Standard Operating Procedure for Internship

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UNIVERSITY

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Standard Operating Procedure for Internship for BLIS Programme

Introduction

BLIS aims to produce professionals who can be appointed in libraries and information centres in junior and middle 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 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. 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. A short theoretical course/module needs to be introduced as part of the curriculum for the student to understand the internship. To bring home the seriousness of its students should be evaluated for this short course/module. The broad SOP for this can be as follows:

Standard Operating Procedures

The 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/ Counsellours as per the needs of the course curriculum.

1. 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/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 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 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.

h) Intern will perform the activities as given in the workbook for a minimum of **5 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/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, a 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 a 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 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.), Intuition 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.

3. Qualification of Internship Supervisor

a) The Training Host/Organisation shall provide a professional qualified training supervisor/ counsellor (one over a group of six – ten interns in a maximum ratio of 1:10)

b) 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 of experience in a reputed library.

4. Schedule of Internship

a) A student will be placed for an internship for 1 month only.

b) Students of the January cycle shall be placed for attachment in August so that they can complete it by October and in the 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 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, 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 repositories, Preservation, etc.	**One week**

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

Do's

a) Once the centre for the 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 the completion of 1 month's 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 in the prescribed format.

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

Don't do's

a) The student should not abstain from training during the period of 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 full-time engagement otherwise.

7. Evaluation

a) **Evaluation by Internship Supervisor/counsellor**: An Internship report in a prescribed format (along with a 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/organize 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**.

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

The minimum qualifying mark for internship is 50%.

8. 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 two days' leave in a month on valid grounds.

9. 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 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/counsellor 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 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:** The 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 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 internship on the part of the interns, LIC, or IGNOU. There are no fees for attending or imparting internship.

Annexure: Internship Workbook- BLIS

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
1st week	Operations	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
2nd week	Services	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
3rd week	Automation	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
4th week	Digitization	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

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				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
2 days (First week)	Operations	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 days (First week)	Services	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
2nd week	Automation	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
3rd week	Digitization	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 days (Fourth week)	Administration	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 days (Fourth week)	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

(a) Operations: Acquisition, Accessioning, Classification, Cataloguing, e-Resource Management, Stick verification, etc.

(b) Services: Reference, Circulation, ILL, CAS/SDI, etc.

(c) Automation: Database creation, applications in different routines and services.

(d) Digitisation: Digitising materials, Creating applications and products like repositories, Preservation, etc.

(e) Administration: Writing notes, letters, organizing events, etc.

(f) Publication: LICs having publication work or such a 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 & 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