CHAPTER - 2
LIBRARY CRIME & VANDALISM IN ENGINEERING COLLEGE LIBRARIES: A REVIEW

2.1 INTRODUCTION

Purpose of this chapter is to focus on the earlier studies or review or scanned literature on “Library Crime and Vandalism in Engineering College Libraries”.

Review of relevant literature is an important step for research. It is essential for any researcher to search the relevant literature & review it for research topic undertaken. After formulating research problem, researcher started reviewing the concerned literature from various primary, secondary and territory sources of information like books, journals, reports, proceedings, encyclopedias, dictionaries etc. which is the basis for present study.

The major source to check that research has been conducted on the topic is bibliographies of doctoral dissertations. Association of Indian universities (AIU) published the bibliography of doctoral dissertations in social sciences can be a basic material in this context. All the bibliographies published by AIU since 1980-81 to the recent one i.e. 1993 published in 1997, were referred Library and information science Abstract (LISA) database was also scanned for relevant articles appeared in worlds reputed journals of library and information science. In support to this, the bibliography of research in library and information science in India compiled by Pathak and Ramaiah (1996) and Kumar (1987) were scanned as they have covered research conducted at M.LIB.I.Sc, M.PHIL & PH.D level. The website of INFLIBNET (2013), Vidyanidhi (2013) and DELNET (2013) were also searched for thesis database.

It was found that many information scientists have used different terms for vandalism. These are crime, theft, mutilation, problem patron behavior, book loss, arson, delinquent reader, pilferage, misuse, over borrowing, misplacement etc. The major studies on the vandalism have been conducted in western countries. The studies on the problem from India have been covered various sub-categories of vandalism by
the researcher. The study regarding the users attitude and behavioral pattern towards theft and mutilation in the university library a case study of Andhra university library have been completed by Tatarao (1994); Gavisiddapa (2004), conducted study on the problem of use and misuse of reading material in engineering college libraries in Karnataka State; Kale (2004), surveyed university libraries in India and gave emphasis on library material security care and maintenance of print & non print collections in libraries, he also discussed the major threat i.e. theft, mutilation, misplacement over borrowing and vandalism in library & suggested security measures to prevent such strenuous problem; Kumbhar (1994), surveyed users’ attitude towards the resources and services of university libraries in Karnataka. Gavisiddapa (2000), conducted survey at Gulbarga university Gulbarga; Garad (2012) study about Vandalism in College Libraries in his study he remark UGC should make sufficient provision of funds to install modern security systems in college libraries to prevent theft, vandalism etc; Dixit (1999) has covered all the aspects of vandalism; concerning the forms of vandalism, their definitions, categories, types reasons & preventive measures, these studies have covered user behavior towards mutilation, theft, book misplacement, misuse of library material, library security etc. in engineering colleges & university level.

However no studies on the topic ‘Library Crime and Vandalism in Engineering College Libraries’ have been covered, hence the researcher has undertaken the present topic for study.

In addition to this large number of research articles and few books related to the present topic have been reviewed by the investigator, starting from the definitional analysis, crime, vandalism, categories / types of vandalism, forms of vandalism, causes, preventive measures, such as theft, misplacement, mutilation, over borrowing, arson, security etc. which gave guidelines to the researcher for framing questionnaire as well as analyzing data.
2.2 OPERATIONAL DEFINITIONS:

Before attempting to discuss the subject, it would be helpful to define and delimit the use of the term and consider same for the resulting implications, this is especially because the meaning of terms depends on the context in which they are used.

2.2.1 Marathwada

Marathwada is one of the six divisions of Maharashtra state which includes, eight districts they are Aurangabad, Jalna, Beed, Parbhani, Hingoli, Nanded, Latur and Osmanabad. Aurangabad is capital of Marathwada region.

2.2.2 Dr.Babasaheb Ambedkar Marathwada University (BAMU)

Marathwada University founded in the year 1958, has been renamed as Dr. Babasaheb Ambedkar Marathwada University (BAMU) during 1994 is at Aurangabad, the jurisdiction of BAMU is Aurangabad, Jalna, Beed and Osmanabad District.

2.2.3 Swami Ramanand Theerth Marathwada University (SRTMU)

SRTMU was established at Nanded by bi-furcating the Marathwada University, Aurangabad on 17th September 1994, the day on which in 1948 Hyderabad State was liberated from rule of the Nizam. Nanded is a district headquarters as well as a holy city situated on the banks of Godavari River in southeastern part of Maharashtra state.

2.2.4 College

College is an educational institute which imparts graduate, undergraduate & post-graduate, professional education to the community with the help of various teaching aids & faculty to improve all round development of personality of the student admitted in the college.

2.2.5 College Library

Libraries constituted by the educational authorities in the campus of college to fulfill the information needs of students and the faculty related to their subject by providing reading material like, books, journals, non book material etc. and services regarding the curriculum is College Library. College libraries play vital role in
strengthening the students’ and faculties’ needs of information by provisions of various sources.

### 2.2.6 Crime
Crime is any sequence of behavior willfully directed towards the injury of persons or property, proscribed by formal law and for which there are prescribed penalties (Kirkpatrick 1984).

### 2.2.7 Vandal
Vandal is willful or ignorant destroyer of anything beautiful, venerable, or worthy of preservation; a person who maliciously damages property etc. or destroying many books and works of art (Concise Oxford Dictionary 1998, Oxford Encyclopedic Dictionary 1978, Wikipedia 2010).

### 2.2.8 Vandalism
The term vandalism defined by Concise Oxford Dictionary (1998) “vandalism is willful or malicious destruction or damage to property” while "vandalism is an intentional act of destruction or defacement of property not one’s own” (Blacks Law Dictionary 1990, Encyclopedic Dictionary of Library Science and Information Technology 2002).

“Vandalism is an intentional, willful, deliberate and malicious act of destruction, injury, disfigurement, defacement, and damage to the property of others, without the consent of the owner or person having custody or control by cutting, breaking, marking, painting, drawing, covering, slashing, engraving and scratching with on property” (FBI 1978, Goldstein 1996, Cohen 1973, U.S. Department of Justice December, 1998).

### 2.3 CRIME AND VANDALISM IN LIBRARIES
Crime may be classified by its degree of politicization, economic impact, seriousness, frequency of occurrence or demographic characteristics such as age, race and sex of offenders and victims. Most library crime appears to be against property. The most common may be theft and mutilation of materials including books, periodicals,
journals, texts, microfiche and equipment which makes these items accessible (Kirkpatrick, 1984).

2.3.1 Nature and Causes

The nature and causes of crimes in libraries can be seen in the following two perspectives:

a. Crimes caused by human agents and

b. Crimes caused by natural agents or phenomenon.

The causes by human agents relate to complete or partial loss of the library materials and this loss can be either permanent or temporary, making the materials unusable by other patrons of the library. This type of crime includes theft, mutilation and non-return of borrowed materials. The offenders of this type of crime are the patrons for whom the materials are collected to serve. These are the group of people.

According to Ogbonyomi, (2011) many natural disasters that cause loss of all or part of the library’s collection: water, humidity, fire and many others. None of these however, has caused as much loss to many libraries as theft and mutilation by the very patrons these libraries see to serve.

Other damages done to library materials include those affected through shelving books or jamming them to either tightly on the stacks, bending books backward or pressing their backs for the purpose of photocopying. Natural agents or disaster in the library include fire, flood, rodents, insects, etc which destroy materials in one way or the other (Ogbonyomi, 2011).

2.3.2 Measures to Control Crimes & Vandalism in the Library

Libraries adopt various types of charging system like some libraries have computerized (RFID & Smart Card Technology) their charging system to make their operations faster. The importance of library charging systems in the library, Olanlokun and Salisu (1985) noted that charging systems enable the libraries to know the statistics of use or circulation of some books. The system also identifies some books that are missing and makes provision for their replacement if they are needed.

Nancy (1976) observes extensively on the use of electronics to combat book theft and discussed at length the experiences involved in their installation in the United States; Revill (1979) observed that avoiding application of keys, use of keys by few staff
members, restriction of entry with briefcases or bags label on drawers, use of uniformed porters, efficient and cheap photocopying services, liberal loan services and the use of electronic devices will help reduce criminal activities in the library.

Although most academic libraries have library committees which assist in regulating the activities of the library, only very little is done on security and crime prevention in libraries. Neal (1995) observed that many libraries hold an annual check of their book stock and this enables catalogue cards for any books that are missing to be withdrawn, and so ensuring the accuracy of the catalogue as a guide to the stock. Also, any missing book replaced, or alternative titles purchased, any marked increase in the annual rate of loss is noted and thought given to possible remedies. It was discovered that the library under study does not carry out this important exercise.

Lincoln and Lincoln (1987) in a survey studied and divided crime in four broad groups; theft, vandalism, problem patron and assault, Grewal (2004) also categorized crime against people and crime against property. Huska (2008), Crime or vandal activities in the library can take several different forms.

1. There are crimes against the library collection, such as theft of books and materials or vandalism of the collection.
2. There are crimes against the physical structure of the library; this can include vandalism of the building, vandalism of library equipment or arson.
3. There can be crimes against the people inside the library, including threats or violence against both staff and patrons.

A final category of crime includes things that are typically referred to as "victimless crimes", such as use of drugs and prostitution (Arndt, 2001), which may happen on library property but occur on a more incidental basis and are not limited to occurring in a library setting.

Obikoya (1994) Crime in academic libraries is a global problem. Security of library books has been the subject of much investigation. However, the situation is not getting better. This study examines whether there are significant differences in the utilization of library books after the introduction of a closed access policy in Hezekiah Oluwasanmi Library and whether the users are satisfied or not with the policy. The recent part research findings have shown that library crime (stealing, mutilation,
misshelving, impersonation, etc.) are on the increase in academic libraries (Bello 2000, Ajayi & Omotayo 2002, Adeyemi 1995, and Hogan Bassey 2002,) concluded in their studies that stealing and mutilation constitute the largest crime in the library.

2.4 CRIME & VANDALISM: ORIGIN AND HISTORICAL DEVELOPMENT

A vandal is one who willfully destroys damages or defaces property belonging to others or to the public. Vandalism, therefore, is willful or malicious destruction of public or private property. Historically, vandalism has been justified by painter Gustave Courbet as destruction of monuments symbolizing “war and conquest”. Therefore, it is often done as an expression of contempt, creativity, or both. Vandalism is only a meaningful concept in a culture that recognizes history and archaeology. Like other similar terms (Barbarian / barbary, and Philistine), Vandals like the Philistines, no longer exist as an identifiable ethnic group. The term in its modern acceptance was coined in January 1794 during the French Revolution by Henry Gregoire, constitutional bishop of Blois, in his report directed to the Republican Convention, where he used word Vandalism to describe some aspects of the behavior of the republican army. Gustave Courbet’s attempt, during the 1871 Paris Commune, to dismantle the Vendome column, a symbol of the past Napoleon III authoritarian empire, was one of the most celebrated events of vandalism (Wikipedia 2012).

