Best Services in Selected Central Library, Chirala Engineering College, Chirala, Bapatla District. A.P. : A Study

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Abstract

Considering the rapid change in technology, inevitable changes in education sector are going to happen. Technology have influenced largely in library and information science profession irrespective of academic, public and special libraries .A variety of activities, services, and resources are offered by effective academic. The norms of the fundamental practice serve as the foundation for new practice. This study focuses mostly on the best practice experienced by Central Library, Chirala Engineering College, Chirala, Bapatla District., A.P. In higher education, the library and information services play a vital role in the academic, research and development. Accredited agencies like NAAC, NBA, AICTE, and NIRF are very anxious about quality of higher education and usage of academic information resources. Library is the main support of all the academic activities of any education institutions.

Keywords: *Best Practices, library resources and services, Modern Library, Opac, E-resources, Library Software.*

1. Introduction

Innovative best practices in academic libraries can be considered as a win-win that increases user satisfaction and supports a person's academic potential. Effective academic libraries provide a variety of activities, services, and resources that support teaching and learning, which enhances the learning outcomes for students. It encourages students' reading habits. "Best practices are also innovative and can be a philosophy, policy plan, programme, method, or practice that solves a problem or creates new opportunities and positively impacts organizations," according to a document created by NAAC for "Best practice in academic libraries."

In order to meet the challenges of today's ICT-based employment of library services and resources, libraries must adhere to best practice. The standards of

academic institutions with the simplest procedures are what are considered the innovative practice. This paper focuses mostly on the many best practice experienced by Central Library, Chirala Engineering College, Chirala, A.P.

2. Definition of Best Practices

Oxford Advanced Learners Dictionary describes 'best practices as quality of high standard, excellence, highly improved, outstanding,par excellence service. It means way of doing something that is usual or expected way in a particular organization or situation, guidelines for good practices. In this process of developing best practices we take action rather than good ideas, and we improve our skills.'

3. Review of Literature

Saroja in her paper principally focused introducing importance of the innovative best practices to be followed by academic libraries. This paper includes what's best today might not be the most effective tomorrow. Therefore, the innovative best practice is an attitude, an approach or a philosophy supported the need for continuous learning And improvement within the NAAC Committee, there are mention separate section for the library and library and data services, so library could be a most significant part of support for entire range of educational activities on an academic institution.

S.V.R.Prabhakar and S.V. Manjula Rani mainly focused on various best practices to be followed by academic library. It discusses importance of introducing best practices in academic library to enable it to improve its process and activities, optimize resource utilization and deliver high quality, efficient services to library users. This paper includes traditional best practices, information technology (IT) based best practices like web page, institutional repositories, e-mail alerting services, extension services and general best practices also. This article will be useful guide to other academic libraries to get a idea about various methods can be adopt in their respective libraries to render their services effective manner.

Libraries are the service institutions satisfying the information needsof the users are their ultimate goal was discussed by Mallikarjuna, Badiger and padmamma and also focused on the various best practices practicing in different libraries. The best practices are not onetime solution but a continuous process; by adopting these practices in libraries they can provide information service more effectively and efficiently.

4. Best Practices in the Modern Academic Libraries

Everyone needs education and information since they can raise overall national wealth and enhance quality of life. So, educational enhancement is needed in order to access information resources and support all levels of learning activity in schools, universities, and research institutes. A variety of best practices and guidelines can be applied at the national and international levels in order to create and implement innovative concepts for library development. Best practices and recommendations have been created by IFLA (International Federation of Library Association and Institutions) for different kinds of libraries and services. In order to enhance the academic atmosphere in libraries and information services, the National Assessment and Accreditation Council (NAAC) has recommended the best practices in the bench marking approach in higher education in India.

Some characteristics of the best practices in Academic Libraries
> It is the single procedure for altering how information isdistributed.
> It is the Process where conventional knowledge and resources can be integrated with new and emerging technology.
> It offers cutting-edge services, an accommodating setting,e-learning, teaching, research, and management.
> While the internet has a tendency to alienate people,
> It may also produce fresh knowledge and ideas. Participation of library

patrons in the development, assessment, and updatingof services.

