

**A STUDY OF THE BEST PRACTICES  
ADOPTED IN COLLEGE AND UNIVERSITY  
LIBRARIES IN GOA IN RELATION TO  
NATIONAL AND INTERNATIONAL STANDARDS**



**Mr. MILIND MHAMAL,  
COLLEGE LIBRARIAN  
FR. AGNEL COLLEGE OF ARTS & COMMERCE,  
PILAR GOA**

## **ACKNOWLEDGEMENT**

This Minor Research Project has been possible because of help extended by many people both known and unknown, I am grateful to each of them.

I am extremely grateful for the help and encouragement of Fr. Fredrick Rodrigues, the Principal of Fr. Agnel College of Arts & Commerce, Pilar Goa.

Thanks to the Librarians of Goa University, BITS, Pilani, College Librarians of various colleges in Goa, too numerous to mention by name from each institutions, who provided advice and assistance in both the information gathering and report preparation phases.

I also thank Mr. Ludovico Fernandes, Library Assistance of my library, and my Student Assistances Ms. Pratiksha Shet Parsekar, Ms. Dikshita Chari and Ms. Salma Sayed for sharing most of the responsibility of the library during my research work.

I would also like to thank Mr. Supresh Kharbe for helping me with the graphs included in the project.

I would also like to acknowledge the interest and support of Prof. Roy Gomes.

Special thanks to my loving children Sanket and Prerna and my family for giving me time to complete the research work.

# **CERTIFICATE**

This is to certify that this minor research project titled  
“A study of the best practices adopted in college and  
university libraries in Goa in relation to national and  
international standards” is a record of research work done by  
Mr. Milind C. Mhamal, College Librarian, Fr. Agnel College  
of Arts & Commerce, Pilar Goa.

**Fr. Fredrick Rodrigues**  
**Principal, Fr. Agnel College of Arts & Commerce,**  
**Pilar Goa**

## ABBREVIATIONS

AARL	Australian Academic and Research Libraries
ACRL	Association of College & Research Libraries
AICTE	All India Council of Technical Education
AIU	Association of Indian Universities
ALA	American Library Association
ANSI	American National Standards Institute
BITS	Birla Institute of Technology & Science
BSC	Balanced Score Card
CACUL	Canadian Association of College and Universities Libraries
CASL	Council of Australian State Librarians
CAUL	Council of Australian University Librarians
CHEMS	Commonwealth Higher Education Management Services
FTE	Fulltime equivalent
IFLA	International Federation of Library Associations and Institutions
ILA	Indian Library Association
INFLIBNET	Information and Library Network
IQAC	Internal Quality Assurance Cells
ISO	International Organisation for Standardisation
LIS	Library and information services
NAAC	National Assessment and Accreditation Council
NISO	National Information Standards Organization
PAARL	Philippine Association of Academic/Research Librarians
SCONUL	Standing Conference of National and University Libraries
TQM	Total Quality Management
UGC	University Grants Commission

# TABLE OF CONTENTS

CHAPTER	TOPIC	PAGE
<b>1.</b>	<b>Origin and background of the investigation</b>	<b>1-6</b>
<i>1.1</i>	<i>Introduction</i>	
<i>1.2</i>	<i>Project Description</i>	
<i>1.3</i>	<i>Research Methodology</i>	
<i>1.4</i>	<i>Surveys</i>	
<i>1.5</i>	<i>Site Visits</i>	
<i>1.6</i>	<i>Scope and limitations of the study</i>	
<i>1.7</i>	<i>Results</i>	
<b>2.</b>	<b>Literature Review</b>	<b>7-51</b>
<i>2.1</i>	<i>Best Practice</i>	
<i>2.2</i>	<i>Quality</i>	
<i>2.3</i>	<i>Benchmarking</i>	
<i>2.4</i>	<i>Standards and Guidelines</i>	
<b>3.</b>	<b>Library Best Practices</b>	<b>52-80</b>
<b>4.</b>	<b>Data Analysis and Findings</b>	<b>81-144</b>
<b>5.</b>	<b>Suggestions, Recommendations</b>	
	<b>and Conclusion</b>	<b>145-148</b>
	<b>References</b>	<b>149-152</b>
	<b>Appendices</b>	<b>153-188</b>