
UNIT 11 MAINTENANCE, SHELVING AND STOCK VERIFICATION, ETC.

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11.0 OBJECTIVES

The library collection, after due processing should be housed properly to provide easy and convenient access to them. The maintenance section of a library is entrusted with the task of physical storage of documents with their orderly arrangement and other related activities. In this unit, you are introduced to these tasks of a library.

After reading this Unit, you will be able to:

- plan the work of the maintenance section of a library;
- suggest a suitable stacking system for a library;
- explain a shelf arrangement for documents of different types;
- describe stock verification work of a library; and
- formulate conservation policy.

11.1 INTRODUCTION

Unit 10 of this block acquainted you with the management of circulation work. In this unit you are introduced to the work of housing a collection and maintaining an order' of arrangement of the various types of documents for providing access to them.



If you look at the functions in a time sequence, from the arrival of documents to the library till they are borrowed by users, you will notice that circulation work is preceded by maintenance work. To begin with, we have the acquisition function followed by processing work. Maintenance work comes between processing work and circulation work.

This Unit gives you a description of the principles and routines involved in the management of a maintenance section of a library. You are introduced to the different issues relating to the organisations of library materials, especially books on the shelves in a helpful manner. Various routines relating to these aspects are explained, with special emphasis on stacking, shelf arrangement, and stock verification.

11.2 MAINTENANCE WORK AND MANAGEMENT

Of all the functions in a library, the maintenance work is the least discussed in professional literature. However, the importance of maintenance work cannot be over emphasised. In fact, the ultimate success of various other functions like acquisition, classification and cataloguing rests on the efficiency of maintenance work. No matter how well a collection is classified or catalogued, books cannot be serviceable to users unless proper care is taken to organise and maintain the book collection. It is one of those less glamorous, nonetheless, very important tasks in a library. Now let us discuss what constitutes maintenance work. Maintenance work involves continuous monitoring of the proper stocking, arrangement and display of books on the shelves in the stack rooms and taking care of them. This essentially implies two aspects:

- i) Organisation of the stack room and arrangements of books on the shelves
- ii) Conservation of books i.e. overseeing and supervising the physical conditions of books, overall cleanliness of the stack areas, etc.

Organisation

In an open access library which allows users to browse, choose and select books of their interest, shelf organisation and arrangement of books are of primary importance. Books on different subjects that are constantly on demand are to be easily accessible to readers. This means that the professional classification schedules are rarely in tune with the layman's expectations of sequence of books on shelves. In a public library books of fiction,, travelogues, biography may be more popular from the readers point of view than the more serious books on literature, sciences and social sciences. A classification scheme does not provide the sequence of subjects of books on their its popularity.

Besides, reference books like encyclopaedias, dictionaries, year books, directories, etc. should be kept in a separate place for easy reach and uninterrupted use by readers.

Recent arrivals and books on current interest must be displayed at a prominent place to attract the attention of readers.

Other books must be stacked according to their popular use with reference to the subjects.

Conservation

The second aspect of maintenance work is book conservation. Only books in good physical condition should be allowed to stay on shelves. Constant shelf checking would remove torn, soiled and damaged books from shelves for repair, rebinding or to be withdrawn from circulation. This is a healthy practice and should never be underestimated.

Another important aspect of conservation is that the stacks must be cleaned regularly to protect books from dust, dirt and insects. Airconditioning of stack rooms would be ideal to protect books from dust, heat and moisture.

All these efforts are to aid the fundamental task of locating a book when it is wanted and returning to its assigned place when it is no longer needed; maintaining the order of books and taking care of the books that they are wanted again:

All these tasks are usually entrusted to a maintenance section/division in addition to the other functions.



We shall now discuss these various aspects with reference to the responsibilities of the section and the more specific functions this section performs.

11.2.1 Areas of Responsibility

The main areas of responsibility of the maintenance section or division are:

Taking responsibilities regarding a) the method of stacking and type of storage equipment; b) the arrangement of the collection, including special arrangement for category of materials - oversized books, non-book materials, etc., c) the effective and efficient use of the architectural features of the building for stacking books:

Maintaining orderliness and cleanliness in the stackrooms;

Training and supervising the work of the maintenance section/division staff;

Decisions regarding the conservation of material, repair, binding, etc.;

Maintenance of records pertaining to stock control.

11.2.2 Functions

The specific functions of the maintenance work include:

- shelving
- location of documents
- shifting of collections
- dusting and cleaning
- preparation and maintenance of guides
- maintenance of documents
- shelf rectification
- maintenance of shelf list or register
- stock verification
- binding
- vigilance
- conservation

All these functions are discussed in the different sub-sections of this Unit.