Cohen (1973) outlined the categories of vandalism, such as acquisitive; tactical; ideological; vindictive; play or malicious; the study of Constantinou (1995), examined the rate of mutilation of periodicals and what subject areas were most vulnerable of mutilation, also examined the literature regarding the motivation to crime & vandalize library materials; Curry (2000), presents his findings with public libraries in Vancouver about mutilation & theft of library materials; Goldstein (1996) present depth examination of the categories of vandalism, the cost and numerous prevention strategies that address both the vandal & the environment; Gouke and Marjorie (1980), studied on periodicals mutilation following an anti vandalism educational campaign. They found that mutilation of the same periodicals studies before the campaign decreased by twenty three percent after the campaign; Hauge (1995), suggested several practical steps for preventing vandalism in school libraries; Lincoln (1989), discusses the types of
vandalism that occur in libraries and a number of prevention strategies; Pedersen (1990), present the findings from her survey university students about the problem of mutilations of library material; Goswami (1989) focuses on the causes and solutions for theft, mutilation and misplacement, complete with illustrations & poetic prose.

Sager (1975) discussed various types of vandalism & approaches to deal with vandalism; Hart (2003), Outline the depth of vandalism, definition & categorization of vandalism & vandals costs of vandalism & preventive action strategies; Owsley (1996) outlines the crime & violence rate, and types of crime & suggested measures to curb with danger areas.

There were several studies conducted on different aspects of safety and health issues. Lincoln (1984) reported on the Library Crime Research Project. It was a three year study using a survey method of the crime and disruption patterns in public libraries in the United States; study assessed the problems of crime and disruption, and identified some conditions that facilitate or help to control these problems, problem patron behavior, assault and arson were addressed; Manley (1993) nonscientific survey on sexual harassment by library patrons; He found that seventy-eight percent of the females responding said they had been sexually harassed; also conducted a follow up survey to see if this high percentage was warranted; found that 83% of the respondents had been harassed and forty percent had been “physically harassed”.

Problem patrons were reported by 72% of the respondents. Problem patrons were reported by ninety percent of the larger public libraries surveyed. The professional staff was most often those who bore the greatest responsibility in handling problem patrons (Brashear and Thorton, 1981).

2.5 CRIME & VANDALISM: AS CRIME & ART

Private Citizens commit vandalism when they willfully damage or deface the property of others or the commons. Some vandalism qualifies as culture jamming or snigging. It is artistic in nature as well as being carried out illegally or without the property owner’s permission. Examples include at least some graffiti art, billboard liberation and possibly crop circles, Criminal vandalism has many forms, graffiti on public property is common in many inner cities as part of a gang culture, however other
more devastating forms such as those involved with public unrest, such as rioting, involve the willful destruction of public and private property. Vandalism per se is often considered one of the least serious common crime, but it can become quite serious and distressing when committed extensively, violently or as an expression of hatred and intimidation (Wikipedia 2012).

2.6 CATEGORIES / TYPES OF VANDALISM

Six different types of vandalism were examined:

- Intentional book damage,
- Crime and Vandalism outside the building and inside the building,
- Crime & Vandalism to patrons’ and staff-owned cars, and
- Intentional damage to equipment (Lincoln, 1984);

Sager (1975) there appears to be number of distinct types of vandalism and defining them when they occur may help in seeking a remedy (Cohen 1973).

2.6.1 Acquisitive Vandalism

This involves acts done to obtain property or money (Goldstein 1996). The desk which is totally demolished or the coin operating vending system which is destroyed is not vandalized at all. It is simply damaged so the individual can acquire the money which is kept in the equipments. The problem can be avoided by ensuring that funds are not kept in the machine or equipment. Many vending machines are now designed so that coin boxes can be broken off without resulting in the destruction of equipment. Many administrators do not purchase desks with locks, to discourage staff from keeping valuables in them.

An example of acquisitive vandalism that may occur in libraries includes damage to parking meters, public telephones, vending machines, and photocopiers (Lincoln 1989).
2.6.2 Tactical Vandalism

It includes acts done to accomplish goals other than monetary gain (Cohen 1973), such as graffiti (Lincoln 1989) or the defacement of material by a student to prevent the use of that material by fellow students.

The vandal may break a window so he/she can be arrested or someone may jam the machinery, so they can take a rest break or draw attention to a real or imagined grievance.

2.6.3 Ideological Vandalism

Which are acts done in promotion of a social, political or other cause (Goldstein 1996), Often ideological vandalism will be identifiable by the materials targeted (Cornog and Perper 1996).

This is similar to tactical vandalism but distinguished by the need to convey some message. Windows in an embassy may be broken or a library burned to protest the policy of a nation.

2.6.4 Vindictive Vandalism

Vindictive vandalism, the fourth category, involves acts to gain revenge (Goldstein 1996); Constantinou (1995), found that there were contrary studies as to whether or not hostility towards a library is a significant factor in a vandal's motivation.

The cause for this vandalism is often a grudge. A librarian charges a student for a book which is returned damaged. The student feels he or she was unjustly treated and in return breaks the windows of the library.

2.6.5 Play Vandalism

Destruction can take the form of fun or competition, when a group of vandals try to see who will able to break most windows or light fixtures. Peer pressure is the casual factor, and the cost is forgotten by the greater need to maintain individual status with a group.

2.6.6 Malicious Vandalism

The final category of vandalism is malicious vandalism. These acts express rage or frustration (Goldstein 1996), examples a library might encounter include the clogging of toilets or sinks, setting off fire alarms or sprinkler systems, or urinating in public
places (Lincoln 1989). While the above categories have not been extensively tested so as to verify their comprehensiveness and reliability (Goldstein 1996), they may be useful in designing appropriate prevention practices.

2.7 PROBLEMS OF CRIME & VANDALISM IN LIBRARIES

Academic libraries, i.e. school libraries, college libraries & university libraries though serve only the limited academic communities unlike public libraries have widespread problems of vandalism in recent time. Vandalism in libraries can take many forms. Seem to remain uncontrollable despite the application of computerized library security systems, an article on vandalism in academic libraries in India by Khaisar and Ramesh (1986), in their study they have covered all the forms of vandalism i.e. Theft of books and periodicals, their reasons. Rajagopal (1991), reports on loss of books and the role of the librarian for saving books from damage loss and vandalism; Vandalism in library constitutes scratching, engraving writing names, cartoons on tables, books and magazines, guide charts etc. These acts spoil the beautiful appearance of the library and its holdings. More than anything, it is observed that data steal and property steal are stamped on beautiful illustrations, faces and photograph of book and periodicals. This act of negligence on the part of staff again destroys aesthetic value of photographs. Vandals also cause damage to the library furniture and equipments. The catalogue and files of information often becomes their target. Episodes of throwing the computer discs in the toilet have been reported (Khaisar and Ramesh 1986), Vaishnav and Dixit (2003), focused the types of vandalism, Vandal activities, problem patron behavior, Arson, Theft & Mutilation of books and journals, their reasons, and measure to control the vandalism.

Vandalism is among the most frustrating and serious problem faced by the library profession there is evidence that it is dramatically increasing despite more strenuous efforts to control its spread; has exhibited generally an upward trend. It has become tedious, difficult and an arduous task to protect libraries from crime, disruptions, disturbances and miss-use now days (Khaiser and Ramesh 1986). This sort of thievery may be the most difficult to detect since insiders are usually in a position to cover their tracks. The suspicion of insider theft can have a devastating effect on staff morale,
resulting from employees feeling betrayed by trusted co-workers to the feelings generated by being under suspicion themselves.

As regard financial vandalism Snyder (2009) fraud detection expert focused on how fraud occurs in libraries, it requires, there conditions, financial need, rationalization and opportunity, outlines solutions covering technical aspects of detecting and preventing fraud in libraries, while pointing out ways of modifying entrenched behavior to reduce the chances of theft, outlines specific types of fraud, with tips to comeback each. The types of stealing cash, false sales, shorting deposits, stealing from other registers, false voids & refunds, destroying records.

As security detector technology or RFID or Smart Card Technology advances, so also do the techniques for book theft and mutilation. There are three broad categories into which library theft can be divided:

1. Patron Theft and Mutilation;
2. Insider Theft; and

“Patron theft and mutilation account for the most common disappearance or destruction of materials in libraries” (Allen, 1997). For example, the person who slips a book past the book detection system because they forgot their library card or the person who tears a page out of a book because they have no money for the copy machine. Other patron thefts involve: those with political or religious motives, who steal or destroy materials that they believe are inappropriate; those who steal materials in order to resell them for a profit; and, unfortunately, scholars and professors who often have a wide range of access to valuable collections and material.

Theft from burglary can have just as devastating an effect on employee morale, for the employee’s workspace has been violated leaving an insecure and uneasy feeling in all staff members, especially in those who work late evenings or in secluded or closed stack areas. Burglars of these institutions are almost always searching for valuable items that will bring a good profit from resale. Burglars generally require access to areas normally closed to the public.
The three areas of security and loss prevention that management must address include: (1) building design (2) personnel deployment and training and (3) application of appropriate policies and procedures (McGinty 2008).

Library consists of trinity: book, staff and users. Books are procured, technically processed and made available by staff to users in circulation section and reference section and when users come in contact with libraries for reading books then problem of vandalism in library begins.

According to Khaiser and Ramesh (1986) most common and traditional problem that the libraries are facing is the theft of book and periodicals. It has been a natural human tendency to steal books. Book theft is as old as libraries themselves. It might also be listed as one of the original and basic sins of mankind. In academic libraries, often stealing of books and magazines is for selfish motive. Some find the books valuable for their requirements, some find the books are out-of-print, out of stock, very costly to possess personally or not available elsewhere to buy students in schools and colleges and even in university libraries steal good book or misplace the chance of other students. In developing country like India where the libraries are provided with limited financial support for procurement of books and periodicals and other reading materials and even increase in cost of these, the loss will be viewed seriously, to the extent of recovering the cost of books cost from staff salary. This is more so particularly in school and college libraries.

Vandalism includes cutting trees without permission, spraying paint on other's properties, salting lawns, tire slashing, egg throwing, breaking windows, arson, tagging, placing glue into locks, keying paint, ransacking a place and flooding someone’s house by clogging a sink and leaving the water on. (Wikipedia, 2013)

Salaam and Onifade (2010) Examined perceptions and attitude of students in relation to vandalism in a university library the findings shows that 48.6% respondents strongly agreed that vandalism is inevitable in libraries which require urgent need to orient the students in this matter. The reasons given on vandalism in the library include limited library collection insufficient number of copies of textbooks exorbitant cost of textbooks, high cost of photocopying & less number of books allowed to be borrowed
and duration of loans respectively. Further the attitudes to vandalism were selfish as a part, public property self survival strategy etc.

**Arson**

Arson is perhaps the most devastating crime that can occur in a library. A single episode can destroy the entire collection and the facility. The survey data show that 4% percent of the libraries had experienced an episode of arson during the year. It is likely that many of the arsons reported were relatively minor, because these are substantially more cases than the thirty-two known episodes reported by Morris in his earlier article. As a summary measure, 11% percent of the sample claimed to be free from all crime and disruption (Lincoln 1984). Defacing the building, slogans and cartoons on wall are quite common at the library entrances of most of academic libraries. We can steel various slogans, announcements of political agitations, student’s union elections, staff associations and posters of protest and program.

2.7.1 Theft

Goswami (1989) a theft may be defined as carrying out of library book against the rules without a prior permission of the librarian. Theft of books and other reading material from libraries is a major problem world wide. It is difficult to count the losses of books by theft; Babcock (1963) reveals that about $ 5 million worth of books vanishing from library shelves every year. They further estimated that the selected library showed losses of books through theft ranges from 0.6% to 0.3% of the annual circulation rate; Boss (1984) about losses in American libraries estimates the range as high as $250 million a year. He further says individual institutions have reported collection loss rate of 3% & more per year. When this is compared with gross acquisition rate of 5% or less per year. Tatarao (1995), Sornam and Shyla (1997), studied the student’s attitudes towards theft and mutilation of library reading materials, Parvathamma and Gavisiddappa (2001), discussed stealing, mutilating & misplacement, non delinquent & delinquent users, causes of the problem, their reasons & suggested preventive measures.

