LIBRARY POLICY AND QUALITY MANUAL

PREAMBLE

This document touches upon all important functional modules of the DSATM library and outlines a clear policy as to how the activities of the library like collection development, budgeting, purchasing, provision of information services, management of other academic support facilities, job description of library staff, library best practices etc.,

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1. Introduction

This document is the sole property of DSATM Library. DSATM library Started in the year 2011 to serve the information needs of faculty and students' community of DSATM. It acts as a Centre for the collection of resources predominantly related to all subjects which are in DSATM. It also ensures that information resources are acquired and organized so as to meet the present and future user's information needs.

The library holds a hybrid collection of printed as well as electronic resources which include books, journals, databases, audio-visuals, CDs/DVDs, e-books, e-journals, course materials, previous year question papers, bound volumes, project reports etc.

Vision

- Library aims to be built as an Information hub and to provide seamless access to Information by using modern technologies.

Mission

- Enrich the library collections with High-quality of resources includes both print and electronic form.
- Establish peaceful learning environment for the readers.
- Promote and Support the Staff and Students to find, evaluate and optimum utilization of Resources by dissemination of knowledge.

• Purpose of the Policy

The purpose of this document is to provide guidance for the Knowledge Management Centre personnel to work in the Knowledge Management Centre, to enhance the knowledge levels of the staff and students of IBA by seeking to meet their informational needs.

• Objectives of the Library

The main objectives of DSATM library are

- To provide the right information to right users at right time.
- To educate and prepare men and women to contribute as dynamic engineers and citizens through the

innovation, integration, application transfer of engineering knowledge.

- To be recognized as a world class engineering college library that provides an excellent learning materials timely and accurate information in various print and non-print formats.
- A knowledge doorway to accessing resources and lifelong Learning Centre.
- To maximize Student's/Staff Satisfaction Level on delivery of books and provision of resources.

- **Scope and Applicability (students, faculty, staff, researchers)**

This procedure encompasses all the activities like Planning, Purchasing, Training, Handling and Storage of books related to Knowledge Management Centre Management Processes of DSATM.

2. Library Governance and Administration

- **Library Committee: Structure and Roles**

College has been striving to equip and strengthen the central library, with library resources and services accessible for users of library formed the "Library Advisory Committee" which would guide & suggest ideas, plans for the regular functioning & time bound upgradation of the library.

Committee includes Chairman (Principal), Convener (Librarian) and minimum one member from each department. The major role of the committee is to supervise and decide the purchase of books, furniture's and other particulars, library software's, subscribing of periodicals, journals, e-Resources etc. Every semester conducts the Library Advisory Committee meetings.

- **Roles and Responsibilities of:**

  - **Librarian**

The Department headed by Librarian reports to the Principal. Assistant Librarians and Library Assistants are work under Librarian to carry out all the activities of the library and they reports to Librarian.

Job Description of Librarian

To manage a library, this includes assigning the staff for their duties and responsibilities, maintaining the books that are the main source of information and expanding the database regularly as per the demand of the readers. Moreover, a librarian performs other duties such as looking after the computer system and maintaining database about the number of books at present. Responsible for Human resource management, smooth functioning of library, proper utilization of library budget, implementation of new trends and practice to fulfil the overall development of the parent organization.

Major Responsibilities

- Instructional, consultative and research assistance to library users.
- Assists patrons on the selection, acquisition, organization, managing and facilitating access to information resources; Management of library collections, information systems and service programs within the limits of the funding allocated to the library.

