

SAFETY MEASURES OF DISSATISFACTION IN LIBRARIES OF COLLEGE IN MARATHWADA REGION

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ABSTRACT

The purpose of this case study is to focus on the preventive and control measures implied by college librarians to prevent dissatisfaction in Libraries of College in Marathwada region. In this study the source of funds and utilization of funds to resolve security issues for development libraries has tabulated. In this paper 104 colleges of Marathwada were studied comprehensively to find security measure currently been employed in libraries. The considerable practice is also addressed related to safety and security inspection presented thought this paper.

Keywords: control measures, college librarians, funds, security measure

I. INTRODUCTION:

The purpose of this paper is to center on the preventive and control measures implied by college librarians to prevent dissatisfaction. Dissatisfaction is severe crisis in all types of libraries. To solve this problem it requires sincere effort by the authorities, librarians and users. Security is a tough issue for staff and library patrons. This issue is stated in Harvard College Library Patron Agreement, as to provide an environment conducive to research, to preserve the collections, and to ensure ongoing access to them; users are expected to respect the rules and regulations around use of library materials and property and to assist in the protection of library materials. Since prevention of dissatisfaction depends on attention of library staff. The responsibility of attention depends on experience in the library service. Hence

there is a need to have control policies to prevent dissatisfaction. [1, 3, 6, 8]

II. Observations of Dissatisfaction:

Considering the dissatisfaction in college libraries is a global problem. As well as security of library books and property has been the subject of much investigation in the age of information technology. The Demographic Information of colleges of Swami Ramnath Tirth Marathwada Nandeds in the Marathwada region was surveyed. The University has total 358 professional and non-professional affiliated colleges, out of that present study includes 149 ACS colleges. Of the total population of 149 college libraries the researcher has randomly selected. The structured questionnaire was distributed to 108 college librarians from the four districts i.e. Nanded, Jalna, Beed and Osmanabad. Of

the 108 college libraries 104 colleges have returned the Questionnaire duly filled in, giving 96.30% response. The majority of the colleges are located in rural area than the urban area. The total collections in the college libraries were surveyed. The more the number of staff members working in the library reduces the chance of dissatisfaction. An effort was made to find out the number of staff members working in the college libraries.

It was observed that of the total 104 respondents 45 (43.3%) librarians were working with one to five staff members and 41 (39.4%) librarians were working in college libraries with six to ten supporting staff members. While 18 (17.3%) respondents indicated that they were working with eleven to twenty staff members. [2]

1. Illegal Incidences:

Libraries are facing various critical issues in day to day work which creates problem for the librarian, library staff and users in operation of library services. The issues considered are theft of library material and personal belongings, mutilation or tearing out important pages from books and other documents, misplacement of reading material, un-authorized borrowing, non-return of books, dissatisfaction to library property, disruptive behaviors by users in the library, food use in library, physical and verbal abuse with staff, violent crimes, fraud, inappropriate use of computer and other equipments. It was found that 76% librarians felt that dissatisfaction or damage to library property was the highly and frequently critical issues in their libraries. It can be observed that the illegal incidences takes place in the library mainly by users and staff, 73.07% users were more prone to unauthorized borrowing, 31.73% non return of books, 60.57% disruptive behavior, 45.19% damage to library property, the percentage of illegal incidences was found low the by users and staff with the inappropriate

computer use 5.76% and violent crime 6.73%. [2]

2. Vandal Activities:

Dissatisfaction in the library can take the form of drawing cartoons, engraving, scratching, and cause breakage, mostly on tables, chairs, books and periodicals, computers and other equipments and buildings for some or other reasons. These kinds of vandal activities are found inside the library and also outside the library.

a. Library Property for Dissatisfaction

Libraries from past and even at present are targeted for dissatisfaction by internal and external factors that affects in destructions on library collection, equipments, furniture and equipment as well as the library building by drawing cartoons, engraving, scratching, and cause breakage by the vandals. The literatures review the problem for theft and mutilation of library materials, as the investigator found number of methods used by the mutilator for theft and mutilation. The culprits want a chance for theft and mutilation of library material, the offender follow various timings and periods as they prefer convenient period for theft and mutilation. The period and timing are during power failure at night, when staff are not around, during users are few in library, early opening, closing and late hours, during rush on counter and staff is busy in their work. [2]

Another important type of dissatisfaction with respect to library is financial dissatisfaction related to personal profit of staff, financial dissatisfaction in the library is crucial type of dissatisfaction causing great concern to all those involved with the library.

b. Impact of Dissatisfaction

The different vandal activities studied ultimately have their impacts on the library, library users, faculty and teaching and learning activity. due to the illegal activities library use can be reduced, users do not want to visit the library, books could not be found on shelves, users do not get required

information, results in poor quality and quantity of library services, threatens the quality of teaching learning and research, increase in budgets, psychological implications on users can affect on the performance of the users.