Four kinds of theft were measured: book theft, reference material theft, theft of equipment, and other theft. Book theft was the most common offense reported. Of the
responding participants, 80% indicated that they knew of at least one episode of book theft. Out of these cases, the majority had more than six episodes. Over ¼ of the reports indicated that books had been stolen more than twenty times (Lincoln, 1984).

Culp-Robert (1976) examined theft and mutilation from ethical and economic point of view and of the opinion of patron and librarian should know each other; Richmond (1975), listed 25 approaches to deal with theft and mutilation but no single method has been found capable of countering the economic and ethical facets of the situation.; Hendrick and Murfin (1974) believes that patron must aware by publishing campaign about replacement cost and penalty warning would help to reduce the rate of theft & mutilations.

Theft of library materials has been documented. Otness and Otness (1988) reported on how valuable map plates were being stolen by thieves from library special collections. The two speculated that most of the theft was done by professional thieves. This is important in that it shows that some people make their living off of stealing from libraries. These professional thieves appear to target valuable material only such as rare plates. This study surveyed libraries in a large portion of the United States and can be considered to be valid.

According to Bahr (1989) some of this theft can be attributed to library employees. Some of the professional thieves described by Otness and Otness may actually work in libraries they steal from; studies of Bahr (1989) and Otness and Otness (1988) are a wake up call for libraries if they are considered together.

Zimmeran (1961) says over a period of time book loss add up to deal of price. If for example a library finds 500 books missing at the end of a year approximately $ 300 is required to replace them at unit cost of $ 6 per title & if preparation costs are added at approximately $ 2 per title the over all total adds upto $ 4000. In the light of this pattern & if ratio of thefts to holding.

Any kind of library reading material ie. Text, Reference, Rare Books. periodicals, non-book materials ,equipments of college libraries are vulnerable to theft and mutilation as such these collections are vulnerable to theft from professional thieves. Otness and Otness (1988) looked at the problem of the theft of older maps from libraries, the two described what they called going plating which was the theft of
valuable plates from old maps and atlases. Several steps were listed to frustrate thieves. It was speculated that most of the theft of plates was done by professional thieves; Ragains (1991) also reported on this problem.

Bahr (1989) concentrated on internal theft from a library. Not all theft is perpetuated by staff, library people and patrons. Some library professionals take material from the library without properly circulating it. As library professionals know how to defeat the security system or gate, this is one of the hardest type of theft to prevent. Verma & Gupta (1972), conducted item level survey on the loss of books in Rajasthan college libraries and indicated that open access system is root cause of book loss.

O’Neill and Boomgaarden (1995) reported on book loss and deterioration in Ohio libraries. It was discovered that nearly 12% of books in 100 Ohio libraries were missing. This compared with a little more than 3% that were unusable due to deterioration. The two speculated that the rest of the missing books were the result of theft. Libraries spend a lot on the conservation of books. Yet, theft seems to be a bigger problem. This study demonstrates the need for libraries to spend more money on preventing theft. This study included the entire state of Ohio and is very well done.

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Burrows and Cooper (1992) found the pressure on academic libraries looks set to evidence suggests that it is a global problem, as revealed in the works of Munn (1935) relating to ancient Egypt, Burrows and Cooper (1992) and Gregson and Hocking (1995) in the United Kingdom. Culp (1976) examined theft and mutilation from ethical and economic point of view. and of the opinion of patron and librarian should know each other. Richmond (1975) listed twenty five approaches to deal with theft and mutilation; Hendrick and Murfin (1974), believes that patron must aware by publishing campaign about replacement cost and penalty warning would help to reduce the rate of theft &
mutilations. Senyah (2004) identified the causes of theft and mutilation were the scarcity of needed books 90.9% and selfishness 81.81% as being the male cause of book theft and mutilation.

2.7.1.1 Non Book Material Theft

Procurement of non-book materials is a must in the modern library holdings. They are more popular for research and have also become targets of vandals. The episode of thefts are confined not only to books and periodicals but also sheets, film strips, microfiches, tapes, newspaper, art work, stationary articles have been the targets in recent times. Stealing is embezzlement, but mutilation is disruption.

2.7.1.2 Techno Theft

Techno theft means theft of computers and other media equipment in college libraries.

USA research report carried in 1996 techno theft was increasing & memory product being particularly targeted; Sornam and Shyla (1997), reported that the theft and mutilation of library material is common in mans libraries, only it was after from place to place; Lorenzen (1997), reported that half of the respondents had a problem of theft & security; Okoye Ikonta (1981) indicated poverty, poor security are the cause of theft of library material in Nigeria; Ogunleys (1998), argued that in same African countries economic hardship is the major cause of in creasing crime in library citing the Hezekiah oluwasanari library; Omoniwa (1986), considered that a poor attitude to public property a lake of committee on the part of staff to their duties, and non functioning facilities and in restructure are responsible for malpractices in libraries.

2.7.1.3 Methods of Theft & Mutilation

Ajayi and Omotayo (2004) identified the most common methods adopted by users for stealing from library collections were as hiding stolen items under clothing such as suits, laboratory coats and free-flowing or loose dresses. Edem (1998) and Obikoya (1994) had earlier also found this as the major means of theft in the libraries they investigated. The next most used method was to escape with the arterials at library
closure when there is a rush since the porters are usually very busy at this time. Another prominent method is that of erasing library stamps and removing date-due slips, which according to respondents may account for 17.9 percent of library material theft.

The method involves using a razor blade or correcting fluid to remove the library ownership stamps, and then tearing off the book slips that contain the particulars of the book, including the identification mark, thereby presenting the title as a personal title to porters at the exit. Yet another method is interchanging the book slips of previously loaned books and pasting them on books to be stolen. This is a serious act of deception. The culprit visits the library, loans a title legally, but goes back to the room to remove the book’s slip.

### 2.7.2 Mutilation

The term Mutilation is defined as the portion of library materials is excised by ripping, cutting in order to remove the excised matter from the library. Excised material generally not returned to the library. In other words mutilation happens when pages are removed purposefully from the library material by ripping, cutting so that part of the material can be taken from the library; is a leading problem in all the college libraries; Goswami (1989) Mutilation happens when pages are removed purposely from library material by ripping, cutting etc. so that part of the material can be taken from the library. It is common for all type libraries. A book made unfit for reading purposes wholly or partially is said to be mutilated. The need to study the problem can be stressed with the statement that Vandalism, the problem of writing down on library books by students, teachers and mutilating them by removing single page or entire section has become common experience of almost every library. Unfortunately such damage is not easily detectable.

Perez et.al. (2009) identified the term mutilation as a mistreatment of books with regard to mistreatment; Hendrick and murfin (1974) distributed a questionnaire at Kent State University to discover why students mutilated periodicals. It was discovered that mutilators had a less favorable attitude towards the library than non-mutilators. The two concluded that publicity about the crime of mutilation was probably the answer to the problem.
Chopra and Malhan (1979), explained on pilfering and mutilation of library material, they suggested the measures to overcome the huge expenditure every year for the development of better system for the control of library Material from theft.

Weiss (1981) looked at why students steal and mutilate books and periodicals. It was discovered that pressure to succeed in a high pressure academic environment seemed to motivate most theft and mutilation at large urban university library. Rana (1969), on mutilation of books as case study; Ranganathan (1970), focused on mutilation policy.

Mutilation of library books and periodicals is an egregious act that plagues the academic library and several surveys have studied the extent and probable causes of this accelerating, wanton destruction. A national survey by Hendrick and Murfin (1974) found that the problem of periodical mutilation was widespread and was experienced in almost all college and university libraries; they also studied that academic libraries were most vulnerable kind of library to periodical mutilation and they discovered that the mutilation rate of 9% for periodicals. This was 23% previously of the same library that was dropdown due the installation of electronic security system between these studies. This influenced on patron mutilation activity.

Lorenzen (1993) did a study of over 100 academic libraries in Ohio to determine the extent of security problems. He discovered that the periodical mutilation rate for the state was only 2.33%, however the rate was higher for university libraries and 62.5% of university libraries considered periodical mutilation to be large threat to the library collection. In contest, not a single seminary library in the state considered this a problem.

Book mutilation was reported by Taylor (1981) he was disturbed by the high incidence of book mutilation and vandalism. In particular, he was concerned by the prevalence of underlining and highlighting in library books and by the editorial comments that also were in library books. He compared this damage to putting scratches on a record. Hendrick and Murfin (1974) theorize that academic libraries were the most vulnerable kind of library to periodical mutilation. They studied a large academic research library to determine its periodical mutilation rate and they discovered that library had a mutilation rate of 9% for periodicals. That was a drop of 23% from a
previous study of the same library. Between the studies, an electronic security system had been installed. It was concluded that the security system was having an influence on patron mutilation activity.

The mutilation of periodicals and books in academic libraries is extensively documented in library literature. Gouke and Murfin (1980) theorized that academic libraries were the most susceptible kind to library to periodical mutilation. After studying a large academic research library, they discovered a periodical mutilation rate of 9%. They also concluded that an electronic security system would reduce the rate of periodical mutilation. Lorenzen (1993) surveyed academic libraries in Ohio and discovered a periodical mutilation rate of 2.33%. However, this rate varied by the type of academic library. University libraries had a higher rate of periodical mutilation than seminary libraries. Evidently, while academic libraries are susceptible to periodical mutilation, this varies by type of academic institution.

Weiss (1981) stated that one library reported 1169 pages were mutilated in one year. Another library suffering from a wave of mutilations in 1955 made a special study and estimated $1300 worth of damage for that year. Arora (1982) did a sample study of the 17 academic college libraries, University of Delhi and reported that 38% of the collection is lost annually and 24.5% mutilated by the delinquent readers.

Mutilation of pages or ripping of important information from the library has become common practice in several types of the libraries. This practice indicates the moral reasoning and misbehavior of the users. Mutilation of pages and such practice are prevalent not only in school, university, public special libraries but also in college libraries where highly intellectually and research scholars are located.

The problem of book mutilation not as extensive as book theft, is nevertheless, offenders are difficult to apprehend and first hand evidence against them is not easy to come by young students, of colleges are the worst offenders, some among them are unaware of the damage they do and the frustrations they inflict up on successive readers. Others to be sure have little if any respect for property. Books in which they found material for their class room assignments. Majority of the college students have been mutilating the information from the periodical sections. They feel that information can support their advanced studies and research in different disciplines.
This practice indicates the misuse of library documents by the users. It spoils the surface and structure of entire document and deteriorates the standards and maintenance of the library. It gives short term pleasure to the mutilators due to their selfish nature. But in long run it carries basket of disadvantages to the several readers.

The problem arising from the library theft in the college libraries are disturbing to both the readers and librarians very much. They have become unavoidable in developing countries like India. The problems are different types and styles these are book stealing, book mutilation, unauthorized borrowing and book hiding, vandalism to library building inside and outside.

Slashed pages are like ephemerals, that is, things of passing interest. They will be mostly, thrown or kept unused forever after the immediate need of the person. Normally, the consciousness of such patrons does not allow exposing the slashed pages for the use of others. But on the other hand, the presence of mutilated books or torn books on the shelves is rather discouraging and even shatters the confidence of students. The consultants seldom borrow such books, often they are seen cursing, stealing the whole books or periodical seems to be better act than mutilation stolen book may be of use for many in future but, mutilation nullifies the use of many in future. It is a sin, heinous act. Factors attributable to the act of mutilation of books in libraries may be accounted of as under by (Goswami 1989, Tata Rao 1994).

