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Standard Operating Procedure for Internship

for BLIS and MLIS Programmes

Draft Guidelines

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Standard Operating Procedure (SOP) for Internship for BLIS and MLIS Programmes

Introduction

BLIS and MLIS aim to produce professionals who can be appointed in libraries and information centres in junior and middle-level positions, respectively. With time and after gaining experience, they move further up in position. They can also be self-employed, providing information-based services and products, or even open their own start-ups. Students can be introduced and exposed to work culture, routines and practices by placing them as interns in different working environments. Internship has also been stressed in the New Education Policy 2020. The policy also directs to have a component of practical in all the courses. 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 the 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 the Internship. The broad SOP of this can be as follows:

Standard Operating Procedures

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

1. SOP for Internship:

a) Regional center (RC) 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 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/LSC for a reference letter (if required). The RCs are expected to confirm the suitability of the LIC or training supervisor/counsellor where the learner has been placed.

e) The LIC should provide a training supervisor/counsellor 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/counsellor will evaluate the Intern on the basis of his/her sincerity and professional competence, on the basis of assessment (taking of assigned work, examination of working, interview, etc.)

f) If the learner faces 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 chosen in place of it. The Internship is to be carried out in only one LIC.

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

h) The Intern will have to perform the activities as given in the workbook for minimum **40 HOURS** per week, for **THREE MONTHS/90 DAYS**, excluding holidays, to be worked for completing the Internship. A maximum of **TWO DAYS** leave allowed in a month on a valid ground not exceeding **SIX DAYS** during the whole duration.

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

j) The learners will learn and acquire skills and professional acumen from under-trained practitioners in the concerned setting. There will be one-to-one supervision, and the Intern will be closely supervised by the training supervisor/counsellor 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/counsellor about his/her performance during the Internship.

2. Requirements for the Training Host/Organisation

a) The internship opportunity will be provided in, public libraries under various Ministries (RRRLF, National Library, DPL etc), OR libraries of the Institutions of National Importance (IITs. IIITs, NITs, IIMs, AIIMS, IARI, etc.) OR libraries under research organisations like CSIR ICAR, ICMR, DRDO, ICSSR OR a library of an organisation registered under the Societies Act OR a library of an institute recognised by the government regulatory bodies like UGC/AICTE/MCI/RCI/PCI/BCI/MoE, etc. OR Library of a PSU company.

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

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

3. Qualification of Internship Supervisor

The Training Host/Organisation shall provide a professional qualified training supervisor/ counsellor

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

- Ph.D. in Library and Information Science. Or
- Master's Degree in Library and Information Science with two years experience in a reputed library. Or
- B.E./B.Tech. (Computer Science)/M.C.A. or equivalent with a minimum of two years experience in a reputed library.

4. Schedule of Internship

a) *A student will be placed for an Internship for 3 months/90days only.

(***Note:*** The attachment programme will be of four credits at the training host/organisation. The minimum pass marks will be 40%.)

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

5. Structure and Phases of the Internship

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

STRUCTURE OF THE INTERNSHIP			
S.No.	**Training: Components**	**Training: Assignments and Tasks**	**Duration**
1	Operations	**Housekeeping operation:** Acquisition, Serial control, record management, Classification & Cataloguing, e-Resource Management, Accessioning, tooling, Shelving & rectification, Stock verification, etc.	**10-12 weeks**
2	Services	**Reader Assistance service:** Circulation, Reference/referral service, Newspaper clipping service, Content alert service (CAS/SDI), ILL/DDS etc.	
3	Automation	**ILMS**: Practical exposure to the operation of various modules **Database creation**: Introduction to database creation, operation, and administration **Search & Retrieval**: from specialised databases	
4	Digitisation	**Digitisation of materials** Institutional Archive: Practical expose to an institutional repository **Content Management**: creation or management using Drupal or Joomla or other **Digital Archive management (If any)**	
5	Administration	**General Administration and secretarial practice:** Official communication (Writing notes, letters, organising events, record/file management, etc.)	**1 week (optional for BLIS and compulsory for MLIS)**
6	Publication	LICs having publication work/ data analysis unit may be asked to handle the activities involved therein	**1week (optional for BLIS and compulsory for MLIS)**

Operationalities:

- A student will be placed for an Internship for 3 months. For the internship, students will have to be placed at the host institution. Regional Centres where the students will be registered will help the students to find an institution for internship.The students will maintain a workbook of the activities performed.

- The minimum pass mark will be 40%. This course will be administered in the beginning after the student has got an understanding of the discipline. S/he will be examined after 6 months of admission (**June for January** batch students; **December for July** batch students).

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

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

Do's

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

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

c) It will be mandatory for the students to submit a workbook after completion of 3 months internship to the respective IGNOU Regional Centre.

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

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

Don't do's

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

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

c) After completion of the internship intern shall not claim to have Temporary/full-time/part-time/Ad-hoc engagement otherwise.

