

INTERNSHIP REPORT
ON
Library Management and Information Services

Submitted by
FATHIMA S.
AAPAR ID: 340254616182

June 2026

Submitted to:



POSTGRADUATE DEPARTMENT OF ENGLISH
DON BOSCO COLLEGE, KOTTIYAM
2024 Batch

Acknowledgement

It is great pleasure to thank all the beloved ones for helping and motivating me for doing this internship report a successful one, as a part of my fourth semester degree programme. I convey my gratitude to Ms. Jayasree V., Librarian cum Manager, The Quilon Public Library& Research Centre for her support and guidance throughout the course of the internship programme.

With profound sense of indebtedness, I use this opportunity to express my sincere thanks to my respected guide, Ms. Rani R., Assistant Professor, and HoD, Postgraduate Department of English, Don Bosco College, Kottiyam for her valuable guidance and support rendered.

Date:
Place: Kottiyam

FATHIMA S.
AAPAR ID: 340254616182

Declaration

I, Fathima S., student of FYUGP 2024 Batch (4th Semester) hereby declare that the internship report entitled “Library Management and Information Services” submitted to Don Bosco College, Kottiyam is a record of original work done by me under the guidance of Ms. Rani R., Assistant Professor and HoD, PG Department of English, Don Bosco College, Kottiyam.

Date:
Place: Kottiyam

FATHIMA S..
AAPAR ID: 340254616182

Certificate from the Internship Organization

THE QUILON PUBLIC LIBRARY AND RESEARCH CENTRE



(Reg. No. Q.76/73)

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P.B.No.520
Kollam -691001

Kerala State Library Council Reg. No. 4578

Chairman
N. DEVIDAS IAS
(District Collector)

Joint Chairman
A.K. HAFEEZ
(Mayor, Kollam Corporation)

Hon. Secretary
PRATAP R. NAIR

Treasurer
Prof. P.O.J. LEBBA

Joint Secretaries
K. AMRITHALAL

INTRN/13/2026

12.05.2026

INTERNSHIP CERTIFICATE

This is to certify that Miss. **FATHIMA. S**, B.A English, Don Bosco College, Kottiyam has successfully completed internship at the Quilon Public Library and Research Centre from 6th April 2026 to 27th April 2026. During the period she has acquired sufficient knowledge in setting up automation of the library, digital works and all other operations in various sections of the library. We found her sincere and hardworking during the training. I wish her a bright future.




Librarian


JAYASREE. V
Librarian cum Manager
The Quilon Public Library & Research Centre
Kollam



DON BOSCO COLLEGE, KOTTIYAM

(Affiliated to the University of Kerala)

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Certificate

This is to certify that the report titled “Library Management and Information Service”, based on the internship study held at The Quilon Public Library& Research Centre, Kollam, is a bonafide record of the work done by Fathima S., Aapar id: 340254616182 and is submitted to partial fulfilment of the requirements for the 4th semester degree of FYUGP in English at University of Kerala.

Date:

Ms. Rani R

Place:

Faculty Mentor & Head of the Department

PG Department of English

Don Bosco College, Kottiyam

College Seal

Department Seal

Executive Summary

This internship report stresses on the work experience I have gathered as an Intern at The Quilon Public Library& Research Centre from 6th April to 27th April 2026. During the internship, various activities such as library orientation, newspaper arrangement and record maintenance, bibliographic data entry, book classification and shelving, circulation section work, children's library management, and observation of overall library operations were carried out. These activities helped in understanding the organization, preservation, and management of information resources. The internship enhanced skills in documentation, record-keeping, communication, teamwork, customer service, and resource management. It also provided valuable insights into the professional responsibilities of library staff and the importance of libraries in promoting learning and research.

During this internship, I got an opportunity to work with the staff in bibliographic data entry (author, title, accession number, call numbers) and learned cataloguing procedures as well as the importance of standard classification systems. I have also learned to sort and maintain records for daily newspapers. I have also learned to shelve and arrange books systematically to ensure efficient retrieval and space optimization. I staffed the circulation desk to issue library cards, process returns, and assist patrons. Additionally, organized the Children's Library to create an inviting, engaging, and reader-friendly atmosphere. Monitored daily library operations and stock maintenance, gaining practical insight into the professional duties of librarians and overall information center administration.