**Excision**

The most common way of mutilation is the tearing of pages, plates, pictures, maps, tables and diagrams from documents. Some readers have the itch to tear out pictures of nude man and women, or erotic letterpress. The material lifted may be wanted for scrap books or to round out holdings in special fields of interest or more likely in the case of students, to use in connection with classroom assignments, term papers, theses, etc.

**2.7.3 Misplacement**

Misplacement means the placing of books at points other than those determined by the library. Goswami (1989), Tatarao (1994), these misplacement may be at points infested with rats and vermin etc. and these misplaced books may then get destroyed or
made useless within one no get only by these pests. Further such misplacement may lead to duplication in book ordering and to the violation of the laws of Library Science. Mis-shelving constitutes a special crime, carried out by students who deliberately hide books in places you would not expect to find particular books (Ajayi & Omotayo 2002)

Methods of Misplacement

1) Books & other documents are misplaced and kept inside the books.
2) Misplacement of books behind the rack of books
3) Misplacement through keeping the books near ventilators.

Following factors may be attributed to the problem of misplacement of books in libraries. (Goswami 1989, Tata Rao 1994)

❖ Fear

One of the reasons for misplacement of books has been found to be fear. Readers while browsing amongst the shelves, take it as their responsibility to replace the books at their proper places and defaulters be subjected to some punishment. But being ignorant of book arrangement system they usually misplace them.

❖ Shortage of Time

Another reason for the misplacement of books may be deduced from a statement given by a reader when he was found misplacing a book. He said, “Sir, I have to attend a seminar in my department and as it was getting late I thought it wise to insert the book in one of the nearest book-shelves, which would not only save my time at present but also facilitate in its easy location when I come next. Secondly, I had to make some notes from the book”. Thus, here is an example of deliberate misplacement by a reader due to Shortage of time at his disposal. Please, as if reader were a monarch of all he surveys. This may be attributed to the following two reasons.

❖ Examination

The first reason of misplacement of a book under the doctrine of individual liberty may be a secret desire to deprive others from its use with a view of topping in the examination or monopolizing the material, contained therein.

❖ Number of copies of a book
The second cause of misplacement seems to be the lesser number of copies of a useful book in proportion to the number of readers. Misplacement in this case is on an assumption of not getting it again for completing one’s study at the next time (Goswami 1989).

2.7.4 Unauthorized Borrowing

It is purposefull temporary removal of material from the library without checking it our it implies insertion to return the material of the library when it is no longer needed Goswami (1989), Tata Rao (1994)

The practice of unauthorized borrowing of books comes under theft behaviors. Some library users may move towards these practices knowingly or un-knowingly. They mainly desire to get relief from over dues and fines. They aimed to misguide or ménage the library staff members at circulation counter, these practices are very harmful for the librarian & his staff members.

Students’ identity is most necessary before allowing them in to the library, otherwise it comes another form of problems. The falsification of name is another form of theft. This is perhaps more of ten encountered in college libraries where identification cards are not required.

Book are signed for by students who we someone else’s name. it occurs most then in connection with books placed on reserve, Borrowers, Occasionally loose their registration or identification cards, which it found by dishonest students, may be used to withdraw books the are never returned to libraries. (Tata Rao 1994),

a) changing the date slip
b) Un-authorized correction in the renewal date.
c) Managing the due date with the help of assistants at the counter.
d) Creating the duplicate tickets or I card
e) Developing the personal relationship with the counter staff with a view to reduce the fines.
f) Developing understandings with janitor at exit counter.

2.7.5 Non return of books
Non return of books is a serious problem in libraries; thousands of books are overdue to the users since long ago. Libraries tried to send the reminders to return the borrowed books, rather than the legal action. The non return of borrowed books by users an indirect form of theft, is another source of worry to librarians. Library users have come to realize that even where they have the means to purchase copies of books. In a national survey in Britain conducted by Burrows and Copper (1992), it was discovered almost a third (29%) of losses in libraries surveyed was due to non-returns. although no such national survey has been conducted in India, it is possible that the problem persists in the college libraries as well as country. further Udoumoh and Okoro (2007). Maidabino (2010) have studied overdue books and effects of library policy. The reasons for non-return books increased penalty, opening hours, being valuable book etc.

2.7.6 Problem Patron & Staff Behaviors

The term problem patron covers such a wide range of behavior, including vandalism, failure to return library materials, discipline problems with children or young adults, and other types beyond the scope of our project, it was necessary to categorize and define the various levels of problem behavior (Brashear 1981). Vyas and Panwar (1975) and Arora (1982), focused on forms of readers'delinquency, factors that cause delinquency & their reasons.

Patrons also caused problem by their behavior in the library, even if they are not mutilating or stealing; Malone and Thorton (1981) conducted a study of all the libraries in the state of Illinois. They discovered widespread problem with patrons acting inappropriately. They also found that public libraries have more problems with this issue than do academic libraries; Grof (1984) focused on the problem of the difficult patron. He discussed several types of difficult patrons including ones who were drunk, addicted to drugs, mentally disturbed, or were juveniles without supervision. He also suggested placing the emphasis on the denial of rights to the difficult patron.

Elliott (1982) wrote about the types of patrons who can cause problems. This list included those with mental problems such as the schizophrenic, the paranoid, and the alcoholic. She also noted that criminal types such as exhibitionists, voyeurs and child
molesters. Further, Elliott considered other potentially disturbed patrons such as the elderly, children, and angry people.

Anderson (1986) focused on the situation of a single patron who makes it difficult for librarians to do their jobs without specifically doing anything illegal. The case highlighted dealt with a patron who followed librarians around at all times including when other patrons were being helped talking about nothing, making it difficult for the librarians to do their jobs.

People can disrupt the library and cause a security problem by their behavior. Grof (1984) examined the range of problem patron behavior by looking at drunk patrons, drug addicted patrons, mentally disturbed patrons and juvenile delinquent patrons. He suggested placing the emphasis on the denial of rights to those using the library without disruption rather than the denial of rights to difficult patrons. Disruptive patrons make it difficult for other patrons to use the library. Hence, the rights of those using the library without disruption are being violated by those who are disrupting the library. He also concluded it is thus appropriate to deny rights to those who disrupt the rights of others in the library; did not examine the legal consequences of denying rights to disruptive patrons however. While based on personal observations, this article detailed a good philosophical path for librarians to pursue on this topic.

Bradhear (1981) discovered that public libraries have more problems with inappropriate behavior than do academic libraries. Although academic libraries are open to the public, fewer patrons use academic libraries than public libraries. Further, academic libraries can restrict access to their collections when it is necessary to do so. Public libraries have to deal with more patron types than do academic libraries and they have more difficulty in restricting access to their collections by the public. This study was conducted throughout the state of Illionis and to the large sample can be considered valid; Grof (1984) the solution to the problem is probably placing the emphasis on the rights of patrons rather than the rights of the disturbing patron.

Some people use the library for sexual Behaviour ranging from blatant exhibition to actual acts of love. Why do people have sex in the library? It’s an interesting psychological problem, but one simple answer is that it's undeniably a lot cheaper than going to a motel. For another, the coast is usually clear because many libraries have not
security force at all, while the security personnel of others are stretched thin, and are thus able to spend very little time observing human behavior (Grewal 2004, Delph 1980) on preventing public sex in the academic library setting. He was concerned about the tendency of certain groups (community patrons, using library for homosexual acts, and students) to use the library facilities to engage in sexual activities. He called for an awareness of sexual activities in libraries. It was argued that patterns occur in libraries and that librarians can predict when and where sexual activity is likely to occur (i.e. in the evening in the fourth floor restrooms, etc.,) by patrolling these places and times, and by letting suspicious patrons know they are being watched, librarians can make the library unappealing location for sexual activity.

2.7.6.1 Activities done by patrons in the library

- Eating or drinking.
- Playing audio equipment so that others can hear it.
- Smoking.
- Carrying a weapon into the library unless authorized by law. Any patron authorized to carry a weapon must notify library staff that he or she is carrying a weapon in the library.
- Bringing animals into the library, except those needed to assist a person with a disability.
- Misusing the rest rooms.
- Leaving a child under the age of seven unattended in the library.
- Talking loudly, making noise or engaging in other disruptive conduct.
- Interfering with another person's use of the library or with the library personnel's performance of their duties.
- Shoes and shirts must be worn.
- Library privileges may be limited for the following reasons:
  - Damaging library property
  - Stealing library materials
  - Physically harming staff or patrons (Grewal 2004).
2.7.7 Impact of Library Crime & Vandalism

The effects of book theft in the library has a negative impact on the academic performance of students' percent considered that theft had an effect on library use. The students express their disgust for the selfish behavior of their colleagues who always steal or mutilate books.

1. Impact on assignments
2. Impact on library use
3. Impact on recommended lists by lecturers
4. Impact on current text Books
5. Impact on independent study

2.8 FACTORS MOTIVATING TO LIBRARY CRIME & VANDALISM

The factors / causes that prompted towards crime in libraries it may be one or more of the following factors.

2.8.1 Economic Factors

Financial constraints and high cost of learning materials also encourage library mutilations. For example, Weiss (1981), at both universities surveyed book allowances allocated to students were inadequate to allow them to purchase all the required learning materials. Worse still most of learning and research materials are too expensive; he identifies economic and financial factors as major contributors to the theft of library books; pressure for academic success is a factor in increasing book theft among students.

Culp-Robert (1976), examined theft and mutilation from ethical and economic point of view and of the opinion of patron and librarian should know each other. The introduction of cost sharing in education in the 1990s in Tanzania also contributes to the uncertainties of the student textbook market.
2.8.2 Sociological Factors

Another factor for library mutilation is selfishness. Scarcity of library resources and increased library users at SNAL and UDSM library has boosted this anti social behavior, 63% of the respondents surveyed attributed mutilations to selfishness of the library users. This view is also supported by Hart (2003) who argued that selfishness is a primary motivation for mutilation.

2.8.3 Political Factors

Political background oriented user group of libraries are prone to vandalistic activity in a library (Kirkpatrick, 1984).

2.8.4 Psychological Factors

The sluggish nature of the library users move towards library mutilation and theft. The young person does not have career goals defined but it is faced with the need to make decisions in the near future. Frustration which this young person faces in attempting to adjust to society is easy to vent on an institution which is the apotheosis of that society.

The individual frustration or rage with society in general vents itself upon the most convenient representation of that society. A college student who fails a course, and who believed his or her entire career is ruined, may bent that range by setting fire to the campus library because it happens to be open at the time his or her rage is at the peak.

2.8.5 Administrative Factors

The library users are not aware of the existing library rules and regulations even though at UDSM these are available on the library website where the user can read them. Library rules and regulations, especially those related to destruction of library materials should be posted in the entrance and notice boards where they can be easily seen; Khaiser and Ramesh (1986), the reason for vandalism in academic libraries is ‘problem patron’ and ‘problem personnel’. Users or patrons of library being the focal point upon which the usefulness of library are gauged, they are welcomed, encouraged
and therefore provision for free access, which in turn is major cause of mutilation and misplacement of books in libraries.

Finally, librarians themselves are often too tolerant of behavior that administrators / management of other facilities would quickly label theft. Books may be considered long overdue or lost but not stolen. It is important to differentiate between legitimate and illegitimate behavior within the library setting; Adomi (2002) also found that Nigerian universities are undefended and this affects the acquisition of information materials to support teaching and research functions and the quality of library services.

