

झारखण्ड केन्द्रीय विश्वविद्यालय

CENTRAL UNIVERSITY OF JHARKHAND

(A Central University established by an Act of Parliament in 2009)



LIBRARY REGULATIONS, 2020

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CUJ LIBRARY REGULATION, 2021

1. Short Title, Application and Commencement

1. These Regulations may be called the “Central University of Jharkhand Library Regulations 2020.”
2. These Regulations shall be deemed to have come into force from the date of its notification.
3. These Regulations shall regulate the smooth functioning, proper discipline and information support for all users.
4. These Regulations shall cover all the Central Libraries, maintained as such by the Central University of Jharkhand.

2. Definitions

1. In these Regulations, unless the context otherwise requires:
 - a.** “Competent Authority”: The Competent Authority under these Regulations shall for different purposes, be as under:
 - i.* The Head of Department / Office concerned shall be the competent to recommend for Library membership and to attest photographs of proposed members.
 - ii.* In case of all outsiders, no library membership shall be granted without the approval of “The Vice-Chancellor.”
 - iii.* The “Library Committee” of the University shall be competent to constitute Steering / Reviewing / Screening Committee.
 - iv.* The Librarian shall be the competent authority to remit / waive off overdue charges, initiate disciplinary action and suspensions of library membership, suspension of issue of the library documents in lieu of delay charges.
 - v.* “Competent Authority” to constitute five member’s (including Librarian), ‘Books & Journals Screening Committee’ for finalizing titles of books, CDs, audio-visual aids, maps, atlases, etc.; title of E-Journals, Print Journals for subscription for the Library / IRS is the Vice Chancellor, CUJ.
 - vi.* In all other cases, “Competent Authority” means “Library Committee / Vice Chancellor”
 - b.** “Due Date” means on or before the last date notified / specified to return the document of the Library.
 - c.** “Faculty Member” means the teaching and / or research staff employed in Central University of Jharkhand.
 - d.** “Identity / Library Membership Card” means the card issued by the Librarian for enrolment of a person as member.
 - e.** “Incomplete card” means the membership card which is wrongly filled in / gives incomplete / wrong / false / information and / or is accompanied by photograph not attested by the Competent Authority.
 - f.** “Late Receipt” means the Library document not received by the Circulation Section on or before due date.
 - g.** “Librarian” means the Librarian of the University or the person holding the charge of the Librarian (in his absence).
 - h.** “Library” means the Central Library / Information Resource Centre and all other constituent libraries of CUJ under the control of the Librarian.
 - i.** “Overdue charges” means the charges which a member is liable to pay on account of

delayed return of the books / documents.

- j.* "Photographs" means a stamp size photograph taken recently but not earlier than six months from the last date prescribed for submission of Library membership card / application form. All copies of the photograph should be identical.
 - k.* "University" means the Central University of Jharkhand.
 - l.* "User" means any person who accepts the CUJ Library Regulations; applies for his / her enrollment in the library and Librarian registers him as a member of the Library.
 - m.* "Working Day" means a day, which is neither a public / gazette or restricted holiday of the CUJ.
 - n.* "Year" means a financial year.
- 2.** The words and expression used herein and not defined here but defined in the Central University Act, Statutes, Ordinances and Regulations of the University or Government of India, have the meaning respectively assigned to them, on those regulations.

3. Objectives

These Regulations are framed with the following objectives:

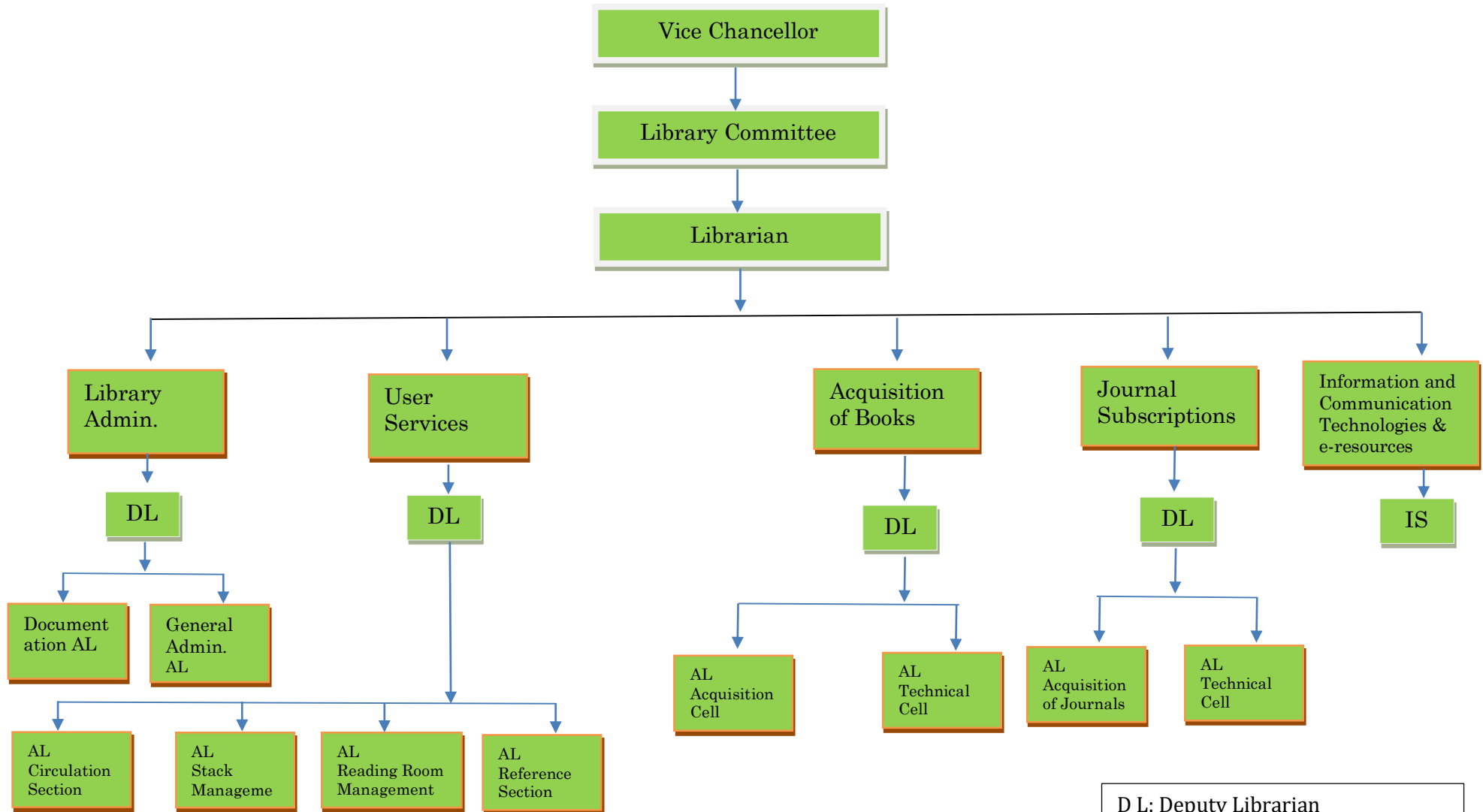
- 1.** To reflect the roles and responsibilities of the library members.
- 2.** To ensure smooth and efficient functioning of the library system.
- 3.** To ensure proper discipline in the library premises.
- 4.** To define the duties and responsibilities of library staff in relation to the users of the library.
- 5.** To ensure wider circulation of the documents of the library with the purpose of providing every user his / her right information at right time for right use and every document its right user.
- 6.** To safeguard the common interest of all users.
- 7.** To preserve each document not only for current use but also for posterity.
- 8.** To create an atmosphere conducive for information use.
- 9.** To resolve conflict arising between the users and the Library.
- 10.** To avoid repeated reference of library problems and issues to higher authorities.

