Standard Operating Procedure for Internship

ignou
THE PEOPLE'S
UNIVERSITY

FACULTY OF LIBRARY AND INFORMATION SCIENCE
School of Social Sciences, IGNOU, New Delhi

Standard Operating Procedure for Internship for BLIS Programme

Introduction

BLIS aims to produce professionals who can be appointed in libraries and information centres in junior level positions. With time and after gaining experience they move further up in position. They can also be self-employed providing information based services and products, even open their own start-ups. Students can be introduced and exposed to work culture, routines, and practices by placing them as interns in different working environments. The internship has also been stressed in the New Education Policy. It also directs to have a component of practical in all the courses. The internship will expose the students to translating their learning into work/job and also consolidate their practical learning in the LIS School by doing it during an internship for providing services and designing information products. It is necessary to introduce the student to the concept and need for an internship. S/he needs to be sensitised to the need, objectives, and process of an internship. The broad SOP for this can be as follows:

Standard Operating Procedure

The SOP has been designed to guide all those who are involved in the internship programme. The SOP provides step-by-step instructions and guidelines for the students/interns as well as Regional/ Study Centers, Training Supervisors as per the needs of the course curriculum.

1. SOP for Internship

a) RC/LSC will apprise the students about the internship modalities, guidelines, Workbook writing, and assessment mechanisms including the Viva-voce.

b) Students will be attached to a Library and Information Centre (LIC) in a particular city/town for undertaking the internship. Students will perform the activities step by step as given in respect of professional in-house operations of the library.

c) The internship schedules will be informed by RC/LSC. Regional Centre will attach the students to different LICs and put the information on the website of the Regional Center. Contact detail of the person in the LIC will also be displayed on the website of the RC.

d) The selection of a LIC can be made by the learners on their own also (as per the criteria given in the internship SOP/handbook). In such a case they must inform the RC/LSC about the LIC. The learners can seek the support of RC/SC for reference letters (if required). The RCs are expected to confirm the suitability of the LIC or training supervisor where the learner has been placed.

e) The LIC should provide a training supervisor to provide the intern with suitable guidance/instruction that will be handled by the intern under his/her supervision. To the extent possible the LIC may try to provide the learner with a diverse working environment. The training supervisor will evaluate the intern on the basis of his/her sincerity and professional

competence, on the basis of assessment (taking of assigned work, examination of work, interview, etc.)

f) If the learners face any difficulties/ problems/conflicts at the LIC, the same may be reported to the RC/LSC. The RC/LSC may then discuss the matter with the learner as well as the supervisor in the LIC and try to sort out the problem. If any LIC selected initially does not provide the needed exposure to learners, the same can be given up and another similar LIC may be selected in place of it. The internship is to be carried out by a student in only one LIC.

g) Working or sponsored candidates of the Library and Information Centre may/will fulfill the criteria of internship in their respective organisation subject to the fulfillment of other formalities.

h) Intern will perform the activities as given in the workbook for a minimum of **5 HOURS** a day, **Five DAYS** a week, for a period of **ONE MONTH**, excluding holidays to be worked for completing the internship. The student has to complete **100 hours** of training during the internship.

i) During the course of the internship, the intern is expected to regularly interact and report about the work done by him/ her to the training supervisor, who in turn will discuss the cases with the learner and clarify any doubts in the learner's mind. The report pertaining to the work done is to be corrected by the training supervisor. The training supervisor is expected to evaluate the learner on the basis of the workbook, a report written, work done by the intern, and the overall understanding of the intern.

j) The learners will learn and acquire skills and professional acumen from under-trained practitioners in the concerned setting. There will be one-to-one supervision and the intern will be closely supervised by the training supervisor who will give them feedback about their performance.

k) The Intern will maintain a complete a workbook based on the work performed during the training. It will be authenticated with remarks by the internship supervisor about his/her performance during the internship.

