

Reprography Services in University Libraries of Haryana: The Way it can be Beneficial for the Users?

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ABSTRACT

This is an age of democracy and in a democracy every public utility institution has to justify social desirability on any service. Library as such has been included among institutions of public utility services which enlighten the whole society. But the welfare services which are delivered by the library require quantitative as well as qualitative measurement of their effectiveness, known as benefits to the community. One such service which is very essential on the part of the university libraries is reprographic services. Today, one cannot think of university libraries without this service. This paper discusses the use and effectiveness of reprography services in university libraries of Haryana and the way it can be beneficial for the users.

Key words: Reprography; Copying technique; Duplicating technique.

INTRODUCTION

The word "Reprography" came into existence in 1963 at the First International Congress of Reprography at Cologne, Germany. It is originated from the combination of two terms i.e. reproduction and photography. Reproduction means producing the thing afresh and the photography is a technique of producing an image with the action of light on any light sensitive material. Thus, reprography may be described as the technique of producing single or multiple copies of any document through copying or duplicating process. Following are some of the definitions of reprography:

1. Landau defines it as "Art of producing single or multiple copies of document whether by photographic or other means". (<http://publications.drdo.gov.in/gsd/collect/dbit/index/assoc/HASH9f08.dir/dbit0906003.pdf>) accessed on 20/07/2012.

2. According to Oxford dictionary "The science and practice of copying and reproducing documents and graphic material" <http://oxforddictionaries.com/definition/english/reprography> accessed on 23/07/2012.

3. The free dictionary defines it as "The process of reproducing, reprinting, or copying graphic material specially by mechanical, photographic, or electronic means. <http://www.thefreedictionary.com/reprographic> accessed on 23/07/2012.

Use of reprography

It is not possible for the university libraries to issue every material which is required to the users. Books are issued to the users as per their entitlement. The solution to the problem is reprography. A user can get the photocopy of the material, required. The prerequisite for reprography is the availability of original material in the library. In case the original material is available in the library, then reprography has the advantages stated as under:

- It provides access to the documents.
- Permanent copy can be made even if the document is damaged or in poor condition.

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- It facilitates the same copy of the original document.
- Provision of enlargement and reduction of sizes.
- Replica can be made quickly.
- No need of re-typing and rewriting, hence the technique is time saving.

Reprography can be categorized in two parts

1. Copying technique
2. Duplicating technique

Copying technique can further be divided into

- (a) Conventional technique
- (b) Non conventional technique

Conventional system is based on photography which includes, contact copying (without lens), optical copying (with lens), photostat and microphotography etc.

Non conventional system is electrostatic process which includes electrographic, electrostatic and electro fax etc.

Duplicating technique consists of offset printing and Stencil etc. (Balarama, 1967)

METHODOLOGY

It is a well known fact that research is an organized study to ascertain something new. The following methods were adopted in the study to collect the data.

- Observation method
- Personal visit
- Interview method

OBJECTIVES

India is a developing country. Funds are not available in abundance in university libraries. Proper use of funds is the need of the hour.

The purpose of the study was to know how maximum benefits of reprography can be obtained by using the least resources and to suggest the necessary reforms in the area of reprography sections of university libraries so that the user may be satisfied.

In brief following were the main objectives of the study:

- To know the status of reprography in university libraries in the present scenario.
- Which reprography service is highly in demand
- Which reprography service is beneficial for the users, whether provided by library itself or through commercial vendor
- How the scarce resources can be used efficiently
- How need of the users related to reprography can be satisfied efficiently

Area of study

Seven university libraries of Haryana with respect to reprography facilities were studied. The university library of CDLU, Sirsa and the library of LLRUVAS, Hisar had no setup for reprography for the users. The rest of the university libraries provide only single reprography facility to the users, i.e. photocopy facility.

