

# BACHELOR IN LIBRARY AND INFORMATION SCIENCE (BLIS) PROGRAMME

## Standard Operating Procedure for Internship

### 1. 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 opening 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:

### 2. Standard Operating Procedure

The Standard Operating Procedure (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.

### 3. 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 be requested to 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 in the workbook 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 or other organisations.
- h) Intern will perform the activities as given in the workbook for a minimum of **Five 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.
- j) The learners will learn and acquire skills and professional acumen from supervisor/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 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.

#### **4. 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.), Institutions 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.

#### **5. Qualification of Internship Supervisor**

- a) The Training Host/Organisation is requested 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.

#### **6. Schedule of Internship**

- a) A student will be placed/undergo for one month internship only.
- b) Students of the January cycle shall undergo/placed for attachment in August so that they can complete it by October and in the July cycle students shall undergo/placed for attachment in January so that they can complete it by March.

## 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:

STRUCTURE OF THE INTERNSHIP			
S.No.	Training: Components	Training: Assignments and Tasks	Duration
1	Operations	Acquisition, Accessioning, Classification, Cataloguing, e- Resource Management, Stock verification, etc.	One week
2	Services	Reference, Circulation, ILL, E-DDS, 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

### 7. Do's and Don't do's for the Intern

#### Do's

- Once the centre for the internship has been identified/assigned, the student should present herself/himself at the centre (for the scheduled duration).
- Students will get the workbook authenticated periodically by the Supervisor allotted to them by the Library and Information Centre.
- 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 an online programme need to submit the workbook and internship report on the LMS.
- 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.
- At the time of internship student will maintain decorum and discipline

#### Don't do's

- The student should not abstain from training during the period of internship.
- 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.
- After completion of the internship intern shall not claim to have full-time engagement otherwise.

### 8. Evaluation

- Evaluation of Report:** The internship report will be sent to an evaluator for evaluation. This evaluation will carry **70% Weightage**.

- b) **Evaluation of Workbook:** The learner shall maintain a Workbook (as per the specimen provided in the SOP for Internship). The Workbook shall also be sent to the evaluation alongwith internship report to an evaluator for evaluation. This evaluation will carry **30% Weightage**.
- c) **Certificate:** A learner after completion of the Internship Training shall also attach a duly signed completion certificate for the successful completion of the Internship training.

### EVALUATION OF INTERNSHIP

EVALUATION CRITERIA				
S. No.	Evaluation Component	Marks	Weightage	Maximum and Minimum Marks
1.	Introduction	05	70% (Report)	Report Maximum: 70 Minimum: 35
2.	Module Description (Operations, Services, Automation, Digitisation)	50		
3.	Learning Outcomes	05		
4.	Conclusion, Suggestions and Presentation	10		
5.	Workbook	30	30% (Workbook)	Workbook Maximum: 30 Minimum: 15
<b>Total</b>		<b>100</b>	<b>100%</b>	<b>100</b>
<b>Minimum Passing Marks:</b> The minimum passing marks for internship is 50% in each component (Report and Workbook) separately.				

INTERNSHIP WORKBOOK EVALUATION CRITERIA				
S.No.	Section	Particulars of Tasks Assigned & Performed		Maximum marks
		Assigned	Performed	
1	Operations	Minimum five tasks assigned as listed below	One mark for each tasks assigned as listed below	5
2	Services	Minimum five tasks assigned as listed below	One mark for each tasks assigned as listed below	5
3	Automation	Minimum five tasks assigned as listed below	One mark for each tasks assigned as listed below	5
4	Digitization	Minimum five tasks assigned as listed below	One mark for each tasks assigned as listed below	5
5	Administration	Minimum five tasks assigned as listed below	One mark for each tasks assigned as listed below	5
6	Other	Minimum five tasks assigned as listed below	One mark for each tasks assigned as listed below	5
<b>Total</b>				<b>30</b>

Tasks Identified to be performed by a learner.

1. **Operations:** Acquisition, Accessioning, Classification, Cataloguing, e-Resource Management, Stick verification, etc.
2. **Services:** Reference, Circulation, ILL, CAS/SDI, etc.
3. **Automation:** Database creation, applications in different routines and services.
4. **Digitisation:** Digitising materials, Creating applications and products like repositories, Preservation, etc.
5. **Administration:** Writing notes, letters, organizing events, etc.
6. **Other:** Any other task assigned by the host institution.

### INTERNSHIP ALTERNATIVE: LITERATURE - SURVEY

Learners not undergoing internship training or not opting Internship Alternative: Library - Based Survey shall prepare an Internship Alternative: Literature - Survey report in about 5,000 words. Report will be checked for plagiarism at the time of evaluation. It should not exceed a limit of 10%.