2. Requirements for the Training Host/Organisation

a) The interns shall be provided the internship opportunity in Public Libraries under various Ministries (RRRLF, National Library, DPL, libraries under CSIR ICAR, DRDO) educational and research institutions recognized by the government regulators (UGC/AICTE/MCI/RCI/ PCI/BCI/CoE, etc.), Intuition of National Importance (IITs. IIITs, NITs, IIMs, IARI, etc.), organisations registered under the Societies Act, etc.

b) Instruction to the interns may be provided in the Hindi/Regional Language/English.

c) The Training Host/Organisation should have a full-fledged library with a minimum collection of 5,000 documents.

3. Qualification of Internship Supervisor

a) The Training Host/Organisation shall provide a professional qualified training supervisor (one over a group of six – ten interns in a maximum ratio of 1:10)

b) The minimum qualification of a training supervisor will be as follows:

- Ph.D. in Library and Information Science.

OR

- Master's Degree in Library and Information Science with two years of experience in a reputed library.

4. Schedule of Internship

a) A student will be placed for an internship for 1 month only.

b) Students of the January cycle shall be placed for attachment in August so that they can complete it by October and in the July cycle students shall be placed for attachment in January so that they can complete it by March.

5. Structure and Phases of the Internship

The students and the attaching institution where the students will undergo the attachment programme will be provided with the schedule of an internship. It may be as follows:

S.No.	Training: Components	Training: Assignments and Tasks	Duration
		STRUCTURE OF THE INTERNSHIP	
1	Operations	Acquisition, Accessioning, Classification, Cataloguing, e-Resource Management, Stock verification, etc.	**One week**
2	Services	Reference, Circulation, ILL, EDDS, CAS/SDI, etc.	**One week**
3	Automation	Database creation, applications in different routines and services	**One week**
4	Digitisation	Digitising materials, Creating applications and products like institutional repository, Preservation, etc.	**One week**

6. Do's and Don't do's for the Intern

Do's

a) Once the centre for the internship has been identified and assigned, the student should present herself/himself at the centre (for the scheduled duration).

b) Students will get the workbook authenticated periodically by the Supervisor allotted to them by the Library and Information Centre.

c) It will be mandatory for the students to submit the workbook as per format (Annexure 1) after the completion of 1 month internship along with the internship report to the respective IGNOU Regional Centre. A detailed internship report in prescribed format (Annexure 2) should also be submitted at your Regional Centre. Students studying in online programme need to submit the workbook and internship report on the LMS.

d) While submitting the Workbook, students are required to enclose a "Certificate of Originality of Workbook" which should be authenticated by the Supervisor in the prescribed format.

e) At the time of internship student will maintain decorum and discipline

Don't do's

a) The student should not abstain from training during the period of internship.

b) Interns should not damage the property of the training host/organisation, otherwise, they will be held responsible and the loss if any may be recovered by the said organisation.

c) After completion of the internship intern shall not claim to have full-time engagement otherwise.

7. Evaluation

a) **Evaluation by Internship Supervisor**: An Internship report in a prescribed format (along with a workbook) and the conduct/performance during the internship period has to be submitted by the learner that will be evaluated by the Internship Supervisor of the Training Host/Organisation. This internal assessment will carry **30% weightage.**

(**Note:** The Learner should keep a photocopy of the Internship Report and workbook before submitting it to their Regional Centre.)

b) **External Evaluation:** The internship report will be sent to an evaluator for evaluation. This evaluation will carry **70% weightage**.

	EVALUATION SCHEME	
S.No.	**Evaluation Component**	**Marks**
1	Introduction	05
2	Module Description: Operations, Services, Automation, Digitisation	50
3	Learning Outcomes	05
4	Conclusion, Suggestions and Presentation	10

The minimum qualifying mark for internship is 50%.

8. Attendance

An intern attached to the training host/organisation will present herself/himself during the whole duration of the training without fail. However, for unseen reasons, s/he may be allowed one day leave in a month on valid grounds.

