TRANSFORMING PUBLIC LIBRARIES

STORIES OF REINVIGORATING READING SPACES

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INTRODUCTION

The role of libraries and librarians in society continues to evolve, especially with the advent of new technologies. While libraries were conceived in a period of information scarcity, today's networked world provides public access to unlimited amounts of digital information. Libraries have become central places for learning, innovation, and community gathering, as libraries have tremendous potential to meet community needs.

The Global Libraries program of the Bill & Melinda Gates Foundation is currently supporting a cohort of organizations that, in partnership with state and local leadership, are leading transformative change in a small number of libraries in Uttar Pradesh and Bihar. This process has catalyzed important change and is building stronger libraries and librarians and stronger communities. Public libraries, as democratic institutions open for all, provide a safe and welcoming environment and are quickly becoming platforms of development for individuals and communities.

The examples on this brochure are the result of what collaborative and innovative approaches, and we hope that they serve to incentivize a multiplying effect of support for public libraries across India.

Pilar Pacheco
Program Officer
Global Libraries Program
Bill & Melinda Gates Foundation

BARABANKI
Engaging Communities

SYNOPSIS:

Community engagement at the village and the gram panchayat level-especially with the youth, integrating the library services component with programmes of the NGOs in the district, college and academic institutions reach out programmes, periodic reportage in the media have been some of the processes that has given a good level of visibility to the library. In a year's time, because of the joint efforts of the stakeholders and the leadership, the library has seen a 138 % growth in its membership, from the previous year.

Name & Location of the District Library:
Rajkeeya Zila Pustakalay | Barabanki | Uttar Pradesh

Partnered By:
RAJIV GANDHI FOUNDATION

Resource Person:
Mr. R. D Yadav

Contact on:
0524-822922, 09450303672

INFRASTRUCTURAL STATUS:

The infrastructural changes have been both external and internal, making the library more visible and accessible. Easy access to all the parts of the library, clearly demarcated, has empowered the user to use the facilities effortlessly. Supporting the efforts taken by the library team, the District administration has provided additional land to build a community facilities centre for various activities of the library. These developments propelled a series of changes in the library namely, improvement of sanitation facilities, painting of the building facilitated by the library committee, painting of book shelves, ramp for the physically challenged, procurement of books based on the feedback of the members, solar power arrangement for the library.

NO. OF BOOKS (TILL FEBRUARY 2015):
21,181

ACTIVITIES:

- Young interns with different skill-sets were placed in the library for community outreach and process support. This has enabled the development of a regular volunteer and internship programme which gives the youth a platform to actively participate in the various interventions of the library and develop their skill sets.
- The library has recently developed a platform for providing inputs on various livelihood opportunities.
- With a designated computer operator in the library, members are enabled to use the computer with ease and access information efficiently.
- Community consultation processes involving key stakeholders/resource segments - Government and private training bodies, NGOs working in the areas of health, education and skill development, teachers and librarians in the district- are held to provide feedback to improve the nature of services provided in the library.

INNOVATIONS (INCLUDING DIGITAL):

- Creation of a separate digital room.
- For the first time, since the district libraries have been established in the state of Uttar Pradesh, the library data, including books has been digitized to enable easy access of knowledge and information by the members of the community.
- This is supported by an OPAC (Online Public Access Catalogue) which facilitates issue/ deposit of books through barcode.

INITIATIVES FOR LIBRARY STAFF DEVELOPMENT:

- Training of staff towards using LMS (library management Software) has been facilitated.
- The operator appointed by the government has also undergone on the job training in using software in both Hindi and English.
- With the library having undergone a series of changes facilitated by the library committee, the Pustakalay Adhyaksh has taken the ownership to steer the change process in a manner that a large stakeholder group gets

enrolled in making the library an inclusive and dynamic space.

- This has brought about a new energy in the library and has created an environment of joint ownership among its stakeholders. It is a visible and an experiential change. Services have improved considerably owing to the joint ownership.

MEMBERSHIP & EXPANSION:

The infrastructural changes which also included removal of physical barriers and the making of the library into a more responsive facility that reaches out to one and all has naturally resulted in the expansion of the membership base. Additionally, the library is in the process of supporting other smaller libraries across the district to expand its reach beyond the main town to far off villages and gram panchayats. This has resulted in an increase in membership. It has also opened up the conversation channels between the District Library and other smaller libraries in the district. This is envisaged to aid in the spreading of the Library services to a larger audience.

SUSTAINABLE MODEL:

Technology and corresponding information needs of the community are constantly evolving. To keep pace with the changing needs of the community and staying relevant, it is important that the Library has a regular engagement with local community. With the increased participation of the library committee and the involvement of the larger community in the

functioning and decision making processes of the library, it is inevitable that the library space will keep evolving as per the changing needs of the society. Moreover with collaboration and partnerships in terms of financial, human and institutional resources, the library will not only enable the expansion of knowledge and skill in the users but will also enrich itself with a constant flow of support from these partnerships.