INTRODUCTION

Central University of Jharkhand covers the whole state of Jharkhand under its jurisdiction. The University offers 2 Undergraduate, 27 Masters and 25 Ph. D. Degree programmes in different subjects / disciplines. The University maintains excellent academic environment for professional success of the students and staff of the University. Educational efforts over a decade have seen the positive involvement of library in education by offering its referral services, information and teaching resources. A Library is like a solid rock on which people build their base for self-advancement and works for the general good of the community as a whole, and the nation in its entirety. A Library is an indispensable embellishment to a School, University, Museum, Organization or Institution without which, any teaching Institution will find it hard to impart education sans the knowledge accruing from it. It identifies, evaluates, procures, processes and then makes these learning resources available to the faculty and students for their teaching, learning and research assignments. Dr. S.R. Ranganathan, Father of Library Science Development in India has famously said that the Library is the trinity of Learning Resources, User and Library Staff.

The unique function of Library is to acquire, organize, offer for use and preserve publicly available material irrespective of the form in which it is packaged (print, cassette, CD-ROM, network, cloud, etc.) in such a way that, when it is needed, it can be found and put to use. The Library of Central University of Jharkhand is in initial stage of establishment with qualified professional staff assisted by other supporting staff. However, there has been a long felt need to bring clarity and uniformity in procedures and practices of the Library so as to further improve its efficiency, utility and services. With this perspective, the Library Manual is being brought out so that the administrators and the users will be in a better position to understand and solve any problem related to library functioning. This manual touches upon all important functional modules of the library and delineates a clear policy as to how the activities of the Library viz. collection development, provision of information services and management of other academic support facilities should be offered.

ORGANISATIONAL CHART



D L: Deputy Librarian
A. L: Assistant Librarian
I. S.: Information Scientist

1. LIBRARY COMMITTEE

The function of the University Library Committee is to support and supervise the functioning of the library, so that the library development plans can be facilitated by advocating the library development activities with the management. This will act as a channel of communication and dialogue between the Library System and its users. The main objective of the Committee is to contribute in the establishment of a bridge between the Library and the academic fraternity & the university management. The Library Committee (LC) of the University is to be constituted according to the Ordinance of Central University of Jharkhand with Ref. No. CUJ/notice/2014/1170/2083 dated 04/09/2014 and MHRD, New Delhi, vide their letter no. F-45-2/2011 desk U dated 30.10.2013.

1.1 Composition

- | | |
|---|--------------------|
| 1. Vice Chancellor | : Chairman |
| 2. Pro-Vice Chancellor | : Member |
| 3. Registrar | : Member |
| 4. Finance Officer | : Member |
| 5. Deans of the Schools | : Member |
| 6. Dean - Students Welfare | : Member |
| 7. Senior Most Professor from each Schools to be nominated by Vice Chancellor by rotation in order of seniority | : Member |
| 8. Proctor | : Member |
| 9. One Research Scholar to be nominated by the Vice Chancellor | : Member |
| 10. One student from 5 year Integrated Course/02 years PG course to be nominated by the Vice Chancellor | : Member |
| 11. Librarian | : Member Secretary |

The term of office of the Members of the Library Committee, other than the ex-officio members, shall be one year.

1.2 Terms of Reference

- 1) Exercise general supervision over the University Central Library and all the other Departmental Libraries of the University.
- 2) Frame Regulations for the management and use of the Libraries subject to the approval of the Academic Council and Executive Council.
- 3) Allocate funds to various Departments, assess the requirements of the Library and other Departmental Libraries and make budget to be submitted to the Authorities concerned.
- 4) To submit the working strategy/condition of all the Libraries of the University annually to the Academic Council.
- 5) To recommend to the Executive Council for creation of any new post in the Libraries.
- 6) Formulate and administer proposals concerning to the development of libraries of the University.

- 7) To review, reframe and recommend library procurement policy for approval of the competent authority.
- 8) To approve/recommend purchases of online and offline library resources.
- 9) To formulate the policy and procedures for library use.
- 10) To review the functioning of the library with regard to its support to the academic programmes of the university.
- 11) To recommend, from time to time, trends and developments in information technologies, networking, library automation, library cooperation, etc. and to advise the library in their adoption.
- 12) To formulate action plan for the development of library human resource, infrastructure, facilities, products and services.
- 13) Any other function as may be assigned by the higher authorities.

1.3 Rule of Business

- a) The Committee shall meet once in six months and if necessary more often with the permission of the Competent authority.
- b) Fifty percent of the existing members shall constitute the quorum for a meeting of the Committee.
- c) The Convener / Member Secretary shall issue a Notice to the members for convening the meeting with a copy of the Agenda preferably seven days before each Ordinary Meeting of the Committee. In case of extra-ordinary Meetings, the notice and agenda have to be sent at least 24 hours before the meeting.

1.4 Minutes of the Meeting

The Minutes of the meeting shall be recorded by the Member Secretary and circulated to all the members for consideration and subsequent approval of Hon'ble Vice Chancellor.

1.5 Further modifications / deletions may be made on the recommendation of Library Committee and further approval of **"the Vice Chancellor."**

1. LIBRARY BUDGET AND FINANCES

Library budget means the financial allocation/dedicated funding to procure general resources (print, multimedia or electronic) for growth of relevant and substantial resource collection of University libraries for providing access to the information resources.

