



MET's BKC IOE Library Operating Policies and Procedures

INDEX

Sr. No	Index	Page No.
1.	Introduction: Central Library A Profile	02
2.	Library Automation & Services	02
3.	Central Library: Vision, Mission, Goals and Objectives	03
4.	Purpose of policy	04
5.	Library Users	04
6.	Scope of the library collection	04
7.	Budgeting Policy and Procedures	04
8.	Budgeting Policy	04
9.	Policy Statement	04
10.	Budgeting Procedures	04
11.	Purchasing policy	05
12.	Bill Processing	07
13.	Library Circulation Time Table, Rules	07
14.	Membership and Duration period	07
15.	Library working hours	07
16.	Circulation Rules	07
17.	Library Circulation Instructions and Fine and Lost Book Policy	08
18.	Late Book Submission due policy for all Users Per Book per month basis charges	09
19.	General Instructions (Policy)	09
20.	Digital Library : Discipline Policy	09
21.	Central Library Provide Services to USERS	10
22.	Special facilities offered by the library to the visually/physically challenged persons	11
23.	Best Practices Followed by the Library	11
24.	Journal Subscription Details	12
25.	Weeding Policy	13
26.	Disposition of Withdrawn Materials:	13

Institute of Engineering

MET's BKC IOE Library Operating Policies and Procedures

1 Introduction: Central Library A Profile:

An Introduction to Learning Resource Center i.e. MET-BKC-IOE Central Library. First let's take an overview of this library. This MET-BKC-IOE Central Library is well known by its different features, especially unique with airy and open view glass walls and students feel comfortable and fresh while studying. The purpose of designing beautiful architecture and inner ambience is to motivate them for longer period of study to concentrate wholeheartedly.

Library is a heart of the organization or institutes. Library plays vital role in the development of the students as well as the faculty members. Library is trinity of students, Staff Members & Resources. Library built collection and create tools to support teaching and learning, to provide better services to its users. MET's Institute of Engineering has Central Library established in 2006 for students as well as for faculty members, this library is one of the Best libraries among the Engineering Colleges in Nashik. There are 31500+ books and 125+ Journals/Magazines in our library as well as E-library is also there. The methodology of book issue is both manual and computerized. There are tie-up with British council library of nature "Hard membership" and "Online membership".

2 Library Automation & Services

The Services of the library contribute significantly to the learning process, particularly e-learning process. With changing learning environment in recent years and to promote the use of latest technology in accessing information, the library has developed good infrastructure. All PCs of library are with latest computer configuration. Computer essentials are installed and connected with LAN, Intranet and MTNL Broad Band Internet.

Complete catalogue of the library holdings has been created by using In-house integrated Library Software (ERP) developed Version 1.0.0637.**myERP Students Information System (Students Info) 192.168.12.19** Online Public Access Catalogue (OPAC) is provided to the users on intranet site <https://erp.metbhujbalknowledgecity.ac.in> Students are using the OPAC extensively for searching the required books and journal articles. On an average 150 books per day are circulated to the readers from Home lending section and Reading Hall of the library.

The students extensively use Library Reading Hall and around 350 students are availing this facility. The library is connected with the other libraries on the campus and an integrated OPAC of the holdings is made available to all users on <https://erp.metbhujbalknowledgecity.ac.in> Computers of all the libraries on the campus are connected to the central server. Local hub is provided in each library for speedy communication of data. The library has a privilege of using **2 MBPS** Internet leased line. Library is proud to provide online access facility to the students and faculty members to the internationally reputed commercial databases like IEEE (ASPP0, J-Gate (JET), and so many (Paid or Free) databases.

Institute of Engineering

Library has started uploading question papers for all the courses/programs and for reading and downloading question papers on our website and students can use <http://www.metbhujbalknowledgecity.ac.in/engineering/index.php> and also uploaded on site <https://erp.metbhujbalknowledgecity.ac.in>.

3 Central Library Vision, Mission, Goals and Objectives

The Central Library and Audio-visual Services have the basic responsibility of providing the collection resources and services to the students and faculty of MET's Institute of Engineering and MET-BKC's-Other Institutes. In line with the mission statement of the institution in which the library organization is an integral part and as an intellectual resource of the academic community, the following are the vision, mission, goals and objectives of the Library.

