



**YENEPOYA**

**(Deemed to be University)**

Recognized under Sec 3(A) of UGC Act, 1956  
Accredited by NAAC with 'A' Grade

## **Central Library Policy**

**Version: May 2019**

### **Table of Contents**

#### **Introduction**

<b>1. Library Committee (LC)</b>	<b>2</b>
<b>2. Library Budget and Finances</b>	<b>2</b>
<b>3. Procurement of Learning Resources</b>	<b>3</b>
<b>3.1 Procurement of Books</b>	
<b>3.2 Procurement of Journals</b>	
<b>3.3 Procurement of e-Resources</b>	
<b>4. Stock Verification</b>	<b>9</b>
<b>5. Infrastructure Maintenance Policy</b>	<b>11</b>
<b>6. Filing Policy</b>	<b>11</b>
<b>7. Library User Instruction manual</b>	<b>12</b>
<b>8. User Services Guide</b>	<b>12</b>
<b>9. Digital Library – Acceptable Use and Code of Conduct</b>	<b>13</b>
<b>10. Inter-library lending and borrowing Policy</b>	<b>14</b>

## **Introduction**

The Yenepoya (deemed to be University) library as the knowledge hub of the University continues to be a vital component of the University's mission to create an environment to generate new knowledge through meaningful research, by providing excellent library and information services to its faculty members, research scholars and students. It endeavors to deliver the best possible library and information services to meet the needs of the students, research scholars, faculty members and staff. There was a long felt need for consistency and clarity in the procedures and practices of the library in order to improve its efficiency, utility and services. This Policy document is a carefully designed, broadly stated, written guideline for the library staff to consult regarding procedures and action to be taken in the library.

## **Library in Education**

A well equipped, modern and well managed library is the foundation of modern educational system and plays a very critical role in supporting the academic programmes of the University. It identifies, evaluates, procures, processes and then makes these learning resources available to the faculty and students for their teaching, learning and research assignments.

### **1. Library Committee (LC)**

The function of the Library Committee is to support the functioning of the library, so that it can facilitate library development and activities with the management. The purpose of the Library Committee is to act as a channel of communication and dialogue between the library and its users. The main objective of the Committee is to establish a bridge between the library and the academic fraternity and the management of the University. The Honorable Vice Chancellor is empowered to nominate the members to the committee.

The Library Committee shall consist of following members:

The Vice Chancellor – Chairman

The Pro Vice Chancellor; if any

The Principals/deans of the Colleges

Three Heads of the departments by seniority and rotation nominated by the Vice Chancellor

The Registrar

The Finance Officer

The Librarian, Member Secretary

All members of the Library Committee, other than the ex-officio members, shall hold office for a period of three years and shall not be eligible for re-nomination thereafter. The Committee shall meet at least twice a year.

The functions of the Committee shall be as follows:

- To provide for proper organization and functioning of the library, documentation services and updating the stock of books.
- To provide for proper modernization and improvement of library and documentation services, and guidelines for upgrading of the library.
- To recommend to the Board of Management library fees and other charges for the use of library services by students and others
- To prepare the annual budget and proposals for development of the library.
- To submit to the Board of Management the annual report on the functioning of the library:
- To prepare the annual budget of the library
- To allocate the budget to the colleges and departments.
- To establish inter-library loan service for the benefits of the faculty and the students
- To procure books and journals including online databases, e-journals and e-books
- To recommend to the Board of Management to start programmes at certificate, diploma and degree in Library and Information Science.

## **2. Library Budget and Finances**

Library Budget means financial allocation to procure documents and provide access to the information resources. The management provides the finance for procurement of library resources.

## **3. Procurement of Learning Resources**

Procurement of learning resources forms the primary responsibility of the Library. It makes a systematic effort in developing the collection by identifying, evaluating, selecting, processing and making it available to the users

### **3.1 Procurement of Books**

#### **3.11 Process and Approvals**

- a. Recommendations: Faculty can recommend books to be procured for their courses and research duly endorsed by the Head of the department. Head of the department will recommend books which will be endorsed by the Deans of the respective colleges. Students/Research scholars can also recommend the books for procurement provided their recommendation is endorsed by a faculty member/Head of the department.
- b. Indent approval: The indents will be routed through the Deans of the respective Colleges, for the approval of Registrar and Hon'ble Vice Chancellor from the Library.
- c. Ordering: Ordering can be done by print, email etc., with standard terms and conditions. Purchase orders will be issued from the Purchase department.
- d. Supplier Panel: A panel of vendors based on their performance like response to the queries, speed of supply, adherence to the terms and conditions etc is made.