READERS RESPONSE:

RAJENDRA PRASAD YADAV, LAKHPEDABAG, BARABANKI (TEACHER)
"I am a regular user of the library services. I am preparing for my civil services examination. It's the variety of books and magazines that helps me prepare for my exams. Now, I find everything available, and help is at hand whenever required."

RITESH KUMAR, BARABANKI (STUDENT)
"I spend my free time at the library, in a way library is my best friend. With the huge collection of books easily available and with people around, it's a time well spent. I feel my loneliness just vanishes with others around. In a way Library has the answers to all my questions. I would like to have more books on science in the library."

SURENDRA SINGH, AZADNAGAR, BARABANKI (ASPIRING ENTREPRENEUR)
"Books are available on various subjects. Also, various newspapers help in general awareness. Availability of resource material satisfactory for all sections of the society, helping in more and more people coming to the library."

MOVING AHEAD:

In addition to contributing to the social growth of the library as an institution, the processes of engagement and expansion will encourage the members to recognize the value of the services provided and pay for its usage too. This in turn would bring in the necessary financial resources to sustain the library and enhance the quality of its services. This process of visualizing the library as a social change institution and initiating systems and practices to enable it can only be sustained by the consistent engagement of the larger community in the decision making, by nurturing partnerships and promoting an approach of inclusiveness.

BALLIA
Accessibility to All

SYNOPSIS:

Revival of the library through the creation of appropriate physical spaces that have a positive impact on the psyche of the readers is a key thrust for the management of this library. Engagement with the users through allied activities and services has also helped in re- operationalizing the library.

Name & Location of the District Library:
Ballia District Library | Razkiya District | Uttar Pradesh - 277001

Partnered By:
PRATHAM

Resource Person:
Mr. Sarju Prasad

Contact on:
05494-220626, 9839398562

INFRASTRUCTURAL STATUS:

A focus on the cleanliness of the environment of the library has been a key factor in the rejuvenation of the library. The creation of a dedicated ladies corner has created a safe place for the women to come and access library services. A dedicated internet and computer lab was created to allow access to information services by the community.

NO. OF BOOKS (TILL FEBRUARY 2015):

25,000 (Twenty-five Thousand) Approximately.

ACTIVITIES:

- Running the Digital Literacy Program for students.
- A foundation course on employability was organized to better equip the youth of the area in for gaining meaningful employment.
- Organising educational debates and cultural fairs for the users of the library.
- Support to school libraries in the area to allow them to fully realise their goal of providing students a space to learn freely, away from the structured environment of the classroom
- The library staff organised a workshop that brought close to 100 children, teachers and parents from the surrounding villages to the district library to engage and have fun.

INNOVATIONS (INCLUDING DIGITAL):

- Bringing retired IAS Officers, doctors and teachers to organise and lead debates and educational workshops

- Organising the reading material in the library to take into account the heights of the children in the area
- Creation of a ladies corner to facilitate participation of women in the library
- Distributing flyers and publishing advertisements in the local newspapers to promote events and the library itself
- Engaging with members who had stopped using the library to bring them into the fold once again.

INITIATIVES FOR LIBRARY STAFF DEVELOPMENT:

- Working alongside Pratham staff members to train the library staff on how to efficiently manage their libraries in terms of organizing and tracking books,
- Training on how to mobilize people to increase membership and footfall.
- Further focus has been placed on the promotion of the computer course for the library staff. This would allow them to better deploy library automation software to ease processes.

MEMBERSHIP & EXPANSION:

Currently serving approximately 530 members, the library has expanded the number of people they indirectly impact through various initiatives that engages the children of the community and increases the footfall in the library.

The creation of a dedicated space for women to access the resources of the library without any fear of interruption.

SUSTAINABLE MODEL:

Community mobilisation is a key element in the sustained growth and operation of this library. Bringing children and women into the daily activities of the library has ensured an enduring imagination of the library for generations to come.

MOVING AHEAD:

The community mobilization achieved was leveraged to bring the community together to clean the library and capitalize on its space to celebrate festivals and other important days. This has improved overall membership and footfall in the library. In addition, with support from Pratham, confidence has been instilled in the staff members to approach the government officials and demand changes that are needed in the library management and operations.

GHAZIABAD
Reviving Reading Spaces

SYNOPSIS:

From abject disrepair to an important part of the educational ecosystem of the area, the Ghaziabad Government District Library has had noteworthy improvement in its facilities and services available.

