

## THE SOURCE AND CONSEQUENCE OF DISSATISFACTION IN COLLEGE LIBRARIES: A CASE STUDY OF MARATHWADA REGION.

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### ABSTRACT

The purpose of this case study is to focus on the source and effect of Dissatisfaction in College Libraries. In each college society and management facing various critical issues in their institutional development as well as libraries development. One of them is dissatisfaction in college libraries. In this paper 104 colleges of Marathwada were studied extensively to get the current status dissatisfaction in libraries. The significant observation were tabulated and presented thought this paper.

**Keywords:** Dissatisfaction, libraries development, Marathwada

### I. INTRODUCTION:

The purpose of this paper is to center on the source and consequence of dissatisfaction in college librarian. To solve this problem it requires sincere effort by the authorities, librarians and users to prevent this. Dissatisfaction is serious problem in all types of libraries. Academic libraries are not exception for this, the vandals by creating various vandal activities like theft of public or private property, mutilation of vulnerable property, arson, misplacement of material, damaging property, i.e. buildings, windows, doors, furniture, equipments, and disruptive behavior inside and outside the public building is common practice in each country. The services in college libraries is also spot where attention has to pay so every staff needs to realize that service to patrons is our most important job. The College libraries should

promote an attitude and impression of communal respect, support and consideration between librarians and staff, and anticipate the same from library users. [1, 2, 6, 8, 13]

### II. Methodology and Observations:

Therefore the researcher considered 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. Therefore the present work has been divided under the following stepwise criteria:

#### 1. Demographic Information of colleges surveyed:

SWAMI RAMNATH TIRTH MARATHWADA NANDEDS is one of the oldest Universities in the Marathwada region. The University has total 358 professional and

non-professional affiliated colleges, out of that 168 are Arts, Commerce and Science colleges, while 190 colleges are professional colleges, located in urban and rural areas of Nanded Jalna, Beed and Osmanabad district, of the 168 colleges, 19 colleges were recognized during the year 2009-10 which have been omitted from the study, hence present study includes 149 ACS colleges. Of the total population of 149 college libraries the researcher has randomly selected the sample of 108 college libraries as per sample size given by Karejcie et al table [12]. 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. Among the 104 colleges one is government, 78 are granted and 25 are non-grant basis colleges. The demographic information of the colleges under survey has been further divided on the basis of year of Establishment which indicates the history and development of the institution. An attempt was made to find out the district wise granted & non granted Arts, commerce and Science (ACS) colleges affiliated to (SWAMI RAMNATH TIRTH MARATHWADA NANDED). It is clear that majority of the colleges are located in rural area than the urban area. In one more case an attempt was to make find out the students enrolled in the colleges surveyed for postgraduate and undergraduate classes, which is presented in Table: 1.

**Table: 1:** District wise distribution of Student and user

Districts	No of Colleges	Students		Total	Users			Total
		UG	PG		UG	PG	Other	
Nanded	35	28913	5806	34719	28218	5506	1975	35699
Jalna	17	13917	2325	16242	13342	2025	1292	16659
Beed	36	20995	3706	24701	19395	3106	1723	24224
Osmanabad	16	11542	1486	13028	10142	1286	834	12062
TOTAL	104	75367	13323	88690	68097	11923	5824	88644

**Total collection:** The college libraries select, collect and retrieve the services to the readers; hence an attempt has been made to find out the

total collection in the college libraries surveyed and It was be observed that 28.85% of college libraries; from Nanded and Beed districts were having collection below 5000. It was also observed that 82.36% libraries from Jalna and 50% libraries from Osmanabad district were having collection below 15000, however only 5.71% libraries from Nanded, 2.56% libraries from Beed and 12.50% college libraries from Osmanabad district have collection more than 75000. On an average per library the total collection of books was 17001, and journal 29.40 per library, while per user book collection was 19.98. Eight librarians' responded to other collection like CD, Cassettes.