- Providing reference and consulting to students, faculty, Research Scholars and other library users.
- Developing and maintaining the libraries' collections and information systems.
- Arranging of Library committee meetings.
- Maintenance of reports and statistics.
- Preparation of budget.
- Arranging of conferences, seminars, workshops etc.
- Arranging of physical stock verification, weeding-out of books etc.
- Arranging payments of books and other resources.
- Managing human and financial resources and contributing to library administration; Assists in directing, supervising staff and services in a unit.
- Answers reference questions in person or by telephone and conduct the needed research involved.
- Reads and evaluates reviews and recommends selection; continually reviews collection for the purpose of removing old or infrequently used materials.
- Responds to complaints and reports on the resolution or no resolution of the problem.
- The Librarian typically responsible for managing other Library professionals and Library support staff.
- Develops staff members through delegation of duties and evaluation of their work.
- To conduct user orientation program.
- Develop and administer library policy and procedures.

o Assistant Librarian/Support Staff

The major roles and responsibilities of Assistant Librarian and Supporting staff are

- Assist the Librarian to carry-out all the works assigned to him/her.
- General supervision of Library in the absence of Librarian.
- Accessioning of books.
- Registration of Periodicals.
- Data entry of books and other documents.

- Classification and cataloguing of books.
- To take care of Library transactions and merging of library documents.
- Stack restoration and rectification.
- Attending the queries from the users.
- Maintenance of overdue collection record.
- Thorough vigilance on the users.
- Maintenance of reference section.
- Maintenance of transaction records up-to-date.
- Preparation of newspaper bills.
- Any other works assigned from time to time.

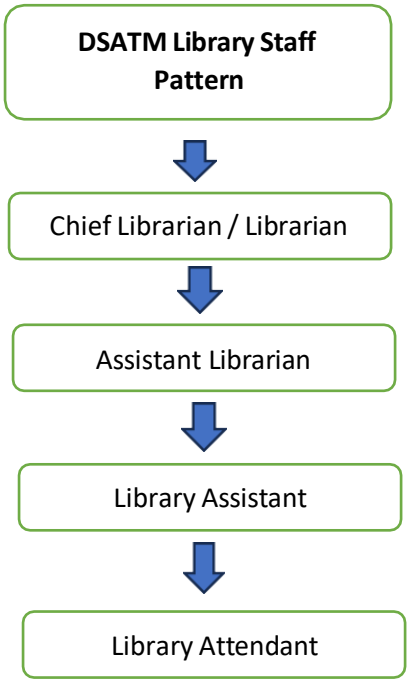

Fig: Library Staff Pattern

- **Department Coordinators**

Department Coordinators play a vital role in bridging gap between the library and its users.

- They advise on policy matters, resource allocation, and the overall development of library services.
- Their responsibilities include reviewing library operations, approving budgets, and ensuring the library aligns with the institution's academic and research goals.
- They also play a key role in promoting library usage and advocating for its development.
- The coordinators help in developing and reviewing in library policies, formulation of action plans, monitoring and evaluating library functions.
- Gives regular suggestions to improve the quality library services.

- **Policy Review and Amendment Procedure**

Library policy review and amendment procedures typically involve a systematic process to ensure policies are relevant, effective, and reflect the library's values and mission. The main policy areas that may be reviewed and amended are Circulation policies, Collection development policies, Internet and computer use policies, Behavioral policies, Accessibility policies etc.,

Steps in Library Policy Review and Amendment:

1. Assessment:

Begin by evaluating current policies to identify areas needing revision or update. This could involve reviewing usage statistics, feedback from staff and users, and aligning policies with current best practices and legal requirements.

2. Stakeholder Engagement:

Involve library staff, users, and potentially other relevant parties (e.g., governing board, community representatives) in the review process.

3. Policy Drafting:

Based on the assessment and stakeholder input, draft proposed revisions to the policies. This should clearly articulate the changes and rationale behind them.

4. Approval Process:

Submit the proposed changes to the appropriate authority (e.g., library director, governing board) for review and approval. This may involve multiple rounds of review and revision.

5. Communication:

Once approved, communicate the revised policies to all relevant parties. This can involve posting the policies on the library's website, distributing them in print, or through other communication channels.

6. Monitoring and Evaluation:

Regularly monitor the implementation and effectiveness of the revised policies. This may involve collecting feedback, tracking usage patterns, and making adjustments as needed.

3. Library Membership

- **Eligibility Criteria (Students, Faculty, Visiting Scholars, Alumni)**

All the students and Staff Members of DSATM are eligible to become the members of the library. Without the membership registration no documents can be borrowed.

