Best Practices for ICT Implementation in Academic Libraries: A Case Study of St. Xavier's University, Kolkata

Dr. Stephen. G

Assistant Librarian, St. Xavier's University, Kolkata, West Bengal, India.
Corresponding Author Email - stephenlisp@gmail.com

ABSTRACT:

Information and Communication Technology, or ICT for short, has changed the game regarding academic libraries. It's made things so much more accessible, boosting research efficiency and how users engage with resources. This case study takes a closer look at the cool ICT practices that St. Xavier's University, Kolkata Library, led by Dr. Stephen, has put into play to create a tech-savvy learning space. This study shows some key initiatives, especially IP-based and remote access to e-resources that the library subscribes to. Then, there's research support through tools like Turnitin and Grammarly. SXUK Library has digital memberships with organizations like NDLI, DELNET, the American Library, and the British Council Library. This means SXUK library users can easily access many academic materials from around the world. The SXUK Library also rolled out the Knimbus Discovery Tool and a mobile app to help improve research and learning outcomes. This makes it super easy for users to find and manage scholarly resources. SXUK Library developed Subject Gateways for Management and Law using Google Sites, which helps with focused research in those areas. Inclusivity is also a priority, as shown by the Kibo Access Point, which supports disabled and multilingual learners. Also introduced Virtual Reference Services using Gmail, WhatsApp, and even an AI Chatbot for academic support, giving students instant help from wherever they are. This study showcases how SXUK Library's ICT-driven practices have boosted accessibility, inclusivity, and research productivity. Honestly, it sets a fantastic example for modern academic libraries everywhere. By tapping into innovative digital tools and connecting with global research networks, SXUK Library creates a forward-thinking, tech-driven academic environment and sets new benchmarks in higher education. It's exciting to see where this all leads!

Keywords: ICT-based Library, SXUK, Facilities, IP Based, Discovery, Knimbus, Higher Education, AI Chatbot, Digital Library, Turnitin.

1. INTRODUCTION:

An academic library is a library that is part of a higher education institution, which serves two complementary purposes: to support the curriculum of the school and to support the research of the university faculty and students. An academic and research portal maintained by UNESCO (United Nations Educational,

Scientific and Cultural Organization) links to 3,785 libraries. According to the National Center for Education Statistics, 3,700 academic libraries exist in the United States. Academic libraries must determine a focus for collection development since comprehensive collections are not possible. Librarians do this by identifying the needs of the faculty and student body and the college or university's mission and academic programs. When there are particular areas of specialization in academic libraries, these are often referred to as niche collections. These collections are usually the basis of a unique collection department. They may include original papers, artwork, and artifacts written or created by a single author or about a specific subject. There is a common observation that academic libraries are changing faster than their respective parent institutions. Everything in and around the library is changing, including services, technologies, organizational constructs, etc. Most of the academic libraries in India are facing financial and technological constraints. With the advent of computers, the nature of academic libraries has changed dramatically. In libraries, Computers are used to process, store, retrieve, and disseminate information. As a result, the traditional concept of academic libraries is being redefined from a place to access books to one that houses the most advanced media, including CDROM, Internet, and remote access to a wide range of resources. This can be overcome easily with the help of change management in the activities of libraries and by providing better services to users.

St. Xavier's University, Kolkata (SXUK) is a high-end Jesuit higher education university founded by the inaugural Vice Chancellor, Rev. Dr. John Felix Raj, SJ, in 2017 to promote academic excellence, research, and moral leadership. Situated in the New Town, Kolkata, the university carries forward the legacy of St. Xavier's educational tradition that has been molding scholars and professionals for more than 160 years. SXUK provides diverse undergraduate, postgraduate, and PhD programs in Management, Law, Commerce, Social Sciences, Humanities, and Data Science. Innovation, research, and global academic partnership are valued at the university, which exposes students to the latest facilities, technological tools, and industry-oriented curriculum. The Library of SXUK is a testimonial to the university's faith in knowledge with state-of-the-art ICT-based services, robust e-resources, and international research assistance. Focused on value-based education, social commitment, and leadership development, St. Xavier's University, Kolkata, stands for India's best, promoting all-round development, intellectual curiosity, and a feeling of good community service.