2.1. Sources of Finance

The annual library budget may have the following components:

- a) UGC Capital Funds / Recurring Funds
- b) Allocation from University Maintenance Grants (Textbooks, Journals and e-Resources)

- c) University Grants
- d) Programme Specific Grants (conference / workshop Grants, etc.)
- e) Trust / endowment Grants
- f) Any other grant.

2.2. Procurement of Learning Resources

Procurement of learning resource constitutes the primary responsibility of library. Library makes a systematic effort in building up the collection development by identifying, evaluating, selecting, processing and making it available to the users. Whether it is a book, journal or an online database, any learning resource that gets added must go through a rigorous selection process and since this collection building requires huge sum of money and has long-lasting effects, it is very much essential that libraries have a well thought out collection development policy.

It has been customary for the faculty and students to take part in book selection in the University. The Library staff usually recommends general reference books and those materials not covered by departmental subject categories like books on library and information science etc. Publishers and Vendors are increasingly providing electronic lists of titles available for purchase, printed catalogues and other printed announcements. These may be forwarded to the departments from time to time. Besides catalogues, book reviews in important magazines and databases are also a basis for recommending books for the library. The library may also circulate reviews of books to the departments to keep them informed about new publications.

3. PROCUREMENT OF BOOKS

3.1. General Financial Rules:

As indicated in the Government of India, Ministry of Finance, OM 23(7)-EII(A)/83 dated 7th February 1984, (GFR 116(2)(1) (1978) and General Financial Rules 2017, Rule 136, “the position of library books, etc., is different from that of stores and hence the definition of Goods excludes library resources like books, journals and other learning materials. The above Office Memorandum is reproduced below:

“Librarian (not below the rank of Deputy Secretary to the Govt. of India) subject to the powers delegated under Delegation of Financial powers Rules, 1978, may purchase books, etc., from the reputed and standard book sellers on the prevalent terms and conditions”.

Hence, tenders / quotations need not be called for procuring books/journals.

Prevailing GFR related to library purchases will be applicable.

3.2. Process and Approvals:

3.2.1. Recommendation and Indenting: Faculty can recommend and indent the books to be procured for their courses and research. Students / Research Scholars can also recommend and indent the books for procurement. Recommendation should be endorsed by a faculty member duly forwarded by the Head of Department or Dean of the school. It will be desirable

that books relating to semester courses may be sent with one clear semester notice.

3.2.2. Indent Approval: The Library shall then screen and check all the indents for duplication and place the list of recommended books before the Library Committee (LC) for its review. Some very urgent requirements of books forwarded by the Head of Department or Dean of the School may be purchased with the approval of Chairperson of the Library Committee or by circulation to LC members. Once approved by the LC for purchase, library staff will re-checks the library stock to eliminate any duplicate orders etc.

3.2.3. Procurement of urgent books through online source: There should be a provision for procuring the urgent books through credit/debit cards. For this purpose, a credit card having a limit of up to Rupees 1,00,000/- yearly may be issued to the Library. Purchase in this mode may be done only through the indent raised by Faculties, Research Scholars, Students duly recommended / forwarded by the Head / Dean concerned and approved by the Hon'ble Vice Chancellor.

3.2.4. Ordering: The purchase order may be placed through online or offline mode with standard terms and conditions. Purchase Orders will be issued by the Librarian. On the recommendations of the faculty, the Library may purchase multiple copies of only those books, which are found to be in great demand, but not more than five copies of any book should be procured. If, more than five copies of any title needed, in such case, proper justification from indenter will be required with the recommendation from Head/Dean concerned. In case of text book, if one copy is available in the Library and it has been issued to Faculty Members, one more copy of the title will be procured immediately for Library Users.

3.2.5. Supplier Panel: Panel of Vendors may be drawn based on their performance like response to the queries, speed of supply, adherence to the terms and conditions, etc. and should be registered with Federation of Publishers and Booksellers Association in India (FPBSA) and State Booksellers & Publishers Association. Detailed terms and conditions for empanelment of vendors will be finalized by the LC on the recommendation of a duly constituted committee.

3.2.6. Discount: While drawing a supplier panel, library committee will negotiate and fix a flat/flexible discount structure to be followed. The exceptions would be Government publications / institutional publications, etc.. Also, in some exceptional cases, the vendors charge the library for handling charges on publishers' demand. There may be cases where the books carry lower discount, or can be obtained only from specific sources or standard agencies, who are not on the panel. Such cases may be processed after taking due approval from the competent authority. On the basis of service and past records, the review of the suppliers will be done on annual basis.

3.2.7. Price Proof: Accepted Price Proof will be as follow:

- Distributor's invoice to supplier (Signed & Stamped by supplier) if price is not printed.
- Print out or Photocopy from the Publishers catalogue

Alternatively, Library may also cross verify the prices from publisher's website. Such printouts verified and signed by library staff may be accepted as price proof.

3.2.8. Supply Deadline: The maximum time limit for supplying ordered titles will be 60 days from the date of placing the order. If due to unforeseen circumstances, the books could not be supplied within the deadline, after checking the supply status with suppliers and based on genuineness, an additional time may be given for supply of the ordered books.

3.2.9. Bill Processing: Once the books/learning resources are received in the Library along with the bills, the price of each book and discount rates, bank rates shall be verified by the concerned staff in Acquisition Section. Entry for each book is made in the Accession Register which has all the relevant details of a book like price, publisher, vendor, year of publication, etc. Then the bills are processed for payment with the accession nos. entered against each item. The In-charge, Acquisition Section shall certify above procedure before forwarding bill to Accounts. The bills are put up to the Librarian for expenditure sanction on the basis of approval by the competent authority. As per the present practice the Library follows the RBI reference rate of the date of billing.

3.2.10. Exhibition: Library may arrange for book exhibition through publishers or their representatives or the empaneled suppliers after taking due approval from the competent authority or list / catalogue may be procured/brought/obtained from other sources/exhibition/ Book Fairs etc. Same process will be followed for purchase as mentioned in 3.1 to 3.2.9

3.2.11. Faculty Publications: The Library may purchase three copies of Faculty publications as and when the publications are brought to the notice of the Library. The financial sanction for procuring the same may be obtained from the Hon'ble Vice Chancellor.

3.2.12. Government Documents: Government documents are immensely useful information sources for academic, research and administrative purposes, therefore, all important Indian government publications shall be placed on Standing Order. The list of such publications is to be finalized and should be approved by the Library Committee from time to time.

3.2.13. Gifts: Books gifted from major institutions and other individuals may be accepted depending on their utility and physical condition.