Self Check Exercise

1) List the five areas of responsibility of the maintenance section.

Note: i) Write your answer in the space given below.

ii) Check your answer with the answers given at the end of this Unit.

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11.2.3 Relations with Other Sections

The maintenance section is functionally related to almost all other areas of the library, especially to the processing section which feeds this section with new additions and the circulation section which withdraws books from the stacks and sends back the returned books to the stacks. This section is also related to the reference section, bindery and all other sections in one way or the other. The relations of maintenance section with other sections are shown in the figure 1.

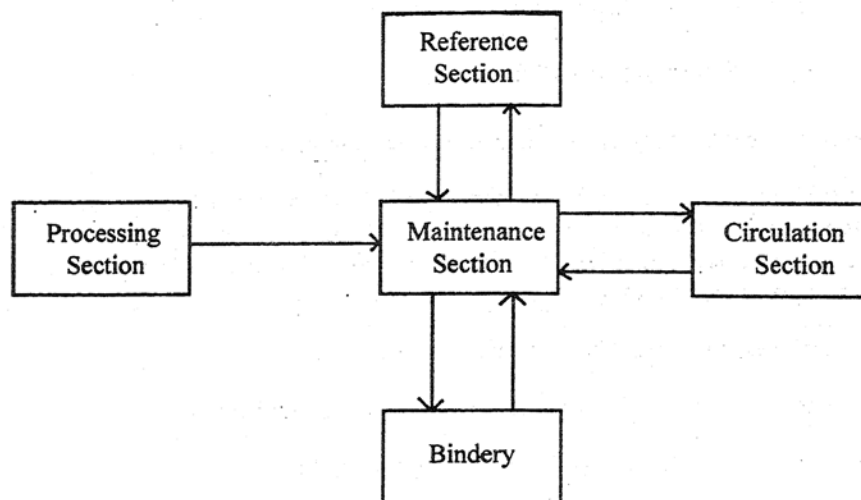


Fig.1 : Schematic of the relations of the maintenance section with other sections.

11.2.4 Management

The magnitude of maintenance work, like all other work in the library, depends on the size and complexity of the library and the quantum of operations. Decision regarding whether to have a separate maintenance section or not depends mainly on the intensity of operations. In small/medium sized libraries maintenance may be under the circulation section. Apart from the size; another contributory factors whether the library is open access or closed access. In a closed access library, shelving work is relatively less, while paging work is more. Paging involves the job of locating the requisitioned book on the shelf and bringing it from the shelf and giving it to the reader. This work of paging is an integral part of the circulation function' of a closed access library.

In open access, users quite often remove books from the shelves for browsing or consultations and they are not, as a rule, allowed to replace the books on the shelves as they are not likely to know the exact position. This task is invariably taken care of by the library staff. In an actively used library, this work may keep the staff continuously busy throughout the day, making shelving a major function.

It is a common practice to have a separate maintenance section/division with one or more assistant librarians in large libraries like university libraries. The number of junior staff needed for shelf work depends upon the size of the collection and the number of books circulated and the number of users. In larger libraries, having multistoried stacks, at least one shelf worker should be provided for each wing of the stacks.

Self Check Exercises

- 2) Distinguish between open access and closed access libraries with reference to shelf work.
- 3) State the other sections/divisions of library that are functionally related to the maintenance section/division, indicating the specific relationship each has with the maintenance section/division.

Note: i) Write your answer in the space given below.

ii) Check your answer with the answers given at the end of this Unit.

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11.3 STACKING PRINCIPLES

Ranganathan's Laws of Library Science (refer Unit 2 of Course BLIS-01) give clear guidelines to the ways of organising stack rooms and the arrangement of books on shelves. Use of documents, rather than preservation being the main concern of libraries leading to the introduction of open access system, increasing attention has been given to library architecture and buildings with specially designed stack room, specifically designed furniture for improving stacking facility and display, etc. All these have contributed to improved facilities for the user of books.

Apart from these facilities, there are also some useful guiding principles that govern stacking of documents in libraries. They are:

- Ensuring maximum capacity with minimum wastage of space;
- Facilities for accommodating books and also other book-like and non-book materials;
- Easy accessibility to books and also other related areas like Library catalogue, Circulation desk, etc;
- Proper ventilation for adequate flow of fresh and dust-free air, along with temperature and humidity control;
- Adequate artificial lighting; and
- Provision for future expansion.

Having noted the principles that govern stacking and display of documents in a library, we shall now discuss a few of the stacking systems which provide various facilities for storing documents.

