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NCDC/PD (Lib.)-08



National Cooperative Development Corporation

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Process Document for NCDC LIBRARY

Document ID : NCDC/PD(Lib.)-08 Revision No. : 01

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Chief Director (Library)

QMS Documentation Committee

Approved By

Managing Director

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PROCESS DOCUMENT FOR NCDC LIBRARY

DOC. NUMBER.

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DOCUMENT CONTROL PAGE

1) REVISION HISTORY

Revision No.		RELEASE SECTION / PAGE DETAILS OF		RELEASE			
FROM	то	DATE	AUTHOR	NO. CHANGED	CHANGES	REVIEWED BY	
12	00	08.09.2014	D.D. (Library)	-	Initial	Management Representative	
00	01	01.08.2016	Chief Director (Library)		Title of document, Input & Output included, process controls and risk management incorporated as per the requirement of ISO 9001:2015	QMS Documentation Committee	

2) DOCUMENT AVAILABILITY

HARD COPY / SOFT COPY	LOCATION AND WHERE AVAILABLE
HARD COPY	Chief Director (Library)
SOFT COPY	http://ncdc.in/Internal_files/Page399.htm

3) CONFIDENTIALITY

- The Process Document ('PD') contain confidential and proprietary information. The materials, ideas and concepts contained herein are the property of NCDC ('the corporation') and neither these, nor any other contents of NCDC may be copied, distributed or disclosed to any third party, by any means in any form, without the express written permission of NCDC.
- The procedures listed here are a facilitator to smooth functioning and a means of spreading common process knowledge and understanding across the Corporation.

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Chief Director (Library)	QMS Documentation Committee	

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	QMS Documentation Committee	Chief Director (Library)



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1) DIVISION STRUCTURE

Annexure- I

2) RESPONSIBILITIES & AUTHORITIES

Annexure- II

3) ABBREVIATIONS

AACR	Anglo American Cataloging Rule			
AMC	Annual Maintenance Contract			
BOM	Board of Management			
DDC	Dewey Decimal Classification			
GC	General Council			
НО	Head Office			
IDMS	MS Integrated Document Management Software			
LIB	Library			
LDC	Lower division Clerk			
MTS	S Multi Tasking Staff			
QMS	S Quality Management System			
RO	Regional Office			

4) PURPOSE

To act as a collection of sources of information and similar resources primarily for NCDC employees for reference or borrowing.

5) SCOPE

- Procurement of books
- Issue of books to the readers
- Maintenance Library Catalogue
- Subscribing to Journals / Magazines
- Browsing facility for non NCDC members through inter library Loan.

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	QMS Documentation Committee	Chief Director (Library)



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6) PROCESS

6.1 Preparation of Annual Budget

Process input	Source
 Previous Year budget Expected utilization in the next financial year Book Selection Committee recommendations Requisition from NCDC employes from time to time New arrival in the market / web 	Budget file, Requisitions and Book Selection Committee Report

- 6.1.1 Preparation of budget at the beginning of every year;
- 6.1.2 Seek the approval from the Competent Authority;
- 6.1.3 Utilization of budget on different heads; and
- 6.1.4 Re-conciliation of annual accounts with Finance Division

Process Output	Budget estimate for the year and Reconciliation of annual accounts
----------------	---

6.2 Procurement of the required reading material

Input	Source
Approved budget, Book Selection Committee recommendations and approved requisitions for reading material	Budget file, Requisition from ROs, Divisions and individuals.

- 6.2.1 Receive request for books through Library Requisition Slip / Book Recommendation Form or through verbal request.
- 6.2.2 Prepare list of all the books and publication recommended by the readers.
- **6.2.3** Check the catalogue to avoid duplication of procurement. In case, similar books is already available in the library, record the same in the "Remarks" column and inform the indenter.

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6.2.4 Seeking approval of books from the Competent Authority:-

- Purchase of books through Book Selection Committee, books are selected from new arrivals in the market/ web and the list of books is placed before the committee for selection
- Purchase of new books from Delhi World Book Fair (through a committee constituted for the purpose)
- Purchase of regular publications (Swamy's publications, India reference annual, Income Tax act/ Rules etc.) for Reference
- 6.2.5 In case the required publication is not available with the registered supplier and subject to urgency, procure the item from the other available sources.
- 6.2.6 Follow up with the suppliers for the timely supply of the publications.
- 6.2.7 Receive the publications and check / compare with the suppliers challans / invoice for ensuring the correct supply of publications.