Name & Location of the District Library:
Government District Library | Government Intercollege Building | Nandgram, Ghaziabad, Uttar Pradesh - 201002

Partnered By:
NASSCOM Foundation

Resource Person:
Ms. Geeta Rani

Contact on:
9971222775, 0120 2872130

INFRASTRUCTURAL STATUS:

Before inclusion in the Global Libraries Initiative, this library was practically non-functional. It now has an inviting façade and ample reading space for the users.

NO. OF BOOKS (TILL FEBRUARY 2015):
25,000 (Twenty-five Thousand) Approx.

ACTIVITIES:

- Screening educational videos and movies
- Conducting awareness talks and debates
- Celebrating and organising important youth-centric events like Children's' Day and Science Day

INNOVATIONS (INCLUDING DIGITAL):

- Conducting basic computer training courses for children and women
- Providing allied digital services like form filling, printing & Scanning facilities and online booking of railway tickets.
- Targeting computer training courses for senior citizens in the area.
- Deployment of LIS Software to make finding books easier.

INITIATIVES FOR LIBRARY STAFF DEVELOPMENT:

Initiatives for library staff development:

The provision of the e-Granthalaya Software from the National Informatics Centre which has provided a level of automation has made it easier for librarians to identify books and locate them. A workshop and exposure visit for the librarians was also conducted to familiarize them with the operations of various libraries across India.

MEMBERSHIP & EXPANSION:

- The library holds regular meetings with community to promote their activities
- Pamphlets and leaflets were distributed to promote the library
- Engagement of NGOs, Government Officials and Aanganwadi workers in the operations of the library.

SUSTAINABLE MODEL:

- Engagement with government officials, students and NGOs has been key in increasing the visibility and attractiveness of the library.
- Students who have used the services of the library to achieve success are an important element in showcasing the importance of the library

READERS RESPONSE:

MRS. NEETA KASHYAP:
I lived next to the library for many years but never visited it because I thought it was for children and students. The Computer training course has been a turning point in my life.

PRINCE:

I visit the library after classes. The computer training course has taught me Word, Excel and Powerpoint. I have a very good typing speed and have increased my awareness about various issues.

MOVING AHEAD:

The rejuvenation of this library has been a factor of the leadership by its Librarian, engagement with the community and support of the NASS-COM Foundation. The growing list of names of students who have passed through its halls and have gone on to bigger and better things is testament to the impact that it has had on the children of the area.

KANPUR
Moving Beyond Conventions

SYNOPSIS:

Offering a plethora of digital services to move beyond the traditional library is a key USP of the Government District Library. Creating an inviting environment through improvements in the physical and service ecosystem is central to its overall success.

Name & Location of the District Library:
Government District Library | GIC building |
Chunniganj, Kanpur, Uttar Pradesh - 200801

Partnered By:
Digital Empowerment Foundation

Resource Person:
Sharadha Tiwari

Contact on:
07499941602, 0512-2540743

Website:
kanpurpubliclibrary.org

INFRASTRUCTURAL STATUS:

The walls of the library have been repainted and decorated to create a healthy reading space for students. A dedicated reading space and digital corner have been created for the benefit of the users of the library. Additionally, the area surrounding the library has been enhanced by encouraging the planting of trees.

NO. OF BOOKS (TILL FEBRUARY 2015):

60,000 (Sixty Thousand) Approx.

ACTIVITIES:

- Career Counselling and career oriented workshops to help the youth in the area
- Running the Intel Easy Step Course for promoting digital literacy and other literacy programmes in English and Library Management.
- Engaging senior citizens to run storytelling and reading workshops to promote reading amongst students.
- Providing informational services for aiding access to government schemes & services, land records and other general information
- Organising community events like Prabhaat Feri and celebrating important days like Republic Day to promote community engagement and participation.

INNOVATIONS (INCLUDING DIGITAL):

- Cataloguing of collection and organisation to aid readers locate and access books easily.

- Deploying e-learning resources towards improving literacy of the users
- Collaboration with coaching centres, psychological centres and career oriented institutes

INITIATIVES FOR LIBRARY STAFF DEVELOPMENT:

The staff has been trained in digital and traditional tools and methods of library management. All librarians are trained on computers who then further promote digital literacy among users of the library.

MEMBERSHIP & EXPANSION:

- Organising membership and community engagement drives to promote the library among the community to increase footfall and retention.
- The provision of digital services has increased the relevance of the library in the community and has brought more people to its halls.

SUSTAINABLE MODEL:

The library has around 3200 registered members who pay a nominal fee to access the reading material of the library. More people visit the library to access its digital services. The fee charged at that time is key to increasing the sustainability of the library and enhancing its' impact.

