

# Role of Librarian in NAAC

## Beyond Librarianship for Better Visibility

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**Abstract:- Today Librarianship is an evolving and multi-disciplinary in nature with its rich information sources both print and online sources to support learning, teaching, research and extension activities of the user community in the networked environment. National Assessment and Accreditation Council has really given strength and motivation to the Librarians and now the Librarians have significant role to play in IQAC and RUSA activities of university and colleges occupying positions as Director – IQAC, NAAC Coordinator, RUSA Coordinator and also NSS and IT Coordinators. In this context, an attempt has been made to notify the vibrant role of Librarian(s) in the NAAC process. Discusses the inevitability of Librarians in NAAC and Quality Excellence in Higher Education not confining themselves to just Key Indicator - 4.2 Libraries as a Learning Resource (20 marks), but also to play significant role in other criteria's of NAAC.**

**Keywords:-** Quality and Accreditation, NAAC, Role of Librarian, Revised Accreditation, Framework, Quality Indicators,

### I. EVALUATION OF INFORMATION SYSTEM: A NECESSITY

Evaluation of libraries is an essential component and its use of library and information system is one of the major concerns and an integral part of library and information science practitioners. It is easily recognized as an important issue, although it has been looked at or defined variously. Obioma (1986) defines evaluation as “the quantitative judgment results from assessment; that is, a value judgment on quantitative data arising from testing and measurement.” In a library, evaluation is the process whereby we systematically collect and analyze information about students' encounter with the library system, by using evidence (testing), assigning numerical values to the evidence (measurement), and using the results to make decisions. The purpose of evaluation aims to improve the delivery of library services by means of testing, measuring and assessing (evaluation) the effectiveness of a library system is through research. Many organizations, institutions are developing standards to evaluate libraries in the present context. During 1930's, the father of Library Science in India Dr. S.R. Ranganathan has developed *Five Laws of Library Science* (1931) is a classic of library science literature which has greater relevance even today

and future as well and these laws acts as guidelines and indicators for evaluation and accreditation process also.

Accreditation has become a powerful weapon in the battle for talent. Competition among higher education institute is reflected in the rising significance and popularity of accreditation that attempt to measure the talent catching capacity. Now a day's every institution is very much conscious about the dimension and quality of education which keeps on changing with time, also quality cannot be assessed by a single yardstick. In this context NAAC has developed certain measures for continuous improvement of their quality of higher education. For better visibility social reorganization, market acceptability and for better competence, accreditation becomes a better option.

### II. NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL (NAAC)

*“To make quality the defining element of higher education in India through a combination of self and external quality evaluation, promotion and sustenance initiatives”*

National Assessment and Accreditation Council (NAAC) was established in 1994 as an autonomous institution of the University Grants Commission (UGC) in making quality assurance an integral part of the functioning of Higher Education Institutions. NAAC primarily focuses on assessment of the quality of higher education institutions in the country for promotion of quality in teaching-learning and research in higher education institutions.

Higher Education Institutions (HEIs) function in a dynamic environment, the impact of technology on the educational delivery, the increasing private participation in higher education and the impact of globalization have necessitated marked changes in the Indian higher education system. Higher Educational Institutions have been grouped under three categories namely, Universities, Autonomous Colleges and Affiliated/Constituent Colleges. The assessment process will be carried out in three stages viz., Self Study Report (SSR), Student Satisfaction Survey and the Peer Team Report. Assessment and Accreditation is broadly used for understanding the “Quality Status” of an institution (Source: <http://www.naac.gov.in>). NAAC has identified the following seven criteria to serve as the basis of its assessment procedures:

- Curricular Aspects
- Teaching-Learning and Evaluation
- Research, Innovations and Extension
- Infrastructure and Learning Resources
- Student Support and Progression
- Governance, Leadership and Management
- Institutional Values and Best Practices

