

ROLE OF LIBRARY AND LIBRARY PROFESSIONAL IN NAAC ACCREDITATION: (AFFILIATED INSTITUTIONS)

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Abstract: - NAAC is an autonomous institution established by the UGC, New Delhi with prime agenda of quality improvement, maintenance and sustenance through the assessment and accreditation at national level. Assessment and Accreditation has been the continuous process for quality assurance, measurement, development, maintenance and sustenance in the Higher Education System. Quality improvement and performance of any educational system is measured by NAAC or NIRF or NBA and this acts as a motivating factor for such institutions of higher learning. In an academic process, college library play a vital role and occupy significance in obtaining better accreditation for its institute. Today Librarianship is an evolving and multi-disciplinary in nature with its providing update information. Librarians now play an important role in IQAC and RUSA activities at universities and colleges, serving as Director- IQAC, NAAC Coordinator, RUSA Coordinator, Nodal Officer of NIRF and IT Coordinators. Further, explores the role of librarians in all criteria's of the entire NAAC process and not confining to its Library component 4.2 of Criteria IV just 20 marks, but they can directly or indirectly play significant role in NAAC process. The aim of this paper is to discuss the role of library and librarian in the process of NAAC accreditation.

Keywords: Total Quality Management, Quality Indicators, Library Performance

Introduction

National Assessment and Accreditation Council (NAAC) has established in September 1994 by the University Grant Commission (UGC) for measuring the academic and administrative quality of higher educational institutions in India. Internal Quality Assurance Cell (IQAC) is setup by the NAAC for improvement, maintenance and sustenance the internal mechanism of institution and enhancement the quality culture of higher education

There are different ways to assess the institution via. NAAC, NIRF, NBA, ISO and Academic Audit etc. for maintain the quality standard. The library being the soul of any type of institution must play the vital role in improvement and enhancement of quality culture of seven criterion of NAAC.

Objective

1. To aware and introduce about NAAC
2. To understand revised NAAC process

3. To explain Quality Indicator Framework (QIF)
4. To inculcate the role of library in entire NAAC process
5. To enumerate the role of librarian in NAAC process

Hypotheses

1. Introduced NAAC process
2. Quality improvement and enhancement through the NAAC
3. Major role of Library and Library Professional in NAAC Seven Criteria

National Assessment and Accreditation Council (NAAC), Bangalore

URL of NAAC- www.naac.gov.in

NAAC conducts assessment and accreditation of *Higher Educational Institutions (HEI)* such as colleges, universities or other recognized institutions to derive an understanding of the 'Quality Status' of the institution. NAAC evaluates the institution for its conformance processes and outcomes, curriculum coverage, teaching-learning processes, faculty, research, infrastructure, learning resources, organization, governance, financial well being and student services. These are well design in seven criterion of NAAC. In pursuance of its Action Plan for performance evaluation, assessment and accreditation and quality up-gradation of institutions of higher education, the NAAC proposes that every accredited institution should establish an *Internal Quality Assurance Cell*

(*IQAC*) as a quality sustenance measure. Since quality enhancement is contentious process, the IQAC will become a part of the institution's system and work towards realization of the goals of quality enhancement and sustenance. The work of IQAC is the first step towards internalization and institutionalization of quality enhancement initiatives. Now NAAC has launched *Revised Accreditation Framework since July, 2017*. Recently change of NAAC is in the process of Information Communication Technology (ICT) integration in Assessment and Accreditation. Follow the assessment and accreditation steps as well as *Seven Criterion of NAAC*.