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Chapter One

Introduction

A library is a centralized repository of curated information sources like books, journals, and digital media. It is a curated collection of recorded information, books, manuscripts, and digital media, systematically organized for easy access. For literature students, it is an indispensable laboratory for research and the primary source for primary texts, critical theory, and historical context required for textual analysis and literary criticism. Library management optimizes these resources. Mastering it is crucial for automating operations (like issuing and returns), efficient inventory tracking, and enhancing user experience through streamlined search and retrieval. The primary objective of any library system is to collect, store, organize, retrieve and make available the information sources to the information users.

1.1 Background

The Kollam Public Library is a public library located in Kollam, Kerala, India. It was founded in 1973 by K. Ravindranathan Nair, a prominent cashew businessman, who donated the profits of his film "Achanani" to build the library. The movie was a box-office success, and Nair donated the entire profits from the venture to the construction of a public library in Kollam. This library is perhaps the only one in the country with a genesis linked to a movie. The library is located in the Cantonment area of Kollam. The library has a collection of over 100,000 books, including books in Malayalam, English, Hindi, Tamil, and Sanskrit. It also has a collection of magazines, newspapers, CDs, and DVDs.

1.2 Objectives of the Internship

The primary objective was to acquire experiential knowledge of core library operations. During the internship, I gained hands-on experience in cataloging, classification and circulation management using [Software, e.g., KOHA]. This internship bridged theoretical concepts with practical skills, enhancing my understanding of technical processing, user services, and modern library administration. The goals were to understand the transition from traditional to automated systems and to develop practical skills in digital preservation. Activities included metadata creation, database management, and assisting users with digital resources. The internship provided valuable insights into the role of information technology in improving library accessibility and operational efficiency.

Chapter Two

Internship Activities

2.1 Description of the tasks and responsibilities assigned by the industry

During my internship, I was assigned with daily operations and special projects to gain hands-on experience in information management. The following are the major tasks assigned.

- Staffing service desks to answer basic queries, helping visitors navigate the library catalog, and demonstrating how to use research databases.
- Checking materials in and out, processing holds, and recommending books to readers. Guiding patrons through on-site equipment such as computers, printers, or makerspace tools.
- Organizing physical collections according to classification systems and ensuring books are in the correct order.

2.2 Work undertaken at the Company

I undertook practical, hands-on tasks to apply theoretical library science concepts. I was assigned with certain common duties include assisting with daily circulation, cataloging, and shelving materials. And also handled digitization projects, help patrons at the reference desk. On the initial days I was assisted at the reference desk by answering directional and basic informational questions. I had organized and shelved materials using classification systems used in the library. In addition to this, assisted with data entry, updating accession registers, and creating call numbers. I have learned the importance of systematic organization and preservation of information resources.

2.3 Tools and technologies used during internship

I have utilized a blend of Integrated Library Systems (ILS), metadata standards, and digital literacy platforms to manage information and assist patrons. Familiarity with these specific tools and technologies prepares me for modern information management. I was navigated through circulation, cataloging, and reporting on industry-standard systems such as Koha. I have used library-specific scanners, RFID pads, and automated sorters for seamless check-outs and physical shelf management. I have also used digital library software like DSpace to create, archive, and manage digital collections. I have also gained a familiarization with RFID-based Library Automation Systems, including scanners, patron self-check kiosks, and anti-theft gates.

2.4 Skills acquired from Library

My internship provides a robust mix of technical proficiency, information management, and soft skills. Interns gain hands-on expertise in cataloging, database navigation, and circulation management, alongside strong customer service, active listening, and problem-solving abilities used to assist patrons in a local setting. I have learned the use of Integrated Library Systems and scanning, archiving, and maintaining library equipment. As an intern, I have interacted with a diverse range of patrons, each with unique needs and questions. I could develop strong communication skills, patience, and a friendly demeanor will help you assist patrons effectively. As an intern, I could develop digital literacy which includes understanding how to use library databases, e-book platforms, and online catalogs, as well as helping patrons navigate these resources.