READERS RESPONSE:

MOHD. ZEESHAN-
I am studying in class 12th. I touch laptop for first time in my life and now I am improving myself with ICT & internet in district library and also learning library management. Our community is a bad place to survive but library is showing the right way for our bright future. feeling good to see this kind of efforts in society. Thank you

SAQIB SHAHID-
Library is a source of knowledge., I like very much digital & competition section of library both section are very fruitful for me and my bro. And I love to be active in the world of social media and feeling happy to be here.

SAIRA BANO-
I never used laptop & tablets before. In the library I and my friends are learning various things like basic course, making email-ID, Facebook account. Now I can chat with my cousins situated in Hyderabad & Mumbai. My life is fully changed and feeling proud to be a active member of district library and want to say thank you to all person associated with this kind of welfare program and also Digital Empowerment foundation & Bill & Melinda Gates foundation

MOVING AHEAD:

Coupling traditional library services with more contemporary digital services has worked to the library's' advantage; improving footfall, readership and continued engagement. The increased relevance is also due to the multiple training and educational initiatives that the library runs.

LAKHIMPUR
Creating Positive Environment

SYNOPSIS:

Revival of the library through the creation of appropriate physical spaces that have a positive impact on the psyche of the readers is a key thrust for the management of this library. Engagement with the users through allied activities and services has also helped in re- operationalizing the library.

Name & Location of the District Library:
Lakhimpur District Library | Kheri Road, Lakhimpur |
Uttar Pradesh, 262701

Partnered By:
PRATHAM

Resource Person:
Mr. Sanjay Kumar Sah

Contact on:
9451240047, 05872-278103

INFRASTRUCTURAL STATUS:

A focus on the cleanliness of the environment of the library has been a key factor in the rejuvenation of the library. The creation of a dedicated ladies corner has created a safe place for the women to come and access library services. A dedicated internet and computer lab was created to allow access to information services by the community.

NO. OF BOOKS (TILL FEBRUARY 2015):
30,000 (Thirty Thousand) Approximately.

ACTIVITIES:

- Running the Digital Literacy Program for students.
- A foundation course on employability was organized to better equip the youth of the area in for gaining meaningful employment.
- Organising educational debates and cultural fairs for the users of the library.
- Support to school libraries in the area to allow them to fully realise their goal of providing students a space to learn freely, away from the structured environment of the classroom
- The library staff organised a workshop that brought close to 100 children, teachers and parents from the surrounding villages to the district library to engage and have fun.

INNOVATIONS (INCLUDING DIGITAL):

- Bringing retired IAS Officers, doctors and teachers to organise and lead debates and educational workshops

- Organising the reading material in the library to take into account the heights of the children in the area
- Creation of a ladies corner to facilitate participation of women in the library
- Distributing flyers and publishing advertisements in the local newspapers to promote events and the library itself
- Engaging with members who had stopped using the library to bring them into the fold once again.

INITIATIVES FOR LIBRARY STAFF DEVELOPMENT:

- Working alongside Pratham staff members to train the library staff on how to efficiently manage their libraries in terms of organizing and tracking books,
- Training on how to mobilize people to increase membership and footfall.
- Further focus has been placed on the promotion of the computer course for the library staff. This would allow them to better deploy library automation software to ease processes.

MEMBERSHIP & EXPANSION:

Currently serving approximately 1560 members, the library has expanded the number of people they indirectly impact through various initiatives that engages the children of the community and increases the footfall in the library.

The creation of a dedicated space for women to access the resources of the library without any fear of interruption.

SUSTAINABLE MODEL:

Community mobilisation is a key element in the sustained growth and operation of this library. Bringing children and women into the daily activities of the library has ensured an enduring imagination of the library for generations to come.

MOVING AHEAD:

The community mobilization achieved was leveraged to bring the community together to clean the library and capitalize on its space to celebrate festivals and other important days. This has improved overall membership and footfall in the library. In addition, with support from Pratham, confidence has been instilled in the staff members to approach the government officials and demand changes that are needed in the library management and operations.

BETTIAH
Building Capacities, Collectively

SYNOPSIS:

Community engagement especially with local youth, library members, citizens, and senior citizens together with collaborating with other smaller libraries in the district, local cultural and literary organisations, providing free training in digital literacy and digital services at an affordable cost have helped to bring about an increase in membership by 421 people during the year. Improvements in physical infrastructure at the library, organizing a "Youth Voter Awareness Programme" and a Swachh Bharat Campaign, involving the PWD and distribution of pamphlets have also helped in promoting the library.