Analysis

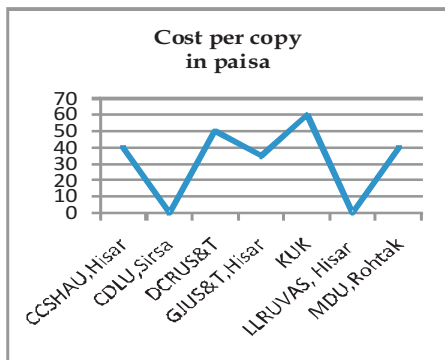
From the Table1 and line chart1 given below it can be seen that the lowest rates of photocopy are in the Library of GJUS&T, Hisar. The vendor is charges only 35 paise per copy. The highest rates are charged in the libraries of Kurukshetra University, Kurukshetra at 60 paise for each copy from the students. During the visit and personal interview the satisfaction level was observed to be higher in the users of GJUS&T library, Hisar. It was also been observed that five university libraries of Haryana provide the photocopy service through commercial vendor

.The university libraries of CDLU, Sirsa and LLRUVAS, Hisar, do not provide any reprography services to their users due to nonexistence of proper setup. It was also been found that a contractor in the library can only survive if he is able to repair/maintain the machine at his own level, because the repairing centers of the famous companies charge 35 - 40 paisa per page as maintenance contract. The cost of the photocopy will enhance if the contractor is dependent on repairing center for maintenance of machines. It was also found that contractors of all the university libraries repair the photocopy machines themselves.

Table 1: Rates of photocopies in selected university libraries

Name of University	Cost per copy (in paisa)
CCSHAU, Hisar	40
CDLU, Sirsa	-----
DCRUS&T	50
Murthal	
GJUS&T, Hisar	35
KUK	60
LLRUVAS, Hisar	-----
MDU, Rohtak	40

Chart 1 : Comparison



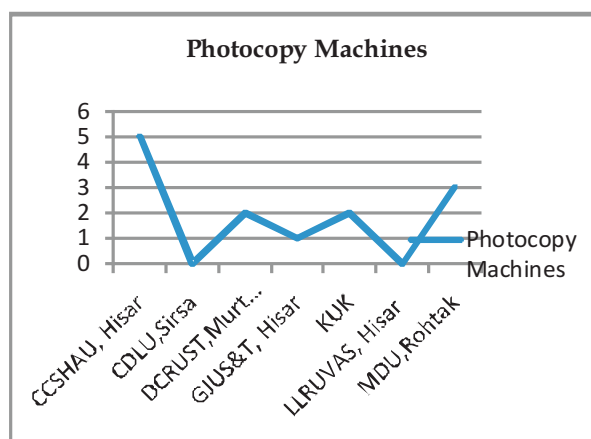
Photocopy machines have been installed in the university libraries of Haryana by the contractors at their own level.

The following Table 2 and line Chart 2 depict the number of photocopy machines used by the contractors in university libraries of Haryana.

Table 2: Quantity of photocopy machines available in selected university libraries

Name of University	Photocopy machines
CCSHAU, Hisar	5
CDLU, Sirsa	-----
DCRUS&T	2
Murthal	
GJUS&T, Hisar	1
KUK	2
LLRUVAS, Hisar	-----
MDU, Rohtak	3

Chart 2: Comparison



The photocopy contractor of CCSHAU, Hisar University Library used five machines to meet the photocopy requirement of the users. The contractor of the university library of GJUS&T, Hisar used only single photocopy machine for the purpose. Three photocopy machines were used in the university library of MDU, Rohtak. University libraries of DCRUS&T, Murthal and KUK served the purpose with two machines each. The university libraries of CDLU, Sirsa, and LLRUVAS, Hisar, had no photocopy machine for the users. During the visit maximum demand of photocopy was seen in the CCSHAU, Hisar.

