of pecuniary loss caused to University property including library books. P
- Minor Penalties- Fine up to Rs. 5000/- Major Penalty- Fine above Rs. 5000/- can be imposed.

17. Reference Service

Library houses all important reference sources on Engineering like Encyclopedias, Dictionaries, handbooks and Manuals, Statistics, Yearbooks. The collection ranges from general to subject specific sources. All the reference sources are housed in the First floor Reference section. Users can also contact staff on duty for any assistance. In Kandholi Library, Reference books are stocked in separate shelves with properly labelled.

18. Issue of Library Use Certificates

The Chief Librarian shall issue Library use/Attendance certificate to research scholars who request for it.

19. Stack Room /Display Area Management

Collection Organization plays a very important role in ensuring the optimum utilization of the books, journals kept in the library. Presently, the learning resources are stacked/ displayed in the following categories:

- Central Library (Main Campus)
 1. Lending Stack Area at (Spread across First floors for books)
 2. Reference Section (Consisting of Encyclopedias, Dictionaries, Manuals, etc, in first floor)
 3. New Arrivals (First Floor)
 4. Newspaper Display Area (In ground floor)
 5. Journal Display Racks (Subject-wise in second floor)
 6. Digital Library (Second floor)
 7. School of Design Library (Second floor)
 8. School of Allied Health Sciences (Second floor)
- School of Law Library (Kandoli campus)
- School of Business Library (kandoli campus)

At Kandholi campus Lending Books, Reference Books, Periodicals and course books are stacked separately in the same floor.

It is essential that all efforts are carried out by the library for pleasant display and quick retrieval of books/journals by the users. The Library must ensure that:

- All the books removed from the stacks are replaced back on the shelves regularly.
- Each section of Stack to have a designated Library Attendant
- Shelf Reading must be done continuously to look for misplaced books
- Books reported untraced by users be traced in the quickest possible time
- Stacks should be properly labeled with subject guides.

20. Stock Verification and Procedure to Write-off

20.1 Stock Verification Periodicity

Physical verification of the library stocks has to be carried out at three year interval to identify the losses, identifying misplaced and/or mutilated documents that need repair, or to be weeded out from the library collection.

20.2 Loss of Publications

- Books are vulnerable to physical handling and environmental conditions. Hence, mutilation, wear and tear of books by heavy use is a common occurrence in libraries.

- Some loss of publications is inevitable, especially in the context of open access practice in libraries. The librarian and library staff, has a role as an information manager and facilitator and not just a custodian. Therefore, librarian alone should not be held responsible for the losses, unless it is attributed to dishonesty and gross negligence.
- Loss of 5 volumes per 1000 volumes issued and/or consulted in a year may be taken as reasonable.
- A publication may be considered as lost only when it is found missing in three consecutive stock verifications and thereafter the action to be taken to write off the publications by competent authority.
- If the loss of book is more than the permissible extent, the causes of such loss may be investigated by the competent authority and the remedial measures be strengthened.
- Occasional loss/damage of issues of periodicals is inevitable during postal transit. If the payment is made directly to the publisher, then sometimes it is not possible to get the replacement. In such cases, the non-receipts/damages be considered as a loss for write-off.
- The disposal of volumes should be made on the recommendations of a Library Steering Committee and with approval of VC, which shall decide whether the books mutilated/damaged/obsolete are not fit for further use.

20.3 Procedure for write-off

- List the documents not found during stock verification.
- Library staff to make all possible efforts to locate the document not found during stock verification.
- Prepare pre-final list of the documents not found.
- Compile a final list of documents not found.
- Compare with the list of earlier stock verification to identify common entries .
- Put up the list to the Library Steering Committee along with justification for the losses and get approval.
- Obtain final approval from the Dean (Academic Development & Innovation) / Vice-Chancellor.
- Make necessary entries in the accession register.
- In KOHA catalogue, the withdrawn status should be updated.
- Improve the system with additional precautionary measures.

21. Preventive measures:

Some preventive measures are listed below.

- The exit gate is equipped with RFID security antenna, which automatically capture the un-issued books.
- The exit/entry is also monitored by security staff.
- Sealing of windows with wire mesh, installation of wicket gate, adequate vigilance in the stack room(s), provision of adequate lighting and CCTV, introduction of identity/membership cards for identification of users, etc., are adopted.

- Employed an adequate number of staff in the library for monitoring during library hours.

