
INNOVATIVE PRACTICES IN LIBRARY SERVICES: A CASE STUDY OF MANIPUR UNIVERSITY LIBRARY

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Abstract

In this emerging knowledge society, there has been a sea change in the knowledge sectors. Library and Information centres and their similar organizations are also not an exception to this. A changing trend in the mode of procurement, storage, processing and particularly in the delivery of services of the libraries is observed in almost all the libraries of the modern age. Also there are libraries continuing the traditional services and attempting towards provision of new services. In the changing scenario, ICT (Information and Communication Technology) has been the most instrumental factor. In this backdrop, in our paper, taking Manipur University Library, as a case study, an attempt has been made to highlight the innovative practices adopted in the mode of delivery of services.

Keywords : Knowledge Society, Library Services, Innovative Practices, Manipur University, Case Study.

1. Introduction

There has been a sea change in the concept of library and its similar institutions in this knowledge society. Information and communication Technology (ICT) has been considered as the most instrumental factor for the change in the mode of delivery of library services. General and traditional services of the library have been influenced with the introduction of new innovative practices, because of application of new ICT -based products and services. As a result, a new trend is observed in the process of delivery of services by the library organizations around the world. Most of the traditional services have also been replaced by new ICT-based services. Majority of the libraries have been automated, while remaining ones are in the process. An attempt has been made in this paper to highlight the innovative practices adopted in the delivery of the services at Manipur University Library.

2. Manipur University Library

2.1 Manipur

Manipur is one of the smallest border states situated on the North-Eastern part of India having an area of 22,327 Sq.Kms. which is divided into 9:1 ratio of Hill and Valley. According to 2001 census,

the population of the state is 23, 85,634. The overall literacy rate of this multi-coloured and pluralistic society is 68.87%. The number of educational institutions of lower and higher standards is increasing leaps and bounds at present throughout the state. These are run either by the Government or private individual. There are two Universities in Manipur viz Manipur University, Imphal and Central Agricultural University, Imphal.

2.2 Manipur University

Manipur University was established on June 5, 1980 under the Manipur University Act, 1980 as a teaching cum – affiliating University at Imphal with territorial jurisdiction of the whole of the state of Manipur. It is located at Canchipur an outskirts of Imphal, the Capital of Manipur. It is easily accessible by National Highway-39 (Indo Myanmar Road) and by Mayai Lambi Road. The primary objective of the University is to pursue higher education and research. The University has been upgraded to the status of a central university by an act of Parliament since 13th October, 2005.

2.3 Manipur University Library

The Library of the Jawaharlal Nehru University Centre of Post Graduate Studies, Imphal, which was established in 1972, was amalgamated to Manipur University in 1981. The Manipur University Library is at the centre of the University Campus .The MU Library was declared as one of the INFLIBNET nodes in the first phase in the year 1993. The Library has completed the works related to creation of Database of Books, Serials, Thesis and new entries are added to the existing databases from time to time. It also became a part of the UGC-INFONET: E-Journal Consortium since 2003.

2.3.1 Building

The library building is of three storied to carry out all the functions and services of the same.

2.3.2 Collection

The library collection is growing steadily covering both in the form of published and unpublished materials. As on 31st July, 2007 the collection of the library was as follows;

Total No. of Books	1, 31,368
Total No. of Journal Title:	228
Newspapers:	21
Magazines	5
Bound Volumes	1000
E-journals title	4000
Manuscripts	33

Other E-resources (Floppy, CD, DVD etc.)	200
Theses/Dissertations	2587

2.3.3 User Community

The teachers, research scholars, PG students, officers and non-teaching staff of the University are the regular members of the library. There are a total of about 3550 regular members of the library. Besides a number of visitors who are not registered are also visiting the library to avail the facilities. The library has become the referral library of the state. About 300 visitors visit the library daily.

2.3.4 Library Staff

The present staff positions of the library are as follows:

Top level professionals	3
LIS professionals (Permanent)	16
Other Staff (Permanent)	9
Other Casual/Part time staff	7

2. Automation Status

Manipur University Library initiated its automation process since 1993. Also it was declared as one of the INFLIBNET nodes in the first phase in the same year. The present automation status of the library is as follows:

- Creation of Database of Books, Serials, Theses and new additions.
- Retro conversion of the databases created in CDS/ISIS into SOUL package.
- Total database contains records of about 95,000 materials.
- About 35 computers including 18 meant for staff are used for automation work.
- Installation of OPAC (Online Public Access Catalogue);
- Installation of Bar code system in circulation system;
- Other Administrative aspects of the library.

3. MU Library Services

The teacher, research scholars, students and the staff are the main users of the library. The majority of the Post Graduate students of the University depend on the collection and the services of the library. For convenience of the readers, the service of the library is made available from 9AM to 7 PM on all working days and from 10 AM to 3.30PM on Sundays. Besides the books in the stacks for lending, the library has a special collection of textbooks for issue and reference purpose

in the reading room. Reprographic services are provided to the readers on nominal charges to enable them to copy the required materials. The library provides Internet services to the readers for browsing the required materials.

3.1 General Services

The general services of the library include:

- General administrative works
- Procurement of information resources to serve the users;
- Room setting making more conducive to the users
- Infrastructure development in the tune of the demands of the users
- Issue and return of books, circulation of reference and journal materials and other materials for reading room service;
- Basic training on the handling of new services as a part of users education programme
- Reservation of documents;
- Reprographic services and other bindery works.
- Stack arrangement and maintenance.

3.2 Traditional Services

The following traditional services have been prevailing in the library till date:

- Organization of Knowledge resources;
 - Classification following CC 6th Edition
 - Cataloguing adopting CCC
- Circulation of reading materials following Browne charging System;
- Reprographic Service;
- Reading Room Service;
- Reference Service;
- Referral Service

3.3 Innovative Practices

Since the very beginning of the starting of automation work when the library became a node of INFLIBNET in 1993 , new innovative practices have been introduced in the delivery of services by

the library. Such practices can be summed up in the following ways:

- E-commerce and its application in the general administrative activities of the library with the use of new ICT enabled services, such as
 - Contacting people, vendors, publishers, suppliers, etc.
 - Submitting requirements of the holding to be procured electronically;
 - Replacing manual clerical works by computers, etc.
- Creation of databases of the boou using library application packages like CDS/ISIS and SOUL.
- Automation of different house keeping operations of the library.
- Provision of services in electronic environment;
- Developing Local Area Network;
- Participation in network programmes and enhancement in the resource sharing activities, providing reliable access to the Online Union Catalogue of documents of different libraries.
- Internet connectivity enabling the users access to global information resources;
- Joining the UGC:INFONET-E:journal Consortium enabling the academic and research community access to more than 4000 foreign journal;
- Improving existing service conditions;
- Helping towards promoting e-learning as well as e-literacy among the scholars;
- Improving the efficiency and effectiveness of the library;
- Making library management more systematic to serve the users conducively;
- Changing towards overall development of the library.
- Adopting Barcode System in circulation system.

Currently, users of the MU Library are getting in following Services :

- Access to the full text of the journals;
- Easy access to the journals;
- Assistant from the professionals to use the e-resources made available through consortium.
- Provision of up to date information;
- Saving time in searching desired information;

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- Fulfilling the need of the users;
 - More information on career opportunities and jobs.

4. Conclusion

With the introduction of new innovative practices, the mode of delivery of services of library has really changed. The above mentioned description presents the situation in respect of Manipur University Library. The new practices introduced by the library in this part of the country are commendable, as the library has become a model for the state. MU Library is Serving as a model for library computerization and electronic information services.

Reference

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