➢ Sharing of resources amongst libraries.

5. Aim and Objective of the Study

The main aim of the study is to find out the modern services through Best Services in Selected Central Library, Chirala Engineering College, Chirala, Bapatla District. A.P.: A Study

Chirala Engineering College is one of the best institutions in the region of JNTUK, under the flagship of AICTE. It offers under graduate courses and PG courses in Engineering, Computers and Management education. The Institution was established in 2001 by the GSR & TSR Educational Society. The central library is a source of pride. The great research and educational goals of the institute are fundamentally supported by the College, A.P. It facilitates education and encourages research, discovery, and the expansion of knowledge. With the purchase, organization, and dissemination of new knowledge resources as well as the provision of value-added services, the central library's aim is to Promote the development of new knowledge. For the benefit of other libraries, an effort is being undertaken to discuss and spread these procedures under the following headings;

➢ Research development and management
➢ User services
➢ ICT-enabled services
➢ Users empowerment and Information literacy
➢ Other activities.

6.Resource Development and Management:

6.1 Procurement

The library keeps a list of authorized book suppliers as well as alist of publishers whose titles can be obtained from them. The received recommendations are arranged in order of urgency. Depending on the book's publisher and the supplier's ability to deliver, the order is placed.

If the facility indicates that certain books are available from aspecific vendor, an order is placed with that vendor for those books in order to obtain the suggested titles as soon as possible. The suggested title vendor must, however, supply the books in accordance with the rules and regulations of the library.

6.2 Collection Development

The main objective of the collection development is to make all kinds of required reading material; our collection as on 29th January, 2026 stands as given below.

Collection	As on 29th jan.,2026
Books	41,013
SC/ST Book Bank collection	4885
Subscription to current Journals	34
Bound volumes of journals	109
Project Reports	532
C.D.s/D.V.D.s	1239

6.3 Selection

The selection of reading material is determined by the demands ofthe teachers and students. Using a preset Performa, the faculty suggests books, which are subsequently delivered directly or via the HOD to the library. Also, students may suggest books to concerned professors or the course teacher. Suggestions for the Book Bank should be sent tothe convener SC/ST cell or the pertinent professor or course teacher. The library and teachers choose the reference books. In addition, the library subscribes to approximately 34 print journals. The titles on order are periodically renewed prior to renewing the standing orders, after consultation with the Departments and any required additions or deletions.

6.4 Collection organization

The library collection is divided into the following sub-collections.

Which are located on different sections/floor of the building?

a. General and text books

b. Reference books
c. Current Journals
d. Bound volumes of journals
e. Project reports
f. Multimedia products, CDs, DVDs, Videocassettes etc.

The books and theses are classified and catalogued as per DDC and AACR-2 respectively. Current journals are categorized subject-wise, while bound journals are arranged in classified order.

6.5 Membership

Library membership is free to all the students, faculty and staff of the college. In order to optimize the use of library resources, students and faculty to use the library free of charge.

6.6 Circulation

Circulation is one of the most important services of the library and over 220 loan transactions are carried out every day. The entire process of issue and return of books is automated. All student's faculty and staff have been provided with multi-purpose, bar coded smart identity card which also serves as the library card. Similarly, all documents are to any member and scheduled date of its return. The interest member can make reservation/claim to borrow on return of such documents.

Following tables given an idea of the entitlement of various categories of users, number of the books they can borrow and the period of loan.

The library conducts sample stock verification every year and total stock verification after two sample stock verifications. The books missing or found in damaged condition are written off as per rules. Although library does not have a defined policy for weeding out old, unused and outdated material, it still attempts to segregate and write off such material selectively in consultation with the faculty. The security of library material is a challenge in an academic institution. The library will have to plan for better solution such as installation of RFID.