Name & Location of the District Library:
Maharaja Harendra Kishore Zila Kendriya Pustakalaya | West Champaran | Bettiah| Bihar

Partnered By:
Digital Empowerment Foundation

Resource Person:
Pandit Chaturbhuj Mishra (Acting Librarian)

Contact on:
06254-244014

Website:
maharajapubliclibrary.org

INFRASTRUCTURAL STATUS:

The most important development with regard to infrastructure has been to launch an effective initiative to construct 3 urinals using funds extracted out of the budget estimate allocated for building renovation, soil filling, brick soling and other civil works.

As a result impact on sanitation and health awareness has already become visible while user-experience has improved due to the availability of the urinals within the library premises.

NO. OF BOOKS (TILL FEBRUARY 2015):
12,000 (Twelve Thousand) Approx.

ACTIVITIES:

- To encourage youth activities, the library organised at the behest of the District Magistrate youth centric engagements like a "Youth Voter Awareness Programme" that included quiz, speech, essay writing contest, MS-Painting, slogan writing, extempore competitions, movie demonstrations and mock poll. The DM gave a Eulogy Certificate for this.
- As part of providing educational content and services the library makes available to the members, users, students and citizens several academic publications, books, magazines and reference materials along with online services. Special care is taken to provide material that candidates need to prepare for competitive examinations.

- The library also makes available Hindi, English and Urdu news dailies, magazines and other books.
- It offers free services for senior citizens in the digital section.
- It provides free courses and services in the digital section to PWD officials and also provides information to citizens regarding various PWD schemes. It is in consultation with the District Disablity Rehabilitation Centre, Bettiah for offering special facilities for differently abled people.
- The library organises Digital Literacy Programmes for not only its members but also for other school students, SHGs, farmers and NGOs to bridge the digital divide. It also tries to celebrate Independence Day, Republic Day, World Women's Day etc.

INNOVATIONS (INCLUDING DIGITAL):

- Members of Library Managing Committee were contacted to discuss reform measures. Officials & members showed interest in coming to the library for the library development.
- For the first time a joint meeting of library staffs and the representatives of users and readers groups were held. They were interested in memberships and for developing the existing library environment.
- Library introduced Spoken English classes, Career Counseling & Guidance sessions to boost self-confidence and offer better options for job eligibility for the users of the community.
- Library started free online work & form filling services for members and for others

at no-profit, no-loss basis to keep library expenses to the bare minimum, thereby encouraging more membership and more digital involvement indirectly.

INITIATIVES FOR LIBRARY STAFF DEVELOPMENT:

- Several measures have been taken for staff development, capacity building and leadership development.
- An ICT workshop was conducted for librarians, 2 schools of Bettiah Nagar Parishad & library staff in Phase I.
- Training was given in computer operations, information access & exchange, and work capacity growth.

MEMBERSHIP & EXPANSION:

- The first effort towards Community engagement started with the Swachchh Bharat Abhiyan in the library on 02 Oct, 2014. First to be opened was a Competitive Section cum Reading Room to spread awareness for the community and give the members or users an option to avail services and gain and build strength through the services of this section and feel confident about employment opportunities.
- For membership expansion, the library engaged in collaboration & partnership with cultural-literary organisations (Anurag, Kshitiz, Champaran Sahitya Sansthan), Magazines (Lok-Chintan, Champaran Chandrika), NGOs (ALOK, SSEVS).

- Library plans to reach the information about its services in city & rural areas also
- The efforts of the library to include and ensure participation of not just members but the community as a whole have opened up new paths for the library to get new members as the services aim at overall growth and development through training sessions and digital literacy programmes. With increased awareness more members are expected to join in the library activities.

SUSTAINABLE MODEL:

The library seeks to achieve sustainability by:

- ICT Classes and Digital Literacy Training
- Increasing the number of daily users of library and library membership. Free home delivery of books/ premium membership/ honorary membership
- Spoken English classes, Interview skills training
- Internet Access, downloading/online form filling/Skype Station/
- Xeroxing/printing/scanning
- Soochna Sewa/ government forms/
- Campus can be developed as a park (It was having a small park for kids).
- Movie Screening/ Weekly Cultural Evenings
- Providing space for educational cum cultural programmes.
- By providing memory pens/books/T-Shirts printed with library information/logo/importance of library.

READERS RESPONSE:

SHIPRA MISHRA
shipramishra1969@gmail.com>
I am a teacher and visiting the Library has become routine with me. The training in ICT workshops are an absolute necessity in today's age of information and technology. And now I am thankful through the Library it has come to our village in Bettiah. This will also give a added participation to our female community members, students to come here an avail of the facilities and services as I support the growth of women. We are thankful to the project team in imparting us the ICt training in such a simple way and hope this attracts more members for the Library.