11.4 STACKING SYSTEMS

The main consideration in stacking is to achieve economy of space while ensuring ease of accessibility for the readers to the contents of the shelves. Space is at a premium in almost all libraries and the problem of space is faced by libraries with a large and growing collection. Solutions for this problem are found in the different methods of stacking.

11.4.1 Double Rows on Fixed Shelves

In this method, you can arrange books in double rows on normal fixed shelves. While this increases capacity, it hinders access to the rear row. A modification of this is to use two separate shelves for 'two layers' with the facility to swing one layer to the side to have access to the rear row.

11.4.2 Hinged Stacks

In this method two shelves are joined together with hinges at one side. One shelf is fixed, while the other is mounted in front of it at the hinges. In this system, the whole shelf can be opened as a door to reach the books on the rear shelf. In order to facilitate the operation of the hinged shelf a roller is attached to the bottom edge, running on a curved metal rack on the floor.



11.4.3 Rolling Stacks

These are metal stack units mounted on ball bearing wheels which are placed side by side. The ball bearing wheels help the individual units to roll easily when they are pulled aside.

11.4.4 Multitier Stacks

This method has been adopted by many large libraries throughout the world to solve the space problems particularly in the past. It consists of wooden stacks, supported by metal framework extending from basement to the roof. The load of books and shelves rests on the basement which has a strong foundation to bear the load. The vertical extension of stacks is economical than the horizontal one in this method as the floor on each stack is a temporary one, which may be either a wooden framework or a lighter steel or concrete framework. This type of multitier stacks is used in many libraries in India.

11.4.6 Compact Storage

Another method of storage equipment is the compact storage system. Compact storage methods have been advocated and explored since the last century. However, these became popular only since the last two decades, due to the availability of many types of equipment for compact shelving.

Compact shelves are a special type of storage equipment which makes possible a substantial increase in the capacity of storage space through various arrangements of units, sections and complete shelving systems, as well as adaptation of the shelf loading surface themselves. The construction, organisation, and the method of employment of this equipment differ from the traditional shelves and traditional storage equipment.

The storage of collections shelved with this equipment is known as 'Compact Storage' because of the higher degree of compactness achieved. Compact shelving falls into the following types:

- i) Stationary shelves combined with movable revolving segments.
- ii) Stationary shelves with movable drawers, and
- iii) Movable sliding shelves.

All revolving compact shelves use a suspended construction with vertically hung hinged sections of various types usually combined with a guide rail arrangement. It could be either double faced or single faced. The essential principle of compact shelving results in firmly packed collections as against more porous or dispersed fashion of shelving. While traditional shelves use up only 30 per cent of the floor space, the different methods of compact shelving are said to increase the capacity of the stacks having the same area from 50 to 65 per cent.

However, compact storage in addition to decreasing the accessibility, it has other disadvantages. They are: 'Cost of the shelving equipment' - as the cost of fixtures themselves are reasonable; 'increase in building costs' - for most of these equipment requires buildings designed specifically for their use; mechanical functioning and safety features. Librarians have to be judicious in the matter and ensure that compact storage has sufficient advantages to offset its obvious disadvantages.

11.4.7 Conventional Shelving

As you may have observed in most libraries, books are kept on open shelves which are usually arranged in parallel rows with passages from 75 to 80 cm in width between the rows. The normal height of the shelves is 190 to 205 cm which permits taking books from the upper most shelf. Single faced shelves are placed along the walls. Within the rooms themselves, between the aisles, the shelves are double-faced. Single faced sections have six or seven one metre shelves. While double faced sections have twelve to fourteen one metre shelves. Under these circumstances, taking into account all aisles and gangways and approaches only about 30 per cent of the floor space is actually used for shelves themselves. The conventional shelving system is high on accessibility, but quite low on economy. Thus the question is that of striking the right balance between the two opposing considerations.



2) Shelf Arrangement

1) **Sequence Arrangement:** Based on any one or more of the following features:

- i) Access: Open, Closed
- ii) Size of books
- iii) Purpose: Reference, Text books, lending books
- iv) Category of user: Children, Adult
- v) Physical aspects: Book, Non-book (film, palm leaf, tape)
- vi) Special sequence

2) **Shelf Arrangement:** Based on any one of the following features:

- i) Alphabetical by author/title
- ii) Classified or by subject
- iii) Block arrangement
- iv) Broken order management
- v) Accession number

i) **Sequence Arrangement**

Distribution of library materials in the library may be based on any one or more of the following features.

