

Library Extension Services

Library extension services are those activities which are undertaken with the objective of reaching the group of people who might be unaware of the library services and activities. ALA Glossary of Library and Information Science defines it as “the provision by a library of materials and services (including advisory services) to individuals and organizations outside its regular service area, especially to an area in which library service is not otherwise available. The Library extension services may be of internal or external type. The internal extension service includes orientation programmes and the external extension service includes the mobile library service, publicity programmes etc.

Objectives of Library Extension Services

The main objectives in providing extension services are

- To convert a library into a social, cultural and intellectual centre
- To convert non reader into reader, to attract more nonmembers to libraries
- To bring books and readers together to encourage the use of library materials
- To inform those who do not use the various library services and to attract them to those services.
- To inform the reader of all the facilities offered by the library.
- As a means of publicity to enlist financial support or otherwise for the libraries.

Some of the main forms of extension services are as follows

Library Orientation / Training : Many potential library members do not know how to use the library effectively. This can be due to the lack of awareness about the library services. Libraries have to inform the public about what materials are available in their collections and how to access that information, which is called user education. The library staff may orient the user either in formal way or informally into the library system.

Reading Circle, Study Circle: Persons with common interest may be brought together by the library to a reading circle. Each reading circle should be given necessary facilities regarding the materials and a suitable place to hold the meeting.

Forming Friends of the Library Group: The Library can also think of forming “Friends of the Library Group”; such group can assist the library through fund raising, volunteering, and advocacy. They also hold book sales at the library.

Reading to Illiterates: Reading hours for adults who cannot read should be arranged by public libraries. Once they become neo-literates the public library then should take upon itself to see to it that they do not lapse into illiteracy again.

Meeting, Public Lectures and Talks: A library should organize public lectures and talks by eminent persons and also by library staff.

Celebration of Festival and Events and Arranging Cultural Programmes: It is a good idea to arrange popular festivals and events in the library which may also arrange a drama, a puppet show, a music concert, a film show, a magic show etc. Such cultural programmes can prove great attraction for the community. On such occasions a book exhibition related to the programme should be arranged.

Book Fair and Exhibition: At the time of talk, festival, fair, drama, etc. a book exhibition on the relevant topic may be arranged. Exhibition on local history, local festivals, art, photograph and painting can offer great opportunity to attract the attention of the community.

Mobile Library Service: Introduction of mobile library services to provide service to citizens without access to central or branch libraries has devised an interesting variety of delivering methods. For offering this service, the time for each locality is to be fixed and notified earlier.

Publicity/ Propaganda: Propaganda through the newspaper, radio, television can be introduced.

Online/Telephone Services: The public library should also provide library lending service through mail and Dial a book and Dial a fact method. A public library can also think of delivering books to any home bound person on a request. Introduction of library services through the library website is also a good form of extension service.

Publication: Publications like annual report, reading guide, library magazine / bulletin and other similar publications are also helpful.

Annual Report of the Libraries

The annual report is the official document of the library for recording the annual library activities in totality. It is the statement of assessment and evaluation of all the departments of the library. It is the survey of works carried out during the preceding year with summarization of the activities and achievements of the library. An annual report reveals the books accessioned and processed, services rendered, new departments or services introduced, financial and other resources and their utilization, assessment of performance etc.

The annual report must indicate the actual financial condition of a library so that it may be found out if the budget allocation is enough and needs augmentation. Sources of income from the Govt. fund, library authority fund, membership fees, fines, from other specified sources and the total income should be shown. Expenditure on salaries of staff, books and non-book materials, periodicals, furniture, heating, cooling, lighting, cleaning, etc. and total expenditure were explained in annual reports.

Library Statistics

Statistics are the facts and figures which are presented in tabular or other forms. It is regarded as one of the important tools for making decisions. Library statistics includes quantitative and qualitative data about library services, library use and library users.

Library statistics are necessary for the effective management of libraries, but they are still more important for promoting library services to the different types of stakeholders: policy makers and funders, library managers and staff, actual and potential users, the media and the

general public. Where statistics are aimed at policy makers, managers and funders, they are essential for decisions on levels of service and future strategic planning. Library statistics can reveal the strength and weakness of the libraries. It helps to determine the growth of library.