2.8.6 Security Factors

Through personal observation and interview with library staff, I was able to verify that there is a weak security measures and lack of serious supervision which contribute to the problem. Some of respondents recommended that libraries should install electronic devices such as surveillance video cameras to ensure security.

Richmond, (1975), listed twenty five approaches to deal with theft and mutilation but no single method has been found capable of countering the economic and ethical facets of the situation; Hendrick and murfin (1974), believes that patron must aware by publishing campaign about replacement cost and penalty warning would help to reduce the rate of theft & mutilations.

In addition most libraries contain valuable and easily solid items, including books, audio-visual equipment and materials, cash, artwork, antiques and so on. Along with the need for security measures, most library professionals have not yet perceived the need for training and property crime prevention techniques.

2.8.7 Reprographic Service Factors

Poor reprographic facility and high cost of photocopying is leads to the library mutilation. Some of respondents attributed mutilation to high cost of photocopying. Another problem is that, most students do not spend their book allowances to buy books.

2.8.8 Charging and Discharging Service Factors
The detects in the circulation system in libraries leads to unauthorized borrowing and book theft etc. And negligence of counter staff is the cause of book mutilation and theft.

2.8.9 Architectural Factors

The library has several doors to entrance and exits by the design leads to theft and vandalism. The high loss factor of library materials is due to the physical arrangement of the library building where control of the exit is difficult, stating that in some cases where work stations or study desks are far from the stacks or shelving, and in addition, compact shelves, and limited space between the aisles, all provide ideal conditions for book theft.

2.8.10 Open Access System

Open access system is a root cause of systematic book theft, mutilation and misplacement of library material. Jayaram (1988) in his study on the needs and attitudes of student library users, discovered that in some instances the extended hours coupled with the ease of access also make the library particularly attractive setting for potential offenders.

2.8.11 Behavioral Factors

The patrons who came from the criminal background family encourage to the forms of vandalism.

2.8.12 Other Factors

Sager (1975) Libraries are particularly prone to vandalism for a number of reasons. They are heavily used by young persons, and it is generally conceded that youth are the largest single category of vandals by a large margin. This age group is particularly troubled by the need to define their future role in society, and peer pressure is particularly important.

2.9 PREVENTIVE MEASURES / ACTION STRATEGIES

2.9.1 Problem Patron Behavior
Problem patron who breaks library rules by disturbing the internal and external environment of the peaceful library. The problem patrons by creating unruly noise disturbs the sincere user hence some practical tips suggested by the researcher given as follows.

2.9.1.1 Tips for Crisis Prevention

- Be empathic (try to show respect and not to be judgmental).
- Clarify messages (make sure you understand what is being said).
- Respect personal space (don’t stand too close for comfort).
- Be aware of body position (don’t stand straight in front of him or her or appear to block his or her avenue of escape).
- Permit verbal venting where possible (let him or her blow off steam).
- Set and enforce reasonable limits (state what you will permit).
- Avoid over-reacting (strive to remain clam, rational and professional).
- Use physical techniques only as a last resort (pushing, grabbing etc. can only make things worse and may lead to subsequent lawsuits).
- Ignore challenge questions (do not respond to challenges to your authority, training, intelligence, policy, etc.).
- Keep your non verbal cues non-threatening (the more an individual loses control, the less he or she listens to your actual words) (National Crisis Prevention Institute, 2008).

2.9.1.2 Prohibited Action in Library

- Eating or drinking.
- Playing audio equipment so that others can hear it.
- Smoking.
- Carrying a weapon into the library unless authorized by law. Any patron authorized to carry a weapon must notify library staff that he or she is carrying a weapon in the library.
- Bringing animals into the library, expect those needed to assist a person with a disability.
- Misusing the rest rooms.
Leaving a child under the age of seven unattended in the library.
Talking loudly, making noise or engaging in other disruptive conduct.
Interfering with another persons use of the library or with the library personnel's performance of their duties.
Shoes and shirts must be worn.
Library privileges may be limited for the following reasons:
  o Damaging library property
  o Stealing library materials
  o Physically harming staff or patrons (Grewal 2004).

2.9.1.3 Guidelines for Speaking with Problem Patrons

  Listen carefully to the person’s words; ensure that he or she knows you are paying attention.
  Use firm, assertive (but not aggressive) language.
  Avoid a tone of voice to the use of phrases that might be considered judgmental, moralizing or condescending.
  Respond in a clam, reasonable and friendly manner.
  Use common sense in dealing with the problem situation.
  Try not to show anger, fear, disapproval or disgust.
  Explain your position and that of the library in a clam tone of voice.
  Stress your responsibility to the collection and to other patrons.
  Do not allow yourself to be sidetracked to anger by personal insults or threats.
  Repeat your position as often a necessary.
  Suggest realistic alternatives provide the patron with choices, if at all possible.
  If the patron demands to see someone “higher up”, comply, but first insist on having the time to explain the situation to the supervisor in realistic terms and a clam manner (Grewal 2004).

2.9.1.4 The Role of Staff in Library Security

Librarians and library staff need to make the transition from viewing public library use as a right, on the part of the patron, to a privilege that can be taken away if a library user refuses to comply with appropriate behavior guidelines as set out by the library
administration and staff (Holt & Holt 2005). This realization gives staff a sense of empowerment and control over the environment in which they work and for which they are responsible. It is up to library staff to ensure that the public library remains a space that can be enjoyed by all members of the public. Staff must work with users to ensure that their library needs are being met, but not at the cost of other users. "Disruptive behaviour can’t be tolerated, as it interferes with everyone’s enjoyment of the library. The library should have clear standards of behaviour and policies to enforce them." However, a balance must be achieved; "rules that exist for their own sake or are justified only by historical precedent are not acceptable either" (Rogers 2005).

Aside from all of the physical crime prevention initiatives that administration can utilize, it is important to realize that well trained library staff can be the strongest security measure. All staff members must be involved in the implementation of a security plan and take responsibility for carrying out the duties outlined within the plan. Staffs that are aware and alert are the greatest deterrent to crime in the library (Shuman 1999). However, staff can only be as effective as they are trained to be. In addition to a comprehensive security plan, staff training is essential for the safety of both the library occupants and its collection. Given that security and emergency training is not something that most staff learns during their formal education, it is something that must be picked up on the job (Arndt 2001).

Training should be two fold, occurring both in the library from other staff and security personnel, as well as with formal training opportunities outside the library (Arndt, 2001). Proper training accomplishes several goals; it helps staff understand what behavior to expect, how to assess risks posed by problem patrons, how to use verbal tactics with aggressive patrons and how to defuse tense situations Canal (1998). Training situations also allow for role-playing exercises which can help staff become more comfortable with things that may happen in a crisis situation and allow for the taking of risks and trying different approaches. Training can help staff become more confident with assessing situations and determining whether a patron is simply angry and aggressive, but not likely threatening, or if the patron is exhibiting warning of signs of aggression or violence (Shuman 1999).
In addition to training opportunities there must be open lines of communication amongst library administration and staff when it comes to discussing incidents within the library. Information sessions keep all staff up to date on any situations within the library as well as provide an open forum for discussion on any policy changes that need to be made. By being up front and direct with staff regarding security situations in the library, administration can provide staff with a learning opportunity by discussing the scenario and various solutions thereby increasing staff confidence (Arndt 2001). In addition, open communication allows staff to feel involved in the process and encourages responsible action in the event of a stressful situation. Having a forum to discuss what works and what doesn't work is essential because good judgment in crisis situations come from lessons learned in real experiences and through others (Arndt 2001).

Support should be provided to staff that have experienced a traumatic or stressful encounter with a patron. Supervisors should allow the staff member to discuss the situation, vent any concerns and express his or her feelings (Arndt 2001), important for the staff member to be given the tools and resources for dealing with any job-related stress or trauma (Fescmeyer 2002).

2.10 COLLECTION SECURITY MEASURES

Ugah (2007) considers collection security breaches as formidable obstacles to information access and use. Such acts are serious problems that can result in user dissatisfaction. He identifies major security issues in libraries to include: theft and mutilation; vandalism; damages and disaster; over borrowing or delinquent borrowers; and purposefully displacing arrangement of materials. The literature on collection security shows that security breaches often happen when the library premises are left unsecured. Oder (2004) maintains that security measures such as supervision, patrolling, and surveillance are lacking in libraries and keys are kept unsecured, if not in plain sight of the users. Thomas (2000) notes that the major challenge for new or renovated space is to incorporate flexibility while providing a safe and secure library environment. Non-return of library materials is a threat to the effective use of resources. Udoumoh and Okoro (2007) suggest that libraries create policies to ensure library resources are used effectively. Nkiko and Yusuf (2008) observe that information is an
essential part of a nation’s resources and access to it a basic human right. Information is not only a national resource but also a medium for social communication. With declining budgets and higher subscription cost, it is becoming difficult to meet the demands of library users (Thanuskodi 2009). Libraries should therefore ensure the security and safety of their collections.

The Association of College and Research Libraries (ACRL 1994, ALA 2006) Rare Books and Manuscripts Section (RBMS) has published a set of excellent guidelines for dealing with special and rare collections. These guidelines identify important items that collection administrators should address in developing adequate collection security. While directed primarily toward rare books, special collections, and manuscripts, the topics are also applicable to general collections. The RBMS Security Committee also recommends the unique identification marking of materials and the appointment of a Library Security Officer. The guidelines include the following:

- The special collections building or area should have a single entry and exit point for both researchers and staff.
- Fire and emergency exits, which should be strictly controlled and provided with alarm coverage, should not be used for regular access.
- Within the facility itself, the public should have access only to public areas, not to work areas or stack space.
- Researchers should be received in a separate reception area where a coat room and lockers should be provided for researchers’ personal belongings and outer wear.
- A secure reading room where researchers can be continuously monitored at all times by staff trained in surveillance should be identified as the only area in which material may be used.
- A security guard should check researchers’ research materials prior to their entering the secure area as well as when they depart (McComb 2004). These problems indicate the need to determine the current state of collection security and in academic libraries. Library and information managers must have a clear vision and focus on the contemporary reality of security breaches in university libraries, especially those targeting the collections. This is one of the many things
The need for increased security on the library premises through supervision, patrolling, and surveillance is evident. Libraries must be designed in such a way that collection security is taken into account. Collection security issues should not be left to an individual staff member’s judgment. Policies and procedures should be established and implemented. Such policies should be
written and communicated to both staff and users. Written collection security policies are available in a majority of the libraries surveyed.

Collection management is an important aspect of security. It is difficult to verify that something is missing if collections are not properly cataloged. In the worst-case scenario, cataloging records and identification marks can help prove an object is the item in question and provide proof of rightful ownership. Detailed collection records can also help the archivist or librarian separate intrinsically valuable items for special storage or other special treatment. In addition, regular inventory of collections can identify missing items that might otherwise have been overlooked. Grewal (2004), focused on library Security and discussed the problems of theft, mutilation, misplacement, vandalism, crime and security measures suggested to curb the problem.