Metrics	Universities	Autonomous Colleges	Affiliated/Constituent Colleges	
			UG	PG
Criteria	7	7	7	7
Key Indicators (KIs)	34	34	31	32
Qualitative Metrics (QIM)	36	36	35	36
Quantitative Metrics (QnM)	79	72	58	60
Total Metrics (QIM + QnM)	115	107	93	96

Table 1  
[Source: NAAC Manual December, 2019]

### III. NAAC PARAMETERS FOR LIBRARY AND INFORMATION CENTRES

It is needless to state that because of emergence of NAAC has improved the image and importance of college and university libraries in India by earmarking parameter of Library. The adequacy and optimal use of the facilities available in an institution are essential to maintain the quality of academic and other programmes on the campus. It also requires information on how every constituent of the institution – students, teachers and staff – benefit from these facilities. The focus on fourth Criteria has four indicators i.e.

- Physical Facilities
- Library as a Learning Resource
- IT Infrastructure
- Maintenance of Campus Infrastructure

The Criterion IV – Infrastructure and Learning Resources has 100 marks. The University or college has to prepare the data in advance with respect to the formats and data templates as per the quality indicator framework of NAAC available in the NAAC manual (NAAC Manual, Jan. 2019).

Key Indicator – 4.2 Libraries as a Learning Resource (20)

Indicators	Weight age
Library is automated using Integrated Library Management System (ILMS)	4
Collection of rare books, manuscripts, special reports or any other knowledge resource for library enrichment	3
e – journals, e-ShodhSindhu, Shodhganga membership, e-books &. Databases	2
Average annual expenditure for purchase of books and journals during the last five years (INR in Lakhs)	5
Availability of remote access to e-resources of the library	1
Percentage per day usage of library by teachers and students (current year data)	2
E-content is developed by teachers (e-PG-Pathshala, CEC (Under Graduate), SWAYAM,MOOCs platform, NPTEL/NMEICT/ and Institutional LMS	3

Table 2

As per the latest NAAC guidelines, the Library as a learning Resource Centre incorporated in Criteria four Infrastructure and Learning Resources has been allotted only 20 marks which accounts to just 2 percent of total marks of 1000 marks involved in accreditation. Never the less, the Library indirectly has to play significant role in other criteria’s as well and the librarian should keep in mind that even point 1 percent plays significant in getting better accreditation and hence, the library should ensure to get 20 marks full with their innovation and zeal of professionalism. For this, they need to prepare and keep up to date with the format designed and tabulate in the format as shown below for the last five years.