The photocopy service, if provided by the contractor also enhances the income sources of the university. Hence, university and users may be considered in a win-win position, because university gets the income in the form of rent and the user gets photocopy on cheap rates. The Table3 shows the mode of

Table 3: Data regarding photocopy facilities in selected universities

Name of University	Name of Library	Reprography facility by contractor or Library	For members or official use	Rent	No. of persons deputed by the contractor	Other Reprography Machines
CCSHAU, Hisar	Nehru Library	Contractor	Members	2096/- per month	2	Nil
CDLU, Sirsa	Vivekananda Library	_____	Official use	N.A	1	Nil
DCRUS & T, Murthal	Sarswati Pustkalya	Contractor	Members	Rs 98000/- per annum	2	Nil
GJUS&T, Hisar	University Library	Contractor	Members	3000/- per month	1	Nil
KUK	J.L.Nehru Library	Contractor	Members	1000/- per month	2	Nil
LLRUVAS, Hisar	-----	-----	-----	-----	-----	-----
MDU, Rohtak	Vivekanand library	Contractor	Members	Only electricity bill charged	2	Nil

reprography, clientele, amount of rent, no. of persons deputed and other reprography machines available in the university libraries of Haryana.

The Table 3 shows that contract based reprography service is available for the members in the university libraries of Haryana except CDLU, Sirsa, and LLRUVAS, Hisar. University library of MDU, Rohtak charges only electricity bill from the contractor, The university library of Deenbandhu Chotu Ram University of Science & Technology, Murthal, charges Rs 98000/- per annum; CCSHAU, Hisar charges Rs 2096/- per month; GJUS&T, Hisar, Rs 3000/- per month; and Kurukshetra University, Kurukshetra Rs 1000/- per month. In spite of photocopy, no other facility of reprography is available for users in any of university library. The users of all the libraries were satisfied with services of respective libraries. It was also observed that earlier university library of GJUS&T, Hisar, provided photocopy service to the users at their own level. But the users were not satisfied with the service due to many reasons and the library too felt lot of problems to meet their needs related to photocopy. With respect to reprography, university libraries in Haryana

only provide photocopy service; hence the word "Reprography" may be treated as "Photocopy" in the following context. Advantages and disadvantages of reprography techniques provided by the library out of its own resources, or the reprography service provided by the library through contractor have been described below in detail:

Reprography by university library

Due to the information explosion, the requirements of the users for the reproduced material are increasing day by day. There is pressure on the university libraries to facilitate the reprography service to the users. Following are the benefits to the users of reprography services if provided by the library:

Subsidized rates

University libraries do not provide reprographic service to earn profits. Satisfaction of the users is their motto. They provide reprographic services at cheap rates as compared to market rates.

Time saving

Every library material cannot be issued to the users. But requirement of users are increasing day by day. If the reprography facilities are provided by the library, the user can get the document reproduced within the library without going elsewhere.

Preservation of rare books

In case of rare books university libraries produce the replica of the rare material keeping in view the Copyright act.

Replacement of pages

University libraries may also use this service to replace torn/damaged pages of books.

Reduced pressure on counter staff

The material or contents required by the users can be reproduced within the library, which reduces the workload on circulation counter.

Quality control

Routine checking by the authority of the library can monitor the quality.

Energy saving

The availability of reprographic facility within the library saves the energy of the users.

Sizes as per requirement

As per the requirements of the users, the facility of reduction and enlargement is also provided in the library.

Saving of space

It is well known fact that books and other reading material occupy a lot of space in the library. Through some techniques of reprography lot of storage space can be saved.

Problems of reprography services if provided by the library

Scheduled time

The reprography facility is provided by the library only in scheduled hours. After library timings such facility is not provided by the library

Lack of responsibility

It has been observed that many employees work on the reprography machines at different times, which creates sense of irresponsibility among the employees.

Delayed services

Government employees are not quick enough to provide any service, which results in delayed service.

Psychology of staff

It is the general psychology of the library staff deputed on the reprography machines to feel irritated if any user wants large number of copies to be reproduced.

Resistance to change

Again, the main problem which is felt by the users, generally in the university libraries, is the problem of resistance to change among employees. But in case of contract based reprography system this problem is rarely faced by the users.

Malfunctioning of machines

In case of any disorder in any machine in library, it takes time to get the same repaired.

Problems of university libraries

It has been observed that merely purchase of reprography machines does not serve the purpose. University libraries also face some problems in providing reprography services, which are as under:

- Lack of trained staff
- Insufficient machines
- Time constraint
- Cost of machines
- Space problem
- Inadequate supply of stationary/allied items
- Maintenance cost

A university library should take into consideration the following things for better reprography services to the users.