- ❖ It helps to the librarian for comparison between previous and current library activities.
- ❖ It helps to controlling all the activities.
- ❖ It helps to librarian for evaluation of the staff performance.
- ❖ It helps to write the history and reports of library.
- ❖ It helps the librarian in planning and controlling the activities of library.
- ❖ It also helps us in comparing a particular library with other library.

Library Committee

Library Committee is a body consisting of persons who are assigned the job of looking after the library. The ultimate responsibility for the policy, efficiency and management of a library does not lie with the chief librarian. The library committee is needed because the librarian alone should not carry the whole burden of a big institution like a library. The members of the library committee are based on the category of the library. In case of University libraries, the library committee is formed with the heads of the departments of the University, the Vice-chancellor, the Librarian, etc. The Vice chancellor is the Chairman of the library committee, and the Librarian is the Secretary. In case of college library, the principal is the chairman, and the librarian is the secretary. In case of school library, the principal is the chairman and the librarian is the secretary. The library committee should not be a very large one. Only those people should be included as members of the library committee who are interested in library activities.

Powers and functions of a library committee vary according to its nature. Almost all the proposals for discussion at the library committee meeting are put forth by the librarian who generally acts as an ex-officio secretary to the committee. The library committees generally take decisions on library finance, library rules, collection of documents, library audit etc. The Library

Committees meetings were held monthly or quarterly, and later once in a year at minimum. The committee controlled the status of the library, the implementation of the planned task and ad hoc duties. It laid down the next year's financial framework and professional obligations on the basis of the figures and information gathered about the previous session. At the end of each sessions the Committee had to report to the higher authorities on the activity and the data regarding the holdings, expenditure, purchases, exchanges, lending, etc. of the library.

Library Records

Libraries maintain different types of records to exercise control over its routine functions as per established norms. The records contain information that serves as evidence of functions executed and activities performed and as such they are a valuable source of knowledge as to how and why decisions are taken. Records are needed to document actions and decisions taken in a library and to conduct library business in an orderly, efficient and accountable manner.

The various records kept in the libraries are as follows

Records of Resources – These records pertain to books and non-book materials such as audio books, audio-visual works, brochures, computer software, dissertations, globes, maps, microfiches, microfilms, photos, postcards, posters, reports, serials, slides and stamps.

Financial Records – Accounts books such as budget register, registers showing section-wise allocation of funds and bill register are financial records.

Library Service Records – These records include among others inter-library loan record, circulation record and reference service record, etc.

Administrative Records – The number of staff varies from library to library. There are libraries which are run by a single staff. Others have staff varying from a few to more than a hundred. Every staff has got a service book that maintains records of his entire service starting from his application for the service. Confidential reports of every staff written by their seniors are also carefully maintained. These are all important administrative records

Library and Literacy Programmes

Literacy is critical for socio-economic development because a literate nation makes positive contributions to the general development of a country. A public library is considered as a gateway to knowledge, freedom, prosperity and the development of society. Public Libraries provide a wide range of information products and services to the benefit of the user community. Public libraries can be considered as the people's university. Public libraries are vital institutions, which cannot be separated from education

Literacy refers to the ability of an individual to read and write a certain language. In the modern world, literacy is used as an indicator of a number of indexes that measure human development. It is a fact that the literacy rate of developing countries is lower than that of developed countries. Due to this reason developing countries have brought about a number of educational reforms and legal frameworks with the intention of increasing the literacy rate of the people. Libraries have to play a major role in the literacy programmes of the nation. The foundations stones of the public library are premised on supporting literacy.

The primary purpose of public libraries are as follows:

- Enable information education opportunities for the citizens in the communities.
- Enrich the knowledge of individuals in various subject disciplines where they undertake formal education.
- Provide awareness to meet the information needs of people.
- Support the educational, civil and cultural activities of groups and organisations.
- Provide recreational opportunities and encourage constructive use of leisure time.