9. Maintenance of Records

An intern is required to prepare the following documents:

a) **Workbook:** Students of the four-credit attachment internship will write a workbook based on activities and assignments to be provided by the training host/organisation. Students will write a workbook on a day-to-day basis based on their work experiences and discussions with the internship supervisor and peer group learners. Students are required to give a declaration that the workbook written by them is original and not copied from any other source. No other format will be provided. Students are required to submit workbook(s) of

the internship at the Regional Centre. They need to keep a photocopy of each workbook before submission to the Regional Centre.

b) **Detailed Report:** The intern will submit a detailed project report based on the assignments and tasks completed during the training period and recorded in the workbook. **Please submit the detailed report and the complete workbook at your Regional Centre. You are advised to keep a copy of these two documents with you before submitting.** The Internship report will be further evaluated by evaluators.

10.   No Financial Liability

It is to be noted that there is no financial liability on account of internship on the part of the interns, LIC, or IGNOU. There is no fee for attending or imparting internship.

Annexure 1: Internship Workbook

INTERNSHIP WORKBOOK						
Weeks	**Module**	**Day 1**	**Day 2**	**Day 3**	**Day 4**	**Day 5**
		Tasks Assigned & Performed	**Tasks Assigned & Performed**	**Tasks Assigned & Performed**	**Tasks Assigned & Performed**	**Tasks Assigned & Performed**
1st week	Operations	1. 2. 3. _____ **Sign of the Training Supervisor**	1. 2. 3. _____ **Sign of the Training Supervisor**	1. 2. 3. _____ **Sign of the Training Supervisor**	1. 2. 3. _____ **Sign of the Training Supervisor**	1. 2. 3. _____ **Sign of the Training Supervisor**
2nd week	Services	1. 2. 3. _____ **Sign of the Training Supervisor**	1. 2. 3. _____ **Sign of the Training Supervisor**	1. 2. 3. _____ **Sign of the Training Supervisor**	1. 2. 3. _____ **Sign of the Training Supervisor**	1. 2. 3. _____ **Sign of the Training Supervisor**
3rd week	Automation	1. 2. 3. _____ **Sign of the Training Supervisor**	1. 2. 3. _____ **Sign of the Training Supervisor**	1. 2. 3. _____ **Sign of the Training Supervisor**	1. 2. 3. _____ **Sign of the Training Supervisor**	1. 2. 3. _____ **Sign of the Training Supervisor**
4th week	Digitisation	1. 2. 3. _____ **Sign of the Training Supervisor**	1. 2. 3. _____ **Sign of the Training Supervisor**	1. 2. 3. _____ **Sign of the Training Supervisor**	1. 2. 3. _____ **Sign of the Training Supervisor**	1. 2. 3. _____ **Sign of the Training Supervisor**

(a) Operations: Acquisition, Accessioning, Classification, Cataloguing, e-Resource Management, Stock verification, etc.

(b) Services: Reference, Circulation, ILL, EDDS, CAS/SDI, etc.

(c) Automation: Database creation, applications in different routines and services.

(d) Digitisation: Digitising materials, Creating applications and products like institutional repository, Preservation, etc.

Annexure 2: **Internship Report**

A report submitted in partial fulfillment of the requirements for the Award of Degree of

BACHELOR OF LIBRARY AND INFORMATION SCIENCE

By

Name of the Student …………………………….

Enrollment No.:…………

Under Supervision of

…………………………….

At Name of the Library

Place

(Duration: -from ---------------to-------------)

ignou
THE PEOPLE'S
UNIVERSITY

Faculty of Library and Information Science
School of Social Sciences (SOSS)
Indira Gandhi National Open University (IGNOU)
Maidan Garhi, New Delhi – 110068

CERTIFICATE OF INTERNSHIP

This is to certify that Mr/Ms………………… student of BLIS , Indira Gandhi National University (IGNOU), New Delhi, bearing enrollment number……….. has successfully completed the internship at ……………………………………………………………………….

From……………… to……………………………..