3. Security Problems

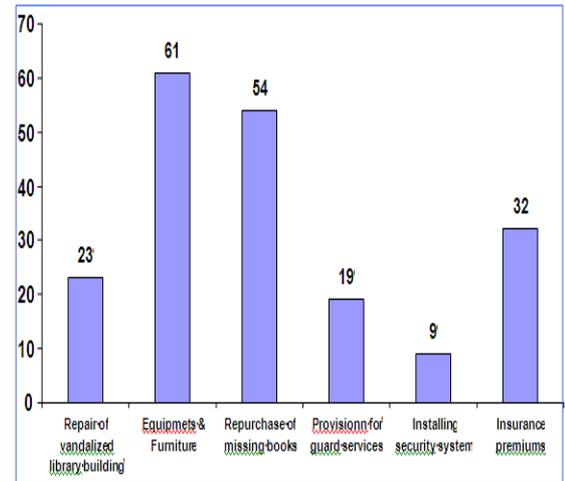
Shortage of staff is the major concern of dissatisfaction. In the most of cases the responses received were analyzed 22.1% indicated that their library system was with one man libraries. So wherever one staff member is on duty in the library building there are more chances of library property dissatisfaction therefore they require more security to control the vandal activity. [2]. There are various categories of users who causing security problem in the libraries. Human being intentionally damages the library property. The most related human element to the libraries are the students, faculties, library staff, researchers and outsiders who use the library to improve their knowledge but among the users some may cause security problems for libraries by creating various vandal activities in the library. Stock verification is an important activity in all types of libraries by which libraries can calculate their loss of books, overdue books, damaged books, misplaced books etc. Library is a social institution provides services to its user, but the users knowingly or unknowingly vandalize the library property like books, periodicals and newspapers, furniture and equipments, library building, etc. the stock verification activity detect the actual loss from college libraries.

4. Funds for Repair of Vandal Materials

Vandals vandalize the library material in various types, therefore it need special provision of funds in college library budget to repair the material. Hence an attempt has been made to find out whether the provision special funds made available by the college libraries to repair, repainting, repurchase and for appointing security guard and installing security devices as

well as insurance premium. The respondents were asked to give their opinion on more than one options, therefore the percentage is more than 100%. The collected data was analyzed and presented in Figure: 1

Figure: 1: Fund for repair of vandalizes material.



It can be observed from the Figure: 1 that of the total 104 respondents the 84 (80.76%) libraries kept reserved fund for repair of vandalized library buildings, equipment and furniture; while 73 (70.19%) respondents have provisions of funds for repurchase of missing books and guard services. Not a single college library has found the provision of funds for installing security system, while 32 (30.77%) libraries have provision of funds for Insurance premiums.

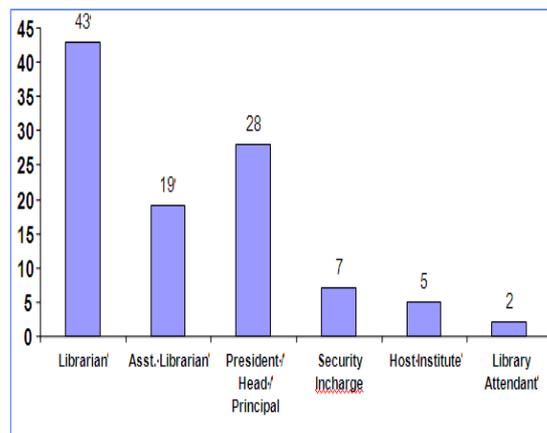
III. Security Measures

In recent days security of library property, library personnel and the users are the great challenge before the college librarians, from the internal and external elements, hence it is need to take security measures to protect the library property from theft, mutilation or dissatisfaction, disruptive behavior, physical and verbal abuse etc. by installing modern electronic security devices in college libraries to detect the illegal practices one can eliminate the vandal activities in some extent but not fully, hence attempt has been made to find out the security measures applied by the

surveyed college libraries to prevent the dissatisfaction.