4 Vision

As the MET BKC's Institute of Engineering moves towards its goal of achieving prominence as a leading college libraries in this part of the country, 'It is the vision of the Library to support the institution and its stakeholder by providing seamless access to the widest possible spectrum of information resources such as digital, online databases, print and non-print materials relevant to the curricular, informational and innovative research needs of the academic community', **means to provide Right Information to the Right Users at the Right Time and in the Right Format.**

5 Mission

The mission is to provide college students with the information they need to achieve their highest academic potential and help them acquire research skills necessary for lifelong learning, to support teaching faculty & administrative staff and to participate in interactive information to exchange within the wider library / educational community.

6 Strategic Goals and Objectives

The following are the goals and objectives of Central Library E-Library and Audio-visual Services System:

1. To develop and enhance the capability of the library resources and services in meet the demands of the curricular, instructional, and research programs of the academic community by providing regular funding to yearly acquisition of library materials;
2. To establish a computer infrastructure of all library operations and services by acquiring library computer software and hardware to make computerization functional;
3. To establish a strong library linkage with other institutions and agencies in the country and if possible with organizations and agencies from foreign countries by seeking contact with these agencies;
4. To strengthen the library's bond to the library patrons by establishing "Friends of the Library" program which would assist in the development of the library collection;
5. To provide services that enhance the quest for knowledge and intellectual activity;
6. To create various bibliographies and library pathfinders for easy access and retrieval of information.
7. To create an atmosphere wherein students and faculty may carry on the learning process enjoyable.

Institute of Engineering

7 Purpose of policy:

This policy sets out the principles **that** guide the development of quality **libraries to meet** the information needs of a **vibrant society**. **This** policy will ensure that **collection** quality is maintained through **the** selection and **deletion process** and **the consistency** of **the regular review process**.

8 Users:

The Library provides collection access to the following client groups:

1. Students: UG, PG, Research Students.
2. Faculty and staff
3. Research scholars
4. Other Institute Faculties (MET BKC Campus)

9 Scope of the collection:

The Library collection holds resources designed to support the learning, teaching and research needs of the Institute. Resources are provided in a variety of formats including:

1. Books and other hard-copy printed materials
2. Serials (i.e. journals, periodicals or newspapers in both electronic or hard-copy format)
3. Databases (electronic collections)
4. Multimedia material (including CDs, DVDs,)

10 Budgeting Policy and Procedures**10.1 Budgeting Policy**

Rationale: A realistic budget is required for an institution to maintain adequate resources for its curriculum.

1. The budget must relate to the management level strategy of developing and implementing programs within the library which promote student wellbeing, motivation and connectedness
2. The budget for the library should help students to become life-long learners
3. The budget for the library should assist student in their abilities to become independent learners

11 Policy Statement:

1. We need to keep up with quantitative standards
2. Collection maintenance
3. Collection development
4. Recurrent resource costs
5. Capital expenditure

12 Budgeting Procedures**12.1 Preparation****Collection Maintenance**

- Keeping the collection at its present size
- Necessary to replace 10% of the collection annually

12.2 Collection Development

Institute of Engineering

- Extending the collection towards a target size that is determined by the library team
- Priority given to curriculum initiatives
- Priority given to the updating of various sections of the collection
- Patrons demands are considered
- Institutions profile must be considered, especially with the ever changing ethnic and socio-economic backgrounds of the student.

12.3 Consumables

- Processing resources such as barcode labels, date due slips etc
- Peripherals such as DVDs, CDs, batteries etc
- Promotional activities such as display materials etc

12.4 Maintenance

- **myERP Students Information System (Students Info) Software**
- Barcode Printers
- Audio visual hardware

12.5 Subscriptions / Memberships

- Journals (Print)
- Journal (E-Resources)
- Associations

12.6 Professional Development

- Up-to-date meetings
- Demo of Databases

12.7 Capital Expenditure

- Collection development beyond foundation collection
- Shelving
- Furniture
- Equipment
- Computer Hardware

13 Purchasing policy

This ensures that the library is equipped with the requisite resources in these areas:

1. Hard copies of Books, Journals and Periodicals (Prints)
2. Requisite digital and online resources as and when needed.
3. Audio-Visual aids

13.1 Sources of purchase

1. Online search
2. Faculty suggestions
3. Book reviews
4. Direct contact with publishers on new arrivals
5. Compared, improved with best libraries
6. Advertisement in magazines / newspaper
7. Study – visit other libraries