- a) **Evaluation of Report:** The internship alternative report will be sent to an evaluator for evaluation. This evaluation will carry **70% Weightage**.
- b) **Viva voce:** The learners opting internship alternative shall appear for the viva voce. This evaluation will carry **30% Weightage**.

EVALUATION CRITERIA OF LITERATURE - SURVEY				
S. No.	Evaluation Component	Marks	Weightage	Maximum and Minimum Marks
1.	Introduction	05	70% (Report)	Report Maximum: 70 Minimum: 35  Viva Voce Maximum: 30 Minimum: 15
2.	Aims and Objectives	10		
3.	Scope and Limitations	10		
4.	Methodology	10		
5.	Themes and Subthemes	10		
6.	Presentation( use of own words)	10		
7.	Conclusion and Suggestions	10		
8.	Referencing	05		
9.	Viva Voce	30	30% (Viva Voce)	
	<b>Total</b>	<b>100</b>	<b>100%</b>	

**Minimum Passing Marks:** The minimum passing marks for internship alternative is 50% in each component (Report and viva) separately.

### INTERNSHIP ALTERNATIVE: LIBRARY - BASED SURVEY

Learners not undergoing internship training or not opting Internship Alternative: Literature - Based Survey shall prepare an Internship Alternative: Library - Based Survey report in about 5,000 words. Report will be checked for plagiarism at the time of evaluation. It should not exceed a limit of 10%.

- a) **Evaluation of Report:** The internship alternative report will be sent to an evaluator for evaluation. This evaluation will carry **70% Weightage**.
- b) **Viva voce:** The learners opting internship alternative shall appear for the viva voce. This evaluation will carry **30% Weightage**.

EVALUATION CRITERIA				
S. No.	Evaluation Component	Marks	Weightage	Maximum and Minimum Marks
1.	Introduction	05	70% (Report)	Report Maximum: 70 Minimum: 35  Viva Voce Maximum:30 Minimum: 15
2.	Methodology	10		
3.	Module Description (Operations; Services; Automation; Digitisation; and Administration)	25		
4.	Website and Social Media Presence	05		
5.	About the Library and Overall presentation	10		
6.	Conclusion and Suggestions	10		
7.	Referencing	05		
8.	Viva Voce	30	30% (Viva Voce)	
<b>Total</b>		100	100%	
<b>Minimum Passing Marks:</b> The minimum passing marks for internship alternative is 50% in each component (Report and viva) separately.				

## 9. 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.

## 10. 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.

## 11. 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.

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
1 <sup>st</sup> week	Operations	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
		Sign of the Training Supervisor	Sign of the Training Supervisor	Sign of the Training Supervisor	Sign of the Training Supervisor	Sign of the Training Supervisor
2 <sup>nd</sup> week	Services	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
		Sign of the Training Supervisor	Sign of the Training Supervisor	Sign of the Training Supervisor	Sign of the Training Supervisor	Sign of the Training Supervisor
3 <sup>rd</sup> week	Automation	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
		Sign of the Training Supervisor	Sign of the Training Supervisor	Sign of the Training Supervisor	Sign of the Training Supervisor	Sign of the Training Supervisor
4 <sup>th</sup> week	Digitisation	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
		Sign of the Training Supervisor	Sign of the Training Supervisor	Sign of the Training Supervisor	Sign of the Training Supervisor	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.

## 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 )



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 Open University (IGNOU), New Delhi, bearing enrollment number..... has successfully completed the internship at ..... From.....to.....

