CHAPTER – 6
CONCLUSIONS, FINDINGS AND IMPLICATIONS

6.1 INTRODUCTION
The purpose of this chapter is to focus the major conclusions / findings and implications of the present study entitled “Library Crime & Vandalism in Engineering College Libraries in Marathwada Region: A Case Study”. The information obtained from the 32 libraries and its 845 users belonging to Engineering colleges libraries located in eight districts of Marathwada affiliated to BAMU, Aurangabad & SRTMU, Nanded. The collected information from the respondents was tabulated and analyzed. Statistical techniques like Weighted Arithmetic Mean (WAM), Ti-Square test, Chi-Square test and co-relation were used in the analysis. The findings in relation to the objectives have been presented.

6.2 CONCLUSIONS / FINDINGS
The conclusions/ findings have been presented under the following headings as per the objectives of study;
6.2.1 Library Crime & Vandalism in College Libraries
6.2.2 Vandalism and Preventive measures in college libraries

6.2.1 Library Crime & Vandalism in College Libraries
This part has been divided under the following headings:
- Demographic Information
- Library use and services
- Illegal practices and reasons thereof
- Vandalism and vandal activities
- Impact of illegal practices
- Targeted library material
- Preventive and control measures

Demographic Information:
In demographic information the researcher has collected the background information of the users by which library professionals can understand the behavior and background of the users, similarly the researcher has made an attempt to obtain the academic background, family background and economic status etc.,

1. To sum up, the researcher obtained data from the 845 users out of them, 59.29% were male and 40.71% were female, 87.13% users were studying in undergraduate classes; 72.78% of the respondents belonged to the age-group of 17-25 years, 77.87% of respondent belonged to the income group of less than Rs.20,000 per month, which is considered low income group. As regards place of residence 44.02% respondents came from rural area and 55.98% respondents were from urban area.

Library Use and Services:

2. The membership duration of 65.33% respondents was from last one to three years; 52.07% respondents were visiting the library almost daily or once in a week; 36.93% respondents used library for academic purpose, while 13.96% used for fun enjoyment and as meeting point of view. As regards the satisfaction level 60.71% respondents were satisfied with the library services. While 53.61% users were utilizing open access facility and 63.79% users indicated library rules are causing inconvenience in accessing the library services.

Illegal practices and reasons thereof:

3. 73.14% users thought illegal practices like theft, misplacement. Un-authorized borrowing, non return of books, vandalism to library property were prevalent & frequent phenomena, while 21.83% users thought that mutilation was prevalent and frequent phenomena in college libraries.

4. The general view about theft of books and other documents, 59.29% users felt, it was prevalent practice in engineering college libraries.

5. Among the reasons for theft 87.81% users suggested, low income and poverty, while 72.66% users thought library environment, cultural background, social environment, overdue fines, no exit guard, slackness in counter checking and un-
circulated volumes, seems to be prominent reasons for stealing books in the library.

6. Sixty Seven point Sixty Nine percent respondents thought mutilation of books and other documents were the prevalent activity in engineering college libraries.

7. The prominent reasons for mutilation put forth by 89.59% users were, pressure of good marks, laziness & poverty and Anger towards library, followed by books were very costly to possess personally etc. were noticed.

8. As regards method of theft and mutilation 81.42% users suggested hiding in the cloths and tearing out pages from books and periodicals, while 32.54% users suggested method of throwing books through window, by offering inducement 18.11%, and 9.59% respondents from removing due date slip.

9. To reduce mutilation in libraries 62.84% respondents strongly agreed provision of photocopying equipment in engineering college libraries is essential. The same opinion was also noticed among rural- urban, male- female users and among various age and income group of users (Table No. 4.3.2.5).

10. The 58.34% respondents thought that libraries are victims for deliberate hiding of books. The reasons indicated by 66.75% users were due to exam pressure, 42.25% monopoly of information, 24.38% were habitual users in misplacing the documents, while 23.31% respondents were selfish nature.