3.3. Purchase of books via online mode by Faculty during their visits abroad:

A system of online ordering of books and purchase of books by Faculty during their visits abroad shall be introduced. Whenever, the faculties are in need of books urgently, they may purchase books for the library from online book stores like amazon.com, flipkart.com etc. using their own credit/debit cards after checking with the library about its non-availability and with due certification from the library to that effect. Same procedure of obtaining approval and financial sanction from the appropriate authority will be followed. They may also be authorized to purchase books on official foreign trips in similar way. Such requests may be processed by circulation to LC. In such procurements discounts may or may not be available. Sometimes courier / postage charges are also included. The faculty may be reimbursed full amount paid on such transactions on the basis of credit/ debit card statement and the bill generated through the online transaction.

3.4. Terms and conditions for Book Supply:

- 1) The supplier should have a valid Trade Licence (Copy should be enclosed with CST, PAN, GST and last 3 years IT return etc.).
- 2) All supplied books should carry a discount as per the agreed terms and condition.
- 3) The supply order should be acknowledged within 7 days to one month from the date of issue.
- 4) Library Binding / Hard Bound Books are generally preferred. Paperback / student's editions or low cost books may be purchased if hard bound books are not available at all. If a book is ordered from abroad, it should be informed accordingly before sourcing it.
- 5) All supplied books should be delivered at F.O.R. destination at suppliers cost within 60 days from the date of purchase order.
- 6) The supply order would be treated as cancelled if the books are not supplied within the stipulated time or reports / communications as to availability or otherwise is not received within the period.
- 7) The original publisher price proof, bills in triplicate must be submitted along with books. A soft copy of the bill may be sent through e-mail to the concerned Deans.
- 8) Mere receiving of the books does not make the university liable for payment. Bills will be processed for payment only if minimum 80% of the ordered books reach Library within the stipulated time period.
- 9) After receiving the packets, the books will be checked by library staff members and if it fulfils all the Terms & Conditions, the books will be sent for processing and payment shall be made within 45 days from the date of receipt of invoice.
- 10) In case of any discrepancy found in Title, Author, Price, ISBN, edition, condition of the book etc. the books will not be processed and those books will be rejected. The concerned supplier will be informed in case of any rejected book(s) over e-mail only.
- 11) The rejected books should be returned back by the supplier at their own cost within 30 days of rejection.
- 12) The supplier has to give undertaking that the books supplied are of latest edition, not remainder copy. Remainder issue will not be accepted. Latest issue or as per the edition written in the supply order will be accepted from the suppliers.
- 13) The invoice should be certified by the supplier that the prices quoted are the publisher's current prices and the stamped price proof along with the invoice should also be enclosed.
- 14) If any supplier accepts order and does not supply books in due time without any valid or justified communication, it may be blacklisted for future order.
- 15) Regarding selection of vendors / suppliers / publishers and placing of orders, the decision of the University will be final and no correspondence will be entertained.
- 16) All disputes will be subject to Ranchi jurisdiction.

3.5. Book Procurement and Processing Work flow:

3.5.1. Initiation of Acquisition:

- Receiving Recommendations through Library Indent Forms duly approved by

Departmental Library Committee (DLC) and forwarded by the Head of the department / section. The Librarian shall: -

- Find out the exact details of the Title recommended
- Duplicate Checking
- Put up before the Library Committee for necessary approval within the marked budget
- Prepare and Issue Purchase Orders.

3.5.2. Invoice Processing & Accessioning

- Receive Books/Learning resources from Suppliers/Vendors
- Crosschecking with Purchase Orders
- Foreign Exchange Rate Verification (RBI rate) as per the order
- Accessioning: Enter the details of the Invoice and Books in Accession Register as per form GFR 18 (format enclosed) [Rule 190. 9(2) (iii) p. 263]
- Assign Accession Numbers to Titles in Database
- Pass entries in Bill Register and forward bills
- Maintain Bill File

3.5.3. Classifying

- Price Proof Verification
- Prepare Book Received Report and Purchase Bill (BRR) in Database
- Classify Books/Thesis/Dissertations as per the Dewey decimal classification (DDC) Schedule
- Assign Class Numbers
- Write the Class No, Book No, Collection No and Collation on the back of Title page

3.5.4. Cataloguing:

- Bibliographic Details of each book is entered into Cataloguing Module database according to AACR2
- Data validation: Regular editing of various access points in the database like Author, Title, Class No, etc.
- Making Analytical Entries, wherever needed.

3.5.5. Book Processing:

- Stamping – Library Stamp to be put on the back of Title page, on Secret page (25, 101) and on the Last page.
- Paste Spine labels, Bar Codes on the Front Page and on the Title page and laminate it with Cello tape
- Send the completely ready to use new arrivals to New Additions Rack, Reference Section or Reserve Shelf, as the case may be and enter in the New arrivals display.

3.5.6. University Material like Dissertation/ Thesis/ Reports and the Books received as Gift:

- These items to be treated like books for processing, etc.

3.5.7. Financial Planning/Budgeting:

- Monthly Utilization Report: Grants/Account wise
- Inform users about the arrival of books every month
- Initiate utilization of funds in advance so that funds are utilized before the deadlines set in.
- Prepare proposals/ requests for mobilizing funds for the acquisition

3.5.8. Maintain MIS to generate Reports (Bi-Monthly)

- No. of Requests Received from Faculty
- No. of Titles Recommended
- Status of the recommended titles (Already Library has, Out of Print, Untraced)
- No. of Titles Ordered
- No. of Titles received (Success rate)
- No. of Titles received as Gifts/Donations
- "New Additions Bulletin" (Monthly)
- Book Received information to recommending faculty (Monthly)

3.5.9. Vendor Follow Up:

- Titles Not Supplied
- Reminders to Suppliers fortnightly

3.5.10. Non-Supply of Books: Process to be followed

- Fortnightly follow up with the vendors
- Evaluate the supply status
- Change supplier and re-order books after approval of competent authority
- Prepare a performance report of the supplier every six months

3.5.11. Maintenance of Files and Records

Following records/files will be maintained properly

- Accession Register
- Bill Register
- Purchase Orders
- Invoices
- Approvals
- Reminders
- Budget/Finance

4. PROCUREMENT OF JOURNALS

The Journals are no discount items and under Govt. of India General Financial Rules, no tender needs to be invited for Print/e-Journals subscription.