#### Access to Collection

The investigator has made an effort to find out whether the librarians are providing open or close access to the users for maximum use of collection. The collected data has been analyzed and calculated in Table: 2

**Table: 2: Access to Collection**

Districts	No of Colleges	Access Facility		Total
		Open	Close	
Nanded	35	1	34	35
Jalna	17	--	17	17
Beed	36	--	36	36
Osmanabad	16	--	16	16
TOTAL-	104	1	103	104

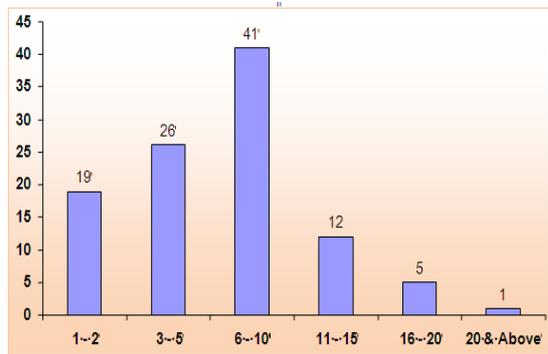
The Table: 2 show that only one Government College from Nanded, i.e. 0.96% libraries was providing open access to the collection. While 99.04% college Libraries from the four districts were providing close access facility to the students.

#### Total Staff in college library:

The more the number of staff members working in the library reduces the chance of dissatisfaction. Hence an effort was made to

find out the number of staff members working in the college libraries. The collected data analyzed and presented in Figure: 1.

**Figure: 1:** Number of Staff working in the Library.

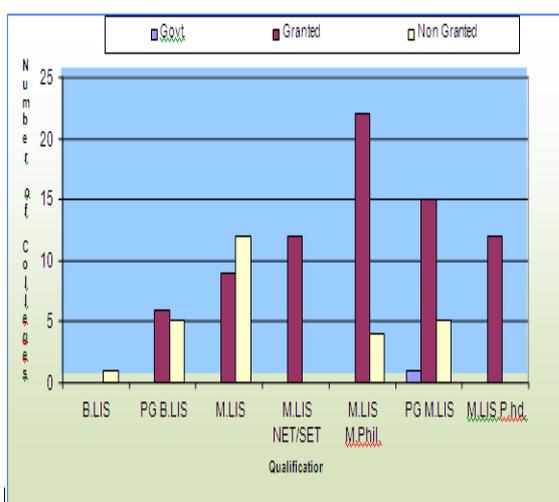


It can be observed from Figure: 1 that of the total 104 respondents 45 (43.3%) librarians were working with one to five staff members and 41 (39.4%) librarians were working in college libraries with six to ten supporting staff members. While 18 (17.3%) respondents indicated that they were working with eleven to twenty staff members.

### Qualifications of Librarian

As regards the qualifications of the librarian it is necessary to know the existing qualifications of working librarians which supports the librarian to keep them update with the knowledge in their subject and to perform duties effectively. Hence an attempt was made to find out the qualifications of the librarian.

**Figure: 2:** Qualifications of the Librarians



It can be pointed out from Figure: 2 that of the surveyed libraries only one non grant college have unqualified librarian, however maximum 22 (28.20%) and 18 (23.08%) librarians from

granted colleges were having MLIS M. Phil and PG in any subject of MLIS qualification respectively, while 12 (15.38%) librarians were having MLIS with PhD qualification. Librarians from five granted and five non granted colleges were having qualification PG with BLIS. Nanded.

### 2. Illegal Incidences and vandal activities:

A strive was made to find out the illegal incident taken place in libraries by users and staff like theft of library material, tearing out of pages, misplacement of books, unauthorized borrowing, non-return of books, and damage to library property in appropriate computer use, inappropriate reprographic services, and disruptive behavior by the problem patrons inside and outside the college libraries. Drugs, assaults, stalking, food use etc. Therefore this unit of illegal incidences has been divided into following parts.