ALOK RANJAN
alokranjanupt@gmail.com
Myself Alok Ranjan from Chanpatia Block of the district. I had great experiences in the Maharaja Pustakalaya, Bettiah. When I came to know that pustakalaya is also providing digital services like ICT classes, typing, internet facilities, Xerox and printing in a very affordable price, I joined typing class and got proper guidance. I thank the project team also for considering my situation as special one and provide me a dedicated laptop in the center for typing practice for a longer time. Before that, 3 times I only rejected in typing test but the library made me able to qualify in Head Constable Ministerial. Now I am waiting for my final offer letter and actively participate in library activities as a volunteer.

SUDARSHAN KUMAR
Hindu Orphanage, Bettiah
I came to know from my some friends that Maharaja Library providing new facilities in library and some free courses for the orphan students. After coming in the library, I felt very glad because they gave me computer training without any fees. Inspite of having disability, I was trained along our computer class friends. It is unforgettable. Now I am having a certificate of my computer knowledge. I also come here now and then.

MOVING AHEAD:

In addition to contributing to the social growth of the library as an institution, the processes of engagement and expansion will encourage the members to recognize the value of the services provided and pay for its usage too. This in turn would bring in the necessary financial resources to sustain the library and enhance the quality of its services. This process of visualising the library as a social change institution and initiating systems and practices to enable it to do so can only be sustained by the consistent engagement of the larger community in the decision making, by nurturing partnerships and promoting an approach of inclusiveness.

PATNA
Tapping Talent and Traditions

SYNOPSIS:

A computer lab for 10 users together with digital literacy classes and more community engagement has helped the library to get 100 new members over the past one year.

Name & Location of the District Library:
Bihar Hitaishi District Central Library

Partnered By:
NASSCOM Foundation

Resource Person:
Ram Kishor Prasad Singh

Contact on:
+91 9430677449

INFRASTRUCTURAL STATUS:

It now has a fully equipped computer lab with capacity of 10 users; E- cataloging of the books is going on; there is a cemented badminton court and a traditional gymnasium; there is an extra hall that can accommodate 500 people.

NO. OF BOOKS (TILL FEBRUARY 2015): Total 45,015 books

ACTIVITIES:

- Digital literacy classes for youth
- Digital literacy classes for senior citizens

INNOVATIONS (INCLUDING DIGITAL):

- A fully equipped computer lab with capacity of 10 users;
- E- cataloging of the books is going on;
- Various types of community engagement activities have been taken up

INITIATIVES FOR LIBRARY STAFF DEVELOPMENT:

Two full-time professionals have been appointed to handle computer facilities and e-cataloging

MEMBERSHIP & EXPANSION:

- A total of 10 nearby coaching centers were visited and interactions were made with more than 400 students on importance of ICT and usability of library in their career building.

- Individual meetings and door to door inter-action were organized with 50 youth and community members on need of computer education and to increase enrollment drive at the library.
- A joint group meeting in school assembly was organized with students of Marwari School (near to library) and approx 1200 high school students were mobilized on need of computer education and importance of library.
- A total of 5 meetings were organized with users and owners of nearby cyber cafes on sharing aims and objectives of the project.
- "World Information Development Day" in the month of October was celebrated in the library.

SUSTAINABLE MODEL:

- Facilities such as E- books for users need to be initiated.
- A good and informative web space or web-site to promote the library's activities and achievements should be set up
- Technical support and knowhow as well skills of availing E- Book services and E book read-ing is needed
- Allied youth development activities such as vocational training and entrepreneurship development need to be initiated

READERS RESPONSE:

PRABHAT KUMAR:
"I am a daily wage worker in nearby tailoring shop from very poor family and also continuing

my studies (Tourism). When I heard about the free computer facility at the library, I enrolled myself with library and learnt computers such as MS OFFICE, Internet surfing, using search engines etc. Since then, I am tapping well the lesson learnt. Now I am frequently connecting with my friends, foreigners, as well collecting information about historical and tourist places in India and downloaded many study materials from the Internet. Besides this, now I am searching latest trends of clothing via internet though I am a tailor and consumers are now demanding the trendy and fashionable clothing. Now I have an account on FB and I am sharing my feelings, information via FB, sending and receiving mails. This is all about positive changes in my life. Now I feel more confident and knowledgeable among my friends and neighbors."

CHANDESWAR PRASAD:

"I am 80 years old with eagerness of knowing computer skills viewing my grandson using Facebook and other Internet services. After knowing about the computer facility in the library I got enrolled in evening batch and learnt computer with seriousness and discipline. Now I also have an ID on Facebook and people are giving attention and recognition to me and liking my posts. I am a retired person and now I am enjoying and utilising my free time by reading good books in the library. I also appeal to all senior citizens to learn computers to minimize the boring life. However, for learning, age is not a bar or limitation."