Process Output	Updating Accession Register	
----------------	-----------------------------	--

6.3 Process for Procurement of Periodicals / Newspapers for the Library.

Input	Source
Book Selection Committee recommendations for renewals and approved requisitions	Book Selection Committee, Individual employees

- **6.3.1** Recommendation for renewal of technical Journals/ magazines on receipt of verbal/ written request from NCDC staff's / officer's including for introduction of a new periodical / newspapers.
- **6.3.2** Renewal of popular magazines/journals & newspapers for the current financial year (Annual Subscription).
- 6.3.3 Obtain approval of Competent Authority and place orders.

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- 6.3.4 On receipt of periodicals details are enter in Cardex cabinet. On receipt of newspapers & journals details, entered in the register.
- 6.3.5 Put library stamp on the periodicals / newspaper at two places and enter the date of receipt.
- 6.3.6 Place the periodicals / newspaper alphabetically in the display racks in the reading room.
- 6.3.7 On receipt of bill from publisher/ newspaper vendor, forward the bill to Account Section for payment.
- 6.3.8 Maintain a record of all bills and receipts.

Process Output	Reading material processed for placement as
	per requirement of NCDC Library

6.4 Providing new Membership and issue of Library Cards

Input	Source
Appointment order of the newly appointed employees	Request in prescribed format from the newly appointed employees.

- 6.4.1 NCDC employees submit the application in the prescribed proforma for membership of the library.
- 6.4.2 The Library card is printed / laminated and issued to the applicant employee on receipt of completed application.

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Process Output	Issue of Library card as per eligibility

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6.5 Process for issue of books on loan:

Input	Source	
Library Card	Members	

- **6.5.1** NCDC library follows open access system. Under the system for lending books from the library, the member(s) are allowed access to the shelves. They can make selection of books either by consulting catalogue/ the Library Assistant or by browsing amongst the books on the shelves which are generally arranged subject-wise.
- 6.5.2 Books are issued for thirty (30) day at a time.
- **6.5.3** Re- issue of books may be allowed for thirty (30) days for a maximum of three times or as long as no other Library Card holder requires the books.
- **6.5.4** Re- issue of the book is through Libsys software or it can also be renewed from the circulation counter without bringing the book.
- 6.5.5 In case loss of a book borrowed by a member the member will either replace the same (same or latest edition) or pay printed cost of the book.
- 6.5.6 Overdue charges: NIL
- **6.5.7** Library staff shall maintain strict vigil for ensuring safety of the books placed in the library.

Process Output	Issue of Library book(s) / journal(s)/ magazine(s)
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6.6 Classification cataloguing pasting subject wise labeling and placement as per library science norms

Input	Source	
New supply of books	Book supplier agency	

6.6.1 Generate the Dewey Decimal Classification Number (DDC) with the 18th edition and then enter the details of the book in the Accession Register.

- 6.6.2 Cataloguing of books as per Anglo American Cataloging Rules (AACR) by the Librarian
- 6.6.3 Enter the details of the book in the Libsys Software.
- 6.6.4 Paste due date slip on the book.
- **6.6.5** Put Library stamp on processed books at four places for identification as Library property.
- **6.6.6** The book is placed in the appropriate shelves in the Library in the Technical Section Shelf.
- **6.6.7** Send the verified challan, bills along with sanction order to accounts section for payment.
- **6.6.8** Maintain a record of all Challans and bills and a summary of receipts throughout the year.
- 6.6.9 Re-conciliation of Annual accounts with Finance Division

Process Output	Proper classification and cataloguing for retrieval of reading books
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6.7 Stock Verification & Disposal

- **6.7.1** Stock Verification of the books is conducted through committee constituted by competent authority.
- **6.7.2** Withdrawal of old, annual publications and unserviceable books from circulation as per the suggestion of the Stock Verification Committee after seeking approval of the competent authority.
- **6.7.3** Disposal of newspapers is carried out after one month, Journals/Magazines after six month through General Administration Division.

