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Best practices in Madras University Library in the context of paradigm shift – A Case Study

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Abstract: Best practices are the best ways to perform a process, a function, or an activity that leads to a superior performance. These pertain to the processes, practices, and systems identified in public and private organizations that perform exceptionally well and are widely recognized as improving organization’s performance and efficiency. Successfully identifying and applying best practices can reduce costs and improve quality. The libraries are the social institutions that are changing their dimensions and functionalities in the context of paradigm shift. The Madras University Library is an old academic Library of India; it has completed its 100 years of services on 2007 to the academic and research communities of the Indian sub continent. This library was served by the world renewed Librarian Dr.S.R.Ranganthan who is known as father of Library and information Science in India. Madras University Library was established in 1907 in the Connemara Public Library. The existing library building, built in Indo-British style was opened on 3rd September 1936. This Building is built with the pointed arches in granite, domes with octagonal base. The kiosks resemble the Islamic Architecture in India. In order to provide world class services to the users, the library adopts processes and practices that are not only considered to be the best but are comparable with the best in the market. An attempt is being made in this paper to discuss and disseminate these processes and practices for the benefit of other libraries under the categories of Resource development and management, User services, ICT-enabled Services, Users empowerment and information literacy, other activities.

1. Introduction

Australian Best Practice Demonstration Program defines best practice as, “the pursuit of world class performance. It is the way in which the most successful organizations manage and organize their operations. It is a moving target. As the leading organizations continue to improve the ‘best practice’, goalposts are constantly moving. The concept of continuous improvement is integral to the achievement of best practice”. This definition illustrates that any organization either Corporate or public should hold best practices to perform a process, a function, or an activity that leads to a superior performance. These pertain to the processes, practices, and systems identified in public and private organizations that perform exceptionally well and are widely recognized as improving organization’s performance and efficiency. So it is essential for the authority of the organization to identify the best practices that can be applied to enhance quality of its services or products and reduce the cost pertaining to its performances.

Best practices can also be defined as the most efficient (least amount of effort) and effective (best results) way of accomplishing a task, based on repeatable procedures that have
proved themselves over time for large number of people.” It also provides ways and means to set the reliable benchmarks or standards of quality. Best practices also encompass the implementation of quality frameworks for continuous improvement of products, processes and services. It is to note that often the term best practice is used in Software industries, construction, and Health care systems and so on. And recently it has been introduced in the field of Library and information Science.

2. Different Stages of best practices

There are different stages of best practices (2) as follows:

- **Stage 1 : Best practices identification** : It depends upon the objectives and mission and vision, the staff structure and nature of the users or consumers. Identification of the best practices, the authority of the organization must keep the policies for identification and applications of the best practices, The International Network of Quality Assurance Agencies in Higher Education has suggested be dynamic and revisited periodically; recognize diversity and cultural and historical contexts; not lead to dominance of one specific view or approach; and promote quality of performance. For the identification of the problem, the organization must consult the staff and users and other experts in their areas of operations. In the context of libraries, the library professionals and students may be consulted for this purpose.

- **Stage 2 : Best practices implementation** : The implementation strategies in libraries shall include planning, resource mobilization, capacity building, monitoring and evaluation. But it is to note that the implementation is difficult one because there will be a resistance in many quarters of the Library or organization.

- **Stage 3 : Best practices Institutionalization** : Institutionalization is the process of making the best practices an integral part of the institutions’ functioning and it need not be a Leader or an individual centric.

- **Stage 4 : Best practices Internalization** : Internalization refers to making things a part of one’s nature by conscious learning and assimilation. Internalization of best practices means making excellence an integral part of one’s habit and nature.

- **Stage 5 : Best practices Dissemination** : It is not enough for the institutions to adopt best practices, it is equally important for them to disseminate these practices for wider application in the system. Many institutions do not attempt certain practices due to lack of information about the feasibility and adaptability of the best practices.