- Establish IQAC in institution
- NAAC assessment and accreditation period of five years for any academic institutions
- Mandatory submitted online Annual Quality Assurance Report (AQAR) in every academic year before 31st December
- Create Institutional Login in Higher Education Institution (HEI) on the NAAC website (www.naac.gov.in)
- Submit Institutional Information for Quality Assurance (IIQA)
- Prepare *Self Study Report*
- Prepare Quantitative and Qualitative Metrics
- Student Satisfaction Survey (SSS)
- Data Validation and Verification (DVV) Process
- Pre-qualification stage (Pass or Fail)

- Preparation of Peer Team Visit
- 38% Assessment on Qualitative Metrics by the NAAC Peer Team Visit
- 62% Assessment on Quantitative Metrics by the NAAC
- Declared Final Grade

Revised Assessment and Accreditation (A&A) Framework

- from qualitative peer judgement to data based quantitative indicator evaluation with increased objectivity and transparency
- towards extensive use of ICT confirming scalability and robustness
- in terms of simplification of the process drastic reduction in number of questions, size of the report, visit days, and so on
- in terms of boosting benchmarking as quality improvement tool. This has been attempted through comparison of NAAC indicators with other international QA frameworks
- introducing Pre-qualifier for peer team visit, as 25% of system generated score
- introducing System Generated Scores (SGS) with combination of online evaluation of Quantitative metrics and peer judgement of Qualitative metrics.
- in introducing the element of third party validation of data
- in providing appropriate differences in the metrics, weightages and benchmarks to

universities, autonomous colleges and affiliated/constituent colleges

- in revising several metrics to bring in enhanced participation of students and alumni in the assessment process

Quality indicator framework (QIF)

Over the years, the University Grants Commission (UGC) and the National Assessment and Accreditation Council (NAAC) has succeeded in promoting quality as a defining element of higher education institutions in the country through a combination of self and external quality evaluation, the quality of higher education institutions is multi-dimensional. Thus, NAAC uses many criteria for evaluating the quality of higher education institutions in the country. The seven important criteria used by the NAAC are:

Seven Criterion of NAAC

- 1) Curricular Aspects
- 2) Teaching-Learning and Evaluation
- 3) Research, Innovations and Extension
- 4) Infrastructure and Learning Resources
- 5) Students Support and Progression
- 6) Governance, Leadership and Management
- 7) Institutional Values and Best Practices

Value Framework of NAAC

To promote cognizance developments and the role of higher education in society, NAAC has developed five core values:

- 1) Contributing to national development

- 2) Fostering global competencies among students
- 3) Inculcating a value system in students
- 4) Promoting the use of technology
- 5) Quest for excellence

The Assessment Process

Taking cognizance of the diversity in the kinds of institutions HEIs have been grouped under three categories namely, Universities, Autonomous Colleges and Affiliated/Constituent Colleges.

The assessment process will be carried out in three stages. As stated earlier, it will comprise three main components, viz., Self Study Report (SSR), Student Satisfaction Survey and the Peer Team Report. The SSR has 57 Metrics for Affiliated/Constituent Colleges, covering the seven Criteria described earlier. The SSR has two kinds of Metrics: one, those requiring quantifiable facts and figures as data which have been indicated as ‘quantitative metrics’ (QnM); and two, those metrics requiring descriptive responses and are accordingly named ‘qualitative metrics’ (QIM). Table 1 depicts the distribution of Key Indicators (KIs) and Metrics across them.

Table 1: Distribution of Metrics and KIs across Criteria (w.e.f. June 2022)

Type of HEIs	Affiliated/Constituent Colleges
Criteria	7
Key Indicators (KIs)	32
Qualitative Metrics (QIM)	21
Quantitative Metrics (QnM)	34
Total Metrics (QIM + QnM)	55

Role of Library and Library Professional in NAAC

Criterion 4

Key Indicator: 4.2 Library as a Learning Resource (20 Marks) w.e.f. June 2021

Indicators	Weightage
Metric No.4.2.1 Library is automated using Integrated Library Management System (ILMS) and has digitization facility	4
Metric No.4.2.2 Institution has subscription for e-library resources (e-journals, e-books, e-shodhsindhu, Shodhganga and Database)	6
Metric No.4.2.3 Average annual expenditure for purchase of books/ e-books and subscription to journals/ e-journals during the last five years (INR in Lakhs)	5
Metric No.4.2.4 Percentage per day usage of library by teachers and students (foot falls and login data for online access) data to be provided only for the latest completed academic year.	5

About Library and Library Professional

The college library is a Learning Resource Centre. Library is the fulcrum of support for the entire of teaching-learning and academic activities of college. College Library provides books, journals, reference books as well as e-resources to users. College Libraries provide

latest quality information of relevance to higher education. IQAC and Library Advisory Committee holds meeting at regular intervals to contribute and ensure the smooth functioning of the development of Library.