- i) **Access Consideration:** The library may divide its collection into open access and closed-access. Generally microfilms, manuscripts, art books, and books which are very old and become rare, are placed under closed sequence. Similarly classified documents, personal papers are also placed in closed sequence. Some libraries have a policy of putting publications upto a certain date of printing in closed sequence.
- ii) **Size of Books:** Dividing books into different sizes - normal, over size, under size - helps more efficient use of shelf space. Normal book size is demiquarto (5.5" X 8.75"). Books much smaller than this are placed under undersize sequence and much larger under oversize sequence,
- iii) **Purpose:** In an academic library, the collection is arranged by purpose for which patron will use them. Books with brief ready information such as dictionaries, encyclopaedias, bibliographies are kept in reference sequence. A set of books prescribed for various courses of study is placed in text book sequence.
- iv) **Category of Materials** by level or style of treatment is grouped in sequences such as children books, adult readings etc in public libraries.
- v) **Physical Aspects:** Since material such as manuscripts on palm leaf, on clay tablets, or on chemically prepared base material such as gramophone record, tapes, films, paintings etc. present their own problem of preservation, they are arranged in a separate sequence.
- vi) **Special Sequence:** Sometimes a library specialising in a specific field may arrange books in the field concerned in a separate sequence e.g. Gandhiana Nehruana Publications of the parent institution, etc.
- vii) **Arrangement by a Combination of Sequences:** In order to satisfy the varied and at times complex approaches to documents, the arrangement cannot be unitary, based on subject alone. Normally a shelf arrangement based on a combination of the characteristic features of the books is followed. The combination depends largely on the nature of library service. For example, in a public library, it is common practice to have a separate sequence for children/juvenile books, while in a university or college library such a sequence is not at all relevant. It is a usual practice in most of the libraries to have separate sequence for Periodicals, Reference works, Microforms, Reports, etc. Mother norm is to have separate collections based on purpose or service status i.e. books for lending, for reading, etc. Within these separate collections, different types of sequences are followed. While it is common to have classified arrangement for books and also for



reference works, periodicals are, as a rule, arranged alphabetically by title when the broad subject groupings. Specialised collections are arranged on certain criteria which are characteristic of that type of material.

ii) **Shelf Arrangement**

Once the library has taken a decision on the number of sequences in which the total collection is to be organised the material in the shelf in each sequence is arranged.

i) **Alphabetical by Author/Title**

In small libraries it may prove more helpful to arrange books by the alphabet in the name of the author or title. Generally books of fiction are arranged in a separate sequence by author of the book. Author arrangement in large libraries does not satisfy laws of library science.

ii) **Classified Arrangement**

As has already been noted, subject is the permanent and more useful basis for the arrangement of books. Size, title, sometimes even author may change from one edition to another edition of the book, but the subject remains basically unchanged. Hence books must be arranged systematically by subject if the goal of library service is to be achieved. Arrangement of books on shelves has to be in accordance with the majority approaches to the documents. Approaches of the users to documents can be conveniently grouped as 'searching for known documents' and 'searching for unknown documents'. Documents whose existence is known to the user i.e., the user knows that there is a document written by such and such author/s, with such and such, a title, are called as known documents. When the user is not aware of the existence of the documents, such documents are called 'unknown documents'. The categorisation 'known' and 'unknown' are from the point of view of a user. Approaches to the known documents - which are relatively less, are usually through author title etc., and approaches to the 'unknown documents' is invariably the subject approach. Approaches to known documents are termed as 'specific documents approach' and approaches to the 'unknown documents' is termed as 'specific subject approach'. The subject approach is the most predominant approach and thus a classified arrangement is very useful for the readers as they can find all the related materials at one place, browse through them and select the ones that they need. A systematic arrangement also leads them to the required materials.

iii) **Block Arrangement**

This is the method of shelving books in a regular shelf to shelf, case to case order according to the classification scheme. In some busy public libraries a variant of this method is followed by having a rack of non-fiction books in between busy congested fiction racks. However, there is always the danger of mixing fiction and non-fiction books by the reader while browsing.

iv) **Broken Order Arrangement**

Libraries following the classified arrangement do not necessarily adhere strictly to the order of the chosen classification scheme. The common practice of breaking away from the order of the chosen classification, for various justifiable reasons, is known as the broken order. This practice leads to a more efficient shelf arrangement, due to the following reasons:

To shelve books, belonging to certain frequently used 'classes' like fiction, at the beginning of the stacks.

To bring two thematically related but classificatory separated groups of books together, like 650 Management Science and 380 Commerce, or 400 Languages and 800 Literature.

- v) **Accession Number:** Arrangement by accession number could also be very effective in providing access. provided (a) that the stacks are closed and readers have no access to the stack, (b) there are a very detailed and in-depth subject and author catalogues providing access to content of the materials. (c) that the requests are for specific documents whose existence is known to the user. Since these conditions are difficult to fulfil, arrangement by accession number is not usually preferred.