Guest Faculty, Visiting Scholars and Alumni of DSATM can make use of all library sections. But they cannot borrow the documents to home.

- **Registration Process**

Students: To take the library membership, DSATM students need to submit the membership form along with fee receipt and one number of passport size photo.

Staff: Staff members should submit the membership form with one number of Passport size photo.

- **Membership Validity and Renewal**

The validity period of library membership for students is starting to till completion of their courses and staff membership is also considered till completion of their service at DSATM Campus.

- **Termination of Membership**

To terminate library membership, a member typically needs to

1. Return all borrowed materials.
2. Submit the clearance certificate at the end of courses for Students and at the end of Services for Staff members.
3. Need to submit the refund form.

4. Library Timings and Access

- **Working Hours (Weekdays, Weekends, Exam Periods)**

DSATM Library will be kept open on all the working days and holidays throughout the year with the following timings without break (includes exam periods also).

Circulation Section	On all working days: 09.30 AM – 05.00 PM
Reference Section	Monday – Friday: 09.30 AM -05.00 PM
Periodical Section	On all working days: 09.30 AM – 05.00 PM
Private Study zone	All Week days: 08.30 AM - 08.30 PM
Digital Library	On all working days: 09.30 AM – 05.00 PM
Newspaper Section	All working days: 08.30 AM – 08.30 PM

- **Holiday Schedule**

DSATM Library will be kept open Newspaper Section and Private Study Zones at all the weekends and holidays.

Newspaper Section	Sundays and holidays: 08.30 AM – 06.30 PM
Private Study Zones	Sundays and holidays: 08.30 AM – 06.30 PM

- **Access Control and Entry Procedures (ID card, biometric, etc.)**

Two numbers of Access Control Doors are installed at entrance of the library. Entry of the Library users is strictly against Smart card.

Each staff and students should swipe their smart card to access control machine to enter the library block. And library staff members generate the user login report every day.

5. Collection Development Policy

- **Types of Resources:**

DSATM Library includes various types of collection of both print and non-print materials. The resources include books, journals, rare books, magazines, newspapers, educational CD's / DVD's, dictionaries, encyclopedias, proceedings, competitive exams study materials, previous year question papers etc., Here below briefed the collection development policies of library resources.

- **Textbooks, Reference Books**

Requirement of books based on the syllabus prescribed by the university will decide in Library Advisory Committee meeting in every semester and semester wise lists are received from the concerned HOD's of the department. This list is cross-checked with the books that are available in library and final requirement list will be sent to principal for approval.

Librarian will request for quotations to three different vendors according to the requirements. After receiving the quotations from different vendors, comparative statements prepared by the Librarian and submit to principal approval and principal forward to management, Librarian will get the approval from management and send to purchase department. The person from purchase department will prepare the purchase order and sent to respective vendors for books supply with the signature of Secretary, DSI.

Books received and verified for completeness in terms of price and condition etc., then accepted books are taken into stock and processed by following regular procedures like classification and cataloguing etc., Librarian will acknowledge the bills with Principal and HOD's signature, and finally bills submit to accounts department for clear the payments.

- **Journals (Print and Online)**

Periodicals renewal based on the recommendation made by the concerned Heads of Departments annually and decided in Library Advisory Committee Meeting. Subscription and Renewal of the Periodicals done as per the AICTE norms. To procure the periodicals Librarian will collect the Proforma Invoices and submit to Principal and Management Approval. Once it is approved by Management, will send to purchase department to prepare purchase order with

Signature of Secretary, DSI. After payment Finally send the PO to vendor to supply of periodicals and regularly enter the received periodicals in Periodical entry register.

- **E-Resources (Databases, eBooks, e-Journals)**

DSATM Library subscribe the E-Resources through VTU Consortium. Librarian will make the cover letter for Consortium annual membership payment and it will approve by Principal and Management, and finally it will send to Accounts department for payment. Once payment process will complete, we will get the License copy from VTU.