2. SXUK LIBRARY – AN OVERVIEW:

The Fr. Arrupe Central Library building at St. Xavier's University, Kolkata (SXUK), spans over 21,870 sq.ft., encompassing the ground floor and four-floor building with a centralized air-conditioned library. It has a seating capacity of 350 persons and follows an Open Access System blended with hi-tech facilities. The library has a lending library on the ground floor, a reading library on the first floor, a Law and MBA library on the second floor, and a Ph.D library on the third floor. The library houses a collection of 25,043 Books, 2,90,559 e-books, 6,149 e-journals, 103 printed journals (National/International), 27 magazines, 15 newspapers, and 183 CDs/DVDs (As of 14 March 2025). The library subscribes to thirteen databases to facilitate quality teaching, learning & research—Digital Library access to electronic information services to ensure the information needs of our students and faculty. Faculty members and students can access e-journals and e-books from JSTOR, EBSCO, Project MUSE, SCC Online, Hein Online, Lexis Advance India, Manupatra, Taxmann Research, JGate Plus, AIR online world, EPWRF, ProwessIQ, MIMI, ProQuest Psychology, XLS, XBS gateways digital portal.

SXUK Library's vision is to provide world-class knowledge resources to cater to curricular requirements and inspire intellectual inquiry and research. There are separate stack areas for books, reference materials, Magazines, and periodicals. The reading library has a Virtual Learning Centre (Digital Library) and a reprographic/printing/scanning Section. SXUK library is fully automated with the KOHA Library Management System and integrated with Radio Frequency Identification (RFID) with barcoding of books, RFID tags, and a Self-Issue/Return kiosk that enables laser scanning of issues and returns. Information Kiosks (digital signage) have been installed at the library's main entrance to display library holdings, new arrivals, and notices/events. Using the Online Public Access Catalogue (OPAC/Web OPAC), users can search the

library's online catalog by author, title, and keywords. Users can also learn about the latest additions to periodicals, books, and the status of a document. Our library is an active member of the E-ShodhSindhu Consortium and a member of NDLI (National Digital Library of India) to avail of various services' benefits. In addition, our library is enrolled as an institutional member of the British Council Library (BCL), USIS Library, Kolkata, and DELNET to avail ourselves of an inter-library loan service. Our library has plagiarism detection tools to maintain the quality of the research and avoid unethical processes. We have subscribed to Turnitin Feedback Studio software and DrillBit - Extreme software with the support of the INFLIBNET UGC-ShodhSuddhi Project.

This library has implemented a significant number of projects from MoE-UGC-INFLIBNET, like Vidwan profile creating all individual faculty members, IRINS profile for SXUK, PDS-Shodhsuthi, Swayam Prabha, INFED (Indian Federation Access Management), ePG Pathsala, ShodhChakra and Swayam (NPTEL). SXUK library uses DSpace Software as an Institutional repository for archiving faculty members' publications and old question papers for reference. With all the facilities that we have in our library, the faculty, staff, and students can imbibe the knowledge and transmit it to others.

3. ICT BASED LIBRARY SERVICES @SXUK

S.N	ICT Based Library Service	Software
1	Library Automation with RFID	Koha with UHF&HF
2	OPAC/WebOPAC	Koha
3	Institutional Repository	DSpace
4	Library Website	Wix
5	Virtual Reference Service	Email/WhatsApp/AI Chatbot
6	Remote Access	Knimbus & INFED Shibboleth
7	Plagiarism Tool	Turnitin Feedback Studio with AI Detection Tool & Drillbit
8	Academic Writing Support Tool	Grammarly
9	Mobile App, QR Code-Based Access	M-Library
10	Subject Gateways	Google Sites
11	Digital Library Membership	NDLI, DELNET, American Library & British Council Library
12	Discovery Tool	Knimbus

3.1. LIBRARY AUTOMATION INTEGRATED WITH RFID

SXUK Library is automating its library using Koha. Koha is an open-source library management system (LMS) that supports complete library automation, including cataloging, circulation, and acquisitions. It offers a single platform for library resource management, from which the users can browse the catalog, borrow and return, and check due dates with a user-friendly interface. Koha is RFID and barcode compatible for effective item checkouts, inventory tracking, and management. It has customizable reports, improved searching, and a web-based interface, facilitating easier interaction with library staff and users. Koha's scalability and flexibility ensure that it can be used by libraries of any size, which enhances operational effectiveness and user experience.

Using RFID technology within the SXUK Library promotes greatly improved processes and customer experience efficiency. Implementation of RFID tags inserted on library items, such as, aids quicker returns and checkouts, inventory updating automatically, and increased security. Self-checkout and self-return kiosk RFID readers permit end-users to make their own transactions, liberating staff time and eliminating the possibility of human error. Also, RFID-driven inventory systems allow employees to rapidly scan an entire shelf for refreshes, giving real-time inventory information and notifying employees of missing or misplaced items. The system can also be utilized with the library management software to automate checkouts, monitor usage patterns, and enhance book security through anti-theft features. The use of RFID in SXUK Library is

advantageous in terms of time-saving, cost of labor-saving, security enhancement, and increased user satisfaction through quicker and more efficient services. Single expenditure is incurred in tags, readers, software upgrades, and training personnel for seamless functionality. Although privacy issues regarding tracking by RFID have been raised, these can be addressed through a well-designed system. RFID can mechanize the library's operations with a more efficient, precise, and easier-to-use service for library users and staff.