Self Check Exercises

- 6) State the advantages of classified arrangement of documents.
- 7) State two reasons for libraries adopting broken order' for the arrangement of books in the stocks.

Note: i) Write your answers in the space given below.
ii) Check your answers with the answers given at the end of this Unit.

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11.6 STACK MAINTENANCE

We have explained (section 11.2 of this Unit) that maintenance work implies the organisation of stack rooms, arrangements of books on shelves in stack rooms and conservation. In this section, we are dealing with the maintenance of stack rooms which involves the following work:

- Preparation and maintenance of guides
- Shelf rectification
- Maintenance of shelf register/list
- Maintenance routines
- Tools needed in the maintenance section.

We shall discuss each of the above in the following sub-sections.

11.6.1 Stack Guides

Guides are to be put up at different places in the library in order to enable a user to find his/ her way into different parts of the library with minimum of assistance from library staff. In a stack room, the following guides will have to be provided.

- i) **Tier Guide:** Each tier of stacks should have one tier guide showing the arrangement of books on the shelves in that tier. These should show the subjects covered in the respective tier giving the inclusive class numbers and their verbal headings.
- ii) **Gangway Guide:** Each gangway should be provided with a gangway guide, indicating the subjects covered in the particular gangway with the help of class numbers and equivalents in the form of verbal headings.
- iii) **Bay Guide:** Every bay of shelves be provided with a bay guide containing the concerned class numbers and their verbal headings.
- iv) **Shelf Guide:** Every shelf should be provided with a shelf guide giving the class numbers to denote the subject on which the books are found in a particular shelf.
- v) **General Guide:** A guide giving an overall view of the stacks and the arrangement of books has to be provided preferably in the lobby or somewhere near the entrance.
- vi) **General Instruction Guides:** The maintenance section should provide the following guides:



- a) 'No Smoking Please'
- b) 'Talk and Walk Softly'
- c) 'Silence Please'
- d) 'Do not shelve the books. Leave them on the table' etc.

11.6.2 Shelf Register/Shelf List

Shelf register or shelf list is an important record of books; which shows the position of any book on the shelves. In order to control the movement of books in a library a shelf list is, made use of. A shelf list is usually maintained in standard size cards. These cards are arranged parallel to the corresponding arrangement of books on the shelves. Books in the library are kept in multiple sequences. Therefore, there would be many groups of shelf list card. The shelf list enables the library to maintain correct sequence on the shelves. It can also indicate immediately the position of any book on the shelf. Shelf list is nothing but a stock register and therefore comes in handy for stock verification purposes. Since the shelf list is an important record, it should be kept under the safe custody and also kept up-to-date.

11.6.3 Maintenance Routine

In Addition to the areas of responsibility related to the different functions like stacking, shelf arrangement and stock verification, the maintenance section/division should also attend to day-to-day routines. The duties of routine maintenance work are the following:

- dusting and cleaning of the shelves;
- shelving the newly processed books from the processing section;
- shelving the books returned by borrowers sent by the circulation section;
- shelf study and rectification;
- identifying and separating the torn and otherwise mutilated books for mending or for rebinding;
- shifting and resifting books whenever warranted;
- locating particular books on the shelves upon request by readers when they are unable to find them;
- maintenance of book tags, etc.

Dusting and Cleaning of Shelves: These are important and indispensable routines of libraries which have to be attended meticulously. Books have to be protected from dust and dirt. No room should be given to readers to complain about dust and dirt on the shelves. In a library where stack area is very large, cleaning can be done by mechanical devices like vacuum cleaners.

Shelving: Books received from the processing sections of the library need to be displayed for a week or ten days on the latest additions shelf, before are taken to the stacks for shelving. This may be a weekly activity. But books received from borrowers must be returned to the shelves regularly, preferably the same day so that they are readily available for use by others.

Shelf Study and Shelf Rectification: The maintenance staff at all levels in a library would do well to devote their free time to studying the books on the shelves so as to develop a fair knowledge of their contents. This knowledge is of vital importance to the efficiency of their work, particularly in their relation to the reference section. An intimate knowledge of the book collection would be invaluable in answering reference enquiries which involves prolonged search.

Books are very often misplaced on the shelves by readers who browse through them. Readers are to be strictly instructed not to replace books on shelves but still it may happen quite often. A book wrongly placed is as good as lost. Hence restoring order among the books is absolutely essential. This work is referred to as shelf rectification.