- **Magazines, Newspapers**

Selected Magazines and Newspapers are approved by the Management. On supply basis every month make the payment for particular vendor.

- **Acquisition Procedure**

Once procured books received from the vendors, the books are taken into stock and processed by following regular procedures like entry in the accession register, numbering, put the library seals, due date slips, classification, cataloguing, barcode labels pasting, segregation of books for reference section and circulation section etc., Librarian will acknowledge the bills with Principal and HOD's signature, and finally submit the bills to accounts department for clear the payments.

- **Weeding/Disposal of Outdated Materials**

Weeding is the ongoing evaluation of the library collection with a view to removing those items which are fully damaged and no longer useful to library users. Weeding is necessary because a library has limited physical space. It is simply not possible for a library with limited space to collect and to house all print and audiovisual materials.

Systematic weeding increases staff knowledge of the collection. This can be extremely helpful in collection building practices. Librarian will prepare the weed out of library collections according to usage of the books with the help of respective teaching staff, after list will send to

principal for approval. Once in a year will conduct the weed-out work mainly to improve the quality of collection, to save the space, time and money.

- **Donation and Gift Policy**

DSATM Library receive the books donated by its alumni's, faculty members etc. Librarian check the condition, subject of the donated books and decide to taking into the stock. If the books condition is good, and if the books are related to the offered courses/subject or general books then only take those books into the library stock and entered in the donated books register. If the donor donates more than 10 books, the appreciation letter is given to them.

6. Circulation Policy (Lending Services)

Users may borrow books and non-books materials (non-books include journals, magazines, newspaper, bound volumes, compact disks and project report) during working hours at the library circulation section.

- **Borrowing Rules (Loan Period, Renewal, Reservations)**

Books are issued for students maximum fifteen days and thirty days for staff members with two times of renewals. Users may Reserve the books using Library web OPAC Service and reserved books kept separately and handed over to them.

- **Borrowing Limits (Students, Faculty, Staff)**

Students may borrow three books and Staff may borrow five books from their membership account. Extra One book may borrow from book bank facility (SC/ST users). Overnight issue facility is available in reference section, staff and students may borrow one more book using this facility.

- **Return Policy**

Students should return the borrowed books within 15 days and faculty members should return within 30 days from the date of borrowed. If they need the same books, need to take the renewal. They are eligible to take the two renewals for the same books.

- **Late Return Penalties and Fines**

After the due date of the document fine will be charged as follows:

1. From 1st day to 15th day---Rs.1/- per day
2. From 16th day to 30th day---Rs.2/- per day
3. From 31st day onwards --- Rs.3/- per day

- **Lost/Damaged Books Procedure**

The Cost of replacement with double amount along with the fine will be charged to the person for loss or damage the library materials. Users must take care of Library Materials and must not deface then by underlining, writing or drawing in them by removing any part of them, or in any other way.

7. Use of Digital and E-Resources

- **Access Guidelines for Online Databases and Journals**

DSATM Library has taken the membership for VTU-Consortium and getting the e-Resources through this consortium includes databases, e-journals, e-books, conference proceedings, English learning and grammar tools, plagiarism detection software, remote access facility platform etc.

To reach these resources to users the Librarian conduct the regular user awareness programs for staff and students of DSATM and send the list of subscribed e-Resources to put in the department notice boards.

- **Licensing Agreements and Fair Use Policy**

Licensing agreements and fair use policies govern how libraries and their users can access and utilize e-resources. These agreements, typically between the library and the e-resource provider, outline specific terms and conditions for access, usage, and distribution, often superseding general copyright law. Fair use, while a principle of copyright law, is also incorporated into these agreements, allowing for specific exceptions for educational and research purposes.

All subscribed e-Resources are working on IP based access with in the campus and to access all these e-Resources from outside the campus, DSATM Library given separate user account for each of the user.

- **Remote Access Procedures**

DSATM library providing Remote access facility to all of its users. By using this platform user may access all the subscribed e-Resources from outside the campus using their personal desktops.

To take the membership for this platform user should contact the librarian along with their Identity Card.