**Key Indicator – 4.2 Library as a learning Resource (20)**

Metric No.	Questions	Weightage												
4.2.1. Q <sub>1</sub> M	<p><b>Library is automated using Integrated Library Management System (ILMS)</b> Data Requirement for last five years: Upload a description of library with,</p> <ul style="list-style-type: none"> <li>Name of ILMS software</li> <li>Nature of automation (fully or partially)                             <ul style="list-style-type: none"> <li>Version</li> <li>Year of Automation</li> </ul> </li> </ul> <p><b>File Description:</b></p> <ul style="list-style-type: none"> <li>Upload any additional information</li> <li>Paste link for Additional Information</li> </ul>	4												
4.2.2. Q <sub>n</sub> M	<p><i>The institution has subscription for the following e-resources</i></p> <ol style="list-style-type: none"> <li><i>e-journals</i></li> <li><i>e-ShodhSindhu</i></li> <li><i>Shodhganga Membership</i></li> <li><i>e-books</i></li> <li><i>Databases</i></li> <li><i>Remote access to e-resources</i></li> </ol> <p><b>Options:</b></p> <ol style="list-style-type: none"> <li>Any 4 or more of the above</li> <li>Any 3 of the above</li> <li>Any 2 of the above</li> <li>Any 1 of the above</li> <li>None of the above</li> </ol> <p>Data Requirement for last five years: (As per Data Template)</p> <ul style="list-style-type: none"> <li>Details of membership:</li> <li>Details of subscription:</li> </ul> <p><b>File Description:</b></p> <ul style="list-style-type: none"> <li>Upload any additional information</li> <li>Details of subscriptions like e-journals, e-ShodhSindhu, Shodhganga Membership etc (Data Template)</li> </ul>	6												
4.2.3 Q <sub>n</sub> M	<p><i>Average annual expenditure for purchase of books/e-books and subscription to journals/e-journals during the last five years (INR in Lakhs)</i></p> <p>4.2.3.1 Annual expenditure of purchase of books/e-books and subscription to journals/e- journals year wise during last five years (INR in Lakhs)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Year</th> <th style="width: 15%;"></th> </tr> </thead> <tbody> <tr> <td>INR in Lakhs</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>Data Requirement for last five years: (As per Data Template)</p> <ul style="list-style-type: none"> <li>Expenditure on the purchase of books/e-books</li> <li>Expenditure on the purchase of journals/e-journals in i<sup>th</sup> year                             <ul style="list-style-type: none"> <li>Year of Expenditure:</li> <li>Formula:  <math display="block">\frac{1}{5} \sum_{i=1}^5 Expd_i</math> </li> <li>Where:  <b>Expdi</b>= Expenditure in rupees on purchase of books/e-books and subscription to journals/e-journals in i<sup>th</sup> Year</li> </ul> </li> </ul> <p><b>File Description (Upload)</b></p> <ul style="list-style-type: none"> <li>Any additional information</li> <li>Audited statements of accounts</li> <li>Details of annual expenditure for purchase of books/e-books and journals/e- journals during the last five years (Data Template)</li> </ul>	Year						INR in Lakhs						5
Year														
INR in Lakhs														
4.2.4 Q <sub>n</sub> M	<p><i>Percentage per day usage of library by teachers and students ( foot falls and login data for online access)</i> <i>(Data for the latest completed academic year)</i></p>	5												

	<p>4.2.6.1. Number of teachers and students using library per day over last one year</p> <p>Data Requirement</p> <ul style="list-style-type: none"> <li>• Upload last page of accession register details</li> <li>• Method of computing per day usage of library</li> <li>• Number of users using library through e-access</li> <li>• Number of physical users accessing library</li> </ul> <p>Formula:</p> $\frac{\text{Number of teachers and students using library per day}}{\text{Total number of teachers and students}} \times 100$ <p><b>File Description(Upload)</b></p> <ul style="list-style-type: none"> <li>• Any additional information</li> <li>• Details of library usage by teachers and students</li> </ul>	
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Table 3

Under the Key Indicator 4.2 Library as a learning Resource Centre, the aforesaid questions are just four i.e. 4.2.1 to 4.2.4, in these questions, where ever there is a question to upload the data as per the Data Template, it means the librarians have to collect and prepare the data for the last five years

**IV. BEYOND LIBRARIANSHIP IN NAAC: ROLE OF LIBRARIAN TOWARDS QUALITY EXCELLENCE IN HIGHER EDUCATION**

Librarianship is such a wonderful noble profession that deals with entire gamut of information and knowledge possession, organization and dissemination to the society for empowerment and enlightenment and this profession is considered as on par with that of medical profession. This is mainly because of the fact that doctors cure the disease with medicines whereas library enlightens the society with information for betterment of life. Today, the libraries have undergone sea of changes due to the impact of information and communication technology and the curriculum is more of inter-disciplinary in nature wherein the components of information technology, management skills and psychological aptitudes are essential and preferred for career in librarianship. The librarians equipped with technological and management skills are highly preferred not only in academic and research universities or colleges or institutes but also in foreign embassies like British Council or American Council and corporate world like Infosys, TCS, Wipro etc. Libraries have a pivotal role to play in realising the dreams of National Knowledge Commission and Digital India in building vibrant knowledge society using information technology to reach the unreachable.