#### 2.1. Illegal Incidences:

The collected data regarding illegal incidences has been analyzed The data reveals that out of the total 104 responded librarians 72 (69.23%) felt that users and the 37 (35.6%) librarians noticed staff were pertaining to theft of library material, while 83 (79.80%) respondents felt that user and 21 (20.19%) respondents were of the opinion that staff, noticed in tearing pages of book, further it is observed that 54.80% users and 57.69% staff had noticed in misplacing the books. 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%. The collected data calculated on Pearson's chi-square test the value represented in table no.4.6 shows that the incidents of misplacement by users & staff, dissatisfaction to library property, inappropriate reprographic services in library were not found significant, where as all the remaining critical issues are

found significant at both the level 0.01 & 0.05. [11]

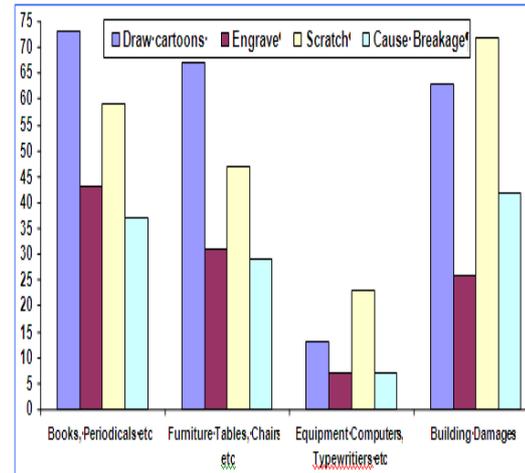
**Most Critical Issues in the Library:**

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, unauthorized 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, hence an attempt was made to find out the most critical issues in college libraries surveyed, which has been presented in Figure 3. On analyzing the 104 respondents view according to Ti-Square test about the thirteen critical issues in the libraries, it was found that 76% librarians felt that dissatisfaction or damage to library property was the highly and frequently critical issues in their libraries, followed by misplacement of books 72.10%, Mutilation or tearing out pages 66.3%.The result of mutilation are in line of Lorenzon [ 1 ] in a study of academic libraries showed that 62.5 percent of university libraries in one state believed that mutilation was a problem. Non return of books 61.6% and physical & verbal abuse 61.5% were highly critical issues in their libraries while remaining issues were less critical.

**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. The respondents were asked to give their opinion on more than one option therefore the percentage is more than 100%. Hence an attempt was made to see the vandal activities and the collected data was analyzed and Figure: 3.

**Figure: 3:** Vandal Activities in college libraries

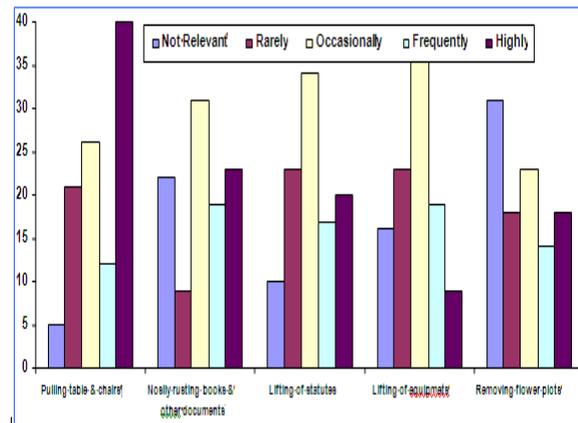


It can be observed from the Figure: 3: that the vandal activities drawing cartoons are indicated by 70.19% respondents on books and periodical, 76.92% on library property like furniture and tables, computer and other equipments, while 50.58% respondents noticed on library buildings.

**2.3 Vandal activities inside the library**

The delinquent readers of the library create many vandalistic activities in the college libraries by pulling tables and chairs, noisily rustling pages of books another documents, lifting statue, equipment and removing flower pots are the major vandal activities found in the libraries, The problem patron by doing this type of vandal activities inside the library create disturbances to the another sincere users, hence an attempt was made to find out the vandal activities caused by the users in the libraries surveyed, the collected data from the respondents were analyzed and presented in Figure 4.