22. Library Orientation

Library conducts User Education/Orientation programs for new students and faculty members at the beginning of the academic year. Besides this, these awareness programs should be conducted when requested by users from time to time.

23. Library Security System

The library employs a security system to safeguard the library resources. The following security systems are employed in the library

a) Closed Circuit Camera System (CCTV)

- The library has installed 28 cameras at Main campus library, 8 each CCTV cameras in School of Law Library and School of Business (SOB) Library across different floors, stack rooms and study areas for monitoring.
- All the reference books are equipped with RFID tag and all exit points are equipped with RFID gate antenna
- LCD monitor where the footage can be viewed
- Library has access to 7 days records of the footage

b) Security system:

- All UPES library's are equipped with RFID system it comprises of RFID gate antenna, Self Issue Kiosk, RFID tag and Staff station reader. All reference books are equipped with RFID tags.
- The university employs security guards / Library attendants in each library to provide 24X 7 security to the library.
- Security Staff/ Library attendants manning the exit point shall verify all documents that are being taken out of the library.

c) Library Attendants:

Library attendants have been allotted different sections of the stack rooms and they will provide monitoring at stack rooms and study places.

24. Admission to the Library

- The SAP Identity card cum smart card is mandatory for entering the library and issuing/ renewal of library documents.
- The security / Library attendant at the entrance is authorized to examine everything that passes into or goes out of the library.

- Personal belongings except Laptop and other valuable item shall not be permitted to be brought inside the library. The library does not accept any responsibility for loss or damage to personal property left at the counter.

25. Issue of No-Dues Certificate

- SRE and Finance Department shall ensure that the students to various courses have taken "No Due Certificate" from the Chief Librarian before a decision is taken to award Degree and release of all dues.
- Following procedure to be followed before issuing "No dues certificate"
 1. Check the KOHA user record.
 2. Ensure no books or documents are pending with the borrower,
 3. Ensure no fines are due.
 4. Expire the member record in KOHA.
 5. In case lost/ damaged, deduct double cost from the security
 5. Send for Librarian's signature.
- In case of faculty members or staff members of UPES at the time of Resignation or retirement, they should take No dues certificate from the library. In case of non-return of issued document, the Library will give instruction to the HR department for deducting the double cost of the issued books from his final settlement amount.

26. eResources access policy

- The bonafide students, research scholars, faculty, staff (including project staff) is eligible to access internet and resources in digital libraries
- The remote Login facility is to be provided for bonafide students, staff and research scholars of the University to access the subscribed databases through EzProxy remote access facility. No external user will be provided remote login facility.

27. General Rules and Regulations:

- SAP ID card cum Smart Card is mandatory for getting entrance and issue /return/reissue of documents.
- All the readers entering the Library shall keep their bags and other belongings (except cell phones, purse, money, credit card, laptop and other valuables) at the entrance. Do not leave any valuables at the Check Point. The Library is not responsible for any loss of personal belongings. All files, books, and notebooks must be presented to the security guard at the checkpoint for inspection while leaving the Library. Library does not permit any exception in the observance of this rule.
- UG Students are allowed to borrow 4 books for 16 days from lending section, PG students are allowed to borrow 6 books for 25 days, all research scholars are allowed to borrow 5 books for 30 days with two time renewal privileges.

