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| **1. Observation of other library practices by institutional visits**  The *goal of the practice* was to educate the library staff concerning the trends of practices in other college/institutional libraries.  *Action carried out*: The library staff member are taken for a one-day visit to other College/ Institutional libraries to study their functioning, the purpose being to refresh them and also make them aware about the best practices followed elsewhere.  *Outcome*: Library staff members who are open-minded and eager to know and learn the best practices followed in other libraries. Financial support from the management to organize such visits.  2. **Conducting user surveys periodically**  The *goal of the practice* was to assess the services rendered in proportion to the needs of the users.  *Action carried out*: The library staff members are involved in forming questionnaire and conducting a survey of the level of satisfaction of the library services. The results are submitted in the next meeting for the rectification of implementation of the new services.  *Outcome*: As a result the rectification is done in the following measure for example the staff are taught to communicate to students gently, exam issue introduced, over night issue introduced.  **3. Organizing competitions annually**  The *goal of the practice* is to encourage students to use the library  *Action carried out*: The library staff members are involved in conducting the competitions for the students and they conduct the valedictory function giving prizes to the winners.  *Outcome*: Many students participate in the program and this increase the familiarity to the library.  **4. Conducting book exhibitions on different occasions**  The *goal of the practice* is to encourage students and staff to buy and read books for them. This also enables them to recommend books for the library purchase. This decentralizes the process of book purchase.  *Action carried out*: The library organizes one or two book exhibitions. it is conducted usually in the month of January after Pongal holidays are over.  *Outcome:* Students are involved in organizing the book exhibition and supervision. School children and college students participate in the book exhibition and they buy books. Three or four students together recommend a book to the library is purchased by the librarian.  5. **‘Buy me box’ and timely response**  The *goal of the practice* is to collect the user need and implement it buying the necessary books.  *Action carried out*: BUYME box with the paper nearby are kept in various places in the stack room and at the issue counters. So students write and put the author and title of the book they need then and there, so that every fortnight it is emptied and books are purchased.  *Outcome*: timely response and needs of the students are fulfilled in time.  **6. Information literacy programs**  The *goal of the practice* is to impart the needed information in a package.  *Action carried out:* The topic was discussed among the staff of the library from the need of the students and the resource persons are fixed. The resource persons are called for the concerning topic. Apart from the resource persons library staff conduct one and half hour program explaining the information literacy package they prepare.  *Outcome:* Staff and the students get benefit out of it.  **7. Internet literacy to different user groups**  The *goal of the practice* is to help all first years use internet in a correct ways of searching what they need without being misled.  *Action carried out*: The fresher are given orientation on internet search ‘search strategies’ with the Boolean logic and other important gateways for their information search by arranging one hour program calling a resource person from the university.  *Outcome*: Students learn different ways of searching in the internet avoiding general Google search for their value added information.  **8. Inclusion of sufficient information about the library in the college calendar**  The *goal of the practice* is to inform students concerning the rules of the library.  *Action taken*: Annually information regarding library is submitted to the calendar committee and is printed.  *Outcome*: The students are clear about what to do and what not to do concerning library. The college calendar is used during library orientation too.  **9. Self service using library software which is user friendly**  The *goal of the practice* is make students self reliant in book issue and book return process.  *Action taken*: awareness and training was given to students and staff to use self service for book issue and book return. It is being cross checked at the entrance.  *Outcome*: Students become mature and sincere in the process of self service of book borrowing and returning.  **10. Initiatives for research journal/ turnkey research papers from the library.**  The *goal of the practice* is to enable information generation and generating information literacy packages from students.  *Action taken*: A research journal is published from the library and Come alive center, where teachers and students are asked to encourage to write articles.  *Outcome:* The journal comes up with every issue minimum 20 articles to maximum 60 research articles.  **11. Establishing linkage with other libraries to promote the Crossians Virtual Library of Holy Cross College for free.** |

The *goal of the practice* is to participate in the open access initiative of the world and enable the open access sources available to students in one window.

*Action taken*: Virtual library is built with the potential open access sources which are full text and awareness is given to students for using the virtual library.

*Outcome*: the usage is remarkably increasing day after day.

**12. Course ware Repositories**

The *goal of the practice* is to create course ware for students according to the syllabus.

*Action taken*: The course ware from you tube is taken and is connected as per the syllabus of the students for their current year. It is given remote access.

*Outcome*: Students expressed that the course ware was helpful.

**13. Question paper Repositories**

The *goal of the practice* is to upload the question papers on to the virtual library for remote access.

*Action taken*: Question papers were uploaded onto Crossians virtual library for remote access that student use them from their remote end.

*Outcome*: Students express their satisfaction concerning the upload.

**14. Creation of digital Repositories of the thesis submitted**

The *goal of the practice* is to make accessible to students the previous year’s thesis and the dissertations.

*Action taken*: The submitted thesis and dissertations are received from the students duly signed by the staff in charge of the research, and is submitted into the library. Without which students cannot receive their hall tickets.

*Outcome*: The research information is made easily accessible to users

**15. Library Brochure and promotional pamphlets**

The *goal of the practice* is to enable students use library using promotional pamphlets.

*Action taken*: Library’s promotional pamphlet is printed and is distributed among students and is placed in their college calendar to enable their virtual library usage.

*Outcome*: Students are aware of this initiative and is hoped to be helpful.

**16. Book bank of Holy Cross College**

The *goal of this practice* is to help students who are economically backward to purchase for free books.

*Action taken*: Applications are given to students who deserve help from the library. Generally library arranges ways to give all who apply for it.