6.8 Miscellaneous:

 Preparing the metadata / keywords & indexing uploading to the IDMS software for information retrieval.

7) PROCESS MEASUREMENT

S.No	Process	Measurable process indicators (Working days)	Monitoring Frequency	Responsibility for Monitoring
1	Preparation of budget for next financial year	On receipt of request from G.A. before the beginning of the financial year	Yearly	A.D. (Library)
2	New Membership and issue of card	Within 7 days of receipt of request from newly recruited employees.	Monthly	A.D. (Library)
3	Purchase of Books	After receipt of request from readers: i. Seek approval within 10 days ii. Purchase of books within 15 days of approval	Monthly	A.D. (Library)
4	Purchase of specific Newspaper/Journal	After receipt of request from readers: i. Seek approval within 10 days	Fortnightly	A.D. (Library)

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Reviewed By:

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Chief Director (Library)

V.K.

QMS Documentation Committee

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		ii. Purchase of newspapers/ journals within 7 days of approval		
5	Arrange specific book within short period	-do-	Fortnightly	A.D. (Library)
5	Classification & cataloguing of books	After accessioning in the accession register within 10 days. Classification & Cataloguing including pasting etc. of the books.	Monthly	A.D. (Library)

8) RISK & OPPORTUNITIES IDENTIFIED

Ref.# Risk Register

9) PROCESS CONTROLS

Process	Controls		
Purchase of Books	 Cross check with data base before purchasing any book Requirement to be well assessed by the committee to avoid irrelevance and duplication of books purchased 		
Circulation of books/ journals/ magazines	 Regular follow ups with the borrowers Implementation of library rules 		
Classification, cataloguing, pasting subject wise labeling and placement as per library science norms	 Adoption of "Generate the Dewey Decimal Classification Number" (DDC) system with the 18th edition and then enter the details of the book in the Accession Register. Cataloguing of books as per Anglo American cataloging Rules (AACR) by the Librarian Enter the details of the book in the Libsys Software. Paste due date slip/ book pocket/tag on the book. 		

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10) DETAILS OF DOCUMENTED INFORMATION RETAINED

S. No.	Records	Location	Maintained By	Retention Period in Years	Disposition
1	Purchase of books	Almirah -A	Sr. Asstt.	5 Years	Tearing/ Shredding after digitization
2	Purchase of reference books	Almirah-A	Sr. Asstt.	5 Years	-do-
3	Recovery of Lost books	Almirah-A	Sr. Asstt.	5 Years	-do-
4	Binding of Library Books	Almirah-A	Sr. Asstt.	5 Years	-do-
5	Purchase of Journal/Magazines	Almirah-A	Sr. Asstt.	5 Years	-do-
6	Purchase of newspapers	Almirah-A	Sr. Asstt.	5 Years	-do-
7	Budget Information	Almirah-A	Sr. Asstt.	5 Years	-do-
8	RAJBHASHA KARYANVAYANA (HINDI)	Almirah-A	Sr. Asstt	5 Years	-do-
9	Institutional Membership (BCL)	Almirah-A	Sr. Asstt	Permanent	
10	ISO 9001 : 2008	Almirah-A	A.D. (Library)	Permanent	-
11	Stock Verification of books	Almirah-A	A.D. (Library)	Permanent	•
12	Audit Inspection Report	Almirah-A	Sr. Asstt	Permanent	•
13	Library Rules	Almirah-A	Sr. Asstt	Permanent	
14	Demand / No Demand Certificate	Almirah-A	Sr. Asstt	3Years	Tearing/ Shredding after digitization

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	PETELOPMENT CONTENT

11) DETAILS OF DOCUMENTED INFORMATION MAINTAINED

- Format of Accession Register
- Procedure for Catalogue Cabinet
- Library Rules
- Feedback forms are circulated among the NCDC officers /readers and suppliers on half yearly basis in order to know their views about Library's performance. (Annexure -VII)
- The five laws of Library Science were expressed by Dr. S. R. Ranganathan in the year 1931. (Reference Book Accession No. <u>7694</u>)
- Delegation of Power (Latest Officer Order No. NCDC 2-1/2004-Admn).
- Agenda item no.22 of 32nd meeting of the BOM held on 3.1.1985 for Establishing NCDC Library.