- As Design subjects books are reference in nature, all UG and PG students of School of Design are allowed to borrow 1 books only from SOD Library for a period of 5 days. However, they are allowed to borrow another 3 books from lending section.
- Students are allowed to carry two personal books inside the reading room for study.
- Borrowers should check the physical condition of a book while borrowing to ensure that these are not damaged, otherwise, they will be held responsible for any damage later or at the time of return.
- An overdue charge of Rs.5/- per day/ per book for the overdue books issued from the Library lending section will be charged to the students. In case of Reference Books which are issued for overnight only, overdue charge of Rs.10/- per day/ per book will be charged from the second day onwards.
- All books are security enabled, for any kind of damage in the security system, the library will charge Rs. 5000/- (rupees five thousand) fine per book as a cost of replacement of security system.
- Every student should preserve their SAP ID Card and not give it to any other student for issuing books or availing any other library services. Any misuse of the SAP ID card will lead to the suspension/termination of his/ her library membership.
- Reference Documents like Dictionary, Encyclopedia, Year Books, Journals (Loose & Bound), Theses, Project Reports, Census, Handbooks will not be issued out.
- Books and bound volumes should be handled with great care. Please avoid keeping the volumes open on the table. or putting with their faces down, or inserting note books or pencils in between the pages and closing them. Pages must not be folded to serve as book marks.
- Books loaned should be protected from RAIN, DUST, INSECTS, etc.
- Readers should not deface, mark, cut, mutilate or damage library material in any way. If anyone is found doing so, he/she will be charged with the full replacement cost of damaged material and may lead to suspension of library account and be barred from entering the library.
- In case, the books are lost, damaged or not returned, the concerned member will have to replace the book. Else he/she will have to pay double the cost of the book or will be recovered from the security deposit. Photocopies / old books will not be accepted as replacement.
- Before registering for new semester, all the dues of the library must be clear including overdue books else these borrowing facilities shall be withhold.
- Books removed from the shelves, if not required further, should be kept on the book trolley/ table nearest to them.
- Newspaper should be folded properly after reading and kept back in the designated place.
- The library shall not be responsible for any loss or damage of the personal belongings of the users.
- Readers should not carry books from one floor to another and should leave the books on the reading table after consulting.
- Readers should not talk or discuss as they may disturb other readers. Reading halls are meant for individual study and research only.

- Use of mobile phones in Library premises is strictly prohibited.
- Theft, mutilation, damaging of library materials is a serious offense and appropriate action will be taken against offenders. A student found guilty, will lead to the suspension/termination of his/ her library membership.
- Members found leaving the Library with un-issued book / other resources will be penalized. He or she will be penalized as per rules and may even lead to debarring from visiting / using the Library services and facilities.
- Users of the library should note that all e-resources subscribed are licensed materials and cannot be shared with outside community as it may lead to copyright/license violation.
- Loss of Borrower's card to be reported immediately in writing.
- Personal Papers and non-library materials should not be left unattended on tables.
- Students, faculty, staff going on long leaves like study leave will have to return all borrowed material before leaving Dehradun.
- All the students who want to return the books issued on their names are advised to wait until the books are shown as cancelled against their names.
- Readers leaving the library should allow the library/security staff to examine their belongings.

28. Digital Library

- Digital Library is to be used for academic purposes only.
- Online Chatting in the Digital Library is not allowed.
- Browsing of social networking sites is strictly prohibited. Strict disciplinary action will be taken against the defaulters.
- Playing games on computers is strictly prohibited in the entire Library premises.
- Unplugging the Desktop and changing the User ID and Password is a punishable offense.
- Changing the settings and display of the computers are not permitted.

29. Physical Ambiences

29.1 Cleanliness:

The library is a central resource department that is the backbone of all academic programs of the university. Students and faculty would be spending their considerable time in library premises pursuing their research and studies. Hence it is very much essential that the library has a checking system in place to monitor the cleanliness and hygiene of the library premises like regular sweeping, cleaning and mopping of all floors, and washrooms.

29.2 Electricity and Water and Ventilation

The library will ensure that these essential things are working at all times and users would not be put to any inconvenience.

29.3 Floor Plan and Direction/Guideposts

The library shall have floor plans designed and proper directions/guideposts for people to move around the library looking for resources/services.

30. Managing the Performance of Library team

UPES library is managed by a professionally qualified and competent team. It is suggested that the performance of the team can be optimized by taking the appropriate measures.

31. General Conduct

Every member of the library team shall exhibit the highest level of professional conduct in discharging their duties. Staffs are expected to be in their sections, unless otherwise their work takes them away from the desk. Providing polite and efficient service shall be the motto of the library.

32. Department Performance Audit by yearly user feedback surveys

The library will initiate an annual department performance audit wherein the performance of the library will be evaluated based on the feedback surveys, user satisfaction surveys. This feedback and evaluation will certainly help library to overcome any lacunae in the facilities and services being provided.

33. Reports about Library Functioning

The library shall compile, analyze and submit an annual performance report.

34. E-Services provided by the Library

34.1 Document Delivery Services:

The UPES Library is also the institutional member of DELNET, if any, articles required by library users, which are not available in UPES Library, the copy of the article will be collected from DELNET and deliver to the library users. The DELNET charges on the printed charges of the requested article.