**Figure: 4:** Vandal activities inside the library

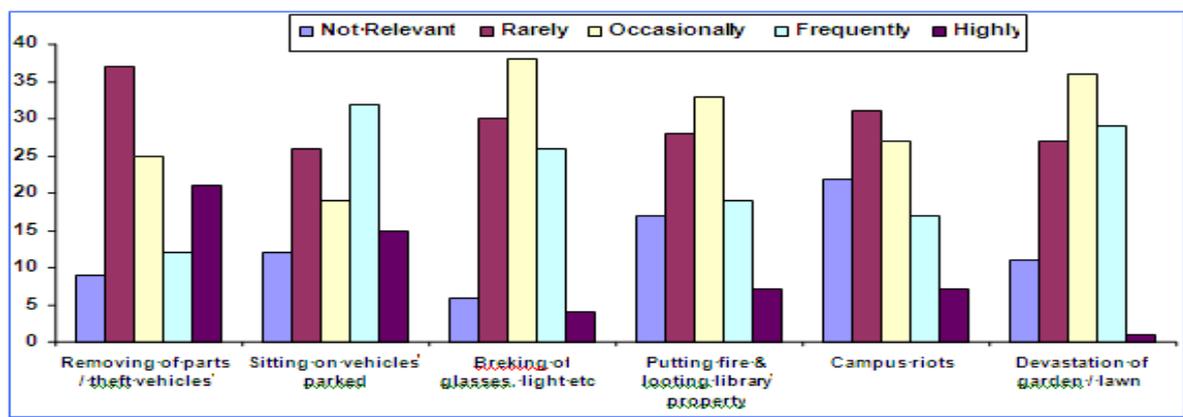


It can be observed from the Figure: 4 that the data was subjected to the statistical test of WAM to rank the vandal activities, 25.87% respondents noticed users pulling table & chairs from one place to another place, 21.16% respondents had noticed that users nosily rustling books & other documents, while 18.32% respondents found in lifting of statues; 15.3% respondents noticed users were lifting equipments and 14.12% respondents had noticed users removing flower plots were given the 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> and 5<sup>th</sup> rank respectively. All these vandal acts can also be recognized as internal dissatisfaction. The calculated chi-square value **34.750** reveals positive responses towards pulling table & chairs where as only removing flower plots **8.212** was not found significant at both the level. Even though very few users are provided with open access the vandal activity is taking place, which indicates that ‘Open the access in libraries more the vandal activities’

#### 2.4 Vandal activities outside the libraries

Vandals not only disturb the internal environment of the library but also disturb the exterior environment by creating vandal activities, such as removing vehicle parts, sitting on vehicles, breaking of glasses, lights, etc. devastation of garden, campus riots and putting fire and looting property are the prevalent vandal activities among the problem patron which is recognized as external dissatisfaction. Hence attempt was made to find out the vandal activities outside the libraries which cause library security. The responses collected in this respect ware analyzed and presented Figure: 5.

**Figure: 5:** Vandal activities outside the library



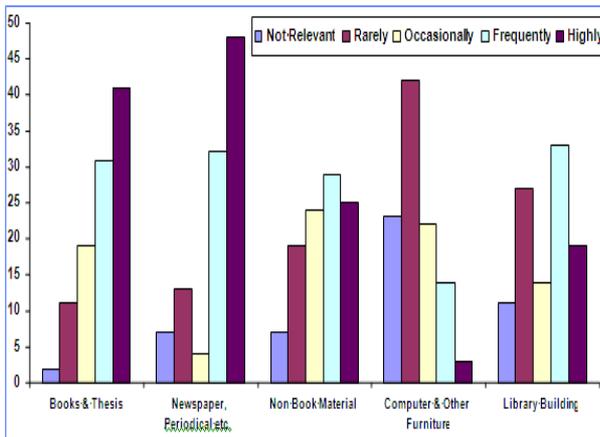
The results according to WAM statistical test ranked the outside vandal activities from Table and Figure: 5 that 21.16% respondents had given first rank to sitting on vehicles parked, the 19.89% respondents gave second rank to removing of parts and theft of vehicles; while 19.20% weighted third rank to breaking of glass, light etc. 15 % to 18.29% respondents indicated campus riots, putting fire and looting library property, devastation of garden / lawn, are ranked in order of preference as a vandal activities outside the libraries. The reasons suggested by the respondents were no proper parking provision, no security guard appointed if appointed not performing his duty faithfully and as a part of group behavior were the major reasons reported by the respondents. The Chi-square test of Pearson’s shows that all the vandal activities outside the library were confirmed and found extremely significant at the both the level 0.01 and 0.05. The chi-square value 43.692 indicates that breaking of glasses and light are found most significant vandal activity outside the library than other activities.