- Inventory your collection on a regular basis.
- Ensure that storage areas are arranged for quick and easy inspection. As materials arrive in the repository, identify and segregate valuable and/or marketable materials (monetary or intrinsic value). It is best to store these items separately in a secure area and consider substituting photocopies or photographic reproductions for the originals for access purposes.
- If valuable and/or marketable items will not be stored separately, place them in separate folders within the collection so they can be easily checked by a staff member. Create procedures to insure the collection is inspected for completeness before and after use.
- Record a physical description of valuable materials to aid recovery and ensure positive identification should a theft occur. Provide insurance coverage for valuable materials.
- Consider using some form of identification mark for the collection. This may not be an appropriate choice for materials with artifactual value, but may be useful in some situations.
- Use call slips, sign-out sheets, computer systems, etc. to record and track the use of the collection during research, loan, exhibition, conservation, microfilming, etc.
Do not allow patrons access to unprocessed collections.

Remember that in-house finding aids provide important information for collection access. These are also at risk of theft and loss, so up-to-date copies should be stored safely in a remote location (Brown, 2007).

2.10.2 ACRL & ALA GUIDELINES

- Appoint a library security officer and form a security planning group.
- Communicate with the public relations department and law enforcement agencies.
- Work for institutional and legislative support.
- Report to library- and book and manuscript–related groups.
- Know and implement preventive security measures in the library.
- The guidelines regarding knowing and implementing preventive security measures in the library include the following suggestions:
  - Have a unique ownership mark on all library holdings.
  - Some form of ownership record is recommended, even if thorough records cannot be completed at the point of receipt.
  - Eliminate cataloging backlogs and conduct regular inventories of cataloged and un-cataloged collections.
  - In special collections, record and verify every user’s name and address require a call slip and registration form, and require patrons to sign a reading room log.
  - Review materials in the library’s general collection and open stacks for possible transfer to special collections or to a limited access area.
  - If an attempted theft is discovered, move the targeted materials to a more secure location.
  - Maintain a shelf list for special collections.
  - Reader use of materials should be confined to a secure area monitored by staff trained in surveillance.
  - Install security cameras that cover special collections, readings rooms, and any access points.
In conformity with applicable laws, formulate a policy regarding the physical detention of suspects.

In addition to the preventive measures, the guidelines contain several recommendations for a librarian reacting to theft. If the librarian observes a theft in progress, he or she should discreetly call for security, notify the library security officer, and engage the suspect in no threatening conversation. The librarian should not confront a suspect with accusations. If the suspect is about to leave and security has not arrived, the librarian should try to verify the suspect's registration information and contact a listed reference to verify an address before the suspect leaves. Insist that the suspect be arrested if reasonable cause of theft is found by the police. As soon as possible, write down details describing the physical appearance of the suspect and accounting for the event.

In addition to the (ACRL, ALA 2003) guidelines, university libraries should consider the basic principles of internal control for the prevention and detection of theft. A system of internal control consists of five elements; these five elements of internal control are used within the daily activities of library employees to prevent and detect fraud.

**Control environment**

The first element, the control environment, reflects the overall attitude of the organization's top management. Some important components of the environment include the character, integrity, and competence of those in authority, the emphasis of top management on following policies and procedures in place to prevent and detect theft and misuse of library resources, the hiring policies, and the assignment of duties with prevention of theft as an objective.

**Risk assessment**

If a library director thinks that theft is unlikely, he or she is dreaming. In the second element, assessing risk, the library's security planning group should consider not only protecting items within the stacks but also cash receipts and cash disbursements. Risk of employee theft includes the likelihood of unauthorized purchases, theft of cash from copy machine and late fees, and theft of assets such as
computer equipment and valuable books and journals. Personal characteristics, such as age, do not appear to reduce the risk of theft.

**Control activities**

Control activities, the third element, are those policies and procedures put in place to ensure that theft will be prevented or detected in the ordinary day-to-day activities of the library. These controls may be manual or automated. Control activities fall into five broad categories:

- Separation of duties
- Authorization
- Documentation and recordkeeping
- Safeguarding of assets
- Accountability

Duties of authorization, custody, and recordkeeping should be separated. In a university library environment, the person receiving overdue fines should not deposit the money or enter the deposit into the records. A financial manager of a library in Alaska was accused of presenting the library with false bills for services rendered, creating false documentation for the work, and issuing checks to himself (Alaska State Library 2003).

This employee, even as financial manager, should not have been able to authorize the expenditure, record the transactions, and maintain custody of cash.

To prevent unauthorized purchases, purchases should only be made by the acquisitions librarian who follows the library’s guidelines for new acquisitions. Authorization can be general (acquisitions may be made only when a written requisition is submitted) or specific (only circulation librarians can check out material). Documentation and proper recordkeeping is imperative. A record of cash received should be maintained and periodically verified. For example, cash from copy machines should be collected, counted, and reconciled to the counter. Any differences should be investigated immediately. Theft often occurs because library resources are not protected. Rare books and special collections should have limited access. Employees
should have written communication on policies and procedures aimed at safeguarding the library resources as well as meeting the goals of the organization. Employees should also be aware of consequences of wrongdoings. Library employees in positions of handling cash should be bonded. If an employee is bonded and a theft is uncovered, the library can recoup its money from the bonding company.

**Information and communication**

The fourth element of the internal control system is an accounting information and communication system. Libraries should have a system of initiating, recording, processing, and reporting transactions and maintaining accountability for the related assets. Purchases should be documented for authorization, price (quotes, bids, etc.), receipt, and maintenance of new assets.

**Monitoring**

Monitoring, the fifth element, involves an ongoing or periodic assessment of the other elements of the internal control system to determine whether controls are operating as intended and are modified when necessary. A control may be found to be inadequate upon audit by the internal audit department, an outside accrediting agency, or an employee in his or her daily duties. Check employees’ work unannounced and do not accept an explanation if something seems unusual (Bowden 2005). Remember that if something does not seem quite right, it probably is not. Criminal suspects often admit being able to do practically anything because no one ever noticed what they were doing (Bowden, 2005, Mounce and Mounce 2008).

If the security planning committee or library director is interested in seeking assistance in developing a good system of internal control for a university library, various resources are available. The university’s internal audit department can be contracted. However, the library must be prepared to answer any deficiencies found. Accounting professors with expertise in internal control are other sources of assistance. If the university teaches an internal auditing course (often a graduate-level course) a group of students may be interested in taking on the assignment as a class project. Finally, many public accounting firms have divisions devoted to internal control.
assessments. Certified public accountant, certified fraud examiner, and certified internal auditor are professional designations that lend creditability to professionals who are experienced and knowledgeable in this type of service.

Ways to avoid theft from libraries to prevent theft Covington (1996) suggested the use of panic button system, additional staff recruitment, additional lighting & dummy survival cameras; Lorcnzen (1997), use of an electronic detection system to protect library materials from theft; Braaksma (1998) the each library should from its own task farce to work with police to control the crime wave in academic libraries; Chadwick (1998), recommended preventive measures, detection aggress, inventories and de-accession control system to protect library materials from theft; Akinfolanin (1992) indicated that library equipment should always be kept under lock and key; Javonska (1997), recommended that the cost and lost items should be recovered through a deduction from the salary of the individual repressible.

Allen (1997) evaluate the needs of security, and items to be protected, security in both public & non-public areas within & outside the library building, environmental concern, disaster preparedness, staff training and a public awareness programmer; Omoniyi (2001) surveyed security & other electronic installation in Nigerian Libraries and suggested that computers & other electronic equipments.

### 2.10.3 Mutilation

Lorenzen (1996) identifies several causes for mutilation, including:

- Students' dissatisfaction or unfamiliarity with library services
- Lack of knowledge of replacement costs and time
- A lack of concern for the needs of others
- Few students think of library mutilation and theft as a crime.

The act of mutilation of books by readers viz, shortage of time at a readers disposal, idleness and sluggishness, vengeance and ill health of a reader. Some librarians are of the view that a reader himself is responsible for the missing pages of a
due book. But how do you expect a reader to turn pages over pages of a book to judge its perfectness when you have already formulated a law “Save the time of Reader”.

2.10.4 Misplacement

The preventive steps needed for the problem of misplacement of books may be accounted for as under the following subheadings (Goswami, 1989 and Tata Rao, 1994).

❖ Replacement

Readers should be trained to leave books on their respective tables after consultation, and there should be written instruction on some conspicuous place in the stack room for this purpose e.g. “Please do not replace books.” Further day-to-day replacement of books by library staff has proved to be of immense value in minimizing misplacements.

❖ Short Reservations

Sometimes a reader while browsing amongst the shelves comes across some useful book. But he may be short of time at his disposal for reading the book in the library or would be willing to study at his residence when at ease. Under such circumstances if he can’t get the book issued to him, due to some reason, then he may misplace the book thinking about the uncertainty of its future availability. To prevent these readers from such acts of misplacement, provision should be made for short reservations. In this system if a reader likes to study a book for the next day, he should be advised to put it in reservation for some specified days.

❖ Shelf Rectification

Shelf rectification is also one of the important devices for prevention of misplacements. It is one of the most important affairs of a library. It allows to win out the misplaced books, helps in catching the library criminals, sets books in right position, and makes the assistants memory book is concerned.

❖ Demand and Supply
The demand and supply theory would ask to maintain a proper ratio between readers and the books. If the library has got only a single copy of a book in great demand more copies of it should be ordered for. If the budget does not allow it is better to keep it in closed access.

Catching the Culprit

If in spite of all the efforts the misplacement does not stop, than the next recourse is caching the culprit and punishing him. For this one has to find out the misplaced book. Let them be at their respective misplaced position. Be vigilant to catch hold of the culprit for about a week. A reader who makes a direct approach to the misplaced book may be the culprit. If you have missed the opportunity as regard the access of the culprit to the misplaced position, try to search out carefully the reader who is consulting that book. Keep and eye on him till he finishes the consultation of the book. If he is the person concerned he will again try to misplace books at other places. Catch hold of him. Suppose the work is over with the book, then he would not misplace it. Try to have an eye over such persons. One day they will be certainly caught.

2.11 BUILDING SECURITY

The building and collection must be secured both during and after normal working hours. Any attempts to reduce the level of crime should bear in mind the desired atmosphere of the library and try not to compromise the goals and mission of the institution.

Kahan (2009) outlines approaches to building security collection and equipment security, patron & staff security, which requires, planning is the key address of potential safety issues, she revived security problems, gives tips on implementing prevention strategies, creating guidelines for libraries and staff, and minimizing risk. The perimeter of a building can be protected in various ways, ranging from the use of door and window locks to more expensive strategies like the posting of security guards and/or installation of an automated security system.

Most institutions should have a security room to protect valuable items when they are not being used; this room should be secured even when the repository is open, and
the number of personnel having access should be strictly limited. Valuable materials should always be stored in this room when the repository is closed.

The financial and service impact of theft on libraries can be significant, and collection theft remains library administrators’ principal security concern (Brown 2007). Theft can occur during open hours by an individual walking in off the street; at other times a thief may break into a closed building to steal. Libraries need to be particularly vigilant regarding both professional and casual theft by outsiders, particularly of valuable materials such as rare books and maps, and personal belongings in offices. The range of theft possible in an academic or public library extends from books, equipment, and media materials to art, display items, money, and personal belongings.

Control of access and egress to the building and access to materials should be well planned. Library access should be centralized and a control desk should be located to maximize the possibility that every patron who enters the building can provide identification.

Theft prevention in building design starts with planning where circulation and security desks will be located to monitor book detection systems and control movement of patrons as they enter and leave the building. Book detection systems have become standard for maintaining a secure collection in all sizes of public and academic libraries. Manufacturers have provided technologically sophisticated systems that can adapt to most types of materials. The electromagnetic security and radio frequency systems are basic, affordable, and reliable options to alert staff that an item is being taken from the library without being checked out.