3. Libraries and best practices :

The Library is known as the symbol of modern society and a service organization and it caters to the needs of every human being in the upcoming information society. Especially, the roles of academic libraries in the changing environment play crucial roles to support the academic and research pursuits of the institutions. It is evident in developing nations that most of the academic libraries are suffering from lack of adequate trained manpower, inadequate financial supports and lack of recognitions. Thus, it is timely to identify a set of best practices that can lead these libraries to improve their processes and activities, optimize resource utilization, and deliver high quality, value added services to their users. So far, several attempts have been made at the international level to develop broad-based, generic guidelines / best practices which can be suitably reoriented and implemented. International Federation of Library Associations and Institutions (IFLA) have developed best practices and guidelines for various types of libraries as well as for specific services (http://www.ifla.org). Australian Department of Education, Training and Youth Affairs has brought out the “Best Practice Handbook for Australian. University
Libraries” (3). The National Assessment and Accreditation Council (NAAC), which advocates for the best practices benchmarking approach in higher education in India, also strives for quality and excellence in library and information services (LIS) in improving academic environment. As a part of the institutional accreditation, it assesses the LIC of that institution. The NAAC has identified a set of best practices with the help of a few case presentations from selected libraries of the accredited universities and colleges (2). NAAC has also developed “Guidelines on Quality Indicators in Library and Information Service” for universities / autonomous, college, and affiliated / constituent colleges (3,4). These are welcome steps in encouraging the academic Libraries in identifying, sharing and adopting best practices in India.

4. Need for this study

There are many bottlenecks or barriers for Indian academic Libraries for better performances and applications of best practices for improve their quality in their performances and services. These barriers are ranging from inadequate human resources, decreasing rate of financial provisions and new challenges posed by the emerging Information and Communication Technology. In this context, this study made an attempt to focus on the best practices carried out by Madras University Library which is the oldest academic Library of the country, about to celebrate its post centenary celebrations in the beginning of the next year. The focusing on the best practice of this great library will be a model for the other Indian academic Libraries especially the University Libraries to follow.

5. Objectives of the study

The following objectives are framed for the purpose of the study

- To focus on the historical development of very old great Indian Library i.e. Madras University Library.
- To review the profiles, functions, services and best practices followed by the library for its better performances
- To identify the barriers exist in the library to implement the best practices

6. Research Methodology

It is a descriptive study, the data related to this study has been collected from the brochures, plans, registers and records available in the library and enquires are made with the heads of the various sections of the Library.

7. Best Practices of the Madras University Library

7.1 Historical review of the Madras University Library

Madras University Library was established in 1907 in the Connemara Public Library under the distinguished stewardship of the then Vice-Chancellor, Mr. R. S. Sillery Benson. The existing library building, built in Indo-British style was opened on 3rd September 1936. This Building is built with the pointed arches in granite, domes with octagonal base. The kiosks resemble the Islamic Architecture in India. Dr. S. R Ranganathan Father of Library Science was the first Librarian of this University. He used this Library as Laboratory for inventing many Library Science theories, canons, and normative principles. More over he developed famous colon Classification Scheme, Chain Indexing procedure, Five Laws of Library Science as well as
the Classified Catalogue Code. Apart from this, his contribution towards development of Public Libraries in the country is commendable one. It is privileged to state that this library was intensively used by many of the Indian noble laureates such as Sir C.V Raman, Chandra Sekar and many very famous Indian Scientists such as Dr. S. Radhakrishnan and A.P.J. Abdul Kalam the then presidents of India and G.N.Ramachandran, the father of Indian crystallography etc. It was also used by the Mathematical genius Ramanujan and his old manuscripts are now available in the collection of the Library.

In order to provide world class services to the users, the library adopts processes and practices that are not only considered to be the best but are comparable with the best in the market. These processes are applied to the following areas:

- Resource development and management
- User services
- ICT-enabled Services
- Users empowerment and information literacy
- Other activities

### 7.2 Application of best practices for Resource Development and Management

#### 7.2.1 Collection Development

The review of collection development of the library illustrates that it has very old printed collections of closing years of the nineteenth century and early of the twentieth century and many number of e-resources. Often these collections are referred by mostly Scientists of India and other countries.