34.2 Inter Library Loan:

Library arranges to borrow documents, that are not available in its collection, on Inter Library Loan from other academic institutions through DELNET for academic and research purpose. Such materials will have to be handled with utmost care and returned to the Library well on time. Both DDS and ILL services are provided for academic and research purpose to the faculty members and research scholars. Members are requested to send a formal request to the Library with complete

bibliographic details of documents required. To make a request user need to send an email to the Chief Librarian / Deputy Librarian. Hence, all possible efforts must be made to make available the learning resources needed for the faculty and students.

34.3 Digital Library Services:

A State-of-art Digital Library provides seamless access to various e- Databases, e-books, e-journals, Electronic Theses & Dissertations, and Institutional Repository etc.

Salient features of Digital Library:

- Electronic library in a networked environment with 54 computers at Main Library, 8 Computers at Management Library, and 9 computers at Law Library using a dedicated 100 Mbps line.
- Both reading and computing facilities.
- Access to subscribed full text online journals through e-ShodhSindhu: Consortium for Higher Education Electronic Resources E-Journals Consortia and other library e-resources.
- IP based Web Cameras for surveillance to enhance security of the library resources.

34.4 GyanKosh Library Portal:

Access to all e-resources, library rules, KOHA online catalogue, UPES Institutional repository is available through Intranet and Internet facility. Link is <http://library.ddn.upes.ac.in:8081/upeslib>.

34.5 KOHA Online Catalogue :

All available library may be searched from KOHA Online catalogue, which will give information about availability of a particular books, and status etc. Link I <http://ils.ddn.upes.ac.in:8001>. The online catalogue is accessible using the Intranet / Intranet.

34.6 Yamunotri: A reservoir of UPES Knowledge

An Institutional Repository using Open source software called DSpace has been installed for developing a electronic databases on Thesis, dissertations and faculty publications. The link is <http://dr.ddn.upes.ac.in:8080/jspui/>. The repository is only accessible within the campus using Intranet.

34.7 Remote access of e-resources

All hosted e-databases and e-resources are accessible by authenticated UPES Library members (Faculty, students and staff) from outside the campus. The Link is : <https://elibrary.ddn.upes.ac.in/login>. The authentication service is provided by IT Department.

34.8 Open Journal System

Library has installed Open Journal System which is a journal management and publishing system that has been developed by the Public Knowledge Project through its federally funded efforts to expand and improve access to research. The main objective is to bring all journals published by the UPES will be available in one-platform.

34.9 National Digital Library of India (NDLI)

UPES Library has access to NDLI portal, which is a virtual knowledge container with wealth of learning resources for the students and learners across geographical and cultural boundaries education in India is on the cusp of a paradigm shift.

34.10 Shodhganga: a reservoir of Indian Theses

"Shodhganga" is the name coined to denote digital repository of Indian Electronic Theses and Dissertations set-up by the INFLIBNET Centre. An MOU has been signed between INFLIBNET Centre and University of Petroleum & Energy Studies" in November 2017. On the basis of MOU, UPES has access to Shodhganga ETD and also takes active roles in submitting the awarded Thesis in Shodhganga database. All PHD reports awarded upto 2018, are uploaded in Shodhganga reservoir.

35. Library Activities

35.1 Central Library

- Planning & Management of library services for all School
- Budget preparation, allocation and utilisation
- Procurement of Books for all School
- E-database and E-Journals subscription for all School
- Printed Journal subscription for all School
- Technical processing of documents for all School
- Computerisation of library catalogue
- Issue / Return / Renewal of books
- Fine collection
- RFID implementation
- Readers assistance service
- Library orientation for all School
- Maintaining the library as per ISO 9001 standard requirement
- Library GyanKosh portal design & development
- Online Journal Publishing System
- E-resource accessibility
- Institutional Repository Development
- Library Automation system administration and maintenance
- Study of library usage periodically
- In-house training for library staff
- Circulation of New Arrivals list

- Organisation of workshop, book exhibition, World Book Day etc.
- Liaison with SodhGanga of INFLIBNET for archiving the Thesis
- Liaison with National Digital Library of India (NDLI) – MHRD for sharing the resources.
- Periodical Library survey
- And other related services.

35.2 School of Law and School of Business Library

- Issue / return / reissue of library documents
- Readers' assistance service
- Liaison with departments
- Maintenance of library shelving

36. Requisition form used in Library

- I. Library Membership Form for faculty/staff
- II. Library Membership form for student
- III. Book Recommendation Form
- IV. Periodicals/ E-database / E-Journals recommendation form
- V. Lost/Mutilated Book Replacement Request
- VI. HBR Case study requisition form