12) REFERENCES:

- NCDC Act, Rules & Regulations;
- NCDC's latest circular on delegation of financial and administrative powers.

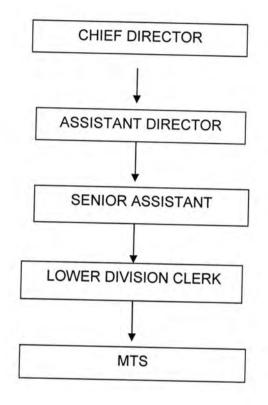
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Chief Director (Library)	QMS Documentation Committee	Managing Director (MD)	

LIST OF ANNEXURES

Annexure No.	Title
I	Division Structure
11	Responsibilities and Authorities
III	Internal Feedback Form
IV	Accession Register
V	How to use Library Catalogue
VI	Library Rules

Annexure-1

DIVISION STRUCTURE



Annexure- II

RESPONSIBILITIES & ATHORITIES:

Designation	Responsibilities	Authorities
Head of the Division (Chief Director)	 Overseeing the entire functions of the division. Approvals with delegated powers and recommendation for approval beyond delegated powers from Competent Authority Co-ordinating for the activities of the Division, whenever required Organise events for Library Plan Digitization of Library Records i.e Agenda & Minutes of BOM /GC , AR etc. Compliance to Official Language(Hindi) Act 1963. 	 Decisions / Approvals within defined financial and Administrative Delegation of Powers.
Assistant Director (Library)	 Registration of New Members & Issue demand / no demand certificate to the employees(on Retirement / Death) Purchase of new books from book fair (through constituting Committee), on immediate demand & in general way Acquisition of books & settlement the Bills of books purchased Renewal & subscribing of Newspapers /Journals Magazines Display / Exhibit Rare Agriculture Reports / books during Cooperative Week & Events organized by NCDC. Provide inter Library Loan & Reference Service to readers Renewal of AMC/ASD for Computer Software. Classification of books as per Anglo American Cataloguing of books as per Anglo American Cataloguing Rules (AACR) manually as well as computerized through Libsys packag (bi-lingual) Prepare Hindi Report & keeping the Percentage record of Hindi Books Preparation of Budget Write-off old & unserviceable books Cataloguing, Classification & Circulation of Books through Libsys package in Computer Bi-lingual Noting drafting through Computer Follow up for update Libsys Package 	 As assigned by reporting authorities; Propose action on files for decision making.

	 Cost recovery of lost books from the readers Digitization work of NCDC Documents, Records, Reports and Publications etc. Overall maintenance & vigilance of Library Stock Verification of Books through Committee constituted by Competent authority. Other statutory requirement of the staff 	
SENIOR ASSISTANT (Lib.)	 Access new books Settlement of Bills of books/ newspapers / Journals / Magazines and AMC/ASD Computer Software Re-concilation of Annual accounts with Finance Division Maintenance of records of books/ newspapers/ journals/ magazines and agenda BOM/GC Extend help to Purchase new books from book fair, on immediate demand & in general way. Provide Inter Library loan service and reference service to readers Display / Exhibit Rare Agriculture Reports / books during Cooperative week celebrations. Prepare list of withdrawal books. Noting drafting through computer Maintenance of Accession Register and Reference Register Maintenance of Invoice and expenditure Register. Reminder to supplier/agency for non receipts of Journals / Magazines /Periodicals; Supervision of shelving of books and periodcal and agenda BOM / GC. Binding of books, NCDC Newsletter & Cooperative Journals Issue of demand / no demand certificate and cost recovery of lost books from employees Compilation of annual accounts with Finance Division Keeping records on Percentage of Hindi Books Maintenance of Library . 	 Examine & put up for decision making
Lower Division Clerk	 Issue of books , periodicals to the readers Attendance of newspapers/Journals /Magazines in Register / Cardex Circulation of Journals/Magazines Circulation of books through Libsys Look after the Counter /Cardex Sort out the news papers / journals for Disposing Reminder to readers for overdue books 	 As assigned by reporting authority