**Table no – 1 Collection development of the Madras University Library**

<table>
<thead>
<tr>
<th>S.no</th>
<th>Types of collections</th>
<th>Total Nos.</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Books</td>
<td>300200</td>
<td>Consists of very rare books to latest online books</td>
</tr>
<tr>
<td>2.</td>
<td>Back volumes titles</td>
<td>10000</td>
<td>Very rare journal collection, often intensively used</td>
</tr>
<tr>
<td>3.</td>
<td>Theses</td>
<td>8000</td>
<td>Very rare theses collection ranging from very old to latest one.</td>
</tr>
<tr>
<td></td>
<td>Journals subscribed.</td>
<td>104 + 120 Gratis</td>
<td>Most of them are foreign journals</td>
</tr>
<tr>
<td></td>
<td>Educational CDS</td>
<td>120</td>
<td>They are available on rare subjects like Music and fine arts.</td>
</tr>
<tr>
<td></td>
<td>E-Databases</td>
<td>9 Databases</td>
<td>These are mainly used by the researchers of this University and affiliated colleges</td>
</tr>
</tbody>
</table>
7.2.11 Reading materials Selection procedures:

An amount of Rs. 44 lakhs allocated for this year and this budget provision is prevailing for the past few years. But it has to remember that there is escalation of price every year for reading materials. In order to cope up with these phenomena, the following procedures are adopted to efficient use of this minimum allocation.

- The selection of reading material is driven by the needs of faculty and students. The Library collects the requests of every faculties and students through email and letters.
- Based on these recommendations, book exhibitions are organized and the purchase committee constituted by the university directly verifies the books and these books are procured to the Library. This practice helps us to secure more relevant books that specifically suit the needs of the Library users.
- The library also subscribes to over 104 print journals, 100 e-journals, e-books, databases and multimedia products. All the requests for addition and/or deletion of such sources are reviewed by the Library Committee every year before renewal of the subscription.
- About 5500+ e-journals are subscribed along with nine databases through UGC – Inflibnet consortia.
- The entire process of purchase is partially automated. And a new arrival list will be prepared and circulated among all the users for effective use of the new collection.

7.2.12 Collection Organization, Management – Access, Shelf management, weeding out, and Library Security:

The collections are classified and catalogued as per Colon Classification (CC) and Classified Catalogue Code of Dr. S.R. Ranganathan respectively. The library catalogue is available on-line and print form. Current journals are displayed on broad subject-wise in the ground floor of the Library, while bound journals are arranged in alphabetical order. List of current journals as well as bound journals are available on the library OPAC. The library collection is divided into the following sub-collections which are located on different floors of the building:

<table>
<thead>
<tr>
<th>General and text books</th>
<th>Reference books</th>
<th>Current journals</th>
<th>Bound volumes of journals</th>
<th>Reports, pamphlets and theses</th>
<th>Resource Cell for Competitive Examinations</th>
<th>New Arrivals</th>
<th>CDs, DVDs,</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arranged in the ground floor of the Library</td>
<td>Housed Near the Reading hall</td>
<td>Displayed in the Online Information Zone</td>
<td>Housed in the first floor of the Library</td>
<td>In the ground floor</td>
<td>In the Front Reading hall of the Library</td>
<td>Near the entrance of the library</td>
<td>Computer center of the Library</td>
</tr>
</tbody>
</table>
The review of the organization of the collection reveals that the most intensively used collection is housed in the ground floor for easy access of the users. But less used collections are stored in the different floor of the Library. The library provides open access to its collection except theses and rare books. It takes special care to ensure that the entire collection is properly and regularly shelved, library stack are neatly maintained and users get the desired documents without wasting time. The Assistant Technical Officers are responsible for maintaining and undertake shelf rectification at regular intervals. At present a major step has been taken to weed out old, unused and outdated materials with the help of faculty and subject experts. As per as security is concerned a security guard at the entrance of the library control the movements of the users and reading materials and recently action is being taken to provide CCTV.

7.3 Readers Services

7.3.1 Library Hours & Holidays

The Library has no holidays since from its inception, it works all the days of the year from 8 A.M to 8 P.M.

7.3.2 Membership

Membership Details are given in the below table

<table>
<thead>
<tr>
<th>S.No</th>
<th>Category of users</th>
<th>Deposit Amount</th>
<th>Eligibility(Books) to borrow</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Faculty</td>
<td>---</td>
<td>10</td>
</tr>
<tr>
<td>2.</td>
<td>Research Associate</td>
<td>---</td>
<td>05</td>
</tr>
<tr>
<td>3.</td>
<td>Research Scholars</td>
<td>Rs.250</td>
<td>05</td>
</tr>
<tr>
<td>4.</td>
<td>M.Phil.</td>
<td>Rs.250</td>
<td>03</td>
</tr>
<tr>
<td>5.</td>
<td>Post Graduate</td>
<td>Rs.250</td>
<td>03</td>
</tr>
<tr>
<td>6.</td>
<td>Certificate Course</td>
<td>Rs.250</td>
<td>02</td>
</tr>
<tr>
<td>7.</td>
<td>Affiliated College</td>
<td>College Rs.2000</td>
<td>10</td>
</tr>
<tr>
<td>8.</td>
<td>Institutional Membership</td>
<td>Rs.2000 + Rs.200 per ticket (per year) up to 5 tickets.</td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td>Industrial Membership</td>
<td>Rs.5000 + Rs.1000 per ticket (per year) up to 5 tickets.</td>
<td></td>
</tr>
</tbody>
</table>