The College or University Library’s focus of assessment is on the library holdings in terms of collection of print and online sources, and other learning materials and technology-aided learning mechanisms, usage and innovations which enable students to acquire information, knowledge and skills required for their study programs. Library automation using the ILMS, use of e-journals and books, providing remote access to e-resources in the library have become a matter of necessity and its optimum

utilization are important parameters for quality accreditation in Library.

Kulkarni (2018) discussed Librarian’s role in overall NAAC process of the institution in the light of revised framework beyond 4.2. Librarian has to play basic two roles, first as a member of the college team and second one as a leader of the Library. The areas where he can actively participates are, Higher Education Institution (HEI) Registration, Information for quality Assessment(IQA) Submission, Self-Study Report (SSR) Submission, Quantitative Metrics (QnM) Assessment For Pre-Qualification, Peer Team Visit (PTV) Management Process, SSR Qualitative Metrics (QIM) and actual Assessment Process by Peer Team (PT).

To justify the multi-dimensional ability of Librarians as Teacher of Teachers and survival of Librarianship as a viable discipline, the role of library and the librarian in overall NAAC process specifically beyond 4.2 are discussed below.

*A. Criteria I - Curricular Aspects [150 marks]*

Curriculum evolved by the University/Autonomous College comprises Programme Outcomes (POs), Programme Specific Outcomes (PSOs) and Course Outcomes (COs), the substantive outlines of courses in every discipline (syllabus), organizational details of implementation as well as assessment of student performance and thereby attainment of PSOs and COs.

Libraries supports curricular aspects of the institution by maintaining curriculum of different programs and its supporting documents and upload it on institutional website. Library can introduce/Support Certificate courses/Diploma course. Librarian can be a Senate member, Academic Council member, BOS chairman, member etc. thus Librarian can add to the weightage of the institution. Librarian may support in student’s field projects and internships. Librarian can also participate in feedback process as he is in touch with maximum students (Kulkarni, 2018)

- The curriculum needs to be revised and updated at regular intervals and hence the Librarian being intermediary has to assist the teaching faculty with its rich print and online sources to each department about the emerging concepts, laws and policies of the government and also about the online learning tools. As a Academic Council member, the Librarian needs to be pro-active in supporting the faculty of various departments with its rich resources instead of thinking in what way I am connected?.
- University Grants Commission Letter dated December 2019 has given strength to the Librarians that they have

a greater role to play as Teachers as the UGC in its 543<sup>rd</sup> meeting held on 9<sup>th</sup> August 2019 approved two credit courses on “Research and Publication Ethics” as a mandatory for all the PhD students for their course work irrespective of departments. It is to be noted that, who else is authority to teach this syllabus as mentioned below, other than Librarians, who are the real Authoritative with their theoretical and strong knowledge base to impart the research skills.

Syllabus - “Research and Publication Ethics” [2 credits and 30 hours]

Theory	
RPE 1	Philosophy and Ethics (3 hours)
RPE 02	Scientific Conduct (5 hours)
RPE 03	Publication Ethics (7 hours)
Practice	
RPE 04	Open Access Publishing (4 hours)
RPE 05	Publication Misconduct (4 hours) – discussions and anti-plagiarism tools <span style="float: right;">Group</span>
RPE 06	Databases and Research Metrics

Table 4

- The Library should support the students undertaking field projects/ research projects/ internship not only supporting with their resources in identifying research problem, literature reviews, statistical tools etc., but also help the students referring students to various universities/ research institutes for carrying out Internship, which is one of the important component of master degree programme.
- As a Central Facility equipped with Computer systems in network environment should facilitate in obtaining Students feedback by developing pre-determined NAAC questionnaire using tools like Survey Monkey, Google survey tools etc., and assist the institute and NAAC process in collecting, analysing and interpreting for further improvement in the curriculum and learning outcomes.

