

## SHIV NADAR UNIVERSITY

## CENTRAL LIBRARY

## Policy Document for Library Services to User Community

**Book issue service:**

Library documents get issued by the library members during the lending hours as specified in the library notice board.

**Following are the details:**

Category	General Shelf Books		Reserve Books	
	No of Books	Issue Period (Days)	No of Books	Issue Period (Overnight)
Faculty Members	15	6 Months	1	1
Staff Members	5	6 Months	1	1
Post Graduates & Research Scholars	10	4 Weeks	1	1
Under Graduates	5	2 Weeks	1	1

**Documents that can and cannot be borrowed:****Books that can be borrowed:**

- a) Books from the general shelf
- b) Reserve Book can be borrowed only one for overnight
- c) CD ROMS, DVDs and audio video cassettes can be borrowed for a period of one week.

**Documents that cannot be borrowed:**

- a) Journals Bound Volumes, Loose issues of journals and the latest available issue of the magazines are to be referred within library premises and are not available for issuing out.
- b) Dissertations/Project Works submitted by SNU Students are not issuable.

**Library Fine, Renewals and Reservations:****Fines and Penalties:**

The following charges shall be recovered for each library document retained more than the period of loan from the borrower.

## 1. Books:

New Library Overdue Charges/fines is as follows:

<b>Patrons Category</b>	<b>Entitlement</b>	<b>Loan duration</b>	<b>Overdue Charges/ Fines</b>
Post graduates/ re- search Scholars	10 Books	30 days	Overdue charges Rs. 2/- per day after loan period.
Under graduates	5 Books	15 days	

## **User Services**

### **Working Hours**

The library shall function in the following hours unless otherwise specified by the librarian on all working days (except holidays).

**Monday to Sunday: 09.00 A.M to 12.00 A.M**

**24 X 7 study room is also available at the library which is accessible for students all days.**

### **Issue/Return Timings**

Library circulation counter will function as below:

#### **Library Timings are as follows:**

Monday- Sunday & Public Holidays: 09.00 a.m. to 08.00 p.m.

### **Open on Weekends, Public Holidays**

The Library remains open on all days of the year except on **26th January, 15th August and 2nd October** (National Holidays).

### **Library Open Access:**

All the library members can search and find their required books through open access in the library. This facility is granted to library members to encourage their reading habits and to promote the maximum use of library documents.

### **Compensatory Off/Weekly Off for staff who work on Weekends and Public Holidays**

a) The library counter has to be kept open on all Public Holidays and weekends. Staff will be called for doing these holiday duties at counter on rotation basis as per library duty roster.

- b) Staff will be eligible to avail compensatory off/ weekly off as per library duty roster chart.
- c) Such compensatory off cannot be accumulated and must be taken within seven days.

### **Library Services**

- a) Library providing printing, scanning and photocopying services to all the faculty and student community.
- b) Student community can retrieve their required online information relating to all academic activities from the dedicated terminals situated in the library under digital library programme.
- c) Online Databases e-journals can access without any user ID and Passwords through Local Area Network (LAN) to all the faculty and student community.

### **Library Admission**

Library admission shall be granted to the members of the library provided that

- a) Each member shall sign the gate register in token of his acceptance to adhere to the rules of the library.
- b) Each student shall be required to produce the Identity Card on demand.
- c) The member should not under the influence of intoxicants.
- d) Food and beverages are not allowed to consume or take inside of the library.
- e) The member shall be properly dressed.
- f) The member shall not carry any belongings except money purse, note book and reference cards
- g) Library Attendant at the check counter is empowered to examine everything that passes into/out of the library.
- h) The member should keep silence within the library.
- i) The member should not smoke or spit in the library.
- j) The member should not misbehave or damage the documents or other properties of the library.
- k) Library documents taken out for consultation from shelves should not be Re-stored to the shelves; they should be left on the reading tables in the library.

Any member not observing the above conditions is liable for refusal of admission and in such cases Librarian's decision is final.