ANAND KUMAR:

"Now I am professionally more sound and ambitious after getting membership in the computer lab in the library. I am currently working in the municipal corporation in Patna City and was earlier unable to do my official works related to computers and internet such as searching maps of the area, current municipal tax rates, information about particular Khasra and Mauja's etc. I always thought of myself as deprived and frustrated then. When I learned computer in the library, I started using the Internet in the real sense. Now I am at ease with the Internet and using search engines for collecting my job related information. Now I am submitting my reports using MS OFFICE also. My life is totally changed and now I am expecting a big promotion in my office due to my efficient performance."

MOVING AHEAD:

In the past one year 100 new members have joined. With more digital literacy classes, greater community engagement and introduction of more digital and other facilities to make the library more sustainable, membership should continue to grow.

RAE BARELI
Partnering for Prosperity

SYNOPSIS:

Installation of a computer with Library Management Software (LMS) and Online Public Access Catalogue (OPAC), better infrastructure and space management and increased community engagement has brought about a 63% increase in membership over the past year.

Name & Location of the District Library:
Rajkeeya Zila Pustakalay, Rae Bareli

Partnered By:
Rajiv Gandhi Foundation

Resource Person:
Pradeep Shrivastava

Contact on:
05352211339

INFRASTRUCTURAL STATUS:

A computer with Library Management Software (LMS) and Online Public Access Catalogue (OPAC) has been set up.

NO. OF BOOKS (TILL FEBRUARY 2015):
40,000

ACTIVITIES:

- The library is working with various government institutions that are providing skill development and entrepreneurial development opportunities for the youth.
- The library organises youth centric programmes aimed at knowledge building and re-skilling. One such event held early this year on the National Youth Day provided the youth with a platform to discuss the impact of libraries on society and how they could contribute to further development of the library.

INNOVATIONS (INCLUDING DIGITAL):

- A Library Management Software (LMS) and an Online Public Access Catalogue (OPAC) has been installed
- Library layout was re-arranged to free up library space which has now been made available to the members enabling them to seek basic library amenities.
- The ambience of the library interiors has been enhanced with rearrangement, painting, & appropriate lighting.

- An additional inverter has been provided as a back-up during power cuts.
- Women facilitators have been appointed and sanitation has been improved to make the library more conducive for women
- A space for children has been provided

INITIATIVES FOR LIBRARY STAFF DEVELOPMENT:

Young interns with varied skill-sets were trained and placed in the library for community outreach and process support. The interns with qualifications ranging from B. Lib, M. Lib, IT to MBA and an equal mix of boys and girls are part of a structured internship programme aimed at providing :

1. Full range of library services for the youth
2. Providing a conducive environment for the library to develop as an enabling space for the youth

In the process, it is aiding the overall capacity development for the interns and the library team.

A volunteer team comprising youth has been formed to take the activities of the library to a larger set of young audiences.

MEMBERSHIP & EXPANSION:

The factors that have helped to expand membership are:

- Better infrastructure, interiors, sanitation and space utilisation has made the library more

conducive to all citizens including women and children

- Greater community engagement especially with the youth
- Greater engagement with NGOs to try and meet their requirements
- Conversation channels have been opened up between the District Library and other smaller libraries in the District. This is aimed at extending the library services to a larger audience
- As a result membership has expanded by 63% over the past one year

SUSTAINABLE MODEL:

- With collaboration and partnerships in terms of financial, human and institutional resources, the library will not only enable the expansion of knowledge and skill in the users but will also enrich itself with constant support from these partnerships.
- In addition to contributing to the social growth of the library as an institution, these processes will encourage the members to recognize the value of the services provided and pay for its usage too. This in turn would bring in the necessary financial resources to sustain the library and enhance the quality of its services. This process of visualizing the library as a social change institution and initiating systems & practices to enable it can only be sustained by the consistent engagement of the larger community in the decision making. To achieve this, the library strives to nurture partnerships and promote an approach of inclusiveness.

READERS RESPONSE:

SURENDRA KUMAR MAURYA (TEACHER)
"For people with limited financial resources like me, the library is very helpful. I can access all types of books and newspapers which are available in the library. It is also a place where I have discussions with other users of the library."

Suraj Singh (Preparing for Competitive exams)
"I am preparing for competitive examinations and books for the same are available in the library. These books are expensive to purchase. The library also helps in personality development. I am able to spend time, usefully in the library."

AJAY SRIVASTAVA (ASSISTANT PROFESSOR)
"I am an Assistant professor, and I believe that books help in facing various challenges of life. One has to go through various stages of life - childhood, teenage, adulthood, old age. At every stage the library and its resources have a role to play. The easily available resource materials in the library helps me in acquiring relevant knowledge."