*Outcome*: Considerable number of students is using the loan library

**17. Book bank service from Rock City Association**

The *goal of the practice* is to help students get free books for the three years.

*Action taken*: A welfare association called ROCK CITY Association is offering books to students who are economically backward to get books for all the three years.

*Outcome*: many student avail this service and the association is regular is providing help.

# 18. Electronic surveillance system

# The *goal of the practice* is to check the pilferage of books or unauthorized issue of books

*Action taken*: A module is added into the Library software to safeguard books from begin lost and to forbid unauthorized transaction of the books as the library introduced into self service of circulation. The barcode is being checked at the gate and the message is displayed if the book is not issued or not returned. This security gate check enables the staff to detect unauthorized transaction of book going out from the library with a beep sound to alert the staff and a message displayed

Outcome: Every book self issued is checked and tallied in the account.

# 19. Campus-wide local area network (LAN) facility

The *goal of the practice* is to connect library with the intranet to make the information resources of the library with the entire academic and research activities on the campus.

*Action taken:* The d space is connected through intranet and this user friendly environment enables students to use the research thesis and dissertations from LAN.

*Output:* the research output is made accessible to students of the forth coming years.

# 20. Information retrieval through Web OPAC

The *goal of the practice* is to make available library resources searchable on the Web using the browser with some permission to the end user to search, reserve, print, save and retrieve the status of a document etc.

*Action taken*: Bibliographic description of documents is included in creating a database in standard format. The standard used is MARC21 using Virtual, library management software called NICE. The database is searchable with all the permissions that an end user need. User can use any browser to search the library database from the remote systems. Search strategy is simple using any parameter by the end user.

*Output*: The dynamic availability of the books and non book materials are searched and found through this WEBOPAC from remote access.

**21. Software for in-house activities of the staff**

The *goal of the practice* is to measure the daily or weekly workload of the library staff. They upload their daily activities into the website where the librarian is able to see them and assess them.

*Action taken*: A staff website was built to record their activities and submissions . This brought in better accountability of the staff.

*Outcome:* Staff were sincere to upload the work done during the day. Librarian is able to access the work process and know the activities unseen.

**22. Digitization of manuscripts/old outdated books/ and photos/slides**

The *goal of the practice* is to harness the knowledge embedded in the manuscripts/old outdated books/ photos/slides, preservation and conservation of the cultural heritage of our college over 100 years and more in enhanced digital connectivity for wider access.

*Action taken*: A manuscripts/outdated materials/ ancient mutilated books of potential importance/ slides/ and photographs are digitalized scanning using hp scanner and is uploaded into D space.

*Outcome:* The digitalized materials are made accessible to students and staff through D space. They are preserved too.

**23. Access to Digital repository through library website**

The goal of the practice is to create the digital virtual center of the faculty publications, research outputs and college publications and locate the same on the website of the college Library.

Action taken: Holy Cross College Library has installed a web server on Linux platform and installed D space digital library software for creating different repositories. At present the faculty publications repository is created.

Output: There is a regular uploading is carried on in Dspace for public access.

**24. 24/7 Access to e-resources**

The *goal of the practice* is to provide uninterrupted access to library resources searchable from anywhere, anytime and by anyone.

*Action taken:* Library has two high-end SUN servers in a distributed network model and the resources available in these servers are on the Intranet. Library database server, web server, digital library server are available on the Internet. These servers are available for access on 24/7 basis. Over one million full-text e-journals are connected into the database and accessible to remote access.

*Outcome:* Seamless Access to the resources with simple navigation is enabling the users appreciate the efforts of the library in providing them useful information resources

**25. Extended hours of service**

The *goal of the practice* is to keep library open on all days except Sundays and government holidays.

*Action taken*: Library is kept open exam days, after exam days, during summer holidays, during holidays giving a special scheme called holiday issue.

*Outcome*: women who balance the family and carrier find time during holidays and read books of their choice.

**26. Compact storage of less used collection**

The *goal of this practice* is to keep the collection dynamic and save the time of the reader in locating documents.

*Action taken*: The books that are not used by the readers for the past 30 years are removed from the dynamic collection and is preserved in less compact space. This helps the staff and users to maintain the collection.

*Outcome*: Compact Storage of furniture, necessary building/ Space, Identification for further services.

**27. Student Volunteers as part time staff after a training.**

The *goal of the practice* is to cultivate among students volunteerism and selfless service in the library.

*Action taken*: Every year students are invited as library volunteers who work for 60 hours, 100 hours and 120 hours offering free service.

*Outcome:* student volunteers increase and their contribution is remarkable.

**28. Resource generation (through external membership)**

The *goal of the practice* is to cater to the needs of the neighbors and visitors who come searching for a specific need.

*Action taken*: there is a membership created for the visitors and Rs.100/- is collected for the academic year. They are allowed to use reprographic service and refer any material that they need.

*Outcome*: Library has considerable number of visors.

**29. Maintenance of service areas**

The *goal of the practice* is to keep the cleanliness inside & and outside the library

*Action taken*: Every staff of the library clean and keep their service area clean. This practice puts one accountable to keep library clean and tidy.

*Outcome*: Care is taken by every staff to keep their places clean.

**30. Staff empowerment practice**

The *goal of this practice* is to empower library staff regularly as per the demands of the work.

*Action taken*: the following trainings are given to the staff such as typing higher and lower, Tamil and English, computer training, browsing, networking and photo shoping.

*Outcome*: they are able manage their work at ease, without wasting time as they get skilled in technology.