- **Plagiarism Detection and Research Tools**

VTU Consortium provided Drillbit plagiarism check software for its users. To check the reports, users should submit the plagiarism check form along with the signature of HOD's.

within an hour's library staff member will check their documents and send their plagiarism check reports. DSATM Library also provided User accounts for all HOD's and Library committee members. Also interested faculty members may take the membership.

Along with e-Resources, librarian regularly given the users awareness session on some research tools like Mendeley (Reference Management tool) software.

8. Special Services

- **Book Bank Scheme**

DSATM Library provides Book bank facility for its user. SC/ST students and Staff are

eligible to use this facility. Along with regular books one more additional book will be issued to who claim this facility. The beneficia's should produce copy of their caste certificate at
circulation section while taking library membership.

- **Interlibrary Loan (ILL) Services**

DSATM Library taken the membership for IIMB Library. IIMB Library is offering Inter- Library Loan & Document Delivery Services to its member libraries on request in delivering of books and journals. IIMB library also provides e-Resources access service its member libraries. The e-Resources includes 140+ e-Resource databases. And may borrow 02 numbers of hard copies of books and journals from its 130000+ collections.

- **Current Awareness Services (CAS)**

To promote the library resources and to give awareness and educate about library sections and services every year we are conducting library orientation program. Also conduct the training programs regularly as and when situation warrants. The beneficiaries of this facility include all staff and students of DSATM.

Also adopted Newspaper clipping service, New Arrivals display service, Staff publications display service as Current Awareness Services.

- **Selective Dissemination of Information (SDI)**

Selective Dissemination of Information (SDI) is a personalized current awareness service that delivers relevant new information to users based on their specific research interests. It helps the users stay updated on the latest developments in their field by matching their profiles with the content of newly acquired resources. DSATM Library adopted CAS services mentioned above and send the circulars and e-mails regards new subscriptions, memberships etc., to all its users.

- **Research Assistance and Citation Support**

Regularly conduct awareness session on use, filter and access of subscribed e-Resources, remote access facilities, NDLI membership to staff and students. Conducts orientation session on Reference management tools. Check the plagiarism and send the reports to users.

- **Reprographic Services (Photocopying/Scanning/Printing)**

Photocopying, printing, Spiral Binding, scanning of documents, basic stationary items, lamination facilities are available in the photocopier section and it is located at the first floor of the library. Reference books, question papers and journals are allowed to take for photocopying with nominal charges.

9. Conduct and Discipline in the Library

- **Code of Conduct for Users**

A library code of conduct outlines expected behaviors to maintain a respectful, safe, and productive environment for all users. Key aspects include respecting others, maintaining noise levels, adhering to rules about food and drink, and safeguarding personal belongings etc. Library staff in each floor of the library maintain the sections along with managing code of conduct of users. Continuous observation of CCTV cameras to monitor and maintain the productive environment in the library.

Personal belongings may need to be stored in designated areas / property counter to prevent theft or loss. At the entrance of the library (Ground floor) we facilitated a property counter, here students may keep their belongings like bags, books, umbrellas etc before entering the library.

- **Mobile Phone, Food, and Noise Policy**

Use of mobile phones in the library is strictly prohibited. If library users need to use the mobile phones for their educational purpose, they must use the ear phones or Bluetooth.

Eatables are not allowed inside the library block. But, for refreshment purpose users may use light snacks like chocolates, biscuits etc., and after usage need to put the wrappers in dustbins.

Library is mainly for study and reading purpose. So, keeping quiet in the library helps to maintain an atmosphere that is conducive to the reading, studying, and learning environment that most. In DSATM Library we put maintain silence boards and messages in each floor of the building and Library staff members also regularly monitor the sections and avoid the noise.

- **Handling of Library Property**

Proper handling of library property, including books and other materials, is essential for their preservation and longevity. DSATM Library maintains regular practices to safe the library properties that includes;

1. Housekeeping staff members daily clean the sections includes mopping, dusting etc., it will help to maintain the library sections and furniture.