#### Targeted 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, Hence an attempt was made to find out the most targeted library material for dissatisfaction. The

collected data has been analyzed and presented in Figure: 6.

**Figure: 6:** Targeted Library Material for Dissatisfaction.



The data was tested on WAM to rank targeted material for dissatisfaction, it can be noted from the table and figure: 6 that 29.73% respondents noticed newspapers and periodical were most targeted material which stands in First rank; 29.42% respondents indicated books and thesis on the second rank; while 24.42 %, 22.13% and 13.49 % respondents given the third, fourth and fifth rank to non- book material, library building and computer and other furniture respectively which were the targeted material for dissatisfaction.3As regards to the targeted material for dissatisfaction in libraries the Chi-square test shows the value **67.250** newspapers and periodicals were more targeted material, while the value **46.385** indicated books and thesis. The remaining library property was also observed as targeted material for dissatisfaction according to their significant value at both the levels.

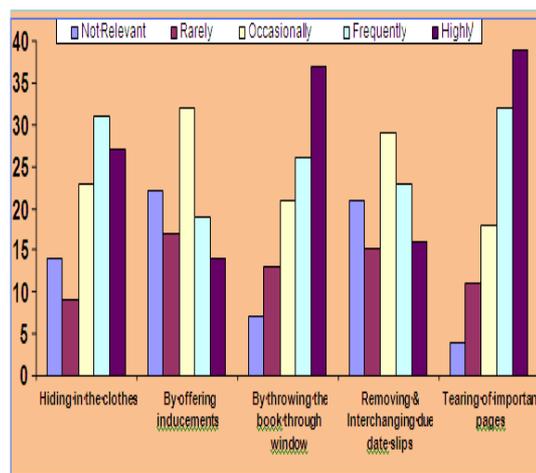
**2.5 Methods of theft and mutilation**

The problem patrons adopt different methods for theft and mutilation of library materials, as literature reviewed the investigator found number of methods used by the mutilator for theft and mutilation. Therefore some of the methods mostly adopted by the users and considered for this study were hiding books in the cloths, offering inducement, throwing books through windows, interchanging due date slip and tearing out important pages.

Hence the respondents were asked the question that ‘Do you have any idea how the pages are mutilated or library material is stolen and taken out of the library?’

Attempts were made to find out the methods used by the users for theft and mutilation of books and other reading material. The respondents were asked to give their opinion on more than one option therefore the percentage is more than 100%. The data collected from the respondents has been analyzed and presented in Table and Figure 4.3.3

**Figure: 7:** Methods of Mutilation & Theft



The results indicate from the Figure: 7 that as per the statistical test of WAM that 28.76% respondents noticed tearing of important pages from books, periodical & other documents; 27.03% by throwing the books through windows / terrace and later on collecting it when there is no one; 24.63% by hiding in the clothes, while nearly 19% by offering inducements like tea, money etc. to the staff and 19.78% by removing & interchanging due date slips were the methods of mutilation and theft given the rank respectively in order of preference in.(1<sup>st</sup> ,2<sup>nd</sup> 3<sup>rd</sup>.4<sup>th</sup> & 5<sup>th</sup> ) It is clear that tearing of important pages from the reading material was highly relevant method of mutilation which stood first in the rank order. The collected data was analyzed and calculated on Pearson’s Chi-Square test, the calculated values confirmed that except by offering inducement and removing due date

slips all the methods adopted for theft and mutilation of library material were found extremely significant at both the levels.