a. Responsibility of library security As regards the responsibility about security of library collection, building, staff, users librarians have the sole responsibility to prevent the critical issues, but it is not only librarian's responsibility but also all staff members of the library. Hence an attempt was made to find out the respondents' opinion on the person who is responsible for library security; the data collected was analyzed and presented in Figure: 2

Figure: 2: Responsibility of Library security



It is observed from the Figure 2 that of the 104 respondents 64 (61.5%) librarians were of the opinion that librarians, Assistant Librarian and library attendants are responsible for library security, while 40 (38.5%) respondents suggested Principal, Presidents and heads as well as security in charge and host institute are also responsible for library security.

b. Security Measures to Control dissatisfaction

There are various preventive and control measures that can be used to limit the dissatisfaction from college libraries. Hence an attempt was made to find out the respondents preference to be employed to limit the dissatisfaction. The responses received from respondents to various control measures employed by the libraries to limit dissatisfaction. These control

measures are installation of modern electronic security systems like monitors and camera, alarm gates and theft detection system, building security by design, appointing security guard, providing property counter, access control, contact police, keyless entry system, security system for hours not open, telling staff what should be done if it happens, insurance policy, plantation away from library building education and training for staff, etc. are the some preferred measures.

The responses received from respondents on various security measures used in libraries to limit dissatisfaction. On analyzing the data on statistical test WAM 22.43% respondents suggested that building should be designed as per security; 19.93% respondents were using property counter; 19.32% respondents installed after hours security alarm in their library; 17.52% respondents used card access as control measure for library security in ranking order (1st 2nd 3rd and 4th) respectively. While 16.74% respondents gave the rank 5th was to appointing contract security guards in the library is a better solution for dissatisfaction prevention. The other preferred preventive and control measures included by the respondents was (11% to 16.74%) contact police, plant the trees away from library building, keyless entry system, and by installing modern security system like camera, monitors, CC TV etc. The chi-square values 119.462 for the library security by employees is found more significant. Further it is confirmed that except building security by design, all the security measures are more significant at both the level. [2, 9]

c. Policies and Procedures

Library policies and procedures are essential to library operations. Policies and procedures may vary according to the type of library--public, academic or special--but all libraries must have policies and procedures in order to run efficiently. Library policies and procedures are the

framework on which the library operates. Policies dictate the rules and regulations that form the basis of the library's operation, while procedures dictate how the library performs the services that it offers.

Every library has its rules and regulations to deal with the various activities, services, working, staff and users, but the evaluation of these policy and procedure is most important for its effectiveness. If the policy and procedures are well framed and implemented seriously may reduce the chance of vandal activity in the libraries, hence an attempt was made to find out the existing library policy and procedures to deal with vandal activities. The responses collected showed that of the 104 respondents' 71 (68.2%) respondents were of the opinion that the college library does not have a library policy & procedures to deal with vandal activities. while the 33 (31.8%) libraries have their policy & procedures to deal with dissatisfaction.

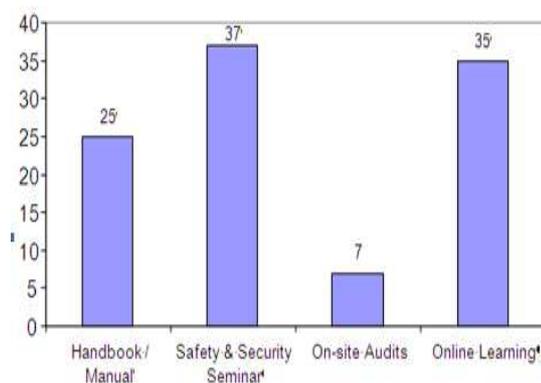
d. Support from Authority

It is assumed that Librarians are most responsible persons for the library security, but the authority must provide the required information, education as they desired on library security and safety. The authority should provide various types of information viz. simple policy and procedure, how to conduct staff training effectively, how to select security equipments, crisis and disaster management, effective community awareness program, implementation of security issues, incorporating security into building by design, how to establish relationship with authority, hiring security personnel, staff training opportunities from authorities, providing sufficient furniture and equipment and providing sufficient and trained staff are the major information and education required by the librarian to limit the incidences of dissatisfaction in libraries. Hence an attempt was made to find out the steps taken by the college authorities to provide the information on safety and security issues concerned with the college

libraries. Library authority plays an important role in library security by providing information to the librarian and staff to deal with security issues in the library.