13.2 Selection Criteria

Library collection Development Guidelines are used in the selection of resources. The following criteria are considered when purchasing Library resources:

1. Relevance of content
2. Quality of content

Institute of Engineering

3. Suitability for the defined client group
4. Demand – copies of prescribed texts and required readings as identified by course coordinators are purchased. Multiple copies of prescribed texts and required readings may be purchased to meet the needs of courses taught.
5. Content of content
6. Format – a variety of formats may be purchased according to learning, teaching and research needs. Electronic is the preferred format for serials and high use titles.
7. Adequacy of current holdings in the subject area
8. Availability of Resources
9. Cost, Space and storage issues and accreditation requirements

13.3 Responsibility for Selection

The responsibility for selecting library materials rests with the Librarian (although actual selection is a collaborative effort), operating within the framework of policies and objectives determined by the institution head.

13.4 Maintenance of Collection

Duplication- The library will avoid, for the most part, duplication of titles. If demand is heavy, a duplicate copy will be purchased if necessary. The extent of duplications determined by need, budget, and proximity of other collections. In the case where multiple copies of a title are needed, will be purchased as per the request of the faculty.

Replacement- The library will not automatically replace all books withdrawn because of loss, damage, or wear. The need for replacement will depend upon demand for a specific title and the extent of adequate coverage in the particular subject area.

13.5 Book purchasing procedure

1. Benchmarking and communication with libraries and portals of premier institutions govern the purchasing philosophy of the library.
2. The faculty and students recommend books and other publications for purchase.
3. The library committee consists of faculty who evinces keen interest in the requisitions placed and review recommendations for purchases as and when needed.
4. The library would then check for duplication and place the list of recommended books before the library committee for review. Few urgent requirements of books forwarded by the chairpersons are processed
5. On the recommendation of the faculty the library may purchase multiple copies of only those books which are found to be in great demand but not more than 5 copies of any book are procured
6. The library places orders with well recognized vendors. Economical discounts in the range of 20-30% on the printed or published price are obtained from the vendors.
7. Online purchases are resorted to in the event
8. Online ordering of books for imported titles not available with our regular suppliers. Online stores like amazon.in, flipkart.com, Bookswagon.com etc are processed for quick supply and huge discounts.

13.6 Format

1. The library will purchase print copies for core text and distributes it to students free of cost, as suggested by the faculty. For Essential and Recommended texts, the Library will also purchase a specified number of print textbooks.

Institute of Engineering

- The Library will acquire e-books, if required that allow multi-user access across the institution.

14 Bill Processing

Once the books are received in the library along with the bills, the price of each book and the discount rates are verified by the concerned staff responsible for entry in the accession register. Entry for each book is made in the register which has all the relevant details of a book like its price, publisher, vendor, year of publication, date of entry, title of the book and author etc. Then the bills are processed for payment with the accession numbers entered against each item. Every third month the bills are submitted in the finance department after the Dean's approval for payment.

15 Library Circulation Time Table, Rules

Day	10.00 am to 2.00 pm	2.30 pm to 6.00 pm
Monday	First Year Degree (All Division's) M. C. A.- I , II & III	
Tuesday		
Wednesday		
Thursday	Second Year Degree	
Friday		
Saturday (2nd and 4th)	Final Year Degree	

16 Membership and Duration period

Description	No. of Books		Duration Period
Head of Department	20 Books		One Semester
Technical Staff	15 Books		One Semester
Non - Technical Staff	10 Books		One Semester
All Branches Students Duration Period			
Note :- (Exam Period two books extra for home lending)			
First Year Engineering	03 Books	03 (Book Bank)	Three Weeks
Second Year Engineering	03 Books	03 (Book Bank)	Three Weeks
Third Year Engineering	03 Books	03 (Book Bank)	Three Weeks
Final Year Engineering	03 Books	03 (Book Bank)	Three Weeks
P.G. Courses (Students)	05 Books	03 (Book Bank)	One Month

- 17 Library working hours** : Monday to Friday: 10.00am To 6.00pm.
: Saturday: 10.0am to 2.00pm (2nd & 4th)
: (1st , 3rd , 5th Saturday Library Closed)

18 Circulation Rules

- Books borrowed must be returned on or before the due date.
- Renewal can be done at any time.
- Books will have to be physically presented for renewals.
- Books will be renewed if there are no reservations.
- Users are requested to verify the physical condition of the book/s before borrowing.
- For late return of books, overdue charges will be collected as per rules in force.
- Users are requested to collect receipt for fine amount paid by them.