3.2. INSTITUTIONAL REPOSITORY

An Institutional Repository (IR) based on DSpace software within the SXUK Library greatly improves the management and accessibility of academic research and institutional expertise. DSpace is an open-source digital repository software that captures, stores, indexes, and distributes a vast array of digital content, including theses, dissertations, research papers, faculty publications, and other academic research. With DSpace, SXUK Library shall offer a shared platform for students and the academic community to share and retrieve scholarly articles, previous year question papers, and newspaper clippings, thereby allowing the long-term preservation and widespread availability of university intellectual resources. The system has full-text searching capability, metadata management, and integration with other systems on a seamless basis so that users can search and locate related content more effectively.

In addition to facilitating greater access to scholarly content, DSpace increases the capacity of the university to meet funding agency and institutional requirements for open access and digital preservation. DSpace provides features like customizable workflows, access control, and usage statistics, through which SXUK Library can manage submissions, monitor download behavior, and provide materials securely and professionally. By establishing an Institutional Repository via the implementation of DSpace, the library enhances scholarly collaboration and innovation and positions the university as a center of scholarly communication and research.

3.3. E-RESOURCES ACCESS – IP-BASED AND REMOTE ACCESS

St. Xavier's University, Kolkata (SXUK) Library provides seamless access to many subscribed electronic resources via IP-based and remote access. IP-based access provides students, instructors, and researchers with access to e-resources within the university campus without using individual login credentials. Users can access academic journals, e-books, research databases, and digital archives directly while on the university's Wi-Fi or LAN network. This is to provide academically valid content in the university setting to cover study and research purposes. Availability by students working off-campus and requiring such resources is facilitated in SXUK Library. This typically takes the form of being addressed by authentication mechanisms such as Shibboleth and Knimbus that verify the user using login information from their university. Through the specified remote access gateway, the workers and students can browse through a huge repository of scholarly research papers, research articles, and other electronic resources from any point on the globe. The system increases accessibility, facilitating continuous research and learning beyond the geographical limits of the university. To access e-materials easily, SXUK Library offers clear instructions and assistance for IP-based and remote access. Problem students can approach the library helpdesk for technical assistance or login information help. The library website is always available to provide a list of subscribed databases and how to use them efficiently. Through the convergence of on-campus and remote access solutions, SXUK Library guarantees academic and research communities access to top-quality electronic resources anytime, anywhere.

3.4. RESEARCH SUPPORT SYSTEM

St. Xavier's University, Kolkata (SXUK) Library has an elaborate Research Support System to support the students, researchers, and faculties for research and academic purposes. The library provides Turnitin facilities for plagiarism verification, AI content analysis, and Grammarly for grammar and language correction. The services above support the researchers in submitting their work refinedly by highlighting subconscious plagiarism, sentence construction, and effective communication. In addition to these services, the library provides access to multiple electronic resources, journals, databases, and e-books to enable users

to search for quality scholarly content to conduct research. Researchers can search databases such as Project Muse, EBSCO, J-STOR, and ProQuest through IP-based access from the campus and remote login stations. The library also provides reference management software and citation support for easier research.

The SXUK Library offers training, workshops, and research consultancy to assist researchers. The workshops entail literature searching skills, database searching skills, and referencing skills to increase research effectiveness. The library also offers publishing support, e.g., tips on choosing reliable journals and staying clear of predatory publishers. With a suitably supported digital environment, professional library staff, and a building to use programs like Turnitin with AI-powered detection and Grammarly, SXUK provides researchers with the right kind of support and advice to achieve academically.

3.5. KIBO ACCESS POINT

Kibo Access Point at Kolkata (SXUK) Library is a disabled-friendly assistive technology and is also capable of multilingual learning. Kibo provides screen readers, text-to-speech, and braille-supporting content for visually challenged users to make learning materials accessible. Kibo provides speech recognition and artificial intelligence-based accessibility functions that cater to disabled students who need to access electronic and paper documents without obstacles. The library also provides flexible formats, such as audio, large print, and dyslexic font, to make scholarly content more responsive and accessible to different learning requirements.