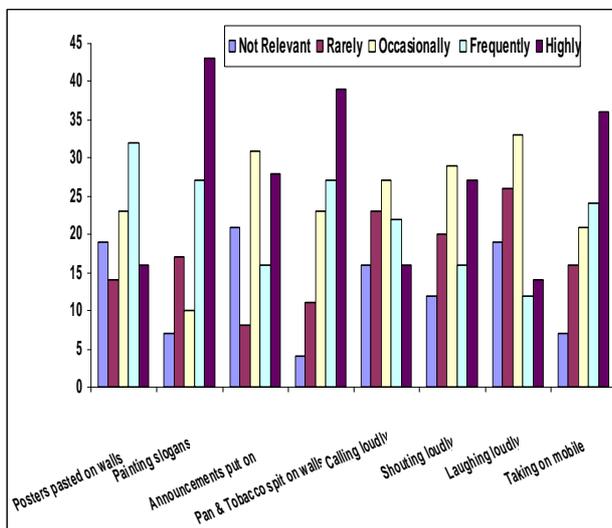
**2.6 Period of theft and mutilation**

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

**2.7 Disruptive Behaviors**

Vandals distract the concentration of library users and staff by creating various noise, shouting and laughing loudly, calling loudly to their friends, posters pasting on walls, painting slogans, announcement put on, and spit pan and tobacco on walls are the major disruptive behavior experienced by the college librarians, hence attempts has been made to find out the disruptive behavior of the users in the college libraries surveyed, the collected data was analyzed and represented in table and figure: 8.

**Figure: 8:** Disruptive Behavior of library users



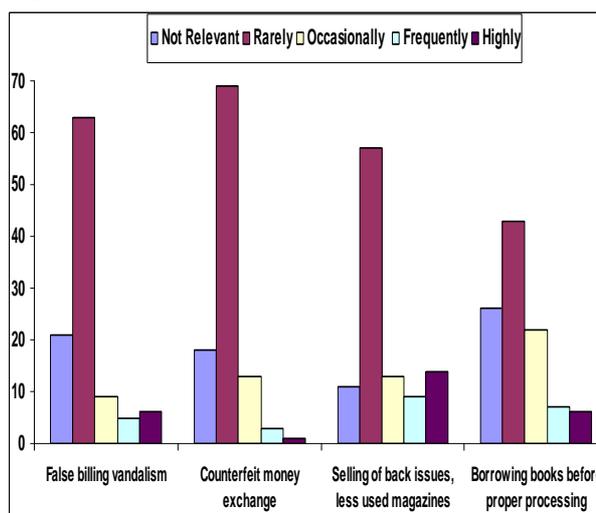
It can be observed from the Figure: 8 that the respondents ranked the disruptive behavior inside the library according to WAM statistical test ranks the behavior. The 28.28% respondents had given the first rank to chewing Pan and Tobacco and spitting on walls; 27.87% respondents had identified second rank to

Painting Slogans; 26.35% respondents gave third rank for talking on mobile to another person, All other disruptive behavior in the library can be found such as shouting loudly, announcements put on, posters pasted on walls, calling loudly were in rank fourth, fifth, sixth & seventh respectively. The Pearson’s chi- square test result shows that all the disruptive behavior inside the library were confirmed and found significant except calling loudly.

**3. Financial Dissatisfaction:**

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. Hence an attempt was made to find out by asking respondents the question whether they had noticed the dissatisfaction of false billing, and other counterfeit money exchange, theft by employees, selling backlogs, less used magazines by weight for personal profit and borrowing books by staff before proper processing. And the extent of financial dissatisfaction in college libraries surveyed. The responses collected by the college librarians in this regard are calculated and presented Figure: 9.

