

## **Practice-I**

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

User Feedback Practice through suggestion boxes

### **Goal of the practice:**

To maintain suggestion Box to get User feedback on various services provided to them. To evaluate the feedback forms or letters to improve library services. Streamlining or focusing the services with modifications, if any to meet the User needs.

### **The Process:**

Library is a service center to support the teaching, learning and research needs of the users. Apart from providing regular and routine services, it is necessary to provide new and improved services. It is necessary to get feedback on the regular and new services from the Users to streamline or modify to suite to the requirements of the end users. The feedback forms or letters are opened every day by the Reader Services Section to evaluate them to take further decisions in the matter.

### **Impact of the practice:**

User satisfaction levels have increased. The informal feedback from the users in the form of dialogue also helped to correct or modify certain procedures that helped them. User interaction is encouraged by all the sections on informal basis and this has improved the functioning and activities in the library.

### **Resources required:**

A feedback box near the entry point of the library. The Reader Services Section to open this box regularly to take decisions at their level or at a staff meeting based on the issues. Regularly scheduled meetings of Section Heads to discuss the issues.

## **Practice-II**

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

Blood Donation Service

### **Objective:**

- Creating the consciousness of valuing voluntary services.
- Inculcating in the young minds about their voluntary actions which will save or change the life of an unknown person or sector.
- Awareness of indispensable voluntary donation of blood at crucial times to save lives.

- Importance of precious, spontaneous, volunteering proclivity of donating blood; thus making oneself humane.
- Promoting the same congenial spirit in the peer group.
- Assuring the availability of any group of blood and their components to the needy people at any time.

### **The context**

Now the need of blood has been increasing every moment of a minute. It is required during the emergency occasions like accidents, surgeries, to cure the chronic illness and also in the treatment of cancer and the like. The noble act of donating blood periodically is a great human gesture. The message that donating blood voluntarily is an important part on humans to express their concern or caring for the lives of other. In this fast way of living life, regular voluntary and healthy blood donors are needed in large numbers to make generous blood donations. It is a great humanitarian service to assure the hospitals, multi – specialty to a PHC in a remote village that the required amount of blood of all groups available at a call even in odd hours; Life is precious but saving that life is adorable.

### **The Practice**

Students enthusiastically come forward to donate their blood to the needy in regular intervals. Apart from these organizations the college NCC and NSS units organize Blood Donation Camps. The volunteers of these units maintain a list of Blood donors with their blood groups. They act spontaneously and readily make all the arrangements in supplying the right group of blood to the people who are in need of it.

Neither the volunteer or the donors never accept any kinds of monetary benefits. But these people are well treated by the agencies and the relatives of the needy persons by offering them transport or refreshments. The clubs encouraging the gesture of these donors and volunteers by giving certificates. Teachers in their turn make the whole class appreciate their services. This kind of healthy practice motivates the other students also.

### **Evidence of success:**

A leader can always be a doer. Similarly our Principal, staff both teaching and non-teaching have donated blood profusely whenever required. They are role models. Through these kinds of healthy practices many students got enlightened about the importance of blood donation.

### **Problems Encountered:**

Still, the voluntary organizations and the volunteers of our college combat with the conceptualized minds of most students. Many students do not have the basic or clear thought about the importance and use of blood donations. They have their own pre-conceived notions about blood donating. If anyone donates blood, the quantum of blood in the body decreases; some donors will get high blood pressure because of the decrease of blood. It will take time for

them to carry on their day to day regular domestic and habitual activities. There will be an increase in body weight. In many occasions the parents act negatively though their sons or daughters willingly come forward for blood donation.

Students who have donated blood are given adequate nutritious food and sufficient rest. Even if they want to go home they are permitted. They are taken care by the college authorities in many ways.