Damaged Books: Shelf study and shelf rectification would also enable the maintenance staff to identify books that need mending, repair, rebinding, etc. Unsocial elements could also mutilate books which can be discovered during shelf study or rectification. These books have to be withdrawn from circulation temporarily till they are repaired or replaced by a fresh copy if they are important.



11.7 STOCK VERIFICATION

Stock verification implies the physical check up of the articles on record. This is a common practice in all organisations whether private companies or government departments. Strictly speaking it is undertaken to ascertain that all the books acquired by the library are accounted for. In a narrow sense it means physical check up but in a broader sense it would mean to have an assessment of the collection of documents.

Stock verification is a controversial subject among librarians due to the conservative attitude of authorities for holding librarian responsible for losses due to theft while no facility is provided or provision is made to develop security arrangement.

11.7.1 Need for Stock Verification

Despite its disadvantages and disfavour by librarians, some kind of accounting for the stock is generally felt to be necessary. Some are of the opinion that an annual inventory is essential to identify the administrative defects and slackness and to take necessary action to rectify these tendencies. Stock verification need not be viewed as an unnecessary evil. There are many advantages of stock taking. However the desirability or otherwise of stock verification depends on the size of the library collection. In large libraries, it is difficult to have a thorough regular physical checking. Such libraries may carry out sample verification of various sections in phases to ascertain the stock position.

11.7.2 Methods

Following is a brief description of the prevalent methods of stock taking.

- i) **Stock Verification by Accession Numbers:** The accession numbers of the books from the shelves are read by one person and another person checks and tick marks the corresponding accession number in the register. When all the books in the library and out in circulation are checked in this manner, the unmarked accession numbers give us a list of lost books.

This method is cumbersome and time consuming as the books on the shelves are arranged by class numbers. The use of accession register, which is a very important record also spoils. A modified method is to prepare and use a duplicate accession register. But then the task of preparing another duplicate accession register is stupendous and also involves unnecessary wastage of time, energy and money.

Another simplified variant of this method is to prepare slips with only the accession numbers and use these slips for stock taking. Alternatively a register bearing only serial numbers in columns in a page may be used. Numbers may be crossed out for books on the shelf. However both the methods may lead to malpractices since bibliographical detail cannot be verified in either of the two. However, this method may lead to malpractices; for example, a lost book may be replaced by another cheap book with the same accession number, since bibliographical details are not provided.

- ii) **Numerical Counting Method:** This is another simple method, wherein all the books on the shelves and the books out on loan are counted and tallied with the total number of books as per records. The comparison indicates the less of books in terms of only numbers. However, it does not reveal the particulars of the books and hence it serves only a limited purpose of stock verification, however, this method gives a rough idea of the extent of loss.
- iii) **Stock Verification by Shelf List Method:** Maintenance of an up-to-date and accurate, shelf list is a pre-condition for this method of stock taking. Shelf list on cards is very flexible and facilitates speedy stock verification. The cards are taken to the stack and call number of each book on the shelf is read by one person and another person either ticks it or takes out and keeps it in another tray. Otherwise the cards of missing books' can be removed and kept it in another tray. Otherwise the cards of missing books can be removed and kept separately. This is an easy, simple and quick method. The trays containing the shelf register cards can be distributed among a number of persons and



simultaneous stock verification of various sections of the stack is possible. Though time-consuming, this is a very efficient method of stock taking, and stock verification is also achieved in this method.

11.7.3 Advantages and Disadvantages of Stock Verification

Some of the advantages and disadvantages of stock verification are listed in this section.

Advantages

- By revealing the number of books lost in a library it helps to replace the lost books.
- Gives an indication of books popular with readers although often in academic libraries such books are not necessarily those recommended in the course.
- Enables the library staff to get a better acquaintance with the books, which is very necessary for the maintenance staff.
- Ensures thorough dusting, cleaning and rearrangement.
- Facilitates identification of worn-out books for mending, repair and binding.
- Helps to keep the library catalogue and other stock control records up-to-date.
- Gives an indication of the efficiency of the library staff with reference to vigilance and carefulness in maintaining the collection.

Disadvantages

- Regular routine of library work gets disturbed
- Inconvenience to readers is caused;
- Considered to be a waste of time, energy and money by some;
- May turn out to be a futility since the reality may never be revealed for various reasons.

Self Check Exercises

- 10) Explain the advantages of stock verification in libraries.
- 11) Explain, in five sentence, the method of stock verification using shelf list.

Note: i) Write your answers in the space given below.
ii) Check your answers with the answers given at the end of this Unit.