4.1. Subscription Process and Approvals

- 1) **Beginning of Renewal Process:** The received indent lists for subscription/ renewal of journal are compiled and forwarded to the HOD's before placing them in the Library Committee meeting. 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. It should be ensured that adequate recurring / annual funds are available for the approved Journals Subscription / renewals etc. as required.
- 2) **Indian Journals** may be subscribed directly from the publishers who are usually from Institutions, govt. agencies, societies, etc. Approval may be taken for these direct subscriptions, but other conditions that govern foreign journal renewals are not applicable to Indian journals.
- 3) **Panel of Subscription Agents:** Library Committee will form a panel of Subscription Agents through whom library will place orders of all its foreign journal subscriptions. All terms and conditions will be decided by the Library Committee on the recommendation of duly constituted committee.
- 4) **Procedure for preparing a panel of Subscription Agents:** LC will formulate a panel of vendors / subscription agents for supplying foreign journals with following criteria:
 - a) Registration number obtained under shop act, age of the organization
 - b) Performance: Response to the correspondence, speed of supply, adherence to the terms and conditions
 - c) Experience
 - d) PAN / TAN, Sales / VAT/GST tax number
 - e) Publishers that a vendor supports
 - f) Vendors turn over having at least 10 times of the value of the order (for the journals subscriptions)
 - g) Based on the performance, the panel should have at least 3 members
- 5) **Foreign Currency:** For subscription agents, the foreign currency conversion rate will be as per the payment made by the agents to the respective publisher. Agent will have to produce the proof of payment made to the publisher, along with conversion rates. The difference in proforma invoice conversion rates and actual payments to the publisher will be adjusted through additional payment to the agent or through refunds to the university.
- 6) **Bill Payment:** The bills are received from the vendors along with the price proof and the proof of exchange rate as which prevails on the date of remittance to the publisher. The payment for Print / e-Journals subscription is made as per the bank exchange rates prevailing on the date of billing payment made to the publishers. The supplementary bills are accepted in case there is rise in price of the Print / e-Journals and exchange rate. Each

Print / e-Journal is considered as a separate item in itself. The payment for each Print / e-Journals is treated as Advance Payment. The payment is made from the budget head "Journals" or any other head such as Plan Grant / Project Fund etc.

4.2. Invoice: Advance payment, Bank Guarantee and agreement

Since for journal subscriptions, advance payment is required, it is essential that University has certain mechanism to safeguard the advance being paid to the subscription agent. The supplier will have to produce a Bank Guarantee of the invoice value to the University. The duration of this would be for three months, within which the supplier must produce the proof of remittance to the publisher and the subscription should commence. The following must be considered:

- After direct confirmation from publishers / vendors, the journals are subscribed in the name of the University.
- Proof for remittance: Invoice / Bill in triplicate or in duplicate should be provided by the publisher / vendor.
- Publishers' Renewal Letter / Notice mentioning the subscription price / cost (e.g. Indian journals).
- Print out of the invoice / bill from the Publishers' / journals official website can also be considered in case the proper invoice / bill etc. are not received by the publisher/s.
- A copy of the letter sent to the publisher giving details of the journals for which remittance has been made and 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) may also be considered.
- Publisher's acknowledgement of receipt of payment or letter from bank as a proof regarding the final remittance to the publisher (if the payment is made from vendor's foreign currency account).

4.3. Agreement

Library must enter into an agreement with the subscription agent (in a format of agreement) that all terms and conditions as laid out by the University will be binding on the supplier.

4.4. Work Flow for Journal Subscription Process

- i) Recommendation:** The list of journals to be renewed is put on circulation and recommendations are received. Faculty can also recommend new titles.
- ii) Approval:**
 - The list will be processed for details like price / publisher.
 - Duplication checking with library subscriptions.
 - Put up for screening by Library Committee and subsequently to the Hon'ble Vice Chancellor for approval.
 - If there is no response from faculty or if there is any difficulty or lack of time in obtaining the approval from Head, then the list may be approved by Hon'ble Vice Chancellor after due recommendation by the concerned Dean.
- iii) Proforma Invoices:** Invoices must carry a certification that the price has been charged

in accordance with the publisher's price list.

- iv) **Ordering:** Journals Renewal and Subscription Orders will be issued to empanelled agents by the Librarian
- v) Maintain proper Bill Register and MIS (Management Information System) of all invoices passed for payment
- vi) **Binding of Journals:** All journals procured will be bound and kept on shelves.

4.5. Receipt and access to journals

- Ensure that the items received are as per the supply order or access is enabled to the desired resource
- Manual (Kardex) and computerized record of receipts of the journal issues.
- Processing of Journal Issues: Physical verification, Stamping, magnetic tape insertion etc.
- Timely display of the Loose Issues of the periodicals on the respective display racks.
- Linking to the online content wherever applicable.
- Accessioning the virtual resources should not be done since they do not exist in physical form.
- Accompanying electronic materials such as CDs / DVDs etc. may be preserved at a unit of the Library. Other items may be kept with the Periodicals Section.

4.6. Gratis and Exchange Periodicals

- The documents relevant to the scope of the study and research areas be added to the gift collection and displayed.
- Try to get the free / discounted subscriptions to the periodicals wherever possible.
- Gratis may be accepted from the colleges / University, faculty, scholars, or outside institutes and organizations of similar interest.
- Avoid duplication unless essential.
- There should be a proper record of gratis items and can be acknowledged appropriately. Maintain a separate MIS (Management Information System) file of Gift/ Exchange periodicals
- Journals under exchange mode are being handled by the Library is at the receiving end only.
- Claims regarding the non-receipts of Exchange Journals will be addressed to the Librarian.
- Journals under 'Exchange and Free Subscription' can be treated as regular subscriptions and the completed volumes will be bound and accessioned and archived.

4.7. Process to be followed for non-supply of Journal Issues

- 1) Reminders: Missing issue reminders can be sent with the following frequency:
 - For Weekly/Monthly/Bimonthly journals: Once every month
 - For Quarterly / Biannual journals: Once every two months
- 2) 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/demand draft / cheque/e-bank transfer
 - Extend the subscription period equivalent to corresponding period

5. ARCHIVING AND WEEDING OUT

In order to provide better access to the frequently consulted literature, back volumes are archived in a less active storage area. Though the library gets access to the back volumes online from the publisher's websites etc., the print volumes of these journals may also be 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:

- a)** Ephemeral material (e.g. newsletters, progress reports, pamphlets etc.) including those materials that lose value after a certain period of time such as: annual reports, directories, yearbooks, etc. These may be Archived.
- b)** Duplicate issues of the journals may be weeded out.
- c)** Material (Books, journals, reports) that library received as gifts / complementary by individuals / colleges and organizations which have no relevance to CUJ users may be weeded out.
- d)** Books / Journals that have become unserviceable / mutilated due to heavy use, wear and tear, obsolete / insect infected material etc. may be weeded out.