Quotations may be called from atleast 3 empanelled suppliers. Prices received are tabulated and comparative statement of prices is made. Orders will be placed for those with least price and highest discount.

- e. Supply Deadline : Maximum time limit for supplying ordered titles will be 90 days. However, after checking the supply status with suppliers, based on genuineness, additional time may be given.
- f. Foreign Currency : For foreign exchange conversion, Good Offices Committee (GOC) rates will be followed.
- g. Price Proof : Accepted Price proof are : (signed and stamped by supplier)
  - Print out from publishers Catalog
  - Photocopy from publishers Catalog
  - Distributor's invoice to supplier
  - For some Indian publications, price mentioned on the book
  - Alternatively, library also cross verifies the prices from publishers website.
- h. Exhibitions: Library may arrange for book exhibitions through publishers or their representatives or the empanelled suppliers. University will provide space, basic furniture to facilitate conduct of exhibitions.

### **3.12 Terms and conditions for Vendors**

- a. Latest editions of the books to be supplied. If new edition of the book to be released, suppliers to intimate and supply the new edition, even if orders placed for the previous edition.
- b. Purchase order to be acknowledged within 7 days from date of email.
- c. Vendor to certify on the invoice that the prices quoted are the publisher's current prices and enclosed stamped price proof along with invoice.
- d. Payment will be made within 90 days from date of receipt of the invoice

### **3.13 Book Procurement Process Work flow**

- I. Initiation of Acquisition
  - Receiving recommendation letters, emails, marked and signed from publisher's catalogs.
  - Find out exact details of titles recommended
  - Check for Duplicates
  - Correspond with suppliers/vendors for price enquiries/quotations
  - Tabulation and comparative Statement of prices
  - Put up for approval
  - Purchase orders to be issued from purchase department
- II. Invoice Processing :
  - Receive Books from Suppliers/Vendors
  - Crosschecking with Purchase Orders
  - Foreign Exchange Rate Verification as per Good Offices Committee Report
  - Price Proof Verification
- III. Accessioning

- Accessioning/Enter the details of the Invoice and Books in Accession Register
  - Assign Accession Numbers to Titles in Database
  - Forward bills to purchase department
  - Maintain Bills File
- IV. Classifying
- Classify Books/Thesis/Dissertations as per the Dewey Decimal Classification (DDC) Schedule
  - Write the Class No and Collation on the Title page
- V. Cataloguing
- Bibliographic Details of each book is entered in database according to AACR2 standards
  - Assigning Keywords : Minimum three keywords are assigned to each title
  - Data validation: regular editing of various access points in the database like Author, Title, Class No. etc.
  - Making analytical entries, wherever needed.
- VI. Processing of books
- Stamping-Library Stamp to be put on the Title page, on secret page and on the Last page.
  - Paste Spine labels, Bar Codes on the Title Page and on the last Page.
  - Prepare Book Cards
  - Send the completely ready to use to new arrivals shelf, Reference Section/Postgraduate section/Departmental Library as the case may be.
- VII. Complimentary Books
- These items are accessioned in the complimentary Accession Register.
- VIII. Vendor Follow Up:
- Titles Not supplied
  - Reminders to Suppliers to be sent
  -

### **3.14 Maintenance of Files and Records**

Following records /files will be maintained properly

- Accession Register
- Approvals and Purchase Orders in books Order file college/Centre-wise
- Invoices
- Reminders
- Budget/Finance

## **3.2 Procurement of Journals**

### **3.21 Subscription Process and Approvals**

- Budgetary Provision: Ensure that adequate recurring/annual funds are available for the approved Journals Subscription/renewals etc. as required.
- Beginning of Renewal Process : The Process of renewals should begin at least four months in advance (in September) so that by December end/early January all the

renewals are done and the subscriptions are continued without any discontinuation in issues