### **Reference Service**

Library houses all important reference sources like Encyclopedias, Dictionaries, handbooks and Manuals, Statistics, Yearbooks. The collection ranges from general to subject specific sources. All the reference sources are at Ground floor Reference section. Users can also access online reference sources which are being available in the library website.

### **Library Orientation**

Library conducts Orientation programmes to all the faculty, research scholar and student community and also conducts the library introductory services in the beginning of the academic year.

### **Inter Library Loan— DELNET**

SNU central library is an active member in DELNET to provide effective resource sharing facilities to all the faculty and research scholar.

**A. SNU library home page/ web portal/ OPAC: ( [library.snu.edu.in](http://library.snu.edu.in))**

Providing access all the subscribed online database/ e-journals to all faculty, researcher and student community in a single platform.

**B. SNU institutional repository: (<http://dspace.snu.edu.in:8080/jspui/>)**

- a) Uploading all the dissertation and thesis of student community to access the full text through local area network.
- b) Upload all the faculty publications to access everybody without any restriction.

**Uses of library computers:**

Library Computing facilities will also be accessible to the Faculty/regular students and to the scholars.

**Library Computer -Acceptable Use**

- a) Do Not Connect Your Mobile or any external device to Computers.
- b) Do Not Install Any Software Without Prior Permission of IT Team.
- c) Do Not Download Movies OR Songs.
- d) Do Not Remove LAN Cord, Keyboard and Mouse from The Computers.
- e) Do Not Save any Document on the Desktop.
- f) Kindly Scan Your storage devices like Pen Drive Before Use.
- g) Keep Your Mobile on Silent Mode.
- h) Take Care of Your own Belongings.
- i) Turn off the Computer After Your Work Is Completed.
- j) IT Team Will Not be Responsible For Any Data Loss.
- k) Kindly Co-operate With IT Team For Minimum Downtime of The Computers.
- l) Please Inform to Library Team in Case of Any Computers Problem.

**Photocopies and e-journals article for 'fair use':**

Library providing e-journals articles through resource sharing and photocopies facility to all the academic community with a objective of 'Fair Use' and the content will be used for educational and research purpose only.

The licenses for electronic resources impose two types of restrictions on its usage, namely **i)** who can use these resources; and **ii)** how the resources can be used. The first restriction defines authorized users for e-resources, which generally includes students, faculty, staff and onsite visitors of a subscribing institution. The second restriction deals with how these resources can be used. It is the responsibility of individual users to ensure that e-resources are used in a fair and just manner and for personal, educational and research purposes only.

### **Computer Access-Acceptable Use:**

Only registered members of the Library are authorized to use the Computers, Internet facility or to access e-Resources. The following policy for acceptable use of computers, networks, and system resources, including the Internet and e-resources, shall apply to all SNU administrators, faculty, staff, and students. All technology equipment shall be used under the supervision of the site administrator. Any user who violates any condition of this policy is subject to disciplinary action or administrative sanctions. In addition to any other disciplinary action taken, the IT Department reserves the right to terminate access to system resources for any user who violates these guidelines.

1. Every user in whose name a system account is issued will be responsible at all times for its proper use.
2. Users shall not let other persons use their name, logon, password, or files for any reason.
3. Users shall not use others' system accounts or try to discover another user's password.
4. Users shall not erase, rename, or make unusable anyone else's computer files, programs or disks.
5. Users shall not use Computers for any non-instructional or non-administrative purpose.
6. Users may not install, download, copy, or distribute copyrighted materials such as software, audio or video, files, graphics, and text without the written permission of the administrator.

7. Users shall not use the Computers for illegal purposes, in support of illegal activities, or for any other activity prohibited.
8. Users shall not write, produce, generate, copy, propagate, or attempt to introduce any computer code designed to self-replicate, damage, or otherwise hinder the performance of any computer's memory, file system, or software. Such software is often called a bug, virus, worm, Trojan Horse, or other name.
9. Users shall not use Computers to purposefully access materials that are abusive, obscene, sexually oriented, threatening, harassing, damaging to another's reputation, or illegal. In the event that accidental access to prohibited materials occurs, users are expected to immediately discontinue such access and report the incident either to Library staff or to the administrator.