11. Regarding un- authorized borrowing 64.73% users were misusing borrowers’ card. The reasons suggested by 37.63% respondents were books issued without tickets, 30.89% long renewal method, while 25.33% users gave no strict checking at counter, and lack of commitment of staff in their work as well as the interference of management relatives.

12. As regards the non- return of books 48.88% users who never returned books on given due date, among them of the total rural users 51.83% and of the total urban users’ 55.25%, of the total male 60.47%, and of the total female 42.51% respondents have not returned the books on due date. The reasons indicated by 46.51% users were, laziness and shortage of time & Long Renewal Method.
Further 53.49% users indicated reasons were to improve self chance, carelessness, being valuable document, to deprive sincere users etc.

Library Crime & Vandalism and vandal activities:
13. In response to the Vandal acts, majority 70.18% users have seen library crime & vandal acts on college library property, of the total rural users 31.94% and of the total urban users 90.55% were aware of vandal activities. Therefore, it can be stated that ‘Urban the users more the vandalistic activities’ (Hypothesis No.3) is valid. Further among the total male users 62.05% and amongst total female users 53.14% respondents were acquainted with vandalistic activity on library property, which indicates that ‘Male users are more prone to vandal activities’ (Hypothesis No.2) is valid. Amongst the younger age group of 17-25 nearly 58% were found more tempted in vandalism, the income group of these users was below 20000/- (Table 4.3.6.1).

14. Vandal acts of drawing cartoons, engraving, scratching and breakage to library property were observed mostly on books, tables, water coolers, walls, doors, fans, chairs, stack-racks, Xerox machine, catalogue cards cabinets and typewriters,. While the reasons there of can be as a part of group behavior, to acquire something, to protest against operating policies be it of library, college library, state or nation and to take revenge against those library staff who had not behaved properly, for fun or competition, individual frustration. To take a rest-break / or to get arrested / or to draw attention to real or imagined grievance (Table 4.3.6.2, 4.3.6.2.1).

15. Regarding disruptive behavior inside library building by defacing of library walls, 12.11% respondents were tempted to paste posters, 20% respondents to put up announcements and 58.25% respondents tempted to paint slogans. While the reasons there of were found to be central location of library, habit of users, no objection and protest against operating policies, and nobody takes objection from library staff.
16. As regards the vandal acts to spit pan / tobacco on library wall 46.39% respondents were tempted to do it. While the reasons thereof were found, no provision of bin to spit on, habit of vandals and to take a rest-break / or to get arrested / or to draw attention to real or imagined grievance.

17. As regards vandal acts of calling, laughing and shouting loudly 60.00% users were talking on mobile to their friends’ 71.36% respondents noticed in calling loudly to their friends and 49.59% users were tempted to shout and laugh loudly. While the reasons thereof can be for giving a massage to their friends, out of habit, reading a funny joke and asserting that library property is self properly.

18. Regarding vandal acts of pulling and shifting of tables and chairs and put announcement on walls and notice board, pulling tables chairs statues and flower plots 20% respondents were tempted to do so. While the reasons thereof can be fun and competition, desired to sit besides their friend, old and broken chairs and being in hurry.

19. The 26.22% users were tempted to vandal act by sleeping on chair and putting legs on reading table and noisily rustling of reading material. Only 6.96% users were tempted to physical and verbal abuse (Table 4.3.7, 4.3.7.1)

20. The chi-square test results showed that pulling table & chairs, nosily rustling the books & other documents lifting of equipment and statues are found significant at both the level 0.01 and 0.05. The calculated chi-square value 34.750 reveals positive responses towards pulling table & chairs where as only removing flower plots 8.212 was not found significant at both the level. The table 4.2.5 indicates that 68.82% users were not allowed in the stack to select the books, while only 31.18% users were allowed to enter inside the library. Even though very few users were provided with open access the vandal activity is taking place, which indicates that ‘Open the access in libraries more the vandal activities’ (Hypothesis No.4) is valid.