- Panel of Subscription Agents: Library gets the quotations from a panel of Subscription Agents through whom library places orders for all its journal subscriptions
- Procedure for preparing a panel of Subscription Agents : LC will formulate a panel of vendors/subscription agents for supplying journals with following criteria:
  - Performance : Response to the correspondence, speed of supply adherence to the terms and conditions
  - Experience by the peers
  - Publishers that a vendor supports
  - Based on the performance, the panel should have least 3 members
- Foreign Currency: for subscription vendors, the foreign currency conversion rate will be as per the payment made by the agents to the respective publisher. Vendor will have to produce the proof of payment made to the publisher, along with GOC conversion rates.
- Advance payment: Since advance payment is required for journal subscriptions, it is essential that payment may be made after
  - Direct confirmation from publishers/vendors that the journal has been subscribed in the name of the University
  - Proof for remittance (i) Invoice/Bill in duplicate should be provided by the publisher/vendor,
  - Copy of the letter sent to the publisher giving details of the journals for which remittance has been made
  - Copy of demand draft issued by bank attested by the bank or a letter from the bank giving details of remittance (if the payment is made by foreign currency draft obtained from the bank)
  - Publisher's renewal letter/notice mentioning the subscription price/cost (eg. Indian Journals)

### **3.22 Subscription Process work Flow**

- a. Recommendation: the list of journals to be renewed is put on faculty circulation through email and recommendations received. Faculty can also recommend new titles.
- b. Approval :
  - Obtain the approval of respective Dean.
  - Price enquiries sent.
  - The list will be processed for exact details like price/publisher
  - Put up for approval to Registrar and Vice Chancellor through Deans.
- c. Proforma Invoices: Invoices must carry a certification that the price has been charged in accordance with the publishers price list.
- d. Ordering: Renewal and Subscription Orders for Journals will be issued from the purchase department.
- e. Bills are maintained vendor-wise/College-wise

- f. Binding of Journals: All journals procured will be bound and kept in the archives shelves.

### **3.23 Receipt of and access to journals**

- a. Ensure that the items received are as per the order/access is enabled to the desired resource
- b. Manual (Kardex) and computerized record of receipts of the journal issues
- c. Processing of Journal Issues: physical verification, stamping
- d. Timely display of the loose issues of the periodicals on the respective display shelves.
- e. Linking to the online content wherever applicable.
- f. Accessioning the virtual resources should not be done since they do not exist in physical form.
- g. Accompanying materials such as CDs/DVDs etc are being preserved at the Audio-visual section of the Library.

### **3.24 Gratis/Complimentary Periodicals**

The documents relevant to the scope of the University's study and research areas be added to the complimentary collection and displayed. Complimentary/Free subscription Journals received can be treated as regular subscriptions and completed volumes will be bound and accessioned and archived.

### **3.25 Non Supply of Journals Issues**

- a. Reminders: Missing issue reminders can be sent with the following frequency
  - For weekly and bimonthly journals : Once every month
  - For Quarterly/Biannual journals : Once every two months
- b. Replacement of missing issues: Supplier must be asked to replace missing issues by way of
  - Replacement copy, or
  - Publisher certified and reproduced copy or
  - Refund either in the form of credit note or Demand Draft/Cheque or
  - Extend the subscription period equivalent to corresponding period

### **3.26 Archiving and Weeding Out**

In order to provide better access to the frequently consulted literature, back volumes are archived. The print volumes of the journals are considered for archiving in less active storage area. Adequate space should be provided for archival storage to Library if not available.

The following categories of materials can be considered for weeding out:

- Ephemeral material (e.g newsletters, progress reports, pamphlets) including those materials that lose value after a certain period of time such as: annual reports, directories, yearbooks, etc. These are weeded out annually.
- Duplicate issues of the journals may be weeded out after checking that it is available in journal collection.

- Material (Books, journals, reports) that library received as gifts/complimentary by individuals/institutions and organizations which have no relevance to users.
- Books/Journals that have become unserviceable/mutilated due to heavy use, wear and tear, obsolete/white ant/old infected material

Other resources Managed:

A variety of other information resources are received and displayed for use in the Periodicals Section which is being received free of charge, Viz:

- Complimentary Loose issues of Journals
- Annual Reports
- Reports
- Brochures
- Prospectus etc.

Non-Book Materials

A small collection of Non-Book Materials such as CD ROMS/DVDs etc is being maintained at the Audio-Visual Section and enlisted in a register. These materials are available for reference to all our Library users.

### **3.27 Maintenance of Records**

The transactions of all the activities/procedures/etc. in the Periodicals Section should be carefully and properly recorded for the relevant information and documentation. In this regard apart from the automated system, the section maintains the following documents for keeping the records:

- Journal Subscription Orders/Approvals
- Journal Bills
- Kardex (journal Loose Issue Entry)
- Journal Subscription Registers in Postgraduate library

### **3.3 Procurement of e-Resources**

Electronic Resources include electronic journals, online databases, data sets, bibliographic databases, indexing/abstracting services, and software tools for research, eBooks, or any information resource that is available in electronic form.