19 Library Circulation Instructions and Fine and Lost Book Policy

Borrowing Privileges:

1. If a book borrowed from the library is lost by a college employee or a student, one and a half (1.5%) amount of the book and penalty should be deposited. This rule will be same for all Institutes' Libraries.
2. Members of teaching staff and non-teaching staff are entitled to borrow 10 and 5 books respectively at a time, and will be permitted to retain the same for a period of 180 days.
3. U.G., P.G., Diploma and Jr. College students are entitled to borrow 3 and 8 books for regular respectively at a time, and will be permitted to retain the same for a period of not exceeding 60 days. Period of renewal can be extended for a period of 60 days, provided they said books are not reserved by others. However, more than two extensions will not be permitted. Extension, however, shall not be claimed as a right.
4. U.G., P.G., Diploma and Jr. College students are entitled to borrow 6 Books for Social Welfare and Institutional Book Bank scheme and will be permitted to retain the same for a period of 180 days. Period of renewal cannot be extended.
5. A charge for late submission of books is mentioned below. The fine will be remitted to the Accounts and the receipt shall be produced in the library. If the due date falls on a holiday, the books must be returned on the next working day. Books taken out before the commencement of a vacation must be returned not later than the third working day after the reopening of the college. If the books are not returned with on the third day, fine at the rate prescribed will be levied from the due date.
6. Absence from the college will not be admitted as an excuse for the delay in returning of books. Books before or on renewal with the members can be recalled by the library at any time without notice.
7. Send Mail for intimation to staff and students before the returning of due date of books in 20 and 10 days.
8. This message is to be sent to intimate (message), "After due date deduction as per due policy will be deducted from the respective member's salary". This is applicable to staff only.
9. Guest and Visiting faculties pertaining to the entire institutes are allowed to read the books in the library but not allow borrowing them.

20 Late Book Submission due policy for all Users per Book per month basis charges.

Sr. No.	Days	Amount
01	1-30	5.00
02	31-60	10.00
03	61-90	15.00
04	91-120	20.00
05	121-150	25.00
06	151-180	30.00
07	180 - and 366	50.00
08	367 and above	100.00
09	After one Year Every 30 Days	add 25.00 per month

Institute of Engineering

21 General Instructions (Policy)

1. Library functions on Monday to Saturday on all working days of the college. In addition during annual exams it works on Sundays and holidays also as per Principal Instructions
2. Students are not allowed to take books from the library counter without prior permission.
3. Students are not allowed to write anything on the reading table with pen or pencil.
4. Students are not allowed to read newspapers in the library during lecture or practical time.
5. Students are not allowed to disturb the seating arrangement in the library. While going back keep the chair to its original position.
6. Students are not allowed to write in the book or spoil the book in any manner or damage any property belonging to library.
7. If the property or book is damaged or broken, the cost determined by the authorities would be charged to compensate it.
8. Bags, Umbrellas, parcel, mobile Phones etc are not allowed to carry into the library except files and books. If found so, the student will be confiscated.
9. They can keep the book on table or handover to library staff.

22 Digital Library: Discipline Policy

Order and silence must be maintained at all times in the Library.

1. Downloading, installing and running of software are not allowed within the facility
2. One-student-per-PC policy shall be observed strictly in order to maintain order in the use of the E- Library facility.
3. Access of PORNOGRAPHIC sites/materials is not allowed and is punishable by suspension on the use of facility for one semester.
4. All persons leaving the library must show their documents to the security staff at exit.
5. Stealing or attempting to steal a library document or any of the library property is an offence. Appropriate disciplinary action will be taken against the offender.
6. The library will not take any responsibility for loss or damage of personal property left in the reading and baggage areas.
7. Mobile phones and other devices which may cause disturbances should not be used in the library unless their use is silent.
8. Ink bottles, paints etc, which may accidentally damage library materials are not allowed into the library.
9. The library reserves the right to ask any person to stop using computer equipment if the library staff has reasonable grounds to believe that that person is misusing it.
10. Computers are provided for the purpose of research and other educational endeavours.
11. Misuse of this facilities e.g. game playing, personal email, e-trade, hacking, and change of PC or Network settings, online application or registration is prohibited.