- Best use of scarce resources
- Low-priced service
- Quality service
- Quick services
- Technically trained staff
- Appropriate latest machines
- Measures to avoid wastage
- Separate reprography section
- Polite behavior of the staff with users

Contract- based reprography

Since the libraries are already facing the problem of scarce resources, how can the resources be saved without affecting the satisfaction level of the users? It has been observed that users are generally not satisfied if the reprography services are provided by the library through its own resources. The solution of the problem is contract- based reprography services. Initially, the terms and conditions may be framed to safeguard the interest of the users. On the basis of these terms and conditions the contract should be offered. Following are the benefits of contract- based reprography:

Saving of funds

In contract- based reprography services, library need not invest on manpower, machines and furniture etc. Library also saves

its other expenses, i.e. expenditure on electricity, stationary etc.

Income

In this service, contractor pays rent of the space allocated for the purpose; hence the income of the library will increase.

Service quality

Profit is the main aim of the contractor. To earn more profits the contractor will attract more users by giving them quality services.

Subsidized rates

Due to competitive age people quote less rates to get the contract and the benefit of low cost directly goes to the users.

No time constraints

To earn more profit contractor always try to utilize the resources upto maximum without caring about holidays and opening and closing timings of the library.

Credit facility

Contractor can provide the credit facility to his regular customers which are not otherwise possible if the reprography services are provided by the library.

Reprography facility for everyone

In contract- based reprography service due to the profit motive, the facility is provided to every member of the society provided that separate space has been allocated by the library for reprography section and working of this section does not create any hindrance in the routine working of the library.

Immediate service

Contractor always tries to provide quick services to the users so that he may be able to earn more profits.

Alternative manpower and machine

In case of technical disorders of machine or non availability of concerned manpower, the contractor always has alternatives to these problems. He is always ready with alternatives to avoid losses and the benefit directly goes to the users of the service.

Idea of two contractors

In established university libraries, it has been found that there is always a lot of rush in reprography section causing delayed service. Sometimes contractor finds himself helpless to satisfy the immediate requirements of the users. The problem can be solved if the contract is given to two contractors at a time. The benefit will directly go to the users which is:

- Service at low rates
- Improvement in quality
- Speedy services
- Polite dealing to attract more and more users

One thing that is to be taken into consideration is that reprography section should be separate from the library so that gazetted holidays, opening and closing hours may not affect the service.

Secondly, the contractor has sole motive of profit. He can provide the inferior quality to the users. This problem can be resolved at the time of contract. Certain parameters should be fixed for quality control of reproduced material. It is pertinent to mention here that contract should be given only in case of photocopy and not for other forms of reprography. The only drawback of contract-based reprography system is that library has to depend on the contractor for official reprography. But the problem can be solved through mutual understanding. (Joshi, S.S.)

CONCLUSION

- Reprography service, if provided by the university library, is not economically beneficial either for the user or for library.

- Most of the universities libraries in Haryana provide only photocopy service through contractor.
- Only contract- based photocopy service is beneficial for the university libraries as well as the users.
- Microfilming or any other form of reprography except photocopy is not used in any university library of Haryana.
- University libraries of LLRUVAS, Hisar and CDLU, Sirsa, do not provide any reprography service to their users.
- The highest rates of photocopy are charged in the university library of KUK.
- Lowest rates of photocopy are charged in university library of GJUS&T, Hisar
- The users of university library of GJUS&T, Hisar, are observed to be the most satisfied, keeping in view the quality of paper and rates.
- If reprography service is provided by the library, the total cost of producing single page of photocopy comes to more than 60 paisa after including maintenance expenses, salary to the staff employed in reprography section, interest on investment, depreciation, expenditure on furniture, electricity and stationary etc.
- Contractors in all the university libraries repair their machines at their own level.
- In spite of doing microfilming, libraries are interested in the digitization of the material keeping into consideration the Copyright Act,
- The demand of reprography, expected work load, the probable expansion of reprography in future and the availability of latest techniques in the market, should all