#### **3.31 Pricing Models**

There exist many pricing models. University can adopt the model depending on various factors like suitability and relevance for different programmes, research area, and usage analysis, if it is renewal.

- Annual Subscription : Access to content is available for only one calendar year
- Perpetual Access: Access to content is available for the year that we are subscribing. After expiry of subscription, we will still have access to the content of the year we subscribed for, in future, but not the subsequent new years.

#### **3.32 Negotiation**



Negotiation plays a vital role in deciding the pricing factors. One can enforce terms to the publishers/vendors in form of the pricing, access to the back volumes, perpetual access, archival rights, governing laws, training and awareness programmes, Usage statistics, etc.

### 3.33 Process and approvals

Online databases are expensive resources which need to be evaluated properly before subscribing. Hence following procedure be followed for subscribing to online databases (not for single and individual journals).

- Identify the need.
- Ask for a trial access
- Publicize the availability of resource on trial.
- Analyse the usage statistics
- Consider all relevant facts and put up for approval.

### 3.34 Electronic Journals

When subscribing to individual titles, same procedure as that of print journals will be followed with regards to preparing the list of journals, duplication checking, finding out price and finally putting up for the approval of Dean, Registrar and Hon'ble Vice Chancellor. If eJournals are being subscribed as subject collections, bundles, or databases then library will prepare a proposal by making a cost benefit analysis by considering the relevance of the resource to University's academic and research interests, usage analysis and availability of funds.

### 3.35 Electronic Books

When purchasing/subscribing to individual eBook titles, same procedure as that of print books will be followed with regards to preparing the list of titles, duplication checking, finding out price and finally putting up for the approval of Dean, Registrar and Hon'ble Vice Chancellor. If ebooks are being purchased or subscribed as subject collections, bundles or databases then library will prepare a proposal by making a cost benefit analysis by considering the relevance of the resource to the University's academic and research interests, usage analysis and availability of funds.

## 4 Stock Verification

Physical verification of the library stock has to be carried out to identify the loss, misplaced documents, documents that need repair, etc. Depending upon the size of the library following periodicity is fixed

Size of Library	Periodicity
Up to 20,000 volumes including journal back volumes	100% physical verification at 3 years intervals
Above 20,000 and up to 50,000 volumes including the journal back volumes	100% physical verification at 5 years intervals
Above 50,000 volumes and up to 1,00,000 volumes including the journal back volumes	Sample (20% of the total stock) physical verification at intervals of not more than 5 years. If such a sample verification reveals loss up to 10% of the sample chosen, complete verification is required to be done

Above 1,00,000 volumes including the journal back volumes	Sample (10% of the total stock) Physical verification at intervals of not more than 5 years. If such a sample verification reveals losses up to 10% of the sample chosen, complete verification is required to be done
---	--

The sample can be of random generation of numbers. The verification has to be carried out by a team of members appointed by the Principal and the library staff will assist the verification team.

#### 4.1 Write off/Loss of Books

Missing/loss of book are a common factor in libraries. The librarian has a role as information manager and not just a custodian. Therefore he/she should not be held responsible for the loss.

- Loss of ten volumes per 1000 volumes consulted/circulated on loan in a year may be taken as permanent value/un-service able and it may be considered for write off.
- Loss of a book of the value exceeding Rs.5,000/- for books published in India and Rs. 10,000/- for books published abroad and books of special nature and rarity shall invariably be investigated and consequential action take. The Principal/LC will write off all such losses. The base values suggested for Indian and foreign books may be reviewed every three years.
- A publication may be considered as lost only when it is found missing in two successive stock verifications and thereafter only action be taken to write off the publications by competent authority
- All library personnel is equal responsible for loss of books/documents and library materials. If the loss of book is more than the permissible extent, the causes of such loss may be investigated by the competent authority and the remedial measures be strengthened. Or if the loss is more than permissible extent, common share from all the users can be charged.
- Occasional loss/damage of issues of periodicals is inevitable during postal transit. If the payment is made directly to the publisher, then sometimes it is not possible to get the replacement. In such cases, the non-receipts/damages are considered as loss for write-off.
- If the requisite and responsible staff are not provided to maintain the library proportionate to the strength of users and collection of the library. If the requisite safety, space, cabin and halls are not provided by the administration, in which case the librarian cannot be made responsible for the losses. However, in such situations the missing of books, etc., the Principal/LC should have library to write-off such books from library stock with reasonable remarks and possible events of such losses
- Fifteen years old books can be disposed write-off.
- However, there may be provision to write-off which is unserviceable/damaged/mutilated books by the recommendation of Library Committee. (Incase books/reading materials are found to be physically damaged due to low quality of papers, bindings, eaten by the mites, and out dated syllabus books besides absolute space problems in the library to preserve such books/reading materials shall be written-off)