S.No.	Category	No. of Days
1	Undergraduate	15 Days + one Renewal
2	Postgraduate	15 Days + one Renewal
3	Teaching staff	One semester

7. User Services:
7.1 Library Hours & Holidays

The library remains open on all days of the year except public holidays and observes following time schedule.

Monday to Saturday : 8.00 A.M. to 8.00 P.M.
Sunday : 9.00AM to 1.00 PM

7.2 E-Resources

E-Resources are available 24X7 allow multiple concurrent users and are more contemporary than their print counterparts. They support distance education, reach to remote and underserved areas and have no constraint of time and location besides saving library space. These sources can be searched, borrowed and interlinked with other publication and databases, downloaded and saved in different formats for future use. The central library provides the following E-Resources.

S. No.	Publisher Name
1	DELNET
2	NDLI(National Digital library of India)
3	MAT E-Journals

Appropriate links have been provided from library website to access these resources (Publisher wise- title wise), Users have also been provided with guidelines for fair use of e-resources.

8. User Empowerment and Information Literacy:
8.1 Orientation program

The institute librarian is a frequent guest speaker who informs the new students of the significance of libraries in

higher education in science and technology. They are introduced to the library's amenities, policies, procedures, print and electronic resources, and services through an audio-visual presentation. Also, whenever a new product or service is launched, training courses are scheduled.

8.2 Reference service

It is a service that links patrons to the library and aids in their effective use of the resources. It offers directions for accessing online library resources such as OPAC, e-journals, e-books, databases, multimedia products, etc., as well as advice on how to use information resources and services. It also provides assistance in identifying necessary documents.

8.3 Photocopying service

For the benefit of the Institute's faculty and students, the library offers photocopying services. Students, staff, and walk-in customers can use the service from a third party operating inside the library for a price.

8.4 Question Papers

Previous year question papers can be available in print and also softcopy in website. Students and faculty can access and download from website.

8.5 Resource Sharing (Inter-library loan)

The library has excellent resource sharing arrangements with a number institutions and libraries including DELNET accessing and sharing facilities on-line requests for copies of articles/Books from the holding library.

8.6 Book Bank

The library maintains a book bank comprising mainly undergraduate level text books to help students belonging to weaker sections of the society. The books (4-5) from this collection are issued for a period of one semester to the SC/ST students.

8.7 Suggestion Boxes

By keeping a suggestion box would help to get user feedback on various services provided by the library. It can also be made online by providing a link on the library webpage.

8.8 Library best user award

Library best user award will attract more students and teachers to visit the library and use the resources. It increases the user statistic.

9. ICT-Enabled Services:
9.1 Digital Library Services

Central library has access to e-resources. The library has 2 servers, 25 PCs and other accessories adequate to cater to its needs. 15 PCs are meant for users to access databases, e-books, e-journals and other e-resources. The reading area in the library has been Wi-Fi enabled.

9.2 Library Website

A well designed and informative library website is very important for any library system. It should contains all the services and activities of the library like membership, functioning hours, e-resources, space for users' query, virtual tour, OPAC, Institutional membership (DELNET, INFLIBNET etc) details, Digital repository (D-Space, E-Print etc), Library Advisory committee, Various sections of the library etc.

9.3 Computerized Library with Koha Software

The Library Operations are fully automated i.e., Circulation Section, Cataloguing, OPAC Section using with Koha. The Koha automated software using in library for issuing, renewal, return of books and other materials to students, and faculty. All books and membership cards are bar-coded. The circulation transactions are carried out by using bar-code scanners.

10. Conclusion:

The best practices employed should reduce the distance between the library and the user for optimal resource consumption. Web-based services are crucial for ensuring that all users receive the most recent information. Every new research's cornerstone is the timely & accurate dissemination of information to users, therefore libraries must adhere to best practices.

Results also indicate that library service quality is an important factor in library success and that library success is best measured with a combination of SERVQUAL and library success instruments. The findings have implications for the development of new instruments to more effectively measure library service quality and library success as well as for the development of new models of library service quality and library success.

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