	 Maintenance of Dispatch Register Merging of Catalogue Cards Library related typing jobs Provide reference service to readers Prepare the list of binding material Provide books for digitization after maintaining records. 	
MTS/Library Attendant	 Properly shelving the books on book shelves & News papers & journals in proper place. Vigilance- Look after / watch the Library / Readers 	 As assigned by reporting authority
	 Prepare the bundles for disposing off the news papers & Journals Help the readers to locate the books / journals etc. 	
ŧ	 Labeling / pasting on new books & shelves Maintain the Library neat & clean. Help for digitization work Any other job assigned by Officers i.e. 	

Annexure - VII

NATIONAL COOPERATIVE DEVELOPMENT CORPORATION (LIBRARY)

No.NCDC:1-4/2015-Lib.

Dated : 06.07.2016

INTERNAL FEEDBACK FROM NCDC OFFICIALS

Kindly give us your valuable feedback with regard to the quality of various services provided by the library for the period 1.1. 2016 to 30.6 2016 by ticking in the relevant box in the feed back form given below within 10 days. This is required as a part of our ISO 9001:2008 based system for improvement of services provided by the Library. Satisfaction level for the services provided by the Library may be ranked on a scale of 1 to 5. In case any of the services is not availed during the period of review, the same may be indicated

FEEDBACK FORM

To.

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All Employees of NCDC

/Periodicals Magazines etc.

Notice Board

(V.K. SALUJA) Chief Director (Library)

Criteria	Poor	Satisfactory	Good	Very Good	Excellent
	1	2	3	4	5
Library Resources					
Library Services					
Library Staff services					
Availability of various Newspapers					

Availability of reference books, subject 5. books on cooperative, Agril. Allied activities and other including fiction books.

Are there books, magazines, journals or resources that you would like to see added to the library?

Name & Designation of Officer/Official:

Division:

Suggestions/Remarks, if any for improvement of services provided by Library Section.

(Signature)

To,

Chief Director (Library), NCDC, New Delhi.

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Annexure-V

HOW TO USE THE LIBRARY CATALOGUE

Books of the library are indexed in three different sequences in the catalogue cabinet viz. by the surname of the author, title of the book and class number.

If you want a particuler book and only know the name of the author please look up his surname in the author catalogue, where cards are arranged alphabetically. For example, to trace the book entitled "DISCOVERY OF HUDLA" by JAWAMAR LAL MEHRU, you may please see under the surname of the author i.e. NEERU, JAWAMAR LAL in the author catalogue, where you will find a card for it. The call number 954 NEH on the left hand top corner of the card will indicate where it is located on the shelf and three letters after the number will indicate the exect position. If you know only the title of any particular book, pleas, see the title catalogue. Articles i.e.'s' 'an' and 'the' or honorific words prefixing the titles are to be ignored. Once you have located the card in the title catalogue, please follow the above mentioned procedure to locate the book. Fiction titles are not assigned numbers. These are arranged alphabetically in the shelves by three letters of surname of the authors, i.e. the fiction title "Bourn Identity" by ROBERT LUDIUM can be located under LUD(first 3 letters of surname). 'N' or 'S' written with it indicate whether the book is "Nevel" or "Story Collection".

You may please contact the Librarian/Asstt. Librarian if you want to know about the availability of books on a particular subject.

- (i) Please do not remove any card from the Catalogue.
- (ii) Please do not replace books on the shelves. Lerve them on the tables.
- (iii) Please do not remove any book from the library without proper authorisation.
 - (iv) Please evoid dog-caring of pages, pencil unrking and mutilation of books and periodicals.