2. To avoid the damage of switches, plugs, etc., in the digital library we prohibited the carrying of laptops and plugging/plug out of power cables etc. Created charging points at reference sections and private study zones.
3. We always shelve books upright and use bookends to prevent leaning and damage.
4. Maintaining fire extinguishers in every floor of the library so as to prevent the fire damage and it is frequently refilled.
5. Pesticide control team works twice in a week to avoid the mosquitoes, insects etc.
6. Frequent repair works are done for fittings, furniture's, walls, computer systems, switchboards, etc.,
7. Good ventilation and light are available in the library building.
8. Library is fully under video surveillance. So, library staff monitor full library building.

By following above guidelines, library users can play a vital role in preserving library materials for upcoming users.

- **Dress Code and Identity Card Display**

Institution restricted some dress code to all DSATM Staff and Students. The same dress code is mandatory to enter the library.

Wearing and display of Identity card is mandatory to visit the library. We have Access control door at the entrance of the library. The user has to swipe their id card to enter the library block.

10. Infrastructure and Facilities

- **Reading Areas (UG, PG, Research Scholars)**

Reference Section is located in Second floor of Library block. 100 students can sit and read in the reference section. New arrivals services are made available in this Section.

The DSATM Library maintains a separate reference collection consisting of text books, reference books, rare books, encyclopedias, dictionaries, Handbooks, Atlases, & Competitive General books like GRE, GATE, GMAT, CAT, IAS etc. The Reference Section facility is extended to the students, Staff Members and faculty of the Institute.

Library has 06 numbers of private study zones and users may use this facility to study and discuss purpose related to their study. Newspaper section is located at the ground floor; users may use this section also to study purpose.

- **Digital Library Access and Workstations**

Digital Library is housed in the Lower ground floor of the library. Digital library is a library in which collections are stored in digital formats and data accessible through the computers by users. The digital content may be stored locally, or accessed remotely via computer networks. A digital library is a type of information retrieval system. DSATM Library has 48 numbers of computers with internet facility. To avoid power issues implemented the UPS in Library block.

- **Wi-Fi and Device Charging Stations**

Wi-Fi facility is available in the DSATM campus and library building. Device charging stations are available at the Private study zones and Reference sections.

- **CCTV and Surveillance Policy**

For safety and security purpose 22 numbers of CCTV cameras are installed in each section of the library.

- **Accessibility Provisions for PwD Students**

It will be providing the ramp and lift facility PwD Students.

11. Institutional Repository and Archives

- **Upload and Access Policies**

DSATM library typically have policies regarding the uploading and accessing of resources to ensure proper management and accessibility with copyright issues. These policies cover both physical and digital materials, including guidelines for borrowing, using computers and internet, and handling lost or damaged items.

Access to e-books and online journals is often provided through the library's catalogue or specific databases.

Library users access the physical resources like books, journals, newspapers, magazines, educational CD's/DVD's in circulation section. Library membership and ID card is mandatory to borrow mentioned resources. To get the required books easily we are following Open Access System, Classification and catalogue of books, arranged department wise/ subject wise.

- **Copyright and Intellectual Property Guidelines**

Downloading or printing entire books or journals may be prohibited to prevent copyright infringement and ensure equitable access for all users.

- **Thesis/Dissertation Submission Procedures**

Thesis and dissertation submission typically involve a multi-step process, often starting with online submission of a digital copy, followed by physical submission of a printed version and required documents, and including checks for formatting and plagiarism.

In our Library we are using Drillbit Plagiarism software to check the Plagiarism. Students and Staff should provide plagiarism form duly signed by HOD's and send the report in pdf format to the concerned library staff. The library staff will check the report and send the checked report.

12. Feedback and User Engagement

- **User Satisfaction Surveys**

Feedbacks are taken from the outgoing students and staff members using feedback form. These feedbacks are useful fulfil the gaps and taking library into higher level. If any worthy suggestions or complaints related to library, we will consider such points and resolve the issues at limited time.