Institute of Engineering

23 Central Library Provide Services to USERS

1. **Library Orientation (User Orientations Program's):** Library orientation is given to the new students and newly recruited staff of the college to enable them to use the library collection extensively and avail the facility of the library.
2. **Stack System:** - Book stacking as per Subject wise.
3. **Book Classification system in Use:** - Library use the Dewey Decimal Classification (DDC) for assigning subject codes to books. Every book in the library has a unique Subject Code, an author prefix and a unique Accession no.
4. **Library Software:** - Central library has used fully automated (E.R.P) Library Integrated Software **developed Version 1.0.0637. myERP Students Information System (Students Info) 192.168.12.19**
5. **Library OPAC:** The Library **OPAC:** Online Public Access Catalogue, which is a key to our entire collection of books, can also be accessed through library intranet. Library has one terminal with OPAC facilities for searching and locating books meant for all users. <https://erp.metbhujbalknowledgecity.ac.in>. Every Staff and Student can search books availability on this link.
6. **Newspaper Clipping Services:** - Maintained Newspaper clipping file for up-to-date record of information regarding new trend in Education.
7. **Email Service:-** On demand soft copy of Syllabus, Question Papers, etc. provided to the students & faculty members by using email.
8. **Information Display and notification:** - Library information such as New Arrivals, Library Rules, Journal List, Notices, News Paper Clipping, FAQ, etc. is displayed on Library Notice Board from time to time.
9. **Book Bank Schemes:** Central Library will be providing **Institutional Book Bank Scheme** (MET-BKC-IOE Book Bank Scheme) to the regular students of Institute and **Social Welfare Book Bank Scheme** both Schemes is available to under-privileged sections of the society and financially very poor students.
10. The Library has "**Internet Resource Centre**" where one can get the list of good number of URLs in the form of booklets, which supplements the teaching and learning process. Library also displays the list of academic related websites for the week as 'Websites of the Week'. Internet Surfing and Downloading Facility (E-Journals and E- Books)
11. **E-resources Facility:** Library is proud to provide online access facility to the students and faculty members to the internationally reputed commercial databases like (Appendix 10-AICTE Handbook) and so many (Paid or Free) databases.
12. **NPTEL-IIT Video Lecture Series-** *NPTEL provides* E-learning through online Web and *Video courses* various. **NPTEL** material. It will be installed on the Local Area Network of the educational institution. <http://nptel.ac.in/course.php>
13. **All Previous Question Papers Set & all Branches Syllabus-**Online / Hard copy :- Library has started uploading question papers for all the courses/programs and for reading and downloading question papers on our website and students can use <http://www.metbhujbalknowledgecity.ac.in/engineering/index.php> and also uploaded on site <https://erp.metbhujbalknowledgecity.ac.in>.
14. **National Digital Library (NDL)** is a virtual repository of learning resources with a single-window search facility. Filtered and federated searching is employed to facilitate focused searching so that learners can find out the right resource with least effort and in minimum time. URL - <https://ndl.iitkgp.ac.in/>

24 Special facilities offered by the library to the visually/physically challenged persons

Library provides special facilities to the physically challenged persons such as they do not need to stay in queue for books. They are offered direct access to the circulation counter.

1. The library staff takes care of the physically challenged persons when they visit in library.
2. Library staff assists them at personal level for searching the required sources of information.

25 Best Practices Followed by the Library

Listed below are some of the best practices that can enhance the academic information environment and usability.

1. Computerization of library with standard digital software Central library has used fully automated (E.R.P) Library Integrated Software **developed Version 1.0.0637.**
2. OPAC and Web-OPAC is made available to readers for last 3 years.
3. Newspaper Clippings are displayed on regular basis and news paper Clipping Index also **available in <https://erp.metbhujbalknowledgecity.ac.in/>.**
4. Displaying newspaper clippings on the notice board periodically.
5. Career/Employment Information/ Services.
6. Intranet facility is available on campus. Twenty computers are made available for database access and internet surfing for academic purpose.
7. Library is under CCTV surveillance.
8. Information literacy programs. Suggestion box and simultaneous response.
9. Conducting Book Display/Exhibitions on different occasions, Organizing book talks, competitions annually in the Students Forum.
10. Open Access System to all
11. Book Bank Scheme is regular feature of the library (Institutional Book Bank and Social Welfare Book Bank Scheme).
12. All Previous Question Papers Set & all Branches Syllabus available for reading and downloading question papers on our website and students can use site <https://erp.metbhujbalknowledgecity.ac.in/>.