नाम पता है तो लेल्क सुचीपत्र में, जहां कार्ड अकारादिम्भेम से रलें हुए हैं, कुम लेल्क का, उपनाम देखें। उदाहरण के त्विए "सुम्मितानंदन पंत" द्वारा लिभिक्त कोंने में उसर बाएं हाथ पर लिखी 89। की संख्या से यह पता चलेगा कि शेल्फ्र यह पुस्तक कहां रखी है और संख्या के बाद के तीन अक्षरां "पंतसु" से उसके सर्ह स्थान के बारे में पता चलेगा । यदि आपको किसी विकोश पुस्तक का केव्स शी "चिदंबरा" शोर्धक की पुस्तक हुंटने के लिए लेख के उपनाम अर्धात पंत, धुमित्राने को लेखक सूचीपत्र में देखें; वहां पर आपको उसके लिए एक कार्ड मिलेगा । कार्ड जाने पर, पुस्तक दूंटने में कुपपा उपरोक्त प्रक्रिंग का अनुक्षरण करें । कया सोर्ग शोर्षकों को खेल्पा नहीं दी गई है । उनको शेल्फ्रों में लेल्कों के उपनाम के स्थान के बारे में पता चलेगा । यदि आपको किसी किसी जिलेक पुस्तक का कैक्त भी ही पता है तो कुयया शीर्षक सूचीपत्र में देखें । शीर्षक सूचीपत्र में कार्ड के न्मिल

पदि आप क्सिंगे किंगेंग पुस्तक को चाहते हैं और आपको केव्ल लेखक क

विभिन क्रमा, अधादि लेलक का उपनाम, पुस्तक का शीर्षक अरि का संख्या श्वितास नंबरहे, मैं हुदीकरण क्यि। गया है।

पुस्तकालय सुचीपत्र का प्रयोग केंसे करें

पुस्तकालय की पुस्तकों का, सूचीपत्र दराज हुक्टेलॉंग केविनेटह में तीन

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अकारादिक्रम से राजा गया है। पुस्तकों पर लिला "उ" और "क" से यह इंगित होता है कि पुस्तक "उपन्यास" है अन्मा "कहानी संग्रह" है।	किसी किरोघ चिष्प्र पर पुस्तकों की उपलब्सा के बारे में जानकारी के तर कृपया पुस्तकाध्यक्ष/सहायक पुस्तकाध्यक्ष से सम्पर्क करें।		3.4	1.1	48 कृपपा पुस्तकों और पत्रिकाओं के पन्नों के कोने न मोई, छने पर पौसित के निशान न लगाएं और उन्हें लराव न करें।
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म कि	F F	11 कुपया सुचीपत्र से कोई काई न निकालें।	21 वृपया शेल्फों मैं पुस्तके वापस न रखे उन्हें मेल पर छोड़ है।	31 वृपया जिना अनुमति के पुस्तकालय से कोई पुस्तक न ले जांये।	FH
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Annexure - VI

NATIONAL COOPERATIVE DEVELOPMENT CORPORATION LIBRARY

LIBRARY RULES

1.	The services of this Library are extended to all staff members of the Corporatio				
	Library books may, however, be lent to the officers of Ministry of Agriculture and				
	other institutions at the discretion of the management. This Library would also practice Inter-Library Loan.				
2.	Library books would be issued at a time on the following account				

Library books would be issued at a time on the following pattern:-

1.	M.D./Dy. M.D.		12
П.	ED/FA		8
111,	C,D's		7
IV.	Dy. Director's / Director's		6
V.	AD's / PO's	-	5
VI.	Others	-	3
Borro	wer's ticket's are not transformul		5

3. forrower's ticket's are not transferable. 4.

A Book will be lent to a member only in exchange for one of borrower's ticket issued to him/her. This will be returned to the reader when he/she deposits the book at the counter.

Loss of Borrower's ticket's shall be intimated to the Librarian in writing immediately 5. to avoid misuse. Duplicate ticket's will be issued at a cost of Rs. 5/- per ticket.

Books are issued for one month. Books required for reference can be retained for 6. longer period under intimation to the Librarian.

Issued books would be recalled earlier than the due date if there is a demand from 7. other staff members.

Costly books, reference books and pictorial books would not ordinarily be issued. 8. Such books would be issued for short period only under special circumstances.

Books should be handled carefully. These should not be damaged, spoiled or 9. marked.

In the event of loss or damage to the books a serious view would be taken. In 10. addition, the printed price or the price assessed by the Librarian for unpriced books would be recovered from the Borrowing official.

Any member leaving the Corporation shall return all the Borrower's tickets issued to 11. him/her failing which 'No Dues' certificates shall not be issued.