Internship Supervisor   **Librarian & Head**

Acknowledgment

Abstract- Please give an abstract of your work in about 200 words

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Institution Information: Describe the institution where you worked in brief

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Benefits to the Institution through the internship

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Contents

1. Introduction- Briefly introduce the internship as a concept , its objectives ,functions and benefits

2. Name of the Institution

3. Module Description- Please describes in detail the activities undertaken by you while learning and practicing the routines, operations, procedures and services. You may mention here exactly the activities that you undertook during the 100 hours of your internship.

   a) Operations: Acquisition, Accessioning, Classification, Cataloguing, e-Resource Management, Stock verification, Shelving, and shelf rectification, Maintenance, etc.

   b) Services: Reference, Digital reference, Indexing and Abstracting, Circulation, ILL, CAS/SDI, EDDS, Reprography, etc.

   c) Automation: Database creation (entering records in databases), applications in different routines and services, etc.

   d) Digitisation: Digitising materials, Creating applications and products like institutional repository, Preservation, etc.

4. About the library – Please describe the library in your words from the point of view of the following.

   a) Brief History of the Library

   b) Collection of the Library- Mention here the different types of collections in the library. This shall include print and electronic collections. Print collections may be of different kinds, like books, journals, and special collections, non- book material, collection acquired on gratis/ gift, government documents, etc. e- books, e- journals, databases, etc may be described in detail.

   c) Library staff- Professional, semi- professional and non- professional staff in the library with designations, job titles and their number must be described in detail.

   d) Status of Automation- Mention here the extent of automation in the library, whether it is completely, partially or very little automated. Indicate the type and name of software used. Also mention the type of automated services offered. If the library is part of any library and information network, mention the participation in the same.

e) Statuses of Digitisation- indicate the type and name of software used for digitisation and whether there is any institutional repository of the institution. Also mention the OER policy if any, of the institution.

f) Services- Mention here the services offered by the library with the facilities and rules for the same. Whether these services are offered at a distance in the campus and outside the campus through the web.

5. Learning Outcomes – Please state in clear terms the learning that you had while working in the library. You may mention the learning in terms of the knowledge gained, skills learnt and your overall preparation to work in a library. Finally the description should conclude your ability to perform different tasks in a library. Also mention whether you will be able to do them independently or under the supervision of a senior.

6. Conclusion- Provide a conclusion of all the aspects mentioned in the above paragraphs. You may add here the views of excerpts from the literature with reference for any critical comments

7. Suggestions- Based on your observations, user feedback and experience of your working in the library give suggestions here.

8. Appendix   - Documents to support your description in the report, like images showing your work undertaken in the library.

EVALUATION CRITERIA

Internship Report

70 Marks

1. Introduction   **05**

2. Module Description   **50**

    a. Operations

    b. Services

    c. Automation

    d. Digitisation

3. Learning Outcomes   **05**

4. Conclusion, Suggestions and Presentation   **10**

Internship Alternative

Library- Based Survey

A report submitted in partial fulfillment of the requirements for the award of Degree of

BACHELOR OF LIBRARY AND INFORMATION SCIENCE

By

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Enrollment No.:…………

Faculty of Library and Information Science
School of Social Sciences (SOSS)
Indira Gandhi National Open University (IGNOU)
Maidan Garhi, New Delhi – 110068

Contents

1. Abstract- Please give an abstract of your work in about 200 words.

2. Introduction- Briefly introduce the library based survey as a concept , its objectives , functions and benefits.

3. Names of the Institutions Describe in brief the institutions which you surveyed

4. About the Five libraries – Please describe the five libraries in your own words on the following points. Ensure that you visit the libraries to study them in detail.

   1) Brief History of the Library

   2) Mission and Objectives of the Library

   3) Organisational Structure-

      a. Place of Library in the Organisation

      b. Sections and Divisions of the Library

   4) Collection of the Library- Mention here the different types of collections in the library. This shall include print and electronic collections. Print collections may be of different kinds, like books, journals, and special collections, non- book material, collection acquired on gratis/ gift, government documents, etc. e- books, e- journals, databases, etc may be described in detail.

   5) Library staff- Professional, semi- professional and non- professional staff in the library with designations, job titles and their number must be described in detail.

   6) Status of Automation- Mention here the extent of automation in the library, whether it is completely, partially or very little automated. Indicate the type and name of software used. Also mention the type of automated services offered. If the library is part of any library and information network, mention the participation in the same.