26 Journal Subscription Details: 13/07/2023

Sr. No	Description Unit	URL Site	Details
01	IEEE (ASPP) (12Month)	IEEE URL : https://ieeexplore.ieee.org/Xplore/home.jsp	IEEE (ASPP) Online Useful for All disciplines + 197 journals + More than 300,000 documents + Back file to 2017
02	J-GATE (JET)	https://jgateplus.com/search/	J-GATE Engineering and Technology (JET), Total Indexed Journals 17,402 Full-Text Journals 13,218

Institute of Engineering

03	National Digital Library (NDL) (Free To all)	URL https://ndl.iitkgp.ac.in/ user id:- sambhajip_ioe@bkc.met.edu Password:- metbkcioe888	Virtual repository of learning resources with a single-window search facility.
04	e-Shodh Sindhu (Free)	https://ess.inflibnet.ac.in/oes/memberhome.php	e-Shodhsindhu: Consortium for Higher Education Electronic Resources. Provides access to e-resources to Universities, Colleges and Centrally Funded Technical Institutions in INDIA.
05	Shodhganga Membership (Free)	https://shodhganga.inflibnet.ac.in	<i>Shodhganga</i> : a reservoir of Indian theses is a digital repository of theses and Access requirements, <i>Free</i> digital access, online and downloadable.
06	NDLI Club	https://admin.club.ndl.iitkgp.ac.in/admin-club	NDLI-Club is a platform for conducting learning-oriented events, both online and offline, for students
07	NPTEL LOCAL CHAPTER	https://metbhujbalknowledgecity.ac.in/metengg/nptel-local-chapter/	The main goal was to create web and video courses in all major branches of engineering and physical sciences at the undergraduate and postgraduate levels
08	So many free E-Resources - Free E-resources blogs, websites list uploaded in our College website..... www.metbhujbalknowledgecity.ac.in	Details of these subscriptions are available in digital library for easy use. Free E-resources blogs, websites list uploaded in our College website You have check and visit our College website.	

Note: - E-Resources access are activated in following IPs **Static IPs: 114.143.75.94 and 112.15.71.229**

27 Weeding Policy

Weeding is an essential, continuing library practice in which materials are removed permanently from the Library's collections. Book withdrawal is an important aspect of collection development. When library books lose the value for which they were originally selected, they should be withdrawn so that the collection remains vital and useful. The withdrawal of books is based on the following guidelines:

➤ **Criteria for weeding**

Library materials of all types (which include, books, journals, DVD's) may be candidates for weeding if they meet any of the following criteria.

➤ **Content**

The content of library materials should be accurate and up to date. Materials that are superseded by newer, revised, or updated editions may be weeded.

Institute of Engineering

- **Usage**
 Low or no usage may be a factor in weeding decisions. Library personnel may consult circulation
- Statistics or other reports to determine viable candidates for weeding.
- **Physical Condition**
 Materials that are badly deteriorated or damaged and beyond reasonable preservation efforts will be weeded.
- **Duplicates**
 Because of space limitations the library may weed duplicate copies of library materials. Library staff will take into consideration the need to have more than one copy of a title on hand, especially for materials that are heavily used.
- **Completeness**
 Materials that are part of a multi-volume set of which the library does not have all volumes may be weeded.
- **Uniqueness**
 The library will not weed materials that are considered unique.
- **Format Obsolescence**
 Materials in obsolete formats may be weeded if the content is available elsewhere or if the material is in poor condition.

28 Disposition of Withdrawn Materials:

- All materials withdrawn from the collection should be stamped as "discarded" or "withdrawn."
- The Librarian in agreement with the library committee will make the final decisions regarding the disposition of materials withdrawn from the collection.
- Recommended disposition of discarded materials are donated to other Jesuit institutions.


 Librarian
 BKC-MET-IOE




 Principal
 BKC-MET-IOE