21. Regarding external vandalism 84.14% respondents noticed sitting on vehicles parked, 51.83% respondents were moving the mirrors, 10.89% respondents
noticed, breaking glasses and lights, 8.99% respondents noticed vandal acts of removing vehicle parts, of staff and users. While the reasons there of were, no proper parking stand with a gate provided by the library, no watchman appointed by the library or if appointed is not doing his duty faithfully and a part of group behavior.

22. Regarding arson to the library 45.21% respondents together had been tempted to put fire and loot property of the library, communal riots, broken glasses of doors and windows, devastated the garden / lawn of the library. While the reasons thereof were for fun or competition, to acquire something like money, valuables etc. kept or present there and to protest against operating policies of college libraries.

Targeted library material
23. Regarding the most targeted material for stealing and intentional vandalizing, The 31.12% respondents thought newspapers and periodicals, followed by books non book material, library building and computer and other furniture. While the reasons thereof were for asserting that library property is self property, as a part of group behavior and to give passage to individual frustration or anger.

Impact of Vandalism
24. The impact of these vandal acts mostly occurred on library use, which has been reduced, library visitors were minimized, users do not recommend the books and they could not get the required material for study and assignment.

Preventive and control measures suggested by users
25. Regarding the most effective measure to be employed to control illegal practices like theft, mutilation, non return of books, misplacement, unauthorized borrowing 56.05% respondents suggested provision of multiple copies of required text book, 47.19% respondents opined provision of a set of text books for lower income group students.
26. The 42.42% respondents suggested fining and punishing vandals, 40.51% users were of the opinion that provision of photocopier in college libraries can prevent vandalism of reading material. 36.03% users suggested by installing CCTV, 26.50% users were of the opinion that framing concrete library rules and regulations or policy and procedures to limit the illegal act and vandal act. 25.26% users given option to binding section for immediate repair of damaged books, 24.31% user anticipated internet facility, 11.92% indicated the names of vandals and vandalized materials must be exhibited on notice board.

27. While 16.81% respondents suggested by applying modern electronic security system like CCTV, RFID etc. appoint security guard, secure high cost material, insurance of library building and collection, provision of page bowler machine, appoint book recovery, attendant for non return or over due books. Reviewing public service policies and motivation, frequently pasting signs, clearly giving the legal penalties for acts of vandalism on library bulletin boards, etc. As regards, detection of vandalism both the library staff and users should detect vandalism, publicity campaigns and user orientation and training must be in regular interval to control vandalism, by appointing some users as security guards to limit vandalistic activities.

6.2.2 Library Crime & Vandalism & Preventive Measures in Engineering College Library

From the analysis of data received from Librarians, it can be concluded that:

1. Of the 32 professional librarians, 32 have returned the questionnaire giving 91.43% response.

2. As regards year of establishment of Engineering college libraries, before the independence in Aurangabad only one government college was in existence. After the establishment of BAMU the steady growth of colleges were notable during the year 1957-1967, 1967-1977 and 1987-1997. After 1979-2011 due to privatization policy of Maharashtra government 88% non grant colleges were established during 1997-2007. Which indicates mushroom growth of colleges in the Marathwada
region. Amongst them 75% were granted and 24.04% were non-granted colleges located in rural area and in urban area of four districts. While 0.96%, that means only one Government College was in Aurangabad.

3. As regards the access to collection 0.96% libraries were providing open access facility to the users, while 99.04% libraries were providing close access facility to the collection.

4. The strength of students in these ACS colleges was 84.98% undergraduate and 15.02% postgraduate. The students enrolled from Aurangabad district was 67% and 33% from other three districts i.e. Jalna, Beed, and Osmanabad.

5. The collection of surveyed libraries on an average was 17001 per library.

6. Except Government college library all libraries adopting close access facility. While all libraries allowed faculty and staff members in stacks to select the required reading material of their interest.