In addition to convenience of access, multilingual learning is facilitated through the Kibo Access Point that enables users to translate and access different languages. This is ideal for students and researchers who require study materials in their own languages. Through text conversion in real time and voice guidance, Kibo breaks the language barrier in accessing information. SXUK Library's commitment to inclusion with Kibo fosters an inclusive learning culture, facilitating learners with disabilities and individuals who speak other language groups to access learning material functionally.

3.6. SXUK LIBRARY WEBSITE

The St. Xavier's University, Kolkata (SXUK) Library Website, built using Wix, is an approachable and user-friendly website for students, instructors, and researchers to explore essential library content. The site is easy to navigate and contains catalog search pages, e-resources, off-campus access, research guides, and library policies. The ease of use of Wix's flexible templates and responsiveness ensure that the site is easy to use on desktops and smartphones. It also encompasses interactive features like live chat support, online book renewal requests, and digital repository access so that library users' experience is not broken and is as smooth as possible.

Apart from that, the SXUK Library website on Wix is multimedia-sensitive in the sense that a user is able to access training videos, research guides, and notices of training/workshop programs. It also provides access to Turnitin, Grammarly, and Kibo Access Point for academic integrity and inclusivity by everyone. It is a treasure trove for learning support and research support center in library site with updation running round the clock, reminders, and social media linkage. Wix's secure hosting and intuitive design aspects mean that the SXUK Library site is an informative and convenient window into learning.

3.7. DIGITAL LIBRARY MEMBERSHIP

The SXUK Library also offers Digital Library Memberships in top resource-sharing consortia such as NDLI (India's National Digital Library), DELNET (Developing Library Network), the American Library, and the British Council Library. The memberships give students, teachers, and researchers access to various e-books, research journals, academic databases, and digital archives over and above what is stored locally in the university collections. DELNET also offers interlibrary loan facilities for SXUK users who are lending books and retrieving journal articles from a huge network of Indian libraries. It greatly enhances the research horizon by offering access to millions of academic materials in diverse disciplines.

SXUK Library's membership with the American Library and British Council Library gives users access to overseas research journals, online learning centers, and language facilities. The students are well

aided by international literature, industry reports, career guide centers, and cultural activities through these memberships. The storehouse of English language learning material in the British Council Library is particularly useful in molding the communication skills of the students. Members can remotely log in to view online content or go to physical library branches to obtain additional materials. By adding these memberships, SXUK Library is able to provide its members with unparalleled access to global academic and cultural content, building a world-class study environment.

3.8. MOBILE APP AND DISCOVERY TOOL WITH KNIMBUS

St. Xavier's University, Kolkata (SXUK) Library boasts its own mobile app and Discovery Tool on Knimbus for convenient use of digital sources. SXUK Library Mobile App makes it possible for scholars, researchers, and students to search e-books, research articles, research databases, and library catalogs on tablet or smartphone in real-time. The application provides a easy-to-use interface, customized reading lists, and remote access capabilities so that students are able to avail library facilities anytime and from any location. Also, push notifications for relevant details about return dates of books, new releases in books, and new library events keep the user engaged and up-to-date on library services.

Knimbus-powered Discovery Tool is an integrated search interface, consolidating several e-resources to one search portal. Instead of searching one database at a time, users can search their search query in the Discovery Tool and see results from journals, e-books, research articles, institutional repositories, and open-access material. The search system based on AI provides filtered and tagged search results so that the users can clearly recognize the most appropriate scholarly items. The Knimbus system also has remote access facility to allow SXUK Library members to access subscribed e-resources remotely through university login credentials.

Aside from finding resources, the Knimbus platform and SXUK Library Mobile App provide enhanced functionality such as citation guidance, document downloading, and history tracking for reading. Users can bookmark relevant articles, save search queries, and share reading lists with other users. Such resources greatly improve research productivity and e-learning, making academic discovery more uncomplicated and more effective. By combining the Knimbus Discovery Tool and the mobile app, SXUK Library provides its users instant and full access to a universe of scholarly information, enabling them to create a rich, technology-facilitated learning community.

3.9. SUBJECT GATEWAYS THROUGH GOOGLE SITES

Subject Gateways for St. Xavier's University, Kolkata (SXUK) Library Management and Law have been created using Google Sites, where there is an entry point to an aggregation of specially selected academic content. Subject gateways are subject-specific online libraries with references to e-books, research databases, open-access journals, case studies, and multimedia learning materials. The Gateway for Management students comprises marketing, finance, human resource management, business analytics, and entrepreneurship content, connecting the users to scholarly databases like EBSCO, Emerald, and Harvard Business Review. Likewise, Law Subject Gateway enables access to law databases, case laws, acts, and government publications that assist law researchers and students in achieving academic excellence.