7.3.3 Application of best practices in Circulation Services

Circulation is one of the most important services of the library and nearly 150 loan transactions are carried out every day. The entire process of issue and return of books is automated. All students, 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 bar-coded and the entire process of issuing books requires scanning of two bar-codes taking not much time,
Renewal: Book(s) may be renewed for a further period of 28 days provided the book(s) is/are not under reservation. Renewal can be executed by production of the book(s) on the issue counter for the locally placed users. Distantly placed users may renew the book(s) by telephone or reply post-card and through e-mail of the Circulation section by mentioning the correct information about the book(s). The renewal application should reach the Librarian not later than three days but not more than six clear days before the date on which the book(s) are due. If another reader has applied for the book(s), the library staff shall inform the member to that effect and the member shall return the book(s) on the due date. Not more than two consecutive renewals are allowed for the same book(s) without its production on the issue counter for inspection.

Reminder: First reminder will be sent immediately after the due date, the second will sent after 14 days of the first reminder. If the book(s) is/are not returned within 14 days of the second reminder date by production of book(s) on the counter, action will be taken to recover the book(s) as per University rules.

Over due charges: It is followed to ensure proper utilization of the documents by all the needy users of the library. If a book is not returned when due, an overdue charge will be collected as under

<table>
<thead>
<tr>
<th>Duration</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>For 28 days from the due date</td>
<td>50 paisa per day/volume</td>
</tr>
<tr>
<td>29th day onwards</td>
<td>1 Rupee per day/volume</td>
</tr>
</tbody>
</table>

It will hold good for all other user categories except University Faculty and Staff. They are exempted from overdue charges for the total period of 56 days from the due date. After that overdue charges will be levied for them as per general overdue charge collection procedure.

7.4 An overview of user privileges

For the first few years after the inception of the Library, it did not lend books. The fellows and faculty of the University, members of the Staff of affiliated colleges and registered graduates only were allowed to refer the documents in the Library premises. Though the reference of the books in the Library was restricted to those who are engaged in special research work and advanced teaching or who were studying for the higher degrees of the University, under graduates and students attached to affiliated colleges were also on the special recommendations of the Principals of the colleges admitted for the purpose of consulting documents at the discretion of the Chairman of the Library Committee.

The total users during 1913 were only ninety. In 1914 library was thrown open to all persons entitled to make use of the Connemara Public Library and thus the general public. In the same year teachers of colleges, graduates and research students residing at Madras were allowed to borrow books on payment of Rs.20 as refundable deposit. In 1921 the loan privileges was further extended to the under graduates studying for Hons. Degree in the City of Madras.

In 1926 the library began to deliver books at the residence of the graduate members of the library in the city on a quarterly subscription of a rupee. In 1928, the privilege was further extended to the teachers for the affiliated colleges in the moffusil and to all the under graduates in the city. From 1936, graduates of the university resident in the moffusil have been allowed to borrow on payment of the usual deposit. The amount so collected as depository from members was deposited in the post-Office savings Bank Account, Rs.100 being retained as a working...
balance. These depositary procedures are still followed in the Library with Rs.250 caution deposit from 2004.

Since the year 1957 there is a sharp rise in membership. Over the period the growth of membership. From the year 2004 the General Public membership has been stopped. Only University faculty, staff, students, affiliated colleges and institutions are permitted to enroll as registered member of our Library and at present it serving to more than 4000 registered users.

7.4.1 Reference Services

For the better use of library collections, it is decided to allow the users to search the required materials by using OPAC(Online Public Access Catalogue). This change helped many users to have free access of books. To strengthen the Reference collections some important reference books have been procured and added to existing collections. Long range and Short range Reference books have been Procured and added to existing collections. Long range and short range Reference services are being offered to library uses. Many more online reference materials are available in the Online Information zone of the Library. The reference librarian available in the library train the users for better use of these collections.