6. MANAGEMENT OF OTHER RESOURCES

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

- a) Complimentary Loose issues of Journals
- b) Annual Reports
- c) Working Papers
- d) Occasional Papers
- e) Discussion Papers
- f) Technical / Trend Reports
- g) Brochures
- h) Prospectus etc

Non-Book Materials: A small collection of Non-Book Materials such as Audio Cassettes, Video Cassettes /Book CDs, Microfilms, Microfiche, 35mm films, Booklets, Posters, maps etc should be maintained at the Periodicals Section and enlisted in a computer file (MS-Excel). These materials are open to all Library users.

7. 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 may maintain the following documents for keeping and maintaining the records:

- a) Accession Register
- b) JournalSubscription Registers
- c) Bills Register
- d) Kardex (Journal Loose Issue Entry)
- e) Subscription Orders
- f) Approvals

8. 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.

8.1. Pricing Models

CUJ may adopt any pricing model depending on various factors like suitability for different programmes, research area, relevance to different campuses, usage analysis, if it is a renewal one etc.

- a) Annual Subscription: Access to content is available for only one calendar year.
- b) 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 had subscribed but not for the subsequent years.

8.2. 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, locking period, perpetual access, archival rights, governing laws, training and awareness programmes, immunity, access to the walk-in-users, usage statistics, simultaneous access, etc. There are no standard / uniformly acceptable terms that are yet to be established in this area, as this is almost a virgin and challenging field. Large opportunities exist in this area for negotiation with the publishers / resource providers and arrive at win-win situation. Since the e-Sodh Sindhu e-journals consortium is providing access to large number of resources to Universities, care needs to be taken that University gets maximum number of e journals from that consortia.

A Negotiations Committee may be formed by the Library Committee to negotiate with the online journals/database dealers about the subscription cost of each database. The tenure of the Committee may be one year with following composition:

Nominated by the Hon'ble VC	Chairman
Heads of Departments concerned	Members
Finance officer	Member
Librarian	Member Secretary

8.3. Process and Approvals

Online databases are expensive resources which need to be evaluated properly before subscribing. Hence, the following procedure maybe followed for subscribing to Online Databases (not for single/individual e- Journals or e- Books)

- a) Identify the need.
- b) Publicize the availability of resource on trial.
- c) Analyze the usage statistics.

- d) Make a cost benefit analysis by considering all relevant facts.
- e) Faculty may recommend and indent for online databases.
- f) Convene a Library Committee meeting for screening of the received indents and for negotiation and concluding of the deal.

8.4. e-Books and e-Journals

Same procedure as that of print journals for subscription to individual titles, may be followed with regard to preparation of list of journals, duplication checking, finding out price and putting up for the approval of Library Committee and due approval of the Competent authority. If e- Journals/ e-Books are being subscribed as subject collections, bundles, or databases then library may prepare a proposal by making a cost benefit analysis after considering the relevance of the resource to academic and research interests, usage analysis and availability of funds. The proposal has to be approved by the Library Committee and subsequently by the Competent authority. In case e-resources are not available through any consortium, publishers of e-resources may be directly contacted for raising the invoice.

9. RULES FOR USER'S SERVICES

WORKING HOURS

Monday to Friday- 09:00 A.M. to 07:00 PM
*Saturday, Sunday & Holidays 10:00 A.M. to 07:00 PM

*Note: -The functioning of Library during Saturday, Sunday & Holidays and Staff Management with the Reading Room Facility is subject to the consent and approval of the Librarian/Competent Authority.

Holidays: -

The Library will remain closed on all the holidays, which are notified by the University.

9.1 Working Hours of the Circulation Counter of the text book section: -

The circulation Counter and the Stack Rooms will remain open during the first half i.e. from 09:30 AM to 12:30 PM and during the second half 02:00 PM to 04:30 PM.

Circulation Counter and Stack Room will remain closed on all holidays, Saturdays, Sundays, extended Hours.

9.2 Working Hours of other sections: -

The Reference Section. Reading Section Periodicals Section will remain open to readers throughout the working hours of the library.

9.3 Admission to the Library

- (i) Any person eligible to become member of the Library or permitted by the Librarian/Competent Authority may be admitted to the Library.
- (ii) On entering the Reference Section of the Library, every member shall be required to write legibly his/her name and his/her department in the gate register specially provided for the purpose. Such a signature will be taken as an acknowledgement that the person agrees to abide by the Library Rules.
- (iii) The Staff at the entrance is authorized to examine everything that passes into or goes out of the library.
- (iv) No book shall be issued on loan, which in the opinion of the Librarian, is not in a condition to be safely handled by the borrower.
- (v) RENEWAL OF BOOKS: The loan of books may be renewed at the discretion of the Librarian.
- (vi) So long Reader's Ticket is with the Library, the member will be responsible for books or other materials found issued against his/her name.
- (vii) Before getting books issued any mutilation or markings should be pointed out immediately by the member to the Issue Counter Assistant and his initials be obtained there, otherwise the member shall be responsible for mutilations and markings discovered afterwards.

9.4 Overdue Charges:

- a. **For Teaching and other Staff:** There will be no financial overdue charges for the above mentioned categories. But if they fail to deposit the library items in time for two successive time then the Librarian has the authority to cancel his/her membership.
- b. **For Students:** The amount of overdue charge counted at the following rates will be paid/put in the Conscience Box by the members falling in all the categories for late return of books issued from the General Stacks.

For the first 30 days after the due date at the rate of Rs.1 per day per volume and for the subsequent period at the rate of Rs.2 per day per volume.

- c. The amount of replacement cost of a book or any other charges on other counts will be received against an official receipt and the money so collected will be deposited with the cashier of the University.

9.5 Loss of Library Reader's Ticket:

- a. The loss of a Library Reader's Ticket should be reported immediately in writing to the Librarian. To enable such members to continue the membership, duplicate Reader's Ticket would be issued on payment of Rs.100 after the expiry of 15 days from the date of reporting the loss to the library.
- b. Borrowers shall be responsible for any loss which the Library may suffer through the loss or misuse of their Library Reader's Ticket. Person/Member who makes use of Library Reader's Ticket declared as lost would be fined Rs. 500 despite taking all the precautions against misuse of the Reader's Ticket if the Library suffers any loss the same would be written off by the competent authority.