7. Staff working in these college libraries surveyed, 43.3% respondents were working with one to five staff members.

8. While 39.4% with six to ten members and 17.3% with eleven to twenty staff members.

**Vandalism in College Libraries**

9. Regarding vandalism in college libraries 70.19% respondents felt that. The vandal acts observed were drawing cartoons on newspapers, periodicals and books, while 50.58% respondents observed on library buildings and walls. As regards engraving 41.3% respondents noticed books and periodicals and 36.53% on furniture and equipment, while 25% indicated on library building. Scratching and breakage mostly found with tables, walls, catalogue card cabinets, library buildings etc. The reasons thereof were fun or competition and as a part of group behavior. It can be also noted from Table 4.2.4 that 60.63% users were unsatisfied with the library collection and services, it can be stated that ‘**Unsatisfied users are root cause of Vandalism**’ (Hypothesis No.1) is valid.

10. Vandal acts according to WAM test in rank first was pulling tables and chairs from one place to another place, in second rank noisily rustling pages of books and
newspapers, while lifting of statues, photos, equipment and removing flower pots stands in third, fourth and fifths rank. Similar results were found according to Ti-square test, and chi-square analysis while the reasons thereof were habit, fun or competition and to assert that library property is self property. Central location of library, etc.

11. Most the external vandalism was seen with vehicle, garden and exterior of library building WAM ranks first external vandalism was sitting on vehicle, in second rank removing vehicle parts, third rank to breaking glass, lights etc. campus riots, devastation of garden and lawns, looting library property as rank order preference. Similar results obtained according Ti-square and chi-square test.

12. The targeted library material for vandalism were noticed rank wise periodical and newspaper in first rank, books and thesis in second rank, non book material third, library building and computer and other equipment in fourth and fifth rank respectively. Ti-square and chi-square test analysis is not much differing than WAM test.

13. As regards the disruptive behavior i.e. spitting pan / tobacco on walls of the library 28.28% respondents had noticed both, while the reasons thereof were habit and no provision of bin to spit on. Painting slogans, talking on mobile and putting announcements were noticed by, 27.87% and 26.35%, respondents respectively. The reasons thereof can be habit and central location of the library. All other disruptive behavior in the library can be found such as shouting loudly, announcements put on, and posters pasted on walls, calling loudly were in rank fourth, fifth, sixth & seventh respectively. the reasons thereof were for fun or competition and habit.

14. Regarding financial vandalism by staff WAM test showed that 16% respondents experienced selling of back issues or less used magazines.12.7% noticed in borrowing books before processing and 11.56% respondents noticed false billing vandalism, 10.4% had noticed in counterfeit money exchange. The similar result are found according to Ti and Chi-square test.

15. As regards the human element who causes security the Ti-test indicated that 58.6% outsiders; 56.7% researcher; 52.9% students; 13.5% library staff and 37.5%
faculty are prone to security causes. While WAM ranks student, outsiders, researcher, faculty and library staff respectively.

16. The impact of vandalism on teaching, learning and research was mostly on books, which are not found on shelves, increase in budget, users are not getting required information, library use has been reduced and users do not want to visit the library.

17. Stock verification work in more than 63% college libraries have been done in every year or after every two years, while 36.5% libraries take stock verification after every three years.

18. As regards the loss of property 96.16% libraries have not responded to the question while only 3.84% libraries indicated the number of missing books, non return books, withdrawal of books, furniture, equipment damage and building damage. Therefore the investigator could not give actual loss of property.

19. Regarding funds reserved for repair vandalized property 80.76% libraries made available funds for repairing library building, equipment and furniture. While 70.19% respondents made provision of funds for repurchase of missing books and guard services, and 30.77% respondents kept funds for insurance premium. While no library has made provision of funds for installing security devices due to the requirement of more funds.

20. As regards the responsibility of library security 61.5% respondents answered librarians and library staff, while 38.5% responded principal, president, security in charge and host institute are most responsible for library security.

Security measures to control vandalism

21. Regarding any specific policy and procedure to limit vandalism followed by college libraries 68.2% respondents does not have specific policy and procedure to deal with vandal acts, while 54.8% respondents indicated that the policy and procedure of the existing college libraries are not adequate for minimizing or to combat the vandalism.