Teams (<https://teams.microsoft.com/start>), Hypersay (a platform for live interactive presentations) <https://hypersay.com/live-presentations/>, Google Form (For online Quiz/Test) (<https://www.google.com/forms/about/>), Google Classroom Teaching and Learning Platform (<https://classroom.google.com>) etc.

**B. Criteria II - Teaching, Learning and Evaluation [200 marks]**

- Libraries support students, research scholars and faculty members in their learning, teaching and research activities with their print and online information sources mainly books, journals, reference sources, e-resources under Eshodhsindhu consortia/ NLIST, citation databases and annual reviews and reports.
- Quality of learning provided in the institution depends largely on teacher readiness to draw upon such recently available technology supports and also the initiative to develop such learning resources to enrich teaching-learning. Library should indicate and actively support in developing online class rooms with the existing online learning tools i.e. Learning Management systems namely Zoom Classroom (<https://zoom.us/>) , Microsoft

- Teachers should use ICT enabled tools including online resources for effective teaching and research which are mainly facilitated by the University Grants Commission and free national resources and the Library deals with these online resources, should assist and make them accessible. Developing Institutional repositories by the Library helps in preserving the courseware’s and less plans of the faculty and make them available to the students community under network environment.

- Library should assist in creating database as Library has centralized membership database of users, they will be able to create the database of enrolled students and scholars comprising of field like name, class, gender, ID, mobile, email and share this data with NAAC for online submission.

**C. Criteria III - Research, Innovations and Extension [250 marks]**

The University/ College has the responsibility to promote research culture and enable faculty to undertake research projects useful to the society. Further, serving the community through extension, which is a social responsibility and a core value to be demonstrated by institutions, is also a major aspect of this Criterion.

- Documentation of research policy is essential and it serves as a guideline for maintaining code of ethics for research. Particularly, today the Libraries main task is to ensure quality of research articles and PhD thesis, for which plagiarism testing is carried out by them. Hence, Plagiarism policy needs to be developed by Librarian as a research document as it is mandatory for students pursuing M.Phil and PhD degrees in various departments of University to check originality of research work before it is submitted using authenticated anti -plagiarism Software. Code of Ethics for research and the implementation of which is ensured through the Inclusion of research ethics in the research methodology course work, presence of institutional Ethics committees, Plagiarism check and Research Advisory Committee and for this Librarian has to play significant role.
- The Library should establish ‘Academic Commons’ comprising of different software’s required for departments including general universal applicable software’s like SPSS, Stastika etc., and reference management tools like Medley, Zotero etc., and thereby support research activity of the university.
- The Librarians should prepare a list of UGC CARE journals approved by the University Grants Commission and educate the academic community and promote the research culture to publish in the UGC approved journals and also the journals indexed in SCOPUS/ Web

of Science or Indian Citation Index databases. Efforts be made to cull out the number of research papers per teacher in the Journals notified on UGC website during the last five years.

- Assist and guide the faculty to develop e-content for e-PG-Pathshala, CEC (Under Graduate), SWAYAM , MOOCs platform, NPTEL/NMEICT/any other Government Initiatives and Institutional LMS .
- The Librarians are well versed with citation, scientometrics and bibliometric techniques and hence they should compile average Citation Index in Scopus/ Web of Science/PubMed Data Requirements of teaching faculty and also to identify the h-Index of the university based on Scopus/ Web of Science – h-Index of the University.
- IRINS is web-based Research Information Management (RIM) service developed by the Information and Library Network (INFLIBNET) Centre in collaboration with the Central University of Punjab. The portal facilitates the academic, R&D organisations and faculty members, scientists to collect, curate and showcase the scholarly communication activities and provide an opportunity to create the scholarly network. The Library should develop IRINS database of its university or institute integrating academic identity such as ORCID ID, ScopusID, Research ID, Microsoft Academic ID, Google Scholar ID for ingesting the scholarly publication from various sources.