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11.7.4 Loss of Books

Loss of books is inevitable in open access libraries wherein the users have the freedom to browse through books, though a closed access system is also not immune from loss since theft may take place through staff which has access to the stock.

The reasons for stealing or mutilating of books may be as follows:



- Some are regular thieves and stealing is their inherent character. Despite necessary precautions it may be difficult to control this type of thieves;
- Poor vigilance may tempt some people to steal. The reader may find stealing an easy way out compared to borrowing;
- Very strict rules and regulations regarding the use of books may also induce people to steal. For example, certain materials are not lent out for home reading and a reader may be disinclined to refer the same within the library premises for various reasons. It is very common in academic libraries to find issues of periodicals with pages missing, because of this reason.
- Some book lovers have a pervert possessive attitude towards books and may steal them.
- Lack of proper security policy in libraries.
- Wrong assumption that theft is only through library users and staff is free from such trait.

i) Responsibility for Loss of Books

In a majority of libraries of the western countries, librarians are not held responsible for books losses, but many organisations in India continue to hold librarians responsible for book losses. The situation has fortunately, changed now for the better, mainly due to the efforts of professional bodies like library associations. It is generally accepted that a loss of three books per thousand books circulated as a normal loss which may be written off.

ii) Measures to Minimise Book Losses

Steep rise in cost of books, ill-organised Indian book market which makes replacement of lost material difficult, dependence on foreign publishers together With increasing tendency towards theft and mutilation lead us to give more serious thought to the security measures in libraries. Some of the measures adopted by the library may conflict with policy of efficient access to library materials. But the librarian is responsible also for preservation of library material for the future generation. Instead of adhoc measures such as installation of electronic theft detection mechanism, the Library must formulate a definite well spelled security policy. Some of the issues which should be made part of the policy are listed below:

- a) Security of collection including equipment's
Closed/restricted access policy, appointment of guards, publicising penalty for theft and mutilation, property stamping, equipment tagging, locked storage facility for equipment, proper identification of users, after use procedure to determine damage if any to the equipments.
- b) Security of cash Provision of cash box, cash register, cash handling procedure and accountability.
- c) Computer based bibliographic and patron's records Terminal access/permission, password, back up type, disc/software, policy of off site location for back up data, microfilm duplicate records.
- d) Key policy and building security Procedure for issuing and reclaiming keys, periodic change of locks, silent alarms, adequate lighting, custodial services, access, window and book drop security.
- e) Liability and library stock insurance
- f) Adequate and moderately terrified photocopying services.
- g) increased reading hours, specially during examination days.

11.8 WITHDRAWAL AND WEEDING

In order to maintain a strong and efficient book stock withdrawal and weeding both are essential activities of a library. According to ALA Minimum standard for public library system "Out dated, seldom used and shabby items remaining in the collection can weaken a library as surely as insufficient acquisition."



11.8.1 Withdrawal

A book may be withdrawn from collection/from the stock register and shelf list if:

- it is outdated
- worn out beyond repair
- found lost in stock verification
- damaged to the extent that it is unusable.

The library should have a policy statement spelling out suitable conditions and time schedule for withdrawal of books. The undermentioned steps have been suggested for effecting withdrawal:

To withdraw an item from the collection, first match the shelf list card to the item or its books card.

- i) If shelf list indicates only one copy one of the two courses is open
 - a) The item can be reordered
 - b) The item can be discarded, in which case the entire set of catalogue card including the shelf list card must be discarded.
- ii) If the shelf list indicates more than one copy of the title, the record regarding the withdrawn copy may be indicated on the main card/tracing section as "lost" "damaged", "withdrawn".

11.8.2 Weeding

In course of time some books in the library become outdated (e.g. books with statistics). Some time later research result into making information in earlier edition inaccurate. Similar are books less circulated or fatigued one. Not all old books are valuable in each library. The need for weeding out such books can not be over emphasised. The following steps are suggested for weeding out unwanted material.

- i) Arrange such books in correct order
- ii) Assemble the necessary relevant catalogue record
- iii) Put a disposition slip in books to be withdrawn.

A tabular record for books withdrawn/weeded as per illustration may be maintained. In all such cases approval of the relevant parent body also must be taken before effective withdrawal/weeding.

Self Check Exercise

12) State some of the measures to minimise books losses in libraries.

Note: i) Write your answer in the space given below.

ii) Check your answer with the answers given at the end of this Unit.

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11.9 SUMMARY

In this Unit, you have studied maintenance work as an important aspect of library management. Its importance lies in the fact that all library activities like acquisition, classification, cataloguing, etc., are only a means towards the final aim of placing the required books in the hands of users.



physical access to books is as much important as bibliographical access. The maintenance section provides this essential physical access to books.