Hosted on Google Sites, the gateways are simple to use and engaging with an interface where one can easily access subject-wise material. The site also features video lectures, study guides, citation guides, and institutional repository access, thereby an integrated support system for academic purposes. As Google Sites is cloud-based, the Subject Gateways are accessible from anywhere, at any time, and on any device, thus making it convenient for students and instructors to surf through original and timely academic material. Through this virtual initiative, the SXUK Library enhances Management and Law students' study and research experience by broadening their access to scholarly material and specialist knowledge.

3.10. VIRTUAL REFERENCE SERVICE

The St. Xavier's University, Kolkata (SXUK) Library offers a Virtual Reference Service via Gmail, WhatsApp, and an AI Chatbot to deliver instant and effortless academic assistance to students, staff members,

and researchers. The services enable the users to seek help for library materials, research questions, citation styles, and remote access from anywhere. Users can also pose in-depth questions to the library personnel via Gmail and receive immediate feedback on book availability, access to databases, interlibrary loan requests, and research assistance. The email service allows library experts to process in-depth questions that effectively need in-depth answers.

Virtual Reference Service via WhatsApp helps the users communicate with library staff for general inquiries, login, borrowing policy, and e-resource navigation for quick and real-time support. This platform provides simple instant messaging so that users who desire instant answers can utilize it with ease. The library also launched an AI chatbot on the website and a mobile application to provide automatic support 24/7. The chatbot can answer frequent questions regarding library services, e-access to content, citation style, and research tools with real-time assistance without human intervention.

Through the assistance of Gmail, WhatsApp, and AI Chatbot technology, the SXUK Library offers users timely, accessible, and effective academic and research assistance. The reference services online bridge the gap between offline and online libraries to facilitate user interaction and productivity of research. The SXUK Library ensures to offer its users technology-driven quality academic assistance anywhere and anytime through human capability and AI-driven automation.

4. DISCUSSION

The St. Xavier's University, Kolkata (SXUK) Library has taken the extra step through digitalization in extending accessibility, research assistance, and user interaction. The library provides effortless access to scholarly content for students, academics, and researchers using IP-based and remote access to e-content, research support mechanisms, assistive technology, and online memberships. Tools like Turnitin and Grammarly ensure academic honesty checks and balances, whereas virtual international libraries such as NDLI, DELNET, the American Library, and the British Council Library facilitate greater access to scholarly materials. All of this help to go towards SXUK Library's commitment to delivering an internationally recognized learning and research atmosphere.

To enhance user experience, the SXUK Library has developed technology-based solutions like the SXUK Library Mobile App and Knimbus Discovery Tool that allow users to search, retrieve, and manage their learning resources more effectively. The Subject Gateways for Management and Law, which have been established using Google Sites, are special subject portals through which students have organized and structured access to quality content. In addition, the library is inclusive through its Kibo Access Point, which provides an easy way for disabled people and multilingual learners to access learning resources. These digital technologies are user-friendly and research-oriented and assist students in gaining their full academic potential.

SXUK Library provides Virtual Reference Assistance via Gmail, WhatsApp, and an AI Chatbot to further enhance library services. They provide remote and instant support via these facilities to make learning more efficient and accessible. Students can access library resources, troubleshoot technical problems, and get research assistance from anywhere and anytime via live chat, auto-response, or email-based in-depth questions. By integrating state-of-the-art digital tools, access features, and global research networks, SXUK Library is building a revolutionary, technology-centered learning space where the students and teaching staff can acquire knowledge at any time, anywhere.

5. CONCLUSION

The St. Xavier's University, Kolkata (SXUK) Library has rendered state-of-the-art digital and research support services for academic excellence. With IP-based and remote access to e-resources, research tools such as Turnitin and Grammarly, and affiliation with international digital libraries, the library makes easy and seamless access to quality scholarly materials available to students, staff, and researchers. Developments such as the Knimbus Discovery Tool, SXUK Library Mobile App, and Subject Gateways for Management and Law have simplified scholarly research even faster and more convenient. The library has also facilitated

accessibility and technology enhancement through the Kibo Access Point for people with disabilities and language learners to make learning content accessible to everyone. Through virtual reference services such as Gmail, WhatsApp, and an AI chatbot, there has been increased user interaction, making it possible to have instant academic assistance anywhere. With such innovative digital resources and a focus on global learning standards, SXUK Library is a model for modern academic libraries creating technology-based and research-oriented environments. Under the leadership of Dr. Stephen, the library continues to grow to make SXUK a center of academic excellence, accessibility, and innovation in higher education.

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