**Figure: 9:** Financial Dissatisfaction



The Figure: 9 shows the ranking from the analysis of the data on statistical test of WAM nearly 16% respondents they had experienced selling of back issues or less used magazines for

personal profit; 12.7% respondents had noticed borrowing books by staff before proper processing and 11.56% respondents had noticed false billing dissatisfaction and 10.4% respondents had noticed counterfeit money exchange in order of preference and ranking given by the respondents. As regards the financial dissatisfaction in college libraries, the responses received were also tested on statistical test Ti-Square indicate that 22.2% respondents had noticed staff in selling of back issues, less used magazines for personal profit. While 12.5% respondents were of the opinion that users were borrowing books before proper processing frequently and highly. The data calculated and tested on Pearson's chi-square test shows that all the factors associated with financial dissatisfaction were found extremely positive, the value shows the results are significant at both the level 0.01 and 0.05.

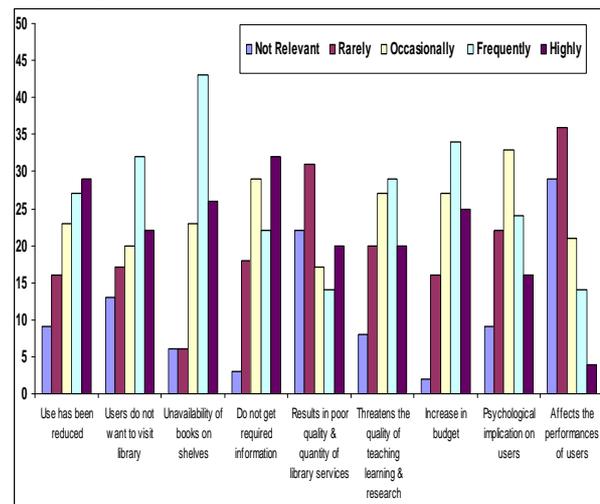
### 3.1 Impact of Dissatisfaction

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.

### 3.2 Impact on Teaching and Learning

Teaching and Learning is the main function of the colleges, libraries in the colleges support for this function by providing the reading material for students, faculty and research student according to their prescribed curriculum. Hence an attempt has been made to find out what type of impact of dissatisfaction occurred on library, users, faculty, teaching learning and research. The collected data was analyzed and presented in Table and Figure: 10.

**Figure: 10:** Impact of Dissatisfaction on Study & Teaching.



On analyzing the data on WAM test to rank the impact of dissatisfaction. It is clear from Table and Figure: 10 that 27.39% respondents indicated first rank to unavailability of books on shelves; 26.15% respondents gave the second rank to increase in budget due to vandal activities; third rank was given by the 25.99% respondents that users are not getting required information; fourth and fifth rank was given by the 24.92% and 23.19% respondents for use has been reduced and users do not want to visit the library respectively. While 13.07% to 23.17% respondents ranked in order of preferences' were that dissatisfaction affects on the performance of users, results in poor quality and quantity of library services, psychological implications on users and threatens the quality of teaching learning and research.

In respect to the impact of dissatisfaction on studying & teaching the data calculated on Ti-square test shows that 66.3% respondents have noticed that unavailability of books on shelves was the highly and frequently impact due to the dissatisfaction; 56.7% respondents noted their annual budget has been increased and 53.9% respondents recorded library use has been reduced. While 52% respondents suggested users do not get required information and users do not want to visit the library. Chi-square test revealed the impact of dissatisfaction on study and teaching observed and found significant at

both the level except results in poor quality & quantity of library services.

#### 4. Security Problems

**4.1** The responses received were analyzed shows that of the total 104 respondents 23 (22.1%) indicated that their library system was with one man libraries. While 81(77.9%) respondents indicated that they have more than one staff members to perform various duties. Hence it is clear that wherever one staff member is on duty in the library building there is more chances of library property dissatisfaction therefore they require more security to control the vandal activity.