The function of the maintenance work include shelving, location of documents, shifting of collections, preparation of guides and maintaining them, maintenance of shelf list or register and other relevant stock control records, shelf reading and rectification, dusting and cleaning, stock verification, overall maintenance of books, strict vigilance to avoid mutilation and loss of books.

The essence of maintenance work lies in the ability to recall a particular book wanted from the shelves.

The work of the section has to be planned properly and managed efficiently.

11.10 ANSWERS TO SELF CHECK EXERCISES

- 1) The areas of responsibility of maintenance work are:
 - i) Taking decisions relating a) methods of stacking documents and the types of storage equipment; b) arrangement of documents of all categories; c) effectively using the architectural features of the stack room; d) conservation of materials.
 - ii) Maintaining orderliness and cleanliness in the stack room;
 - iii) Training of staff and supervising their work
 - iv) Maintenance of stock records;
 - v) Conservation of material; removing books for repair, binding or for weeding.
- 2) In an open access library, readers are permitted to browse through books in the stacks which provides them an opportunity to know the collection of the library in the subject of their interest. This facility necessitates the arrangement of books on shelves in a helpful order for browsing. On the other hand, is good enough to locate a book on shelves. This fundamental difference between the two systems is very significant as the shelves. This fundamental difference between the two systems is very significant as the entire philosophy of shelf arrangement stem from the facility of open access to stacks.
- 3) The sections that are functionally related to the maintenance section are Processing Section that feeds the maintenance section with new additions; Circulation Section that draws books from the shelves and replacement after use; Reference Section that constantly refers books on the shelves; Binding Section that takes care of mending, repairing and binding books.
- 4) The guiding principles in stacking of documents in a library are: i) Ensuring maximum capacity of the stacks with minimum wastage; ii) Facilities for accommodating documents of all types; iii) Easy accessibility of books as well as nearness to Catalogues and Circulation counters; iv) Proper ventilation; v) Adequate artificial lighting; and vi) Provision for future expansion.
- 5) Compact shelving is meant to stock a large collection of rarely used documents- in less space of *the* stacks, which would require much larger space *in* conventional shelving. If conventional shelving *uses* 30 percent of floor space, compact shelving would increase the capacity of stack space to 50 to 65 per cent. Compact is therefore resorted to accommodate *less* used documents where as an active collection should always be no conventional stacks.
- 6) Classified arrangement of documents on shelves in the stacks provide systematic subject approach to theta. The arrangement, bringing all related subjects to one place, helps browsing and selection of desired items.
- 7) Broken order, breaks away from the sequence of classes as they are in a classification scheme. But this method of arrangement economises time and effort by shelving books belonging to certain classes like 'Friction' which are very much in demand at the beginning of the stacks. This method also brings together books closely related but separated by Dewey Decimal Classification Scheme. For example: 650 Management and 380 Commerce; 400 Language and 800 Literature.



- 8) Guides that are usually required in a stack room are: a) A general guide in the form of a map to give a view of the layout of the stacks and the arrangement of the different categories of documents; b) Guides for Gangways, Bays, shelves and every tier of the shelves; c) General instructional guides.
- 9) Tools required in stack room are: a) Books ends for keeping books upright on the shelf; b) Book lifts and trollies for carrying books to the different part of the library; c) Shelving tables for sorting out books that need replacement; d) Stools; e) Two/Three steps ladders.
- 10) The advantages of stock verification are: a) Lost books, if important, can be replaced; b) indicates popular books; c) Facilitates greater acquaintance with the collection for the library staff, d) The library gets a thorough cleaning and rearrangement; e) Identify books that need mending, repair or binding; f) Helps updating other records of the library.
- 11) The shelf list of a library is a card file representing the books in the library, arranged exactly as they are on the shelves. With this record, simultaneous stock checking is possible. Items that are not on the shelf are identified through this record and the missing items are noted for further check with other records and the final report can be prepared, when they are not traceable.
- 12) Measures to minimise loss of books in libraries are:
 - a) Strict vigilance at exit gates:
 - b) Provision of photocopying facilities
 - c) Increasing library hours, during the time of examinations in academic libraries.

11.11 KEY WORDS

Conservation of Documents	:	Preservation of documents from loss, damagem decay, etc.
Closed Access	:	No access to shelves for users. Books are brought to them from the shelves by the library staff.
Open Access	:	Readers are free to move into the stacks for browsing and selecting any desired item.
Paging	:	The job of locating a required book, taking it out from the shelves and giving to the requester.
Tiers	:	Rows of shelves in a library.

11.12 REFERENCES AND FURTHER READING

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