7. Evaluation

a) **Evaluation by Internship Supervisor/counsellor**: A Internship report in the prescribed format (along with workbook) and the conduct/performance during the internship period has to be submitted by the learner that will be evaluated by the Internship Supervisor/counsellor of the Training Host/Organisation. This internal assessment will carry **35% weightage.**

   (Note: The Learner should keep a photocopy of the Internship Report/ workbook before submitting it to their Study Centre. Students need to carry a practical Internship Report/workbook for TEE (viva-voce). Yes, or else they will not be allowed to appear for TEE. Students will attend the viva voce at their own expense.)

b) **External Evaluation:** The internship report submitted to the SED at IGNOU headquarters shall be evaluated in the order received. The internship report will be sent to an expert for evaluation. This evaluation will carry **35% weightage**.

c) **The TEE (viva-voce)** prior to/after term-end examination to assess the skills and competencies acquired by the student during the Internship will be held/organised by the concerned Regional Centre/any other location, for which the students will be informed through email/ SMS/ website. This evaluation will carry **25% weightage**.The total marks for evaluation shall be 100 and minimum passing marks shall be 40.

EVALUATION SCHEME		
S.No.	**Evaluation Component**	**Weightage**
1	Attendance	5%
2	Workbook	35%
3	Report	35%
4	Viva Voce	25%

8. Attendance

An intern attachéd to the training host/organisation will present them the whole duration of the training without fail. However, for an unseen reason, they may be allowed Two Days of leave in a month on a valid ground (not exceeding six days of leave during the whole duration)

9. Termination of Internship

In case any student does not attend an Internship or attends an Internship partly and drops himself without completing the mandatory requirement of three months or fails to secure 50% in the workbook, s/he will be required to pay a fee for getting re-admitted into the Internship course as per university norms. However, re-arranging the Internship will be possible subject to the availability of internships in a particular year.

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 Work Book based on activities and assignments provided by the training host/organisation. Students will write workbooks on a day-to-day basis based on their work experiences and discussions with the internship supervisor/counsellor and peer group learners. Students are required to give a declaration that the Work Book written by them is original and not copied from any other source. No other format will be provided. Students are required to submit Work Book(s) of the Internship at the Regional Centre. They need to keep a photocopy of each Work Book before submission to the Regional Centre. Evaluation of the workbooks will be carried out by Regional Centre, and evaluation reports will be sent to SED.

b) **Detailed Report:** Intern will submit a detailed project report based on the assignments and tasks completed during the training period and recorded in the workbook. The Internship report will be further evaluated by the external experts.

c) **Viva Voce:** A viva voce exam will be conducted to actually ascertain the level of skills acquired during the training.

11. No Financial Liability

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

Annexure: Internship Workbook

INTERNSHIP WORKBOOK						
Weeks	**Module**	**Day 1**	**Day 2**	**Day 3**	**Day 4**	**Day 5**
	(Tick) the appropriate task	Tasks Assigned & Performed	Tasks Assigned & Performed	Tasks Assigned & Performed	Tasks Assigned & Performed	Tasks Assigned & Performed
1 week	Operations Services Automation Digitisation Administration Publication	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor
2 week	Operations Services Automation Digitisation Administration Publication	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor
3 week	Operations Services Automation Digitisation Administration Publication	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor
4 week	Operations Services Automation Digitisation Administration Publication	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor
5 week	Operations Services Automation Digitisation Administration Publication	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor
6 week	Operations Services Automation Digitisation Administration Publication	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor
7 week	Operations Services Automation Digitisation Administration Publication	1. 2. 3. Sign of the	1. 2. 3. Sign of the	1. 2. 3. Sign of the	1. 2. 3. Sign of the	1. 2. 3. Sign of the

		Training Supervisor	Training Supervisor	Training Supervisor	Training Supervisor	Training Supervisor
8 week	Operations Services Automation Digitisation Administration Publication	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor
9 week	Operations Services Automation Digitisation Administration Publication	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor
10 week	Operations Services Automation Digitisation Administration Publication	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor
11 week	Operations Services Automation Digitisation Administration Publication	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor
12 week	Operations Services Automation Digitisation Administration Publication	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor	1. 2. 3. Sign of the Training Supervisor

Training: Components

(a) Operations: Housekeeping operation: Acquisition, Serial control, record management, Classification & Cataloguing, e-Resource Management, Accessioning, tooling, Shelving & rectification, Stock verification, etc.Acquisition, Accessioning, Classification, Cataloguing, e-Resource Management, Stock verification, etc.

(b) Services: Reader Assistance service: Circulation, Reference/referral service, Newspaper clipping service, Content alert service (CAS/SDI), ILL/DDS etc.

(c) Automation: ILMS: Practical exposure to the operation of various modules; Database creation: Introduction to database creation, operation, and administration; Search & Retrieval: from specialised databases

(d) Digitisation: Digitisation of materials; Institutional Archive: Practical expose to the institutional repository; Content Management: creation or management using Drupal or Joomla or other; Digital Archive management (If any)

(e) Administration: General Administration and secretarial practice: Official communication (Writing notes, letters, organising events, record/file management, etc.

(f) Publication: LICs having publication work/ data analysis unit may be asked to handle the activities involved therein

Annexure: Internship Report

The attachment report to be submitted by the student may be along the following lines

1. Name and enrolment number of the student

2. Name of the Programme

3. Year of enrolment

4. Name of the attachment institution

5. Time period of training

6. Report- State the activities performed by you and competence achieved in terms of:

    a) Operations
    b) Activities
    c) Routines
    d) Services
    e) Automation
    f) Digitisation
    g) Administration
    h) Publication
    i) Any other