**Internship Supervisor**



**Librarian & Head**

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**Acknowledgment**

**Abstract:**

Please give an abstract of your work in about 200 words

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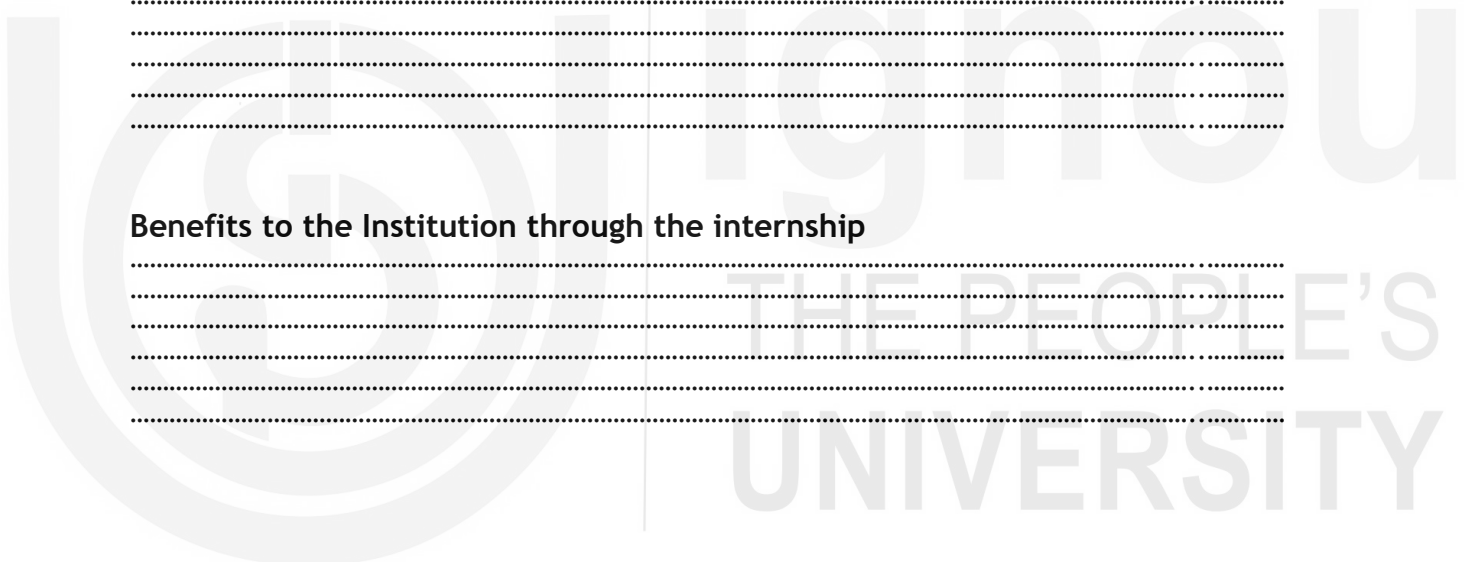
**Institution Information:**

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 digitization 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.



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**Annexure3: Format of Internship Alternative (Library-Based Survey)**

**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

.....

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.
  - a) **Brief History of the Library**
  - b) **Mission and Objectives of the Library**
  - c) **Organisational Structure** -
    - i. Place of Library in the Organisation
    - ii. Sections and Divisions of the Library
  - d) **Collection of the Library** - Mention here the different types of collections in the library. This shall include print and electronic collections. Print collections maybe 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.
  - e) **Library staff** - Professional, semi-professional and non- professional staff in the library with designations, job titles and their number must be described in detail.
  - f) **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.
  - g) **Status of Digitisation** - Indicate the type and name of software used for digitization and whether there is any institutional repository of the institution. Also mention the OA and OER policy is any of the institution.
  - h) **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 throughout the web.
  - i) **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 your work undertaken in the library.

**Annexure 4: Format of Internship Alternative (Literature-Survey)**

**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

.....

EnrollmentNo.:.....



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 organize there view 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%.



## Frequently Asked Questions

### What is the duration of Internship?

One Month (100 hours)

### What if learner is not able to opt for internship?

The learners are advised to opt for internship training. In case of an exigency, if the Learners are not able to go for internship then they may opt for alternative. There are two options in case of learner opting for alternative (i) Library Based Survey and (ii) Literature Survey.

### Where to submit the reports/

To be submitted at the concerned Regional Centre only. For BLISOL learners report can be submitted on Learning Management System (LMS).

### What are the documents to submit with internship report?

(i) Completion Certificate, (ii) Workbook and (iii) Detailed Report.

### When to submit the final Report?

Reports shall be evaluated at the end of Term. Hence, the learner it is advised to submit the report latest by 31 March for July Session and 30 September for January Session.

### When Viva will be held

There is **NO VIVA VOCE IN INTERNSHIP**. However, there will be a **viva of 30 marks for the learners opting for Alternative**. Viva will be held after submission of the report complete in all respect.

### Who will organise the viva?

Concerned RC shall organise the viva for learners opting alternative either in physical or online mode as per their convenience.

### How to get details for viva?

Concerned RC shall inform through email/message to the learner.

### Whom to approach if viva not held or not attended?

Concerned RC may be contacted to get the viva details if not held or viva not attended by the learner.

### How marks shall be updated?

Marks shall be updated by the STUDENT EVALUATION DIVISION after evaluation.

### Is it necessary to submit the typed report in English Only?

Learners are allowed to submit neatly handwritten or typed report in Hindi or in English language also.