9.6 Loss / Mutilation of Books:

- a. In case of damage or loss of a book, the member shall be required to replace the book or pay the cost of replacement of the book. Replacement cost of a book will mean the price of the book as per Bibliographical Sources or other sources or market price or price as per Accession Register, whichever is higher, plus postal and other incidental charges to be incurred in procuring the book. If such a book is a gift/is out of print/ its price is not known, the price to be charged will be determined by the Librarian in consultation with the DSW.
- b. If a volume of a set/series or lost and a new volume is not separately available, the member concerned shall be liable to replace the whole set/series or pay the replacement cost of the same. The other volumes of the set/series will be given to the member after replacing or paying the cost of the whole set.

9.7 Issue of Clearance Certificate:

- a. A member will obtain a Clearance Certificate from the Library after returning all the books issued, surrendering the Reader's Ticket and after paying outstanding dues, if any, on the expiry of membership or terminating connection with the library or the parent institution as case may be.
- b. It is the duty of the dealing clerk/University administration that at the time of issuance of certificate with regard to check whether Clearance Certificate from library is there or

not. It is advised that without Clearance Certificate he/she shall not issue the Certificate. Otherwise he/she be held responsible for any type of mishappening.

9.8 Restricted Categories of Reading Material:

- (i) Reference books, loose issues and bound volumes of periodicals, multivolume sets, Rare books and such other materials as may be placed under restricted categories by the Librarian may not be lent out ordinarily, However, in special circumstances, the Rule may be relaxed for their issue for a very limited period. The decision of the Librarian in such case shall be final.
- (ii) A book which is in a great demand may not be reissued to the same student on consecutive days.
- (iii) Before leaving the library, students will be required to return the books borrowed by them for consultation in the library.
- (iv) Thesis, reports, project reports are not for issue. In special circumstances, the rule may be relaxed but permission by the Vice Chancellor is required.

9.9 General Rules:

- (i) Reader shall maintain perfect order and silence in Library.
- (ii) Making noise, spitting, smoking or doing anything else which may disturb other readers or which may be against the discipline of the Library is strictly prohibited. If any person do not follow this rule then Library staff has the authority to restrict him/her from entering into the Library.
- (iii) No reader shall bring inside the Library a dog or any other pet.
- (iv) No person entitled or permitted to mutilate, disfigure by writing in the margins, by under-lining sentences, by marking passages or by damaging in any other way a book, periodical, map or chart or any other property of the Library.
- (v) A reader responsible for any damage caused to the reading materials or to any other property of the Library shall be required to replace the reading material or pay for the property besides the penalty imposed upon him by the Librarian/competent authority.
- (vi) If books issued to a member are found mutilated at the time of return he/she shall have to replace or pay the price thereof. Therefore, members are requested to check the books thoroughly before getting them issued.
- (vii) Readers shall vacate their seats ten minutes before the closing time of the Library or earlier if the Librarian or in the absence of the Librarian. The senior-most staff member of the Library orders so.
- (viii) The Librarian reserves the rights to suspend/cancel the membership privilege of any member found misbehaving with the Library Staff or for any other indecent behavior. Such a member is also liable to be expelled from the Library.
- (ix) When the members have any complaint about the services provided by the Library they should not enter into argument with the Library Staff. Instead, they are advised to bring it to the notice of the Librarian.

- (x) Any infringement of the Library Rules will render a member's privilege of admission to and of borrowing books from the Library liable to cancellation.
- (xi) In all other matters, the Librarian shall have the power to take action as he may deem fit.
- (xii) These Library Rules may be altered or amended or new rules may be added to the existing ones by the University Authority from time to time without notice to the members and these rules or any alterations or amendments to them shall be effective and binding on all concerned. A copy of these rules will be made available when required on payment basis.
- (xiii) The Janitor/ Library Attendant at the entrance and exit gate of the Library is authorized to search the person of a reader if he suspects that he is carrying any unauthorized book or other reading materials or any other property from the Library.

9.10 Categories of Membership and Privilege:

<i>Sl. No.</i>	<i>Categories</i>	<i>No. of Books to be Entitled</i>	<i>Period of Loan</i>	<i>Recommending Authority</i>
1.	Academic Staff	10	02 Months	Head of the Concerned Department
2.	Administrative Staff	6	01 Month	Head of the Concerned Department
3.	Master Degree Students	4	15 Days	Head of the Concerned Department
4.	Bachelor Degree Students	2	15 Days	Head of the Concerned Department
5.	Research Scholars	6	01 Month	Forwarded by HODs and recommended by concerned guide

9.11 Procedure for Enrollment and privilege of the Members:

- (i) A Person eligible to be enrolled as a member of the Library will fill up and sign a Membership Registration Form which can be obtained from the Circulation Counter of the Library and submit the same duly filled, signed and stamped with a recommendation of competent authority to the Librarian for enrollment as member of the Library.
- (ii) Each member will be issued Reader's ticket at the time of enrollment which would entitle him to take on loan as many volumes as he/she is entitled to borrow. However, if a book becomes overdue, further books may not ordinarily be issued unless such book is returned or got renewed or the dues are paid, as the case may be.
- (iii) The Library Reader's Ticket would be returned to the member when he/she returns the book, unless it is returned after due date, in which case the Reader's ticket will be returned to him only after the over-due charges and other dues are paid by him.
- (iv) Students will come to the Library personally to take books on loan. Teachers and other members may however, be allowed by the Librarian to draw books on loan through messengers provided they produce on each occasion a letter of authority and a list of books required by the members along with their Reader's ticket.
- (v) The membership of the members other than the students shall remain valid till they remain employees of the university office.

- (vi) In case of Teacher-cum-Research Scholar their membership will remain valid till the Completion of the term. (In this connection it is the duty of Guide/Faculty/Research Guide/Departmental Head to inform about the Last date of Project).
- (vii) The Librarian may recall any book from any member at any time.
- (viii) In case a book is in great demand, the Librarian may regulate the use of such a book in such a manner as the Librarian considers it proper.

10.STOCK VERIFICATION AND PROCEDURE TO WRITE OFF BOOKS

10.1. Stock Verification Periodicity GFR 2017

Physical verification of the library stocks has to be carried out to identify the losses, misplaced and / or mutilated documents that need repair, or to weed out from the library collection. 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 year intervals
Above 20,000 and up to 50,000volumes including the journal back volumes.	100% physical verification at 5 year intervals
Above 50,000 volumes and up to1,00,000 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 losses 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 LAC and the library staffs may assist the verification team.

10.2. Loss of Books/Publications

Books are vulnerable to physical handling and environmental conditions. Hence, mutilation, wear and tear of books by heavy use is a common occurrence in libraries. Some loss of publications is inevitable especially in the context of open access practice in libraries. The librarian and library staff has a role as information manager and facilitator and not just a custodian. Library is the responsibility of entire library team and the security guards employed in the library. Therefore, librarian alone should not be held responsible for the losses, unless it is attributed to dishonesty and gross negligence.