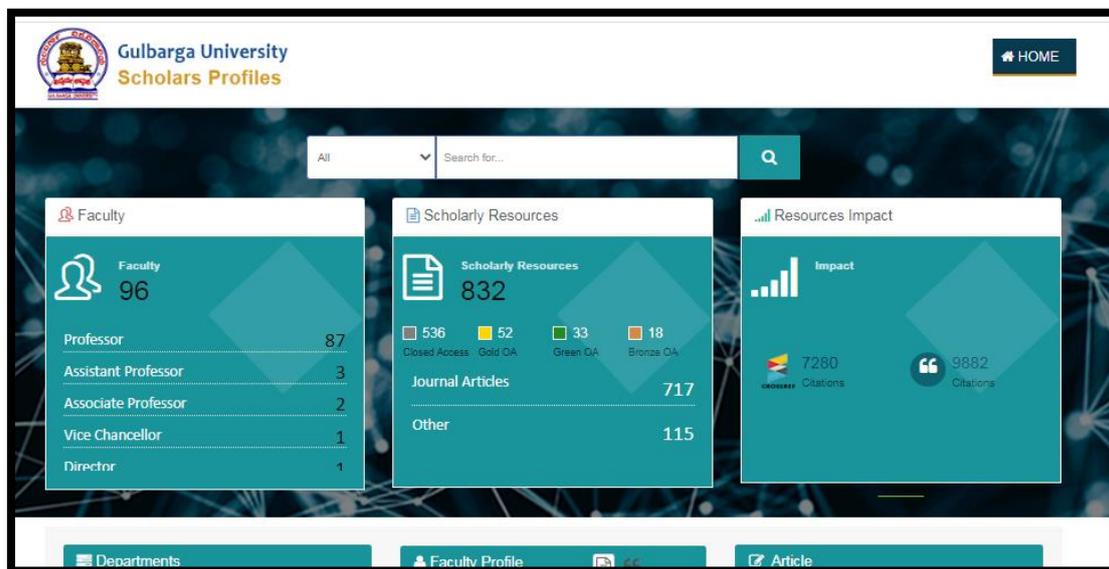


Fig 1

Source: <http://gug.irins.org/>

#### D. Criteria IV- Infrastructure and Learning Resources [100 marks]

- The institution has to provide adequate facilities for teaching - learning viz., classrooms, laboratories, libraries, computing equipment, language labs etc. The Library - central hub of knowledge should develop need

based collections, well organized, maintained with proper retrieval tools is required. The contention of discussion becomes relevant, only when the library is centrally attractive and receives appreciation from the users, otherwise the role of librarian beyond 4.2 becomes mockery.

- The Library should be automated using any Integrated Library management software and the librarian should ensure that all the activities and services are automated with proper OPAC/WEB-OPAC facility to further the efficiency of library system.
- Proper documentation is very much required regarding expenditure towards information sources and maintains usage statistics with facilities like remote access, CCTV monitored, Wi-Fi and RFID enabled library system is highly desirable.
- The Library should subscribe/ member of INFLIBNET services mainly Shodhganga, e-ShodhSindhu consortia and subscribe e-books, e.journals and databases.
- The Library, should make sincere efforts to see the library a “Happening Place” on campus and one stop-

point to acquire needed information with the state-of-the-art ICT facilities for e-information access, Career guidance cell with resources, anti-plagiarism software is used for checking the similarity index of thesis and dissertations, network environment using minimum of 1GBPS (NMEICT) leased line connectivity provides access to e-learning/teaching/research resources and provision for Digital Language Lab; STP (Spoken Tutorial Project), Self Learning packages, Online E-books, E-journals and Databases under national Consortia, Citation Database and Gateway Portals – JGATE Plus, Videoconferencing, Online Courseware's and Remote access facility. Further user sensitization and user workshops should become regular calendar of events for optimum use of library sources, facilities and services.