### **Library Security System**

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

#### **Closed Circuit Camera System (CCTV).**

- ◆ Library has installed cameras across different floors and study areas for monitoring.
- ◆ System administrator has access to recording of the footage.

#### **Security Staff**

- ◆ University has employed security guards in two shifts to provide 24X 7 security to library.
- ◆ Security Staff manning the exit point shall verify all documents that are being taken out of library.
- ◆ This is to make double sure that only properly issued books are being taken out.
- ◆ Daily in the evening at 7 o'clock 2<sup>nd</sup> entry gate is closed for security point of view.

#### **Library Assistant**

- ◆ Library assistant have been allotted different sections of the stacks and they will provide monitoring at stacks and study places.



**Fire surveillance systems**

Fire surveillance systems are installed inside the library to prevent smoking and fire.

**Physical Ambiences****Cleanliness**

Library is a central resource department that is the backbone of all academic programmes of the institute. Students and faculty would be spending their considerable time in library premises pursuing their research and studies. Hence it is very much essential that 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.

**Electricity and Water and Ventilation**

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

**Floor Plan and Direction/Guideposts**

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

**Managing the Performance of Library team**

SNU 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 following measures.

**Clearly defined Job Descriptions at all levels**

Each member of the library team shall have a clearly defined, unambiguous job description that facilitates and gels with the library's and then University's Mission and Vision Statements. The organization chart with a clear reporting structure be developed for having effective span of control within the library.

### General Conduct

Every member of 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.

### Guidelines for the users - Library Rules and Regulation

1. Student ID cards is Mandatory for getting access to the library.
2. All the students/scholars and outsiders entering the Library shall deposit their bags and other belongings at the entrance. Only notebooks and the Library books to be returned will be allowed inside. Do not to leave any valuables at the Check Point. 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.
3. Books removed from the shelves by students, if not required for reference, should be kept on table nearest to them. Please do not try to shelve them yourself. **Please remember that a book misplaced is a book lost.**
4. The newspaper(s) should be folded properly after reading and kept back in the designated place.
5. Readers should not deface, mark, cut, mutilate or damage library resources in any way. If anyone is found doing so, he will be charged the full replacement cost of the resource. Books Borrowed should be protected from RAIN, DUST, INSECT, etc.
6. The Reserve Shelf book must be returned on the due date between 9.00 am to 8.00 pm. and General Shelf books on or before the due date.
7. Students are advised **not to issue Books to others on their names.**
8. Conversation and discussion disturbs library ambience. Therefore, all are requested to maintain silence. If discussion is necessary, the common room should be utilized for the same.

9. Student/Scholar can reserve common/ discussion room by sending a request mail to library helpdesk before 5:00 pm on the day, for discussion and reading only.
10. No photograph of the Library shall be taken without proper authorization.
11. Library reserves the right to call back any issued book/item at any time.
12. Please sit on sofa and chair properly (Avoid to sleep).
13. Students are not allowed to **Play Games & Watch** movies in Library premises.
14. **Please Keep Silence.**
15. Keep clean and neat all the study tables.
16. Operation of Mobile phone inside the Library is strictly restricted.
17. Don't bring books from book shelves to current journal display section.
18. Books, journals and other items are secured against theft. Expenses for damage will be charged.
19. Avoid to take books from library to basement as well as second floor without getting issue from the circulation counter.
20. **Don't bring food and beverage items** from Georgia to inside the library premises.
21. facilities are for educational purpose and must be used for academic purposes only.
22. Users are requested to conduct in a professional manner, so that other users are not inconvenienced or disturbed.
23. Please operate the equipments with respect and care. Log-off when you are finished with the computer.
24. Library does not make any exception to these rules. Library may withdraw the membership and facilities to anyone who is not complying with these regulations and such users name will be reported to higher authorities for disciplinary measures.
25. For support and assistance, please contact staff on duty or write to [libraryhelpdesk@snu.edu.in](mailto:libraryhelpdesk@snu.edu.in)