

# NAAC QUALITY INDICATORS FOR ACADEMIC LIBRARIES

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**Abstract** *Libraries have been the integral & vital part of the Higher Education system which extends support in teaching-learning & fulfillment of objectives and mission of the educational institutions they are part of. Library is considered as the “heart of the institutions” and this statement was used by Dr. Sarvapalli Radhakrishnan, eminent scholar & academician in its report of UEC (University Education Commission) (1948-1949). The present paper discusses about NAAC’s quality indicators for library. NAAC (National Assessment & Accreditation Council) is playing very important role in the development of libraries.*

**Keywords:** *NAAC, Quality, Indicators, Best Practices, Assessment, Accreditation, Collection, Services, ICT, Library Management*

## INTRODUCTION

Today’s competitive world demands good quality education. It means good academic environment, teaching-learning process, research, campus life, class rooms and its environment, support services, infrastructure, modernization of library, updation of library books, journals and reference materials. Today improving the quality of education and campus life is the major concern of the higher education. As everyone knows quality of a nation depends upon the quality of its citizen and the quality of the citizens in turn depends on the quality of their education.

NAAC (National Assessment and Accreditation Council) is an autonomous body established by UGC-University Grants Commission of India in 1994 to assess and accredit institutions of higher education in the country. It is the outcome of the recommendations of the National Policy in Education 1986 that laid special emphasis on upholding the quality of higher education in India. The accreditation activity is gaining force in our country as people and educational institutions have come to realize that quality enhancement is essential for the institution and the country. In the process of institutional accreditation, libraries have a crucial role. The services of the libraries have been expanding as they contribute significantly to the learning process.

## OBJECTIVES OF THE STUDY

For the present study following objectives has been set:

- To introduce NAAC.
- To discuss the NAAC’s quality indicators for Library.

## REVIEW OF RELATED LITERATURE

(Metri, 2014) the article stressed on student charter, the government, the management of the institute, the teachers, the students and the external quality assurance agency are the stakeholder and the role of the students in quality enhancement is considered the unique one. Author raised the question that how many accredited and reaccredited institutes have worked sincerely on the Model Student Charter provided by the NAAC and prepared the charter? The author highlighted the concept of the Student Charter / Students Entitlements, Model student Charter by the NAAC, UGC guidelines for Students Entitlements, Significance of the Charter, Designating the Charter in his article deeply. Author concluded that working on these models and converting them into suitable student charter is the need of the hour and it should be made the part of the prospectus, website and the notice board for its success.

(Jisha, 2015) conducted a survey on NAAC accredited and Arts & Science Colleges affiliated to Kannur University. The study focused on the NAAC in quality assurance in higher education, with respect to quality.

One objective was set for study 1. To understand the role of NAAC for quality assurance in higher education and major findings are colleges’ academic environment and campuses changed drastically since accreditation.

(Sundararajan & Nanda, 2015) In the article author elaborated deeply on higher education, growth and development of higher education, higher education and GDP, Projected enrolment in higher education in India. After reading the article we can say the Indian higher education system is very vast. Author also highlighted

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on Accreditation, Quality assurance, NAAC, Present process of accreditation followed by NAAC, Process of Assessment, The Assessment outcome and benefits of NAAC Accreditation. Global ranking our Indian universities big issues now days, author also highlights the same in this article. Author concluded that accreditation and quality are critical challenges in higher education system in our county.

## National Assessment and Accreditation Council (NAAC)

Indian educational system is the largest and diverse in the world. The Ministry of Human Resource Development (MHRD) and the University Grants Commission (UGC) took initiatives to restore the standards of higher education. Consequently, in 1994, the UGC established the National Assessment and Accreditation Council (NAAC). National Assessment and Accreditation Council (NAAC) is an autonomous body established by UGC on 16<sup>th</sup> September 1994 under section 12 (ccc) of the UGC Act of 1956 to assess and accredit institutions of Higher Education in India. It was an outcome of the recommendations of the National Policy on Education 1986 and the Plan of Action 1992 which laid special emphasis on uploading the quality of higher education in India and spelt out strategic plans for the establishment of an independent national accreditation body. Today NAAC is an autonomous body assigned to assess the quality of education in various universities and colleges in India.

## Objectives of Assessment and Accreditation

According to the UGC, the objectives of assessment and accreditation are:

- To accord recognition to the quality and excellence of education imparted by higher educational institutions and thereby to advance academic quality.
- To enable students and other stakeholders to make informed choices with regard to higher educational institutions.
- To enable students, teachers and other stakeholders to provide inputs concerning the quality of education imparted by the higher education institutions.
- To facilitate higher educational institutions to acquire international recognition, cross border and transnational collaborations; and
- To facilitate effective teaching-learning and access to quality teaching-learning material in all the languages permitted by the higher educational

institution as medium of instruction or examination (Veeramani, 2015).

## QUALITY INDICATORS FOR LIBRARY AND INFORMATION SCIENCE

Library is considered as the “heart of the institutions” and this statement was used by Dr. Sarvapalli Radhakrishnan.

In the accreditation process, evaluation of libraries is an essential component, where the collection, services and their outreaching capacity are monitored. NAAC has developed guidelines on quality indicators in library and information services.

The guidelines have been divided in main four group's i.e.

### Management of Library and Information Services

“In affiliated colleges, the core objective of the library is to support the academic programmes offered and the library may evolve its collection and services mainly to reflect the curriculum requirements of its users. Besides, the library may design a system to deliver its products and services to attract more users. Ultimately the library should aim at bringing all its target users to the library and ensure its optimum usage.” In this regard some questions focused.

### Collection and Services Provided to Users

In this group focused on library collection and services. “The library is required to provide varied, authoritative and up-to-date resources that support its mission and fulfill the needs of its users. Resources may be provided in a variety of formats, including print or hard copy, online, electronic text or images, and other media. A college library needs to have the quantity of resources as prescribed by government, UGC, AICTE and other governing bodies. The library has a key role in supporting the academic activities of the institutions by establishing, maintaining and promoting library and information services, both quantitatively and qualitatively. The library offers a wide range of services from reference to electronic information services.” In this regard some questions asked.

### Extent of the Use of Services

“Performance evaluation of college libraries needs to be carried out at regular intervals in order to sustain

and enhance their quality.” In this regard some parameters mentioned.

## Best Practices for College Libraries

Some best practices are mentioned to enhance library and information services (Prasad, 2004).

## CONCLUSION

Today quality in higher education in higher learning has become the very important factor in the world. All higher educational institutions in India are to be assessed by NAAC periodically. Now there is a race for quality maintenance in higher learning. Recently grading has been changed. The NAAC has designed instrument for assessing the institutions of learning. It has formulated seven assessment criteria through 36 criterion-wise key aspects.

Libraries are the heart of the institutions. The success of any library depends on quality services to the users. The user's satisfactions should be prime goal of the any libraries. After the analysis of the questionnaire it can be concluded that there is good impact of NAAC's assessment and accreditation on library management. The position of libraries are good but after the NAAC assessment there is a developments in libraries facilities, services, collections in libraries, so

researcher concluded that there is a impact of Accreditation and Assessment of NAAC on library management.

For quality services NAAC has issued quality indicators for library, every library should follow it for better services and development of the library.

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