Chapter Three

Challenges and Solutions

3.1 Challenges faced in the industry

I have often faced hurdles like navigating outdated Information Communication Technology (ICT) systems, mastering complex classification schemes, and handling large volumes of cataloging under tight time constraints. Balancing repetitive administrative tasks with learning advanced database management, all while managing patron interactions, creates a significant technical and communication gap. I felt so difficulty in balancing between performing monotonous shelf management tasks and getting meaningful exposure to advanced library administration. To overcome the conflicts or assisting users who may be frustrated by limited resources or strict library policies was also a challenge.

3.2 Solutions and Strategies

To overcome the challenges faced during my internship, I adopted several practical strategies. I made efforts to familiarise myself with the existing Information Communication Technology systems by seeking guidance from the experienced staff and practicing various functions regularly. This helped me understand the library's digital systems and improve my confidence in using them. To manage the complex classification and cataloguing procedures, I referred to classification guidelines and existing catalogue records and consulted the library staff whenever clarification was required. Regular practice helped me improve my accuracy and efficiency in cataloguing and classification.

Chapter Four

Conclusion

My overall experience as a library intern had a significant influence on my career goals. The internship provided me with practical exposure to various aspects of library administration, including cataloguing, classification, circulation, shelf management, database management, and assisting library users. It helped me understand how the theoretical knowledge gained through my studies is applied in a real library environment.

Working with library staff and interacting with users improved my communication, time management, problem-solving, and technical skills. I also gained a better understanding of the importance of digital technologies and modern information management in the library profession.

The internship enhanced professional skills, improved understanding of library operations, and highlighted the important role of libraries in education and research. The experience contributed to both academic and personal growth and helped develop a greater appreciation for the field of library and information services.

Overall, the internship gave me greater confidence, professional awareness, and clarity about my future career. It encouraged me to pursue a career in the library and information sector and to continue learning new technologies and skills that will help me become a competent and responsible library professional.

References

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www.bhc.edu.in

www.dli.gov.in.

Appendix

APPENDIX WORK DIARY

PERSONAL PROFILE

1. Name of the student: Fathima S
2. AAPAR ID: 340254616182
3. Batch: 2024
4. Name of the Department: English
5. Name of the college: Don Bosco College Kottiyam

WORK PROFILE

1. Name of the organization: The Quilon Public Library & Research Centre Kollam
2. Mentor's name and designation: Jayasree V, Librarian Cum Manager

Signature:



Day	Activity	Process observed and documents handled	Learning (to be stated in terms of experiences and competencies)
Day 1	Orientation and Library Tour	Attended an introductory session about the library. Observed different sections such as Reference Section, Research Wing, Newspaper Section, Children's Library, and Circulation Desk. Familiarized with library rules and services	Gained an understanding of library organization, functions, and various services provided to users. Developed awareness of library management practices.
Day 2	Newspaper Arrangement and Record Maintenance	Sorted and arranged newspapers according to year, month, and date in the newspaper archive section. Assisted in maintaining newspaper records.	Learned the importance of systematic organization and preservation of information resources. Improved attention to detail and record-keeping skills.
Day 3	Bibliographic Data Entry	Recorded details of books such as title, author, accession number, and publication information in registers and worksheets. Observed cataloguing procedures.	Developed knowledge of bibliographic information and library documentation processes. Enhanced data entry and documentation skills.
Day 4	Book Classification and Shelving	Assisted in writing and checking call numbers/book numbers. Arranged books on shelves according to classification order and library standards.	Learned the basics of book classification and shelf arrangement. Improved organizational and resource management skills.
Day 5	Circulation Section Work	Assisted at the reception/circulation desk by collecting returned books, issuing library cards, and guiding users regarding library services. Observed book issue and return procedures.	Gained practical experience in user services and circulation management. Improved communication and customer service skills.

Day 6	Children's Library Management	Organized books and materials in the Children's Library. Arranged shelves, maintained cleanliness, and assisted in making the section user-friendly.	Learned the importance of creating a reader-friendly environment for children. Developed teamwork and organizational skills.
Day 7	Observation of Library Operations	Observed daily library activities, stock maintenance, user assistance, and document handling. Assisted staff whenever required.	Acquired practical knowledge of overall library administration and professional responsibilities of library staff.

Signature of the student:



Date: 02/06/2026

Signature of the faculty:



Date: 02/07/2026