- a) A publication may be considered as lost only when it is found missing in two successive stock verifications and thereafter only action may be taken to write-off the publications by competent authority.

- b) 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.
- c) Occasional loss / damage of issues of periodicals are 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.
- d) Loss of 5 volumes per 1000 volumes issued and / or consulted in a year may be taken as reasonable.
- e) Loss of a book of the value exceeding Rs.2000.00 for books published in India and Rs.10,000.00 for books published abroad and books of special nature and rarity shall invariably be investigated and consequential action taken. The Library Committee/Academic Council/Executive Council will write off all such losses. The base value suggested for Indian and foreign books shall be reviewed every five years.
- f) The disposal of such volumes should be made on the recommendations of a Committee to be appointed by the competent authority which shall decide whether the books mutilated / damaged / obsolete are not fit for further use. (* Extracted from Ministry of Finance O.M. No. 23(7) E II(A)/83 dated 7.2.1984 and CAG's U G No. 1964-TA.II/21-83 dated 23.12.83) and (GFR-2005 Chapter 7, Rule 194).

10.3. Procedure for write-off

- a) List the documents which are not found during stock verification.
- b) Library staff should 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).
- c) Compile a final list of documents which are not found.
- d) Compare with the list of earlier stock verification to identify common entries.
- e) Compare losses with borrowing/ consulting / photocopying statistics. Put up the list of common entries to the Library Committee along with justification for the losses (open access, limited staff, inadequate security system, large number of students visiting library, losses within permissible limits, etc.).
- f) Obtain approval from the Library Committee.
- g) Obtain approval from the Competent Authority.
- h) Make necessary entries in the accession register, write-off register.
- i) Remove records from databases.
- j) Close the concerned file.
- k) Improve the system with additional precautionary measures.

11. PREVENTIVE MEASURES

- a) Follow closed access to the rare books and specialized collections.
- b) The exit / entry to the library may be decided as per need.
- c) Sealing of windows with wire mesh, installation of wicket gate, adequate vigilance in the stack rooms, provision of adequate lighting, use of electronic or magnetic gadgets for detection of the theft, closed-circuit television monitoring system, introduction of identity / membership cards for identification of users, etc., can be adopted.
- d) Employ adequate number of staff in the library for monitoring.

12. INFORMATION AND DIGITAL LITERACY/LIBRARY ORIENTATION

Library will conduct Information Literacy / User Education / Orientation programmes to all at the beginning of the academic year. These awareness programmes may be conducted when requested by users from time to time.

13. PHYSICAL AMBIENCES

13.1 Cleanliness

Library is a central resource department that is the backbone of all academic programmes of the colleges. Students and faculty would be spending their considerable time in library premises pursuing their research and studies. Hence it is very much essential that library has a checking system in place to monitor the cleanliness and hygiene of the library premises like regular sweeping, cleaning and mopping of all floors, and washrooms.

13.2 Electricity, Water and Ventilation

Library will ensure that these essential things are working at all times and users would not be put to any inconvenience.

13.3 Floor Plan and Direction / Guideposts

Library shall have floor plans designed and proper directions / guideposts for people to move around the library looking for resources / services.

14. CLEARLY DEFINED JOB DESCRIPTION

Managing the Performance of Library team

Library is managed by a professionally qualified and competent team. It is suggested that the performance of the team can be optimized by taking the following measures.

- a) Each member of the library team shall have a clearly defined, unambiguous job description that facilitates and gels with the library's and then University Mission and Vision Statements. The organization chart with a clear reporting structure may be developed for having effective span of control within the library.
- b) Each section in the Library shall prepare a Quarterly Work Plan. Here, the works to be carried in the next quarter and the predetermined agreed targets for achievements may be

decided. There may be a review process after every quarter for assessment.

- c) Every member of library team shall exhibit the highest level of professional conduct in discharging their duties. Staffs are expected to be in their sections unless otherwise their work takes them away from the desk. Providing polite and efficient service shall be the motto of the library.
- d) Library will initiate an annual department performance audit where in the performance of each section of library will be evaluated based on the feedback surveys, user satisfaction surveys. This feedback and evaluation will certainly help library to overcome any lacunae in the facilities and services being provided.
- e) Library shall compile, analyze and submit a performance report after every three months. In this, the performance and productivity of each section of the library shall be reported with descriptions as to how many targets were achieved, difficulties faced and how they were overcome.

15. BOOK BANK SCHEME

Book Bank Scheme may be started as and when required. Detailed terms and conditions of this Scheme will be finalized by the Library Committee.

16. DEPARTMENTAL LIBRARY

Rules regarding Departmental Library and formation of Departmental Library Committee will be prepared and notified, as and when required.

FOR SUPPORT AND ASSISTANCE PLEASE CONTACT LIBRARY STAFF ON DUTY.

ANNEXURES:

- i) GFR 18 Format
- ii) Library Membership Form for Faculty / Staff / Others
- iii) Library Membership Form for Students / Research Scholars
- iv) Book Recommendation Form/Indent



UNIVERSITY LIBRARY
CENTRAL UNIVERSITY OF JHARKHAND
BRAMBE - 835205, RANCHI (JHARKHAND)

Library Membership Form for Faculty & Other Staff

Photo
1x1

Membership Type: Teaching Non-Teaching

Name (Block Letter): _____

Date of Employment(Enclose Copy of ID): _____ School/Dept.: _____

Designation: _____ Date of Joining: _____

Present Address: _____

_____ City: _____ Pin: _____

Email: _____

Phone: _____ Mob. _____

Permanent Address: Road/Area/ _____ H.N. _____

Distt _____ State _____ Pin: _____

Phone: _____ Mob. _____

Registration Validity: From _____ to _____

UNDERTAKING

I agree to abide by the library rules and regulations enforced from time to time.

Date: _____

Signature: _____

(Applicant)

I recommend that Mr./Ms/Dr./Prof.: _____ may be given library Membership.

Dean/HOD/Controlling Officer: _____

(Sign with stamp)

(For library staff only)

Membership No. _____ Date _____ Page No. _____

Date of Expiry / Clearence _____ Signature _____

BOOK REQUISITION FORM

Academic Year -

Name of Centre

Sl. No.	Title of Book	Author	Publisher	No. Of Copies	Price	Nature of Title Text/Reference	Please indicate if book is recommended by syllabus committee

Note: Price column has to be filled mandatorily.

Signature of H.O.D with stamp

For Library use only:

Date of Receipt:

Action Taken:

- 1.
- 2.
- 3.