Public libraries in carrying out this role of education can provide necessary materials such as textbooks, journals, magazines and work books related to the curriculum of the existing literacy institutions in the community be it conventional schools or adult classes. In this way, it has assisted in the campaign to make the society a more literate one. The public library is viewed as part of the community complex because people love the personalized and collaborative learning environment and the social interaction which gives thrust to learning

The 1994 UNESCO manifesto sees public libraries as a living force for a practical demonstration of universal as a life long process. Public libraries can richly compliment the educational activities by assisting adult in no longer of school age, developing their attitudes, extending the knowledge and by acquiring, needed technical or vocational skills. In this way, the adult education products would emerge as responsible members of the society.

Public libraries can train the personnel carrying out the different educational programme in the community. This can be done by conducting seminars, workshops and conference on the different subject areas of the literacy programmes, so that they can become better, at their various fields. Public libraries can also carry out their roles as education providers for the community by setting up literacy institutions. The Public library can also using story telling sessions to promote folklore and oral communications of the past. This concept can be termed as “libraries without shelves” or “oral librarianship”. Group learning is another solution for the promotion of literacy rates. The encouragement of reading groups involving parents, children, teachers and librarians is an example of group learning.

Library Rules

Library rules are the code of conduct in the library environment. The Code of Conduct is not meant to restrict library use or to deny library services and facilities to people who need them. Instead, the Code has been established so as to help create a pleasant and peaceful environment for members, authority, staff, as well as to protect the library belongings.

The following are some of the library rules followed commonly

- ❖ A person who wishes to use the library services shall enter his/her name, address and time of entry legibly and put signature in the *Visitor's Register* kept at the librarian's desk . Such entry shall be taken as an acknowledgement that the person agrees to conform to the rules of the library.
- ❖ Members must carry their library ID card or permission letter while using the library. They must show their ID card on demand.

- ❖ The personal belongings like books and other printed materials, bag, umbrella etc will not be permitted inside the library. The users can keep their belongings at the property counter in front of the entrance to the library.
- ❖ Library staff is not responsible for reader's personal belongings. The users are, therefore, advised not to leave expensive items with the property counter.
- ❖ Silence must be observed in and around the library.
- ❖ It is the responsibility of every member to ensure that no reader is disturbed in their study by any act of his/her. Members are therefore expected to conduct themselves in a sensible way inside the library , as is conducive to this purpose.
- ❖ Mobile phone usage is prohibited inside the library. Library staff and users should make all calls from the outside premise the library.
- ❖ In the open access system. Books and other documents once taken from the racks should be left on the table instead of keeping it back in the racks. (Replacing the documents on shelves by users is not encouraged as the documents may get misplaced.)
- ❖ Any complaints regarding the library services, staff or the users must be first informed to the Librarian.
- ❖ A person shall be responsible for any damage done to the books once issued. He will be required to replace such books or other properties damaged or pay the amount fixed by Library Authority. Writing or underlining in the books, periodicals, maps etc. is considered as an offence.
- ❖ Improper use of library facilities by a member will lead to the suspension/termination of his/ her membership.
- ❖ Users are not allowed to take any other books or printed notes other than note book and papers into the library stack room. In case of inevitable situations, library staff's permission is required.
- ❖ Photocopying of the reports, thesis, rare books, books of very high cost, over sized and damaged books etc will not be allowed on any circumstances. Photocopying may be made without violating the copyright act.
- ❖ The newspapers should be folded properly after reading and kept back in the designated place.

- ❖ Use of laptops other than for academic purpose is strictly prohibited in the library. The computer facility provided by the library must be used for academic purposes only. Disciplinary action will be taken against the defaulters.
- ❖ Use of eatables in the library is strictly prohibited. It is the responsibility of every staff and members to keep the library clean.
- ❖ Books can be issued to the borrowers only against the Library ID Card.
- ❖ Reference books, text books, periodicals, newspapers and technical reports are not issued out of the library to anybody.
- ❖ If the book has been reserved by any other person, then the book cannot be renewed.
- ❖ Anyone who violates the rules and regulations of the library would be liable to lose the privilege of library membership and may be debarred from using the library facilities.