e. Preferred mode of providing information: There are various modes by which librarians and library staff can receive the information / education on topics of library security, the respondents were asked to give their opinion by which mode they get the information on the topics library security discussed. The modes are handbooks, manuals, safety and security seminars, on site audits, online learning helps librarian to prevent and control the dissatisfaction from libraries. Hence an attempt was made to find out the preferred modes librarians are using to prevent vandalistic activities from the libraries. The collected responses analyzed and presented in Figure: 15

Figure: 3: Preferred mod on Security information



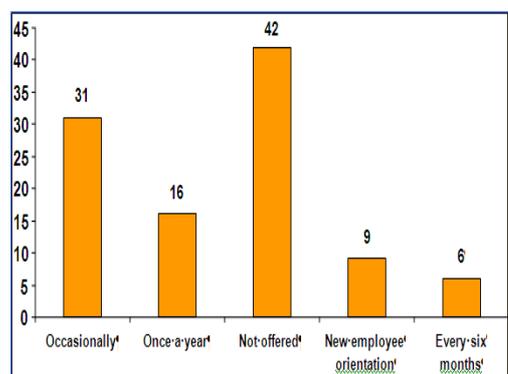
It can be observed from Figure: 3 that out of the total 104 respondents 35 (33.65%) preferred online learning modes to collect the information and education on security. While 37 (35.58%) preferred safety and security seminar for security information, the 30.77% librarians followed hand books, manuals & on site audits etc are the preferred modes among the surveyed libraries to acquire the information on library security issues.

f. Staff training

Staff training on library security is an essential part in library services, librarian

should conduct frequently staff training on library security issues in their library to update the staff knowledge about the threats and measures to prevent the problem effectively, hence an attempt was made to find out the frequency of staff training conducted by the college librarians on security issues of the college libraries. The collected data was analyzed and presented in Figure: 4.

Figure: 4: Frequency of staff training on security

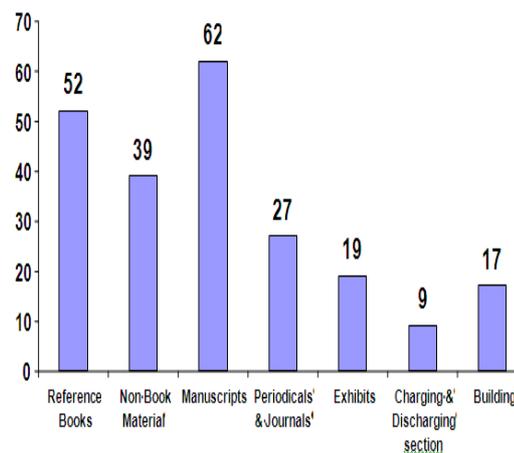


It can be observed from the Figure: 4 That out of the total 104 respondents 42 (40.4%) librarians indicated that they were never offered staff training on library security, while 47 (45.2%) respondents had received staff training occasionally or once in a year and the 15 (14.5%) librarians had opined that the staff training on security by arranging orientation is given in every six months.

g. Special Security for library Materials and Building

Libraries acquire qualitative and special collection of reference books, non book materials, manuscripts and periodicals its users and provide peaceful and decorative library building with good quality furniture, but it needs special security to control it from vandal acts. Hence an attempt has been made to find out the special security provided by the surveyed libraries for their collection and building and other areas of the library. The collected data was analyzed and presented in Figure: 5

Figure: 5: Special Security for the library material & building.



The Figure: 5 showed that 88.4% respondents reported that special security is given for collection and exhibits, while only 11.6% reported that special security is given to building and circulation sections.

h. Instances and expelled patrons and staff from library

Educational institutions are not always safe and secure places. The college libraries are no exception and they are subject to wide variety of security concerns. Libraries have responded in many ways to these issues, including installing security system and writing library security policies Libraries reported the illegal incidents are existence in their libraries but they could not come forward to express any instance in last 12 months. The reasons behind this may be they have not maintained the records of such type of instances. The vandal ransacked cupboards, broke the computer, smashed window panes and mutilated oil paintings. The floor was littered with broken glass, fans and telephones, torn pages of books and manuscripts dating back to 16th century (Times of India 2006,p1). In Jalna city the problem patrons destroyed the catalogue card and cabinet by putting crackers in catalogue card of JES college library Jalna. As well as a women librarian physically harassed by a lecturer from prestigious college Pune, The reason stated were circulations of books. [11, 12]

III. CONCLUSION:

Present paper had attempted to survey possible security problem and efficient security measures adopted by the libraries in Marathwada. In our survey it is revealed that librarians should grant the staff training on security in every six months. In sight of security measures survey has shown that various security methods such as special security for library materials and building used by the librarians to control vandal activities.

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