Librarians supports many activities according to NAAC. They can be a part of various role viz. management body or university bodies etc. and act accordingly. They can also be the member of Local Management Committee, Principal, Vice Principal, Coordinator of NAAC, IQAC Coordinator, RUSA Coordinator, NIRF Nodal Officer and other such committees, further Librarians are also working on Peer team of the NAAC. Librarian covered 20 Marks as per latest manual of NAAC.

1) Name of Integrated Library Management Software

- Library Automation Software should be available in library
- OAPC facility should be available in software to allow searching of books.
- The library books circulated by the circulation module of the software
- NLIST and other E-resources database should be provided and Wi-Fi internet service are made available to students and faculty members.
- The software provides Bar-coding facility of books is in working. To maintain and verification of books through the bar-coding
- Remote Access facility should be available

- The college library should be partial or fully automated

2) Additional Facility

- QR Code for attendance
- CCTV and RFID for security
- Xerox facility
- Book Bank Scheme and Inter-Library Loan
- Attendance Register and Library Rules

3) Organized Orientation Programmes for users and Celebrated National Leaders Days

4) Self-improvement of librarian through various training programmes

Parameters and Role of Library Professional and Library in NAAC Seven Criteria

Criterion I- Curricular Aspects

Criteria I is concerned with the Curricular Aspects and comprises several key indicators such as the curriculum design and development, academic flexibility, curriculum enrichment and feedback system. Librarians can play a vital role in supporting these aspects and can contribute significantly in this criterion.

- Librarians can provide inputs on the availability of resources in library and suggest new materials to be included in the **curriculum for enrichment** of curriculum. They can also help in the selection of learning resource materials.
- Librarians can help in providing **academic flexibility** by ensuring that the library resources are available to students and faculty

members. They can also provide open access service to print as well as digital resources. Remote access is arranged for greater flexibility in learning.

- **Metric No.1.4.1 and 1.4.2** Librarians can contribute to the **feedback system** by collecting feedback from the stakeholders. They are also use feedback to improve the library services and resources.
- **Metric No.1.1.1** Librarians involvement as techno-savvy in curriculum delivery through the LCD projector on online platform. Library meetings and so on is input in Academic Calendar.
- **Metric No.1.2.1 and 1.2.2** Librarians can arranged the Add on Course/ Certificate Course related to library.
- **Metric No. 1.3.1** strictly follow the Professional ethics. Reading room facility is provided to boys and girls.
- **Metric No. 1.3.2** Library visit like university library, public library, research library and personal library for field project work.

Criterion II- Teaching Learning and Evaluation

Criterion II focuses on the ‘Teaching Learning and Evaluation process in an institution. The role of librarians in this criteria is significant as they play a crucial role and contribute towards the overall development of the institution. Here are some of the key roles of librarians.

- Librarians are responsible for developing and maintaining the library collection, which includes text, reference, journals and e-resources etc. to the academic programme offered by the institution. It is ensure that the library collection is update and relevant to the needs and recommended by the students and faculty members.
- Provide Open access service, remote access service and digital resources facility.

Criterion III- Research Innovation and Extension

- **Metric No. 3.1.1 and 3.1.2** The library should initiate Grants for research projects sponsored by government and non-government agencies. Some research projects agencies like ICSSR, UGC, VCRMS, FIN Innovation, CSR etc.
- **Metric No. 3.1.3** Organized seminars, conferences, workshops or webinars on Intellectual Property Rights (IPR), Skill Enhancement Programmes, E-content development and library related by the Librarians.
- **Metric No. 3.2.1 and 3.2.2**, several research papers and books published by the Librarians. They can introduce also some open access sites like Shodhganga, eShodhsindhu, Shodhgangotri etc. for research work of the faculty members and students.
- Its responsibility of librarian to assist and guide faculty members in the development of E-content through OBS, Camtasia, Screen