Main door installations should have locking hardware that functions consistently, has high tolerances to force and is simple to use and hard to tamper with. When not secured properly, external double doors are often a major failure point in after-hours theft. Panic hardware installed on the inside creates a potential for unsecured closing.

Vandalism to buildings and mutilation of materials remains a constant problem in both public and academic libraries. Librarians must be ready to counteract the reasons patrons may give for damaging property, from antisocial behavior to plain boredom. In visiting hundreds of academic and public libraries nationwide, I have observed graffiti and other types of vandalism primarily in buildings that are not properly maintained,
refurbished, or supervised. Quality furnishings, attractive graphics, freshly painted walls, durable carpet, well-maintained stack areas, and alert, courteous staff will encourage proper behavior. When design decisions have to be made, quality and longevity of materials should be paramount. Wear and tear on building elements, furnishings, and fixtures must be expected over time, but an initial investment in well-constructed goods will pay dividends in reduced maintenance and replacement costs.

Any tables or other writing surfaces should be made of nonporous, hard materials that do not allow patrons to use markers or pens to leave inscriptions. Seating can be subject to damage, often inadvertently. Today’s students have keys, pens, and other objects that sometimes stick out of pockets and scratch wooden seats or pull on the fabric of upholstered chairs. Look for furniture that uses durable hardwoods or comfortable plastic for seating, or for fabrics that have tight weaves and high wear values. Good lighting may be the most important psychological and physical feature of a library, since visual cueing occurs constantly in using the facility and its materials. A lighting designer will be able to provide attractive, energy-efficient solutions for public spaces, office interiors, and stack areas. Kahn (2009) Stated that external and security lighting, external building lighting, parking area lighting, walkway lighting, access to the building, emergency exits form the outsides loading docks should be considered for building security. The following areas generally will have security issues that should be appropriately addressed in the design:

- Exterior entrances
- Archive and special collection storage spaces
- Special collection reading areas
- Children’s library area
- Critical building component locations such as electrical switchgear, communication and security equipment, and building control centers
- Public toilets
- Loading docks, mailrooms, and shipping/receiving areas
- Stairwells
- Office locations
- Roof access
Entrances and exits from the library are a particular concern with regard to theft of library materials. Magnetic theft detection devices are placed at this location to sound an alarm if unchecked library materials are taken through this point of control.

Occasionally, however, it may be desirable for external planning reasons to allow patrons to approach and enter the library from opposite directions, resulting in two points of entry to the building. This could result from site features, required location of parking areas versus public transportation locations, or urban design considerations.

Special collections spaces, depending on the value of the collections, require a certain level of security design and electronic systems. The risk of theft, particularly for rare books and artifacts, can be high, and both the architectural space planning and the specialized systems should reflect the determined level of risk. When designing a new library, the ideal arrangement is a single point of entry to the secure area of the facility.

Control of entrance and exit from special collection areas, as well as the design of electronic systems, are discussed below. In general, however, the space planning of special collection areas and their support spaces should be determined as part of the overall security design features.

The arrangement of the special collections service desk with regard to the reading areas and any book stacks should be planned so that a clear line of sight exists between the desk and the reading tables. Flat open tables are preferred to enclosed furniture or carrels, so that surveillance can be maintained at all times. If book stacks are located in the special collection reading areas, they should not be positioned so that the visibility of any patron workstation is blocked.

2.11.1 Window Protection

According to Kahn (2009) there are many types of window security including locks, guards, grilles, bars, screens, and films. Window locks should be fitted to all windows that can open and are accessible without the means of a ladder. For best control, these windows should be secured by key-operated locks. This includes all ground floor windows, windows above garages or other roof tops, windows near to walls or pipes or other structures, which could be used to access the window. Generally, any
window over 60 cm. in height should be fitted with two key-operated window locks to prevent forced opening (Kahn, 2009).

If the security risk assessment investigation determines that the library location has the potential for burglary through windows or vandalism to the windows, then guards, grilles, bars, security screens, or security films should be installed. Securing the window through the use of guards, grilles, or bars is not always architecturally acceptable, although they can be a cost effective solution in certain circumstances.

A wide range of security screens and films is also available. When using the screens or films, there are no unsightly iron bars, steel mesh, or expanded metal which may not actually protect the glass. Screens and films unobtrusively protect property and glazing by preventing access to windows.

A security screen is made of a durable metal and is mounted in front of or behind existing windows. They can allow over 60% of light and air transmission, which means ample air flow and visibility and no “closed-in” feeling of traditional security methods. From a distance, screens merely give the impression that windows are fitted with tinted glass, but at close quarters it is a visible deterrent to intruders.

Security films can provide a significant improvement over standard or tempered treated glass in its ability to withstand an attack from weapons such as a baseball bat, flying rock, or other blunt weapons. While a criminal may muster enough force to shatter the window, it will require repeated (and attention-getting) blows to break through the virtually impenetrable film. Generally, the burglar cannot risk the time needed to break through, and will abandon the attempted burglary. The film adheres to the window pane and holds the glass together in the event of an attack. These films are also used to ensure the safety of anyone who may fall or be thrown against the glass by holding the glass in one piece in much the same way as laminated glass.

2.11.2 Door Protection

Door protection includes cylindrical locks, deadbolts, mortise locks, and gates. A cylindrical lockset fits into a large hole bored into the door’s face with the keyhole in the door knob. The latch assembly is locked and provides the securing of the door, though this type of lock provides the least amount of security in door protection. The addition of
a **deadbolt** provides enhanced protection by increasing the metal support into the door jam. The throw of the deadbolt should be at least one inch. A **mortise lockset** fits into a rectangular pocket in the door’s edge and usually has a deadbolt that is an integrated part of the locking mechanism. When you turn the key from the outside, it releases both the knob and the deadbolt. The mortise lockset is the most secure locking mechanism for a door.

If the security risk assessment investigation determines that the library location has the potential for burglary through accessible doors, then security gates should be considered. Securing doors through the use of gates is not always architecturally acceptable and could require special treatment to allow exiting in case of fire. Normally such security gates should be considered only for high crime environments.

Folding gates are designed to make facilities more secure and still allow frequent, easy access to those who need it. They fold easily back and out of the way when people or equipment need to pass, but provide a lockable barrier when closed. Security gates are excellent for situations where extensive security is desired when the library is closed or at restricted access points (such as rear entries), but visibility and air flow are desired as well. Securing front doors after-hours, shipping and receiving docks, and other restricted areas such as archive storage is sometimes most cost effective with folding gates. Folding gates typically retract to a fraction of their extended width and pivot up to 270 degrees to clear the doorway. They are typically designed to accept padlocks for secure closing (McComb, 2004).

### 2.11.3 Plantation

Regarding library building security and theft bushes and hedges that grow taller than the windows obstructs the view so no one can see inside or out. So there should be distance between building and plantings to avoid theft from library (Kahn, 2009). Also surveyed of exterior building security and suggested plantings should away from library building and bushes and taller plant around the building should avoid.
2.11.4 Fire

Principal causes of library fires are arson, faulty electrical wiring and lighting equipment, cooking, and heating equipment failures. Many incidents involving systems result from violations of fire-safety regulations or construction accidents. Library buildings are particularly vulnerable to fires. They contain large amounts of highly combustible materials: books, paper files, carpeting, upholstered furniture, and computers and other electronic equipment.

The key components of fire safety are prevention, detection, and suppression. Fire prevention starts with the elimination of combustible building Materials. Today's building codes specify which materials can be safely used for floors, walls, ceilings, and structural members. Older buildings with combustible materials, such as interior wood paneling or ceiling tile, and carpet and textured wall finishes, may not comply. Overstuffed furniture, drapery, and wall hangings are also potential hazards. Staff-installed small electrical appliances and their attendant wiring systems, such as portable heaters, fans, coffeemakers, and microwaves, are another potential problem in libraries. These innocent convenience items often lead to short circuits and overloading of electrical systems.

Many library arson fires begin in book return drops because they are such easy targets. Eliminating internal book drops or isolating them in a protected area with its own fire detection and suppression system, and building them of noncombustible materials provide good prevention measures. Automatic detection systems provide the best means for early detection of a fire. Fire-alarm and smoke-detection systems have become much more sophisticated and pervasive in the last thirty years. Fire-zone alarm systems enable security personnel and firefighters to immediately locate fires when entering buildings.

Routine maintenance and testing of these systems must be kept up to ensure proper functioning. Water and gas are the two main agents of fire suppression. Although gas systems seem preferable for libraries, they are more expensive, less reliable, and difficult to manage, and can compromise persons trying to evacuate. The most effective fire-suppression system for a library remains an automatic sprinkler system. Water-based systems are the recommended solution of choice by fire professionals and
insurance carriers. Sprinkler systems are the preferred suppression system because they:

- operate automatically;
- do not require human intervention to discover fire or to function;
- reduce time of response to fire [over firefighters time to travel];
- limit fire damage and loss;
- use less water to contain fire than firefighters do; and
- apply water to fire directly, reducing potential water damage by hoses.

2.11.5 Natural Disasters and Water Damage

Water damage to collections and equipment remains an ever-present danger in libraries mainly because of leaks in roofing or side walls during rainstorms, faulty piping systems, and catastrophic natural events, such as a hurricane or flood. Low-lying areas of the building are particularly vulnerable and decisions need to be made about which collections are located on the lowest level, if any.

Roofing systems can be a source of problems. Libraries tend to have flat roofs because of the large spans needed to accommodate stacks. Unfortunately, flat roofs are difficult to make watertight, and where seams occur, there may be a constant source of leaks. Another potential problem with roofing systems is the ineffective location of gutters, downspouts, and drains that may back up over stack areas. Roofing materials fail more frequently than any other external building component. Therefore, maintenance and replacement of damaged material is critical to protect the library.

2.11.6 Human Element in Building Security

Finally the most important element, secure library building is effective management of the human side of the operation. This includes the need to develop comprehensive security policies, train and drill staff on emergency procedures, and establish good relationships with public-safety organizations. Fire and police agencies can provide a range of helpful services both before and after construction of a library building, along with ongoing support for prevention of incidents. A proactive approach
fosters a professional recognition of mutual respect that aligns library goals for safety with the public-safety agencies’ goals for prevention of fire and criminal activity.

The ability to plan security systems with public safety officers brings their real-life experience with fire and theft to the table in an area in which most directors have little practical experience or knowledge. Through staff training experiences, the relationship will have been built to establish effective, ongoing cooperation between library personnel and public-safety officers when incidents require working together.

Ultimately, engaging the local or campus police for regular patrols of the building, particularly in vulnerable locations, would be the most valuable service available. This action would reduce the possibility of incidents occurring, and promote a climate of safety and security to patrons and staff, increasing usage and morale. Library administrators then need to extend the public safety training into an organization-wide approach to safe and secure operations with appropriate development and regular review of policies and procedures. Fire-drill planning and regularly scheduled drills are a vital component for all staff to experience regardless of position or shift. Other types of training and review include handling problem patrons, theft prevention, and how to create safe working environments by eliminating unsafe working conditions.

**General Approaches to Secure Design Library Building**

- Adhere to new building codes in addition and renovation projects
- Analyze current status of security issues and problems
- Identify design flaws that compromise security
- Review needs for specific security systems: surveillance cameras, including video playback systems, metal detectors, glass breakage detectors, door intrusion alarms, delay devices, panic alarms, heat sensors, sprinkler systems, fire alarms, book security systems, swipe access doors, public address system
- Site considerations, locate building in a heavy-use area, provide easy access by security personnel, install effective exterior lighting at entrances and on walkways, avoid plantings that can conceal people
Structural elements, consider only fire-resistant construction; reinforced concrete is the best structural system for libraries, architects love multilevel atriums in libraries, but they can be attractive to potential suicides (the Bobst Library at NYU features a ten-story atrium space in the main part of the building, where two such incidents have occurred), eliminate window systems that open or are easy to break

Interior design, restricted stack for valuable or rare materials, service points on every floor.