22. According 22.43% respondents their library buildings are made, considering the security by design, the 19.93% libraries provided property counter for personal belongings, where as 19.32% installed after hour's security alarm, the 17.52%
respondents adopted card access control as a security measure in their libraries. Sixteen point seventy four percent respondents agreed vandalism can be limited by appointing security guard, while 11% to 16.74% respondents contacted to police, planted tree away from library building, used keyless entry system, by installing modern security system like CCTV cameras, RFID etc. The other measures suggested by the respondents were fining and punishment, creating awareness among users and appointing some users from user group as a security guard.

23. As regards the supports from authority to deal with the security problem WAM test revealed that 27.88% respondents were of the opinion that they require information about how to conduct staff training effectively; 23.57% respondents ranked to provision of sufficient and trained staff; 22.96% respondents’ requirement was simple policy and procedures must be there to limit vandalism. The 21.56% respondents gave the rank to community awareness program and 21.24% respondents given preference to building security by design. As well as 15% to 20.29% respondents’ expected the information from authority on how to select security equipment, crisis management, implementation of security measures, hiring security personnel, staff training opportunities and provision of sufficient and quality furniture and equipments for security.

24. The 33.65% respondents preferred modes were like online learning; 35.58% respondents acquired information through safety and security seminars and 30.77% respondents had used handbooks, manuals and on site audit as a preferred mode of information on security information.

25. To limit vandalism from college libraries 45.2% librarians gave staff training occasionally or once in a year and 14.5% librarians arranged orientation for staff on security, while 40.4% librarians had not given staff training on security.

26. As regards the special security to the collection 88.4% respondents gave special security, for reference, non-book material, manuscripts, journals and exhibits, while 11.6% libraries gave special security for library building and circulation section.

27. Shortage of library personnel is another cause for library security the 22.1% respondents answered their library system which have only one staff member,
while 77.9% respondents answered their library system has more than one staff to perform the duties.

28. As regards the instances, punishment and expelled the vandal it is found that the libraries are suffering due to the illegal incidences in libraries, no library have kept record of such incidences hence the researcher could not put the cases, however the investigator read in newspaper, journals and news from TV, Radio, about the vandal acts in libraries i.e. In a dastardly attack, over 150 activists, shouting slogans when the staff was opening the Bhandarkar institute pune. The activists were with armed like batons, bamboo sticks and nanchakus—first hit peon and forced their way into the research and study halls which house ancient and valuable books, manuscripts, pictures, copper and clay tablets. The vandal ransacked cupboards, broke the computer, smashed window panes and mutilated oil paintings. the floor was littered with broken glass, fans and telephones, torn pages of books and manuscripts dating back to 16th century (Times of India 2006, p1). Another incident of Fire and communal riots at Bhuddhiswami college library Purna destroyed the total collection of books, furniture and equipment by the activators, costing the damage of Rs. 43,52,500.00 In Jalna city the problem patrons destroyed the catalogue card and cabinet by putting crackers in catalogue cabinet of JES college library Jalna. A women librarian was physically beaten by a lecturer from prestigious college Pune, The reason stated were circulation of books, (Sakal E-paper 2010).

6.3 IMPLICATIONS

Following are the implications which is based on the results/finding of the study.

6.3.1 For Government

- Government should enact legislation on vandalism
- Government should undertake comprehensive studies on book loss from academic libraries and crime rate in academic libraries as well as the cost
involved in repairing, repainting, vandalized, library building, furniture, equipment and collection

6.3.2 For Engineering College Authorities

- All the ACS college libraries should adopt ACRL ALA and RBMS guidelines regarding theft mutilation and vandalism prevention.
- As per staffing pattern the management should provide the library staff which is specially appointed and trained for smooth functioning of the library, further the management should also provide additional library staff to serve the students enrolled for various non-grant courses, by which the burden of existing staff will be reduced.
- Management should provide finance for installation of modern security technology in college libraries like CCTV, RFID etc, to prevent library property from theft, mutilation, misplacement, non-return of books, un-authorised borrowing and vandalism.
- Library building design should be theft preventive, one exit and entrance, wire mesh windows, provision of property counter, eliminate hidden location, plantation of tree should be away from library building, provide adequate visibility in parking and inside building, proper parking facility with gate and watchman should be provided.