Fig 2

Source: Virtual Learning Resource Centre @ Gulbarga University Library

#### E. Criteria V- Student Support and Progression [100 Marks]

- Users are the key to library and library exists to serve user's Information needs. The library has to conduct user sensitization/ user orientation/ user workshops not just once in a while but rather at regular intervals pertaining to
  - New service or new technology being implemented
  - Soft skills
  - Skills development program
  - Use of resources print and online
  - Plagiarism tools
  - Author workshops- Research publication and ethics
  - Research productivity and scientometrics etc.
- The library should support students to build them with competitive skills so as to enable them to get through competitive exam's like UGC-NET, JRF, banking, insurance, railway, IAS, KAS, IPS, KAS etc and build separate collections within the Library and preferably term it as ' Competitive Examination and Information Resource Centre'. Further, today, eresources pertaining to Competitive examinations are made available in mobile apps and there are also free mobile apps

available for use needs to be oriented to the students (Ex: <https://www.kopykitab.com/index.php?route=account/login>).

- The Library has to support students with innovative best practices if awarding Best user award, motivational means of promoting reading habits, conducting exhibitions on various occasions like Librarians day, Teacher's day, Women's Day, National occasions and also conduct cultural and sports events for users.

#### F. Criteria VI - Governance, Leadership and Management [100 marks]

- The Library and its staff should excel their leadership ability and contribute in achieving institutional vision in the capacity as a Academic Council Member, IQAC Coordinator, NAAC Coordinator, IT Coordinator and Statutory Officer. The Librarian should accept the additional responsibility entrusted in addition to the routine duty and should never think it as burden.

➤ Librarian and staff of the library are always part of the activities conducted for promotion of universal values (Truth, Righteous conduct, Love, Non-Violence and peace); national values, human values, national integration, communal harmony and social cohesion as well as for observance of fundamental duties by displaying necessary banner or displays and build the national temper.

#### G. Criteria VII- Institutional Values and Best Practices [100 marks]

- Library can show gender sensitivity in providing facilities such as: Safety and Security, Counselling and Common Room. Library may support green initiative on the campus by replacing tubes/bulbs with LED bulbs and go for rain water harvesting. Librarian can promote and participate in Green Practices - Students, staff using
  - a) Bicycles
  - b) Public Transport
  - c) Pedestrian friendly roads, Plastic-free campus, Paperless office, Green landscaping with trees and plants, green library project and waste management.
- Quality manual of University or institution is the need of the hour and there is a need to develop such best practices indicating documenting of Library Quality Manual. Library Code of conduct handbook can be prepared for users and also develop a quality Manual which serves as a guideline or bible that incorporate the rules and regulations for collection development, services, penalties and scope for development of libraries.
- Librarian and Library play major role in making available Braille Software/facilities, in specific and Physical facilities, provision for lift, Ramp/Rails, Braille Software/facilities, Rest Rooms, Scribes for examination, Special skill development for differently abled students.
- One of the Best practices in addition to the 'Go Green Library' is 'Library News Café' service, wherein the significant news articles pertaining to higher education be sent to all the faculty by creating the whatsapp group and it may also be extended to the whatsapp group of students.

## V. CONCLUSION

Today libraries are not just issue or return of books but have plenty of information sources both in print and online sources to support learning, teaching, research and extension activities of the user community and the Librarians have significant role to play in IQAC and RUSA activities of university and colleges occupying positions as Director, IQAC/ RUSA Coordinators and also NSS and IT Coordinators. There has always been counter argument about the role of librarians claiming teacher of teachers and we are none to second in the learning, teaching and research process but at the same time, the teaching fraternity or management looks in a negative approach,

subject to certain exceptions. Librarians do not need any certificate to prove its worth but rather make others to feel the inevitability of Librarians inevitability in NAAC and Quality Excellence in Higher Education not confining themselves to just Key Indicator - 4.2 Libraries as a Learning Resource (20), but also to play significant role in other criteria's of NAAC as discussed.

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