7.4.2 Reprography services

The University Library provides Photocopying facilities for the users particularly the research scholars and educational institutions.

7.4.3 Resource Cell for Competitive Examinations (RCE)

A Resource Cell for Competitive Examinations has been functioning for the benefit of the users. This Cell caters to the resource needs of all types of competitive examinations like IAS, IPS, GATE, GRE, TOFEL, TNPSC, CAT, etc. About 1500 books were added to RCE Unit every year. An Average of 50 users per day visited the unit and availed the facilities.

7.4.4 Audio Visual Aids

The weekly video film show is conducted on every Friday on different topics of interest. More than 300 library users per year viewed the shows and got benefited by this Programme.

7.4.5 Professional Training

The Department of Information Science, University of Madras has sent students to undergo training at the MUL under the Internship Training Programme. They have been given training at different work spots of our Library under the direct control and supervision of the Librarian.

7.5 Other Library Services

**Inter-Library Loan Service** : to cope up with the ever growing needs of the library users, the library has excellent resource sharing arrangements with a number of institutions and libraries such as Anna University Library, IIT, Madras Library and 75 Member libraries of MALIBNET program.
User Awareness Service: to maximize the use of available resources, an orientation programs are organized for fresh students of every department in the beginning of every academic year and specific training program for the research scholars of the university used to organize how to access and download e-resources of the Library.

7.6 ICT-Enabled Services and Digital Library

This library has computerized all its operations and activities, and is a part of the campus wide network built around star type network topology with many no. of switches. Since, this network was started long back before the emergence of a fiber optic technology, the speed is less but recently steps are taken to Giga-bit Ethernet backbone. And all the e-resources of the library are delivered through this network topology to the desk top of the faculty members. The library has 4 servers, 80 PCs and other accessories adequate to cater to its needs. 29 PCs are meant for users to access OPAC, databases, e-books, e-journals and other e-resources. The ICT enabled services are extended to the following areas or services:

- A comprehensive Document Management System (DMS)
- Created Online Public Access Catalogue (OPAC)
- Established Online information Zone (OLIZ)
- Digital Library Systems (DLS) are created
- e-Books, e-Databases, e-Journals are subscribed

7.6.1 Library Portal (http://www.Unom.library.ac.in)

The Library Portal was dedicated to its users on June 2009 and it is a gateway to its resources and services. The portal providing information about the staff, collection and services, and provides direct link to e-resources on publishers’ site. Multimedia library links to CD-ROM collection available in the library. Users can know the available resources and services of the library. Announcement of new additions and services is made.
The portal also has the following features:

- Quick links
- Details of the services
- Membership details
- Library Rules and regulations
- Contacts
- Site Search etc.

7.6.2 Online and Database search services

Researchers were allowed to do CD-Search on “International Dissertation Abstracts”, “International Periodical Abstracts” and other databases. A total number of 20000 research scholars from all over India are benefited per year by this service.

7.6.3 UGC-INFONET

The UGC-Infonet Project is a joint effort by UGC and INFLIBNET Centre, Ahmedabad to promote electronic information resource sharing activity among major University Libraries. The University of Madras has signed MOU for UGC-Infonet Project with UGC INFLIBNET on 20.12.2002. As per the MOU, the Physical connection established by ERNET-India. New Delhi
with a 10 Mbps leased line from ERNET Pop Centre and the Electronic resources distribution will be made by INFLIBNET Centre to the respective Universities through the exclusive network made and maintained by ERNET-India. Currently, this library is getting about 4500+ full text e-journals and 9 databases out of this Programme.

7.6.4 Digital Library

The Digital Library development has been initiated in the library. In the initial stage, the digital process initiated to the theses available in the library. And also there is a plan to incorporate the Internet resources along with the other e-documents. As a part of UGC- Infnonet Programme, the users are privileged to access more than 5500+ e-journals through the digital library mode. About 4,00,000 pages of Ph.D. thesis have been digitized and the Thesis Digital Library (TDL) is functioning at this library.