6.3.3 For Principals

- With regard to loss of books due to theft mutilation, 3 books for open access and 2 books for closed access, per thousand books issued/ consulted in an academic year may be considered as negligible loss and hence be written off by the principal/ governing body of the college, if librarians negligence is not proved, If the loss is beyond prescribed limit the matter may be referred by the principal to the higher authority concerned.
- The principal and the authority should organize the state/national/international seminars and conferences with the financial assistance from UGC on library safety and security issues to educate and inform the professional as well as
to make library staff aware about preventive measures for library security and safety.

- The library should subscribe comprehensive Insurance policy for risk coverage & old and broken furniture should be repaired or replaced by new one.
- Authorities should invest more in electronic resources which will reduce to a large extent the incidence of users physically handling documentary materials. This will also enhance multiple accesses to library materials with little damage.

6.3.4 For Librarians

- The Librarians of Engineering College libraries should develop the collection development policy for college libraries considering the information needs of the users, the resources should be accessible to the users concerned by which the mistreatment with books and other documents will be minimized and theft will be prevented.
- To prevent theft, mutilation from libraries, librarians should make available number of text books and quality reprographic equipment in cheaper cost of photocopying with trained operator.
- Well documented Library policy and procedures should be framed by the librarian as per the ACRL and ALA guidelines when there is a case of vandalism, it should be available for all staff members and users to read, either as a separate booklet or as part of library manual or in college prospectus.
- The record of the illegal incidences in college libraries should be maintained in prescribed format along with loss in monetary terms.
- The report of every stock verification work should be submitted to the concerned University, Principal and Joint director of higher education and UGC by which any person can study and calculate actual loss from college libraries.
The librarians should concentrate on maximum security of library collection, property and staff by appointing security guard, conducting seminars, installing modern security devices, formulating user group as security guard, give weightage to opinions of students council, union members thereby involving earn and learn scheme students on a partnership basis in running the library and making library a more positive place to work. etc.

The library should aim to create an atmosphere conductive to honesty and pro-library feelings, while at the same time acknowledge the necessity to set up sensible and thorough security arrangements.

The users should be made aware of the difficulty and expense involved in replacing, repairing damaged and stolen library property.

A vigorous publicity campaign through posters on acts of vandalism and with emphasis on the penalty of expulsion to culprits can, to a certain extent, check the malfeasance of vandalism in libraries.

Library staff should be more vigilant, committed to library work, training on crime and vandalism prevention techniques should be given to staff on regular intervals. Periodic assessment of vandalism situation should be done. On security audit pinpointing the weakness of security of library should be made.

Disciplinary measures relating to vandalism, disruptive behavior, theft, document mutilation, refusal to return borrowed books, and keeping books long after they are due should be enforced. Offenders should be made to replace or pay for lost books irrespective of their status and to pay fines for over-due books.

6.4 AREAS FOR FURTHER STUDY

It has been evident from the present study, that vandalism is one of the most serious problems faced by libraries. Considering the seriousness of the problem of
vandalism, losses that libraries are facing, it’s widespread nature and taking into consideration that very less research has been conducted on vandalism the following areas for further study have been suggested.

- A comparative study on library crime & vandalism in different types of libraries focusing on acts of vandalism and control measures should be undertaken.
- Area study should be undertaken within a geographical area such as the state of Maharashtra on library crime & vandalism in libraries.
- The study of vandal acts against library property and individual libraries can be taken to calculate cost of library crime & vandal activity.
- The study should be undertaken within a university library on vandalism in university libraries in Maharashtra.
- The similar type of study can be undertaken on public as well as special libraries on library crime & vandalism.
- A comprehensive nationwide survey can be undertaken on library crime and crime rate in academic, special and public libraries.
- The study on security audit can be undertaken with different types of libraries.