#### 4.2 Procedure for Write-off

- List the documents not found during stock verification
- Library staff to make all possible efforts to locate the document not found during stock verification (the process can go up to six months but not as an exclusive task)

- Prepare pre-final list of the documents not found and publicize;
- Compile a final list of documents not found;
- Compare with the list of earlier stock verification to identify common entries;
- Compare losses with borrowing/consulting/photocopying statistics;
- Put up the list of common entries to the respective Deans along with justification for the losses (Open access, limited staff, inadequate security system, large number of students visiting library, losses within permissible limits, etc.);
- Get approval from the Dean/Library Committee;
- Make necessary entries in the accession register, write-off register, etc;
- Remove records from databases;
- Close file.
- Improve the system with additional precautionary measures

#### **4.3 Common Cost Recovery:**

To discourage the loss of books by the users, they should replace the same document, In case book/document is not available in the market they should pay the cost of document as above mentioned norms.

#### **5 Infrastructure Maintenance Policy**

- Regular coordination and interaction with different administrative sections, Housekeeping section, Electrical & Maintenance department, Information Technology (IT) Department, Horticulture Department and Security department is maintained to ensure cleanliness and maintenance of the Library resources and infrastructure.
- Book binding is done annually as per need for damaged books and back volumes of journals.
- Electrical equipments like tube lights, fans, air-conditioners are checked and reported every month for replacement/servicing/repair
- Computers, Scanner and printers are checked and reported to the IT Department for updates, virus scanning etc. on monthly basis.
- Library furniture like tables and chairs are checked periodically for replacement of bush/cushion/back rest and other repairs as required.
- Book cupboards and journal display are cleaned and maintained by library staff on rotation basis.
- Proper Pest management is done to minimize problem caused by insects. Repellants are used to save materials from rat and cockroach menace.
- Housekeeping section looks after the sweeping and cleaning of the floors in the library every day. Dusting of furniture is done by the Library Staff.
- CCTV Camera and security personnel look after the security in the library.
- Fire extinguishers are refilled and maintained by the maintenance department.

#### **6 Filing Policy**

- Filing is done by a responsible Library Staff on daily/weekly basis as per requirement.
- If anyone removes a document from any file, it has to be handed over to this library staff for re-filing
- The files are arranged alphabetically in the filing cabinet.
- An index has been developed for reference of files in the filing cabinet.
- Fresh files are maintained annually.
- Old files are maintained in the archives section.

## 7 Library User instruction manual

- **Locating materials in the library: Online Public Access Catalog (OPAC)** is a library search engine which provides a simple author/ title/keyword/subject search can be found in the Library page of the University website and also in the remote access/off-campus program. This provides details about the books and non-books materials in the library. Metadata about the resource, its location, status, number of copies is available here.
- **E-resources:** Access to a wide range of e-resources has been provided 24 x 7 through the EzProxy remote access program. Links have been provided to the EzProxy program in the Library page in the University website. Users need to fill a form and submit it to the Library for remote access registration. The library registers the user and the username-password is sent to the user to the email provided in the form within two working days.

## 8 User Services Guide

- **Library membership**
  - Users need to fill in the library membership forms and submit to the library with their recent pass port size photograph (3) Postgraduate students need to submit their forms through their Head of the department and respective Dean of constituent colleges. Forms are available in the library webpage in the University website.
  - In case of loss of cards, duplicate library borrowers card shall be issued on payment of Rs. 200/-
  - Guest membership is available to visitors requiring using the library at a nominal fee. Forms are available in the library web page in the University website.
- **Circulation**
  - Postgraduate students are allowed to borrow two books from the issue shelf at a time for a period of five days and three books from the reference section. Undergraduate students can borrow one book from the issue shelf for a period of three days and one book from the reference shelf.
  - The Reference books must be returned on the due date between 9.00am to 10.00am. And issued books on or before the due date. Books are issued upto 8.00pm on weekdays and upto 12.30pm on Sundays and public holidays
  - Book Bank facility is available to certain categories of students
  - There will be an overdue fine of Rs. 10.00 for issue book and Rs. 50.00 for Reference book.

