

# **INSTITUTIONAL BEST PRACTICES**

## **Title of the Practice I :**

### **Paperless Office**

#### Goal:

- To promote paperless approach in day to day activities
- To minimize paper-waste in the office
- To encourage and cultivate e-governance
- To promote digitalization.
- To cultivate healthy habits of paperless work
- To create awareness among the staff about the importance of environment

#### The Context:

Our college is situated in rural, hilly and economically backward area. The college was established 48 years before. Complied with the record keeping laws and information security information requirement with such a large data of 48 years is difficult to maintain. Electronic documentation in record-keeping makes it easier to maintain and retrieve. The Practice: The arrival of new information and communication technology has completely transformed the traditional model of administration and its record keeping. The college has taken a great initiative in different methods and tools to carry out their work with utmost efficiency and faster than before. Paperless office concept is the new way of working in the college. Undoubtedly, the paradigm shift will bring both pros and cons as far as utilization of more manpower and effective time is concerned. In the year 2012, the college has taken first step towards paperless office by installing College Management Software. Evidences of Success: Data generated through College Management Software is, General Register, Class-wise students' list, subjectwise students' list etc. Notices are sent through the official Whatsapp group of the college i.e. S. D. Official Group, intercommunication is held through emails to minimize the wastage of paper and hold prompt communication. Problems Encountered and Resources Required: Financial assistance is required to make office paperless.

## **Title of the Practice II :**

### **User feedback practice in Knowledge Resource Centre**

Goal of the Practice:

- To Maintain the mechanism of feedback from user.
- To instill the sense of responsibility among the staff members as a service provider in KRC.
- To analyze, to improvise and implement the suggestions from the users.
- To streamline, modify and focus the services to be more resourceful.

The Context: For a better and qualitative information service, the academic libraries need to play a significant role. They have to build the users' trust in the library service and users' feedback can be proved to be a better resourceful for the library. Knowledge Service Center is a service provider that supports teaching, learning and research needs of the users. It is necessary provide new and improved services to the users and keep them updated. The Practice: A suggestion box kept outside the library as well as a feedback register kept in the reading room to obtain or collect the feedback. The necessary feedback forms are available on the issue counter. Evidence of Success: Records of feedbacks for the last Academic Year i.e. 2017-18 is on record. The minutes of the meetings of the library committee. Improvisation post feedback from the users. Problems Encountered: The feedback obtained has not necessarily been improvised and implemented due to insufficient funds and priorities. Upload details of two best practices successfully implemented by the institution as per NAAC format in your institution website, provide the link