Recorder for ePGPathshala, CEC (Under Graduate), SWAYAM, MOOCs platform, NPTEL/ NMEICT

- **Metric No. 3.3.2** Best Reader Award and Best Librarian Award are important in NAAC documentation.
- Conducted Workshop and Faculty Development Programme in collaboration with other institutions or organizations
- **Metric No. 3.4.2** Functional MoU with NGOs, Universities, Colleges or any other institutions have to be developed for sharing resources, technical expert and also assist students especially Library and Information Science for their Internships or Project work.
- **Metric No. 3.3.3 and 3.3.4** Librarians actively involved in extension activities like COVID-19 Awareness Camp, Blood Donation Camp, Tree Plantation, Beti Bachhav Beti Padhav, Book Exhibition and Cleanliness drive etc.

Criterion IV- Infrastructure and Learning Resources

- The Library, as the central hub of knowledge should create need based collections, provided good services and facilities.
- ICT facilities providing such as CCTV, QR Code for attendance, Barcode, Library Software, PCs, Printers and Wi-Fi also

Criterion V- Student Support and Progression

- **Metric No. 5.1.2** To encourage the students for registered to private scholarships
- **Metric No. 5.1.4** The library should encourage students for developing competitive skills to enable them to clear competitive exams such as UPSC, MPSC, NET/SET, JRF, railways, banking etc., library arranged separate collections of competitive books and periodicals. Free resources sites are oriented by the librarians to build the knowledge like National Digital Library of India (NDLI), Z-library and INFLIBNET.
- **Metric No. 5.1.4** Guidance and Counselling to students regarding competitive exams, academic and regular university exams.
- **Metric No. 5.1.5** Library related grievances available in library
- **Metric No. 5.3.1** Motivated to students regarding maximum use of reading room and library collections under innovative Best Practices such as Best Reader Award should initiate by the library.
- **Metric No. 5.1.3** Soft Skills like reading skills, writing skills, technological skills and so on are to be initiatives by the library
- Financial support to economically weaker and poor students who can pay the fees of admission and examination.

Criterion VI- Governance, Leadership and Management

- **Metric No. 6.1.1 to 6.2.1** Now a days, As an Board of Studies (BoS), Academic Council member, Senate Member, IQAC Coordinator, NAAC Coordinator, IT Coordinator, NIRF Nodal Officer, RUSA Coordinator, AISHE Nodal Officer, ABC Nodal Officer, Career Katta, Examination Chairman, Secretary of Library Advisory Committee and Statutory Officer, the Librarian is playing the exceptional leadership and contribute to the achievement of institutional vision.
- **Metric No. 6.2.3** All section of library is automated through the Integrated Library Management Software under E-governance
- **Metric No. 6.3.3 and 6.3.4** Organized and attended Library Training Programme, ICT Training Programme, Faculty Development Programme, Refresher Course, Faculty Induction Programme, Short Term Course for Librarians and Library staff are to be improving their knowledge and skills.
- **Librarian is a member of IQAC**

Criterion VII- Institutional Values and Best Practices (Metric No. 7.1.1 to 7.3.1)

- Use of LED bulbs and Solar system in Library
- Ban on Plastic strictly prohibited in Library

- Library campus should be green with maximum plantation of trees and healthy plants
- Rain Water Harvesting is to create in library premises for saving the water
- Ramps and Braille Software facility is arrange to the Divyangian students when they will enter the library.
- Celebrated National and International Leaders like Dr.Babasaheb Ambedkar Dr.S.R.Ranganathan Day, Dr.Melvel Dewey Day, Dr.A.P.J.Abdul Kalam etc.

Conclusion

In this 21st Century, the academic librarians are not mere information officer but a information scientist with all types of information in a hand to support teaching, learning, research and extension activities of the user community. Library and library professional is involving in whole academic and administrative work. Librarians contribute as a role of IT coordinator as well as IQAC and NAAC coordinator also. Key Indicator 4.2, Library as a Learning Resource Centre (20), but also is to play a significant role in all seven criteria of NAAC. It is concluded that the role of library and library professional play a vital role in the entire NAAC process directly and indirectly.

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