- **Suggestion Box/Online Feedback**

Suggestion Box is Kept at the Ground floor of the library, so that the users can mentioned the gaps in the library and suggest their ideas for improving library services. Monthly twice we will open the box and collect the suggestion forms.

- **Library Orientation and Training Programs**

Library Orientation Programs are conducted for Students & Staff. Yearly once conduct the orientation sessions and library tour for newly joined students. Regularly conducts the User awareness sessions for staff and higher semester students related to subscribed e-Resources and reference management tools etc.

- **Library Events (Book Fairs, Literary Events, Competitions)**

Book Exhibitions are conducted by well-known publishers in the college campus and NDLI Event conducted regularly.

13. Budget and Resource Allocation

- **Annual Budget Planning**

Library budget is prepared for the duration of one academic year. Library budgets used to allocate funds for purchasing of books, furniture, stationaries and subscribing of periodicals, dailies, e-Resources, regular maintenance etc. Budget includes the previous year expenditure and current year required amount. DSATM Library budget is prepared by Librarian and approved by Principal and Management.

- **Fund Allocation for Books, Journals, and E-Resources**

Fund allocation for a library typically includes resources for books, journals, and e- resources. The specific allocation percentages vary, but a good portion may be dedicated to electronic resources includes online databases, e-journals, e-books, and access to online learning platforms.

Funding is allocated for the purchase of new books, potentially including both print and electronic versions, depending on the library's collection development policy. Subscription costs for both print and online journals are a significant part of the budget.

Funding can be allocated towards upgrading technology infrastructure, such as computers, servers, and software, to enhance access to digital resources and provide a more user-friendly experience.

- **Grants and Sponsorship Utilization**

Grants and sponsorships play a crucial role in funding and supporting libraries, enabling them to acquire resources, develop programs, and enhance services.

By securing external funding, libraries can expand their collections, improve access to information, and better serve the needs of their user communities.

Grants can support the development and implementation of various programs, such as workshops, training sessions, and outreach activities, to promote information literacy, research skills, and the effective use of library resources.

14. Grievance Redressal Mechanism

- **Complaint Registration and Resolution Process**

If any complaint or misbehaving activity registered in library, initially librarian will try to resolve and clear the issue. If the issue is not sorted then it will be discussed with library committee members and finally goes to head of the institution.

- **Escalation Matrix**

An Escalation matrix in engineering libraries, or any context, is a documented system that defines how to handle issues that can't be resolved at the initial level. It outlines specific steps for escalating problems, specifying who to contact and when, ensuring efficient resolution and accountability. A library's escalation matrix might start with the reference desk, then move to a subject specialist, then to a library manager, and finally to a designated administrator. In DSATM library Librarian will take care about the queries and issues related to library.

- **Timelines for Response**

Every issue takes some time to response. Quick responses involve readily available information, such as confirming the availability of a specific book or journal article, or providing a quick clarification on a known fact. Responses within a few hours to a day involve more in-depth research, such as finding relevant articles on a specific topic or providing a summary of research findings, purchase of new titles, recommended books and journals etc.,

15. Policy Review and Update

Library policy review and amendment procedures typically involve a systematic process to ensure policies are relevant, effective, and reflect the library's values and mission. The main policy areas that may be reviewed and amended are Circulation policies, Collection development policies, Internet and computer use policies, Behavioral policies, Accessibility policies etc.,

- **Frequency of Review (Annual/Biennial)**

The frequency also depends on the specific resource and the library's policies. DSATM Library policy review annually.

- **Authority for Changes**

Library Advisory Committee members would guide & suggest ideas, plans for the regular functioning & time bound upgradation of the library.

Head of the Institution/Principal/Management are the main authorities to change the DSATM Library policy.

- **Communication of Policy Updates to Stakeholders**

Effective communication of policy updates in libraries is crucial for ensuring stakeholders understand and comply with new regulations. In DSATM Library we communicate the updates of library policies by displaying of list of rules and regulations in the library block, update in library advisory committee meetings, sending circulars, update in library website etc. The DSATM library stakeholders include faculty, staff members, researchers, students, library staff.