#### 4.2 Human Element Causing Security Problem

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. Hence an attempt was made to find out from which category of users the security problems causing for college libraries, the collected data was analyzed

It can be observed on analyzing the data according to Ti-Square test, the results showed that out of the 104 respondents 58.6% librarians were of the opinion that outsiders, 56.7% Researcher and 52.9% student patrons, cause highly and frequently security problems in libraries. While 13.5% library staff, 37.5% faculty caused security problems in college libraries, by creating various vandalistic activities, the reasons behind it is being responsible personnel in the institution.

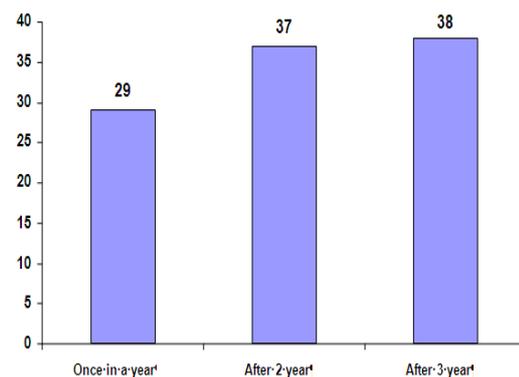
According to the Chi-square test, the variance of criteria has confirmed that except faculty, the persons causing library security problems were library staff, research student, patrons & outsiders because the calculated value is greater than the observed value at the both level 0.01 &0.05 is significant. In addition the data was subjected to statistical test of WAM

to rank criteria based on their importance as indicated by the respondents, the persons who cause security problems in the libraries were 25.77% student in first rank; 5.57% outsiders in second rank; 24.61% researchers in third rank; 19.81% faculty and 9.73% library staff were in fourth and fifth rank were observed causing for security problems in libraries.

#### 4.3 Stock Verification

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. Hence an attempt has been made to find out the frequency of stock verification in the college libraries. The collected data was analyzed and presented in Table and Figure: 11.

**Figure: 11:** Frequency of Stock Verification



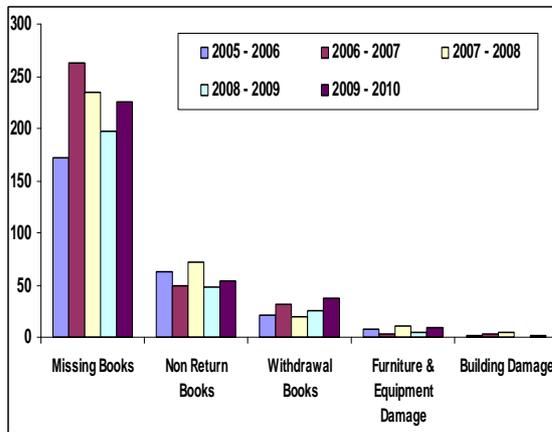
It can be observed from the figure:11 that out of the total 104 respondents 66 (63.5%) had indicated the stock verification work frequency in their libraries were within one to two years because of small collection size. while 36.5% college libraries were taking stock verification after every three years due to the large number of collection.

#### 4.4. Loss of library Property

Wherever there is service institution there is a loss. 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. Hence an attempt

was made to find out the missing books, non-return books, withdrawal of books, vandalized furniture and equipment and building damage by the vandal. The collected data was analyzed and presented in Table and Figure: 12.

**Figure: 12:** Loss Of Library Property



It is observed from the Figure: 12 that of the total 104 respondents only four libraries 3.84% have responded to the question while 96.16% libraries intentionally have not answered the question, hence the investigator could not calculate actual loss of surveyed college libraries.

### III. CONCLUSION

Present paper had attempted to survey causes of possible dissatisfaction which exists in college libraries. The dissatisfaction like, vandal activities, their impact on teaching, learning and research has been found more critical issues. The Stock verification is very tedious task and it consumes plenty of time due to the large number of collection. Further it

was observed that no one has been given the amount available for repair of vandalized library property.

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