SUGGESTIONS TO BUILDING SECURITY

- Comply with local building fire, safety, and structural codes.
- Conform to state and federal occupational health and safety guidelines.
- Provide a back-up generator for all security systems.
- Avoid design and installation of “attractive nuisances.”
- Maintain property and liability insurance, including coverage for disasters, based on risk analysis.
- Develop and apply comprehensive security policies.
- Design comprehensive emergency procedures and plans for evacuation and recovery.
- Review and update policies, procedures, and plans on a 2-year cycle (McGinty 2008).

Building security does not stop with methods (locks, window screens, burglar alarms) that deny or complicate unauthorized entrance. The interior layout of a building can either encourage or discourage crime. For example, high fixtures and dim lighting encourage crime. If service desks are placed for optimum supervision, they discourage crime. Book stacks so high that they obstruct the view encourage crime (Grewal 2004).

2.12  FURNITURE AND EQUIPMENT SECURITY

2.12.1 Replacement, Repairing and Repainting
Furniture’s of a library have to play their own role in minimizing misplacement mutilation of books. Therefore, proper care should be taken towards the constructions and designs facilitating hiding of books. Drawers and other forms of cavities in reading tables must be avoided. The readers hide the books not only inside the drawers but between the drawer’s railings beneath the table’s front surface. Further, all the three vertical surface of a reading slope should be stripped rather than flat slabs. The air space between the base of an almirah and the floor should be large enough for sweeping and brushing purposes. The wall shelving should either admit of enough space between the wall and the back of the almirah or the almirah should be fixed to the wall. This would help supervision and eliminate hiding places of books.

**Protecting Audiovisual Hardware**

The following are guidelines for protected for Audiovisual Hardware…

- Using permanent paint to mark two sides and all removable parts with serial numbers makes equipment less attractive for resale.
- Engraving identification numbers on metal parts with an electric etcher makes a relatively permanent mark.
- Storing equipment in unmarked closets or rooms may protect it from thieves unfamiliar with library operations.
- Warning posters or stamps placed on equipment alert the thief that it is traceable if stolen.
- Advertising losses in the community sometimes leads to the items return.
- Installing convex detection mirrors reduces the chance of equipment loss.

**Protecting Audio-Visual material**

Audiovisual materials are usually housed separately from other materials in the library and although stacks are not closed, materials do not circulate. High theft items are audio tapes and records. To protect them, some libraries dub the sound onto cassette tapes, keeping the masters in the non-circulating collection and circulating only cassette tapes.
Certain non print materials such as valuable art works require special attention. A detection tag gives little protection: it is not likely that professional thieves will past sensing screens (Grewal 2004).

2.13 OVER ALL VIEW OF PREVENTIVE MEASURE

Preventing vandalism in libraries planning and prevention approaches strategies are likely to be more effective. Grewal (2004) suggests that the most successful approach will be comprehensive, prescriptive, and appreciative. As well, he recommends that the strategies must be implemented with adequate attention to the integrity, intensity and coordination of the intervention. In other words, librarians' approach to vandalism should take into account the individual needs of their library. Their efforts should be planned and carried out in an intentional manner.

The first is target hardening. It includes the use of devices or materials designed to obstruct vandals by physical barriers. Examples would include fire and break resistant books returns (Lincoln 1980), toughened glass, window-screens, and tamper-proof hardware for signs (Goldstein 1996).

Deflecting offenders refers to intentional efforts to channel vandal's potentially destructive behavior into more positive directions by physically altering the environment, for example, through the use of graffiti boards, mural programs, the layout of pathway circulation, and interesting wallpaper or even chalkboard on bathroom walls (Goldstein 1996; Hauge 1995) recommends libraries design their traffic patterns such that there are as few blind spots as possible and so that they move past the circulation or reference desk.

Controlling facilitators is another way to curb vandals' behavior through altering the environment, but by making the means of their behavior less accessible, less available or less potentially injurious, such as placing signs, thermostats, fire alarms, and light switches far from reach or in secluded areas (Goldstein 1996). Thought needs to be given, however, to the unintended consequence of making it easier for vandals to escape once they find those items.

Other strategies enumerated by Goldstein (1996) include target removal, which entails the physical removal or increased inaccessibility of potential vandalism targets,
such as signs, plants, fittings and pay phones. Similarly, removing inducements refers to the physical alteration, as opposed to removal, of vandalism targets, for example by quickly repairing damaged materials and graffiti (Goldstein 1996). Most libraries have already implemented Goldstein's next strategy, which is the identification of library property by physically marking it.

Another strategy Counseling, may be appropriate for vandals, such as young students caught vandalizing a school or public library. As well as publicizing the library's rules, publicity may be used to inform potential vandals and the general public of the problem and costs of vandalism through such means as anti-vandalism advertising, new releases, decals, slogan contests, anti-vandalism buttons, t-shirts, rulers, bookmarks, posters, and flyers (Goldstein 1996, Lincoln 1980) recommends that libraries share the costs of anti-vandalism advertising and other publicity such as public service announcements by partnering with schools or transit authorities.

Goldstein's final two prevention strategies involve the interaction between potential vandals, the library, and the library staff. The first is involvement that is, making efforts to increase would-be vandals' involvement and sense of ownership of the library and library materials. This may take the form of personalizing the environment or inviting participating in decision-making. For example, Cornog and Perper (1996) recommend that librarians meet with representatives of groups who hold particular political or religious opinions to involve them in the development of a collection that represents their viewpoints and gain their input in helping prevent vandalism of those collections.

Another way to connect with library users is to seek their involvement in anti-vandalism campaigns, through slogan contests, designing posters, and having voluntary patrols. Keeping the library busy through opening its doors for meetings by local groups, education classes, exhibits, and lectures may also be a way to increase patrons' sense of ownership of the library (Lincoln 1980, Goldstein 1996) final strategy is to address the organizational climate of the library, which concerns implementing procedures for enhancing the quality of the vandal's social, education and daily living contexts, such as the modeling of respect by library staff to all patrons and librarians having a visible presence within the library.
Another popular vandalism prevention strategy is to implement an educational campaign. Some librarians might worry that they are only providing vandals with ideas by publicizing examples of vandalism. That concern may be diminished, according to Cornog and Perper (1996), if the consequences of vandalism are part of the campaign. Another concern is whether or not an educational campaign actually makes a difference. Gouke and Murfin found in their study of periodical mutilation that an education program in their university libraries made a significant positive difference in decreasing the amount of mutilation.

They found from the study of the same periodicals before and after the campaign that the rate of mutilation had dropped by approximately twenty-three percent. Their programs included posters advising that replacements of damaged materials were not always possible, articles addressing the problem in the campus newspapers, and signs about the availability of photocopiers. Vandalized materials could also be used in displays (Cornog and Perper, 1996).

Finally, many authors support easy convenient access to photocopiers, which should charge the lowest possible rate (Goswami, 1989; Pedersen, 1990; Constantinou, 1995). The only prevention strategy that received support from the majority of students in Pedersen’s survey was free photocopying. A corollary would be readily accessible change machines or the ability of the library to make change for patrons.

2.14 APPROACHES AND ACTION STRATEGIES

According to Sager (1975), the approaches which are generally taken to deal with vandalism can be categorized as follows:

Φ Acceptance

Rather than combat the problem the institution may simply accept vandalism as a fact of life. This does not mean the institution condenses the act, but the administration and staff do not feel there is any solution to it. The walls are simply repainted every few months and the windows are boarded up.
Alternatives

In the technique the institution seeks to provide some less costly alternative for its vandals. A board may be placed in some prominent location to collect graffiti or free photocopying may be offered to eliminate the need for mutilating books and periodicals.

Prevention

Architectural and design solutions may be sought to avoid vandalism, such as graffiti resistant paints, elimination of glass in vandal prone neighborhoods, locks on rest room doors.

Public Relation

In this technique the institution or the community may launch vigorous efforts to inform patrons of the cost of vandalism and to stimulate a sense of pride in the institution. A library might launch fund raising efforts to replace materials or equipment lost to vandals, in an effort to make the patrons aware of the problem.

Punitive

In this alternative institutions adopt rigorous policies of prosecuting any vandal who is apprehended. Publicity may be sought on punishment which is meted out to the culprit. In some instances a library service may be terminated, a collection locked, or a branch library closed to punish the vandal, as well as all other patrons.

2.15 SUGGESTIONS / SOLUTIONS

Mwantimwa (2007) based on the study findings, the following are key recommendations aimed at curbing library mutilation.

Training and education

Libraries should strive to improve themselves through training and continuing education programmes particularly in Information Literacy. For example education on the impact of mutilation on intellectual excellence and the quality of library services. Also proper instruction and orientation should be provided to library users.

Library rules and regulations
All libraries should strengthen and enforce the existing library rules and regulations that are tough enough to discourage likely offenders. Penalties for destroying university property, especially library resources should be exposed to the library users and should be posted in the entrance and notice boards.

**Electronic resources**

In addition to print resources it is recommended that, all libraries should invest in e-electronic resources so as to cope with the increasing number of users at UDSM and SNAL. Academic libraries should encourage their users to use e-resources and awareness of the resources they have to encourage users to use electronic resources.

**Budget**

Libraries should be allocated adequate budgets to support collection development and training of users and staff and to install security systems. This is very important in order to improve efficiency and the quality service.

**Security**

Insecurity of library materials is all types of libraries. Therefore it is recommended that libraries should install electronic security devices and electronic surveillance video cameras to discourage mutilations.

**Digitization**

It is recommended that the most valuable library resources should be digitized to prevent them from being mutilated. Digitized material plays a big role in improving the quality, accountability, high performance and effective communication.

**Photocopy**

Shortage and high price for photocopying library materials accelerate library mutilations. Therefore the library management should subsidize photocopying for students; so that students can pay less for works they photocopy (Mwantimwa 2007).
The following recommendations were given:

- More library personnel are needed to man the libraries; Professional librarians are needed to formulate workable solution to the problem of theft and mutilation;
- Properly oriented non-professional librarians to carry-out policies on avoiding theft and mutilation.
- An intensive, up-to-date, and regularly reviewed library instruction is to be drawn and to be implemented in libraries to change and improve the attitude of library users toward library materials.
- Libraries ought to balance their collection; more non-print materials must be acquired and marketed to enable library users to see their value as sources of information.
- Acquisition of additional copies of greatly demanded materials must be looked into.
- Strict implementation of reasonable circulation policies must be adhered to by all libraries to control and avoid library theft and mutilation.

2.16 CONCLUSION

The reviewed literature shows that scanty literature was available on various forms of crime & vandalism in college libraries as compared vandalism in general. It was also observed from the literature reviewed that, there was no uniform pattern in norms, standards, guidelines regarding prevention strategies to limit the library crime, vandalism, security measures for library building, collection and people. However there are many well-researched, practical strategies, some of which are inexpensive, which libraries may implement to curb vandalism. As custodians of their collections, all librarians should have a plan for dealing with vandalism when it occurs and for preventing its occurrence in the first place

Considering these factors, the historical perspective, current scenario and vandalism in college libraries have been described in chapter 4.
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