7.7 User Empowerment, Information Literacy, Library Marketing

7.7.1 Orientation Programmes

To create information literacy among the users of the university, the library organizes intensive programmes for orientation of new students both for postgraduates and Research Scholars. The librarian is a regular invitee to address the new entrants about the Library rules, regulations, and available resources and so on. An audio-visual presentation is made to introduce them to the facilities, rules, resources (print and electronic), and services of the library. Training sessions are also organized whenever a new product or service is introduced. The library organizes training sessions and workshops for the users whenever a new product, database or service is introduced. These programmes include presentations, demonstrations and exhibitions, and are organized at the institute level as well as at the department level depending upon the relevance and need.

7.7.2 Library Tours

The library tours will be organized for the new students and researchers. And often practical training used to organize for the best use of e-resources of the library. The Library is regularly visited by the students of different Library schools since this library was the lab of Dr. S.R. Ranganathan, the father of Library Science, for them library tours are regularly conducted.

7.7.3 Information Alert Services

The library offers a number of current awareness services to inform and alert its users. A weekly/fortnightly list of recent additions of books, pamphlets, reports, standards, annual reports is printed out and circulated through the e-mails of the users of the Library. It displays important information of interest appearing in journals, newspapers, newsletters and other sources. The library also displays announcements of forthcoming conferences and international events.

7.7.4 Organizing Workshops for professional developments

The Library has been regularly organizing various programmes like conferences and workshops to facilitate and encourage librarians from scientific and research organizations to improve their knowledge and skills so that they are able to utilize latest tools and techniques of information handling. It is one of the nodal agencies for the Inflibnet to offer various library
training on SOUL software, and networking and so on. The library has organized following workshops and conferences over a period of few years.

- National Workshop on Open repository on 2008
- National UGC seminar on reading habits 2009
- National workshop on Library Network protocols (LIBNETPRO-2011)

### 7.7.5 Product promotions

One of the important methods of user awareness is active involvement of the publishers and vendors. They regularly visit the library to interact with library staff and the users to update them with new developments and/or features added to their product. Publishers or their representatives are also invited to give a detailed presentation about that resource followed by a live demonstration. Many publishers/vendors request the library to let them conduct training sessions to update users about the new features incorporated in their product. They also help the library in monitoring the usage and maintaining the statistics required while conducting an evaluation of the e-resources.

### 7.7.6 Library Brochure

This has Published a colorful brochure which is distributed freely to all new students, faculty and visitors. It is a very popular medium of dissemination of information about the library resources and services. This brochure provides a detailed account of all our activities, rules, resources and services.

### 7.7.7 Projects and Consultancies

This Library is very old academic library of the country and it is a role model for many libraries for their design and organizational pattern. Thus, it offers free consultancy services for design and development of their libraries in line with the latest developments. It took project of UGC retrospective conversion of print catalogue into online form.

### 7.8 Resource Mobilization and Marketing of Information products

The library Mobilizing the funds from the authority and other funding agencies like government of Tamil Nadu and UGC and so on. Apart from this, offers membership and other services like reference, consultation, photocopying, search service, etc to industry, corporate houses, educational and R&D institutions for generating funds for its better performances.

### 7.9 Barriers for best practices in Madras University Library

The Libraries are social institutions and they have lot of barriers to implement the best practices, first of all the human resource that normally resist for any immediate changes and it has lack of knowledge about current best practices, lack of motivation by the authority to make changes involved in their adoption, and lack of knowledge and skills required to apply emerging technologies so as to simplify the functions of the Library. As per as Madras University library is concerned, the barriers towards the implementation of best practices are inadequate staff structure and lack of cooperation among the professionals. It is evident that during early 80s and 90s there were 80 professionals are working in the Library, now it is reduced into 10. with this poor staff
strength, the Library is managing to provide all the modern services with the users because of well planned modern best practices narrated above are followed very efficiently and effectively.

Conclusion

Today what we practice as best may be worst in next day, so it is necessary to change the every practices in due course of time based on the prevailing situations and objectives and goals of the Library. But it is to remember that there are no standard universally accepted formula or prescribed rules to follow best practices, however, they can be followed according to the existing resources and manpower of the libraries. The ‘Best Practice’ is an attitude, an approach or a philosophy based on the desire for continuous learning and improvement. It provides ways and means to solve the challenges faced by the libraries and maximize their efficiency. Thus, the library should take best steps to perform well and the level of acceptance and willingness to adopt the new methods that are the keys to their success.
References


Library Brochure (2011), Madras University Library, Chennai