MOVING AHEAD:

The changes introduced have already brought about a 63% increase in membership in one year. With greater community engagement and link ups with other smaller libraries in the district the number of visitors and members should continue to grow.

UNNAO
Intertwining with Communities

SYNOPSIS:

Introduction of a digital section and offering many new digital services has revived interest in the library. The library is planning greater community engagement and engagement with civil society groups to increase membership and visitors. It is planning to start a Soochna Seva Kendra that would enable visitors to access all central state government schemes as well as know about their rights and entitlements.

Name & Location of the District Library:
Pt. Vishvambhar Dayalu Tripathi Govt. Digital Library

Partnered By:
Digital Empowerment Foundation

Resource Person:
Ms. Surbhi Srivastava

Contact on:
0515-2822429, 09452945009, 09956212140

Website:
unnaopubliclibrary.org

INFRASTRUCTURAL STATUS:

Computers with Internet access

NO. OF BOOKS (TILL FEBRUARY 2015):
70,000 (Seventy Thousands) Approx.

ACTIVITIES:

- Youth oriented activities include Career Counseling Employment Information, Movie Demonstrations, Slogan Writing, Essay Writing, Quiz, Speech etc.
- Provide Audio notes, Science quiz, Online classes, E -Books, Competitive books, magazines are available for members users, students and citizens of Unnao
- News Paper, all new digital library services in Hindi, English & Urdu & many other books.
- Almost free services for senior citizens in digital Library section along with Internet surfing, typing etc.
- Free services and courses are organized for PWD employees at the digital section.
- Information related to PWD schemes are made available to citizens.

INNOVATIONS (INCLUDING DIGITAL):

- Digitalisation has enabled providing a host of information and digital services

INITIATIVES FOR LIBRARY STAFF DEVELOPMENT:

Digital literacy training classes held for library staff

MEMBERSHIP & EXPANSION:

- Distribution of pamphlets on services provided by the library and meeting with citizens/ students/school/colleges etc.
- Future plane is to associate with NGOs and community based organisations for interaction
- There are also plans to start awareness programmes on environment, health & hygiene and human rights (domestic violence)

SUSTAINABLE MODEL:

Following services will be provided based on a collaborative approach:

- Spoken English classes, Interview skills training.
- Xeroxing/printing/scanning.
- Interview skills training & preparation.
- Internet Access, downloading/ online form filling.
- Categories' of membership like Gold, Premium membership.
- ICT Classes and Digital Literacy Training.
- Increasing the number of daily users of library and library membership.
- Free home delivery of books/ Skype Station/
- Soochna Sewa Kendra.
- Movie Screening/ Weekly Cultural activities.
- Providing space for educational cum cultural programs.

READERS RESPONSE:

GAURAV SINGH CHAUHAN
(GauravChauhan15885@gmail.com)
 "I am a student of civil services, Now PVDT Unnao Library is providing many services within the reach with free of cost and I can fill all recruitment forms any time under proper guidance.

PRAVEEN KR. PANDEY
"I am a PhD fellowship student of GBTU technical University,I am a regular member of this library for many years and now I am happy with the new library with all updated services like reading e- books, novels and newspapers, I have had great experiences in the Library. We are also thankful to the project team to motivate our batch to be a part of the library.
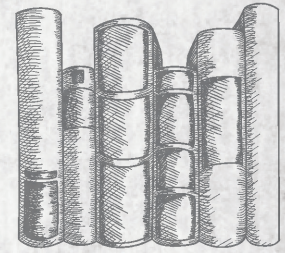
DHEERAJ VERMA
(MOBILE: 9889805166)
 "I am a working professional in Dayal group of companies as a Marketing Area Manager in Unnao and I often visit the Unnao Library. But now it is quite different as I am getting many innovative study material from the digital section and there are so many career guidance opportunities for visitors as well as working professionals.

MOVING AHEAD:

With introduction of the digital section and new services, number of visitors and mermbership is growing.

Notes

TRANSFORMING PUBLIC LIBRARIES

STORIES OF REINVIGORATING READING SPACES

This booklet is a documentation of activities undertaken by the 7 District Public Libraries in Uttar Pradesh and 2 District Public Libraries in Bihar to bring positive transformation with new ideas, and approaches with both digital and non-digital tools. This is in order to enable these libraries to serve as access, service, skilling, training, knowledge and resource centres to serve diverse communities including children, youth, women, senior citizens, differently abled citizens and others. The activities are being undertaken during 2013 – 2015 under the Global Libraries (GL) initiative of the Bill & Melinda Gates Foundation (BMGF), implemented by four major partners in India namely, Pratham, Nasscom Foundation, Rajiv Gandhi Foundation, and Digital Empowerment Foundation.