- Students are advised not to issue books to others on their names. Reference Documents like Dictionary, Encyclopedia, Year Books, Journals (Loose & Bound), Theses, Project Reports, will not be issued out.
  - Books removed from the shelves, if not required further, should be kept on the table nearest to them in the PG library. They are requested not to try to shelve them themselves. Please remember that a book misplaced is a book lost. All files, books and notebooks must be presented to the Library staff at the circulation desk for inspection while leaving the Postgraduate Library.
  - Readers should not deface, mark, cut, mutilate or damage library resources in any way. If anyone is found doing so, he will be charged the full replacement cost of the resource.
  - Borrower must make good the loss by replacing library material with same or latest edition.
- **Photocopying:** facility is available at the Postgraduate Library from 10 am to 11.45 am on week days. The Xeroxing charge per exposure is Re. 1.00 Copyright rules are applicable for photocopying process. At any given point of time, only upto 20% document can be photocopied. Photocopying of any document cover to cover is prohibited.
- **General Rules and Regulations**
    - Library Working Hours
 

On week-days	- 9.00 am to 12.00 midnight
On Sundays and Holidays	- 9.00 am to 1.00 pm

The library will remain closed on national holidays like 15<sup>th</sup> August (Independence Day) and 26<sup>th</sup> January (Republic Day), and for major Festivals like Diwali, Christmas, Eid-ul-Fitr and Bakri-Id.
    - All the readers are advised not to leave their valuables at the Check Point. Library is not responsible for any loss of personal belongings.
    - Identity Card should be compulsory for entering into the library.
    - Newspaper should be used at the newspaper desk and cannot be taken outside or inside the library.
    - Conversation and discussion disturbs library ambience. Therefore, all are requested to maintain dignified silence.
    - Smoking is not permitted in the Library.
    - Users are requested to keep their mobiles in silent mode.
    - Beverages and Eatables are not allowed inside the library
    - No Photograph of the Library shall be taken without the prior permission of the Librarian.
    - The Library reserves the right to call back any issued book/item at any time.

## 9 Users Service Guide : Digital Library-Acceptable Use And Code Of Conduct

- User has to enter his/her name and sign in the register kept at the entrance counter before entering the digital Library
- Mobile phones are to be switched off or to be kept on silent mode
- Digital Library timings : 9.00am to 11.00pm
- Silence shall be observed at all times in the digital library.

- Engaging in conversation/discussion/group study inside the digital library is strictly prohibited
- Installing or uninstalling any program or service in any computer is prohibited.
- Computers/internet is for education use only. Accessing unauthorized sites, playing games, chatting etc are strictly prohibited.
- Chewing of gums & consuming beverages inside the digital library are not allowed.
- Users may not tamper with any equipment inside the digital library, especially the computer system. In case of hardware/software problems, they may contact the staff on duty.
- Users are requested to co-operate with digital library staff.
- Print charges : Rs. 2/ per page (B&W)
- Scanning charges : Rs. 5/- per Page

## **10 Interlibrary lending and Borrowing Policy**

Interlibrary loan is a transaction between institutions, not individuals. University Library is a member of Developing Library Network (DELNET), New Delhi, which promotes resource sharing among member libraries. This facilitates reciprocal borrowing and document Delivery services which provides greater access to academic resources to our students and staff.

### **How to Borrow**

Requests need to be sent by email to/from DELNET. Documents to be lent to DELNET need approval from the Dean/Registrar of our College/University. Users need to send a request by email to [articlerequest@yenepoya.edu.in](mailto:articlerequest@yenepoya.edu.in) in order to borrow documents from DELNET.

### **Responsibilities of Borrowers**

DELNET is responsible for the item from the time it leaves our library until it is returned and checked back in, including loss and damages. Every effort is made to package our items securely and to send it by a fast reliable method. The charges for courier/post will be borne by the borrowing library.

**Period of loan:** 7-10 days

### **Items that cannot be sent**

We do not lend the following items:

Periodicals, Reference books, and archival materials like back volume of journals.