   7) Status of Digitisation- Indicate the type and name of software used for digitisation and whether there is any institutional repository of the institution. Also mention the OA and OER policy is any of the institution.

   8) Services- Mention here the services offered by the library with the facilities and rules for the same. Whether these services are offered at a distance in the campus and outside the campus through the web.

9) Website and Social Media Presence- Describe here the presence of the library on the web and different social media.

5. Conclusion- Provide a conclusion of all the aspects mentioned in the above paragraphs. You may add here the views of excerpts from the literature with reference for any critical comments

6. Suggestions- Based on your observations and study of the libraries, give suggestions here.

7. References and Bibliography

8. Appendix   - Documents to support your description in the report, like images showing services and routines in the library.

EVALUATION CRITERIA

100 Marks

1. Introduction   05
2. Methodology   10
3. Module Description   50

    a. Operations

    b. Services

    c. Automation

    d. Digitisation

    e. Administration

4. Website and Social Media Presence   10
5. About the Library and Overall presentation   10
6. Conclusion and Suggestions   10
7. Referencing   05

Internship Alternative

Literature - Survey

A report submitted in partial fulfillment of the requirements for the award of
Degree of

BACHELOR OF LIBRARY AND INFORMATION SCIENCE

By

…………………………….

Enrollment No.:…………

Faculty of Library and Information Science
School of Social Sciences (SOSS)
Indira Gandhi National Open University (IGNOU)
Maidan Garhi, New Delhi – 110068

Contents

Literature Survey Report- Literature forms the basis of any scholarly writing. Hence, it is important for the learners to learn and write a literature survey report. There are three types of source literature, viz, primary, secondary and tertiary. While undertaking a literature survey you would need to use all of these. For choosing a topic of literature survey also, you need to refer to literature. Moreover, it should be an area of your interest. Some of the illustrative areas from which you can choose are as follows:

- Libraries- Changing Trends
- Digital Libraries, Institutional Repositories
- Artificial Intelligence Applications in Libraries
- Information Resources- OA, OER
- Digital Information Services
- E- resources
- NEP 2020 and Libraries

You may use the following broad structure for the report:

1. Abstract- Please give an abstract of your work in about 200 words

2.   Introduction- This should provide a background to the work and the topic undertaken by you. Hence, the introduction should include the concept of 'literature review' as well as the topic of the literature review.

3.   Aims and Objectives- Every work is undertaken with some aims and objectives, so is the review of literature. Objectives should be clearly mentioned in small steps moving from general to particular. State the objectives as clear and crisp steps that are achievable.

4.   Scope and Limitations- Mention the scope of your review in terms of the contents and other areas like geographical coverage or coverage of the source literature in terms of time or form.

5. Methodology- Indicate the method of literature collection here. This would include the sources of literature and the search tools, techniques and strategies used.

6. Themes and Subthemes- Literature survey has to be presented under themes and sub- themes. For that you need to have a conceptual clarity of the topic. You must have read quality background material on the topic in books or other reference sources that helps you to prepare a conceptual map of the topic in terms of its themes and sub-themes. Try to review the literature in terms of these topics and sub-topics. Also try to organise the review in terms of basic conceptual articles to theoretical articles and research articles. Present the discussion in third form and enclose aspects taken as such from the source literature in double inverted commas.

7. Conclusion and Suggestions- The review should follow with a conclusion that should highlight the areas that have been covered and those that have not been studied and need more research.

8. References and Bibliography- References need to be provided in-text as citations. Follow APA standard

You may prepare a report of about 5,000 words. Please note that your report will be checked for plagiarism at the time of evaluation. It should not exceed a limit of 10%.

EVALUATION CRITERIA

                                    100 Marks

1. Introduction   05

2. Aims and Objectives   10

3. Scope and Limitations   10

4. Methodology   10

5. Themes and Subthemes   20

6. Presentation(use of own words)   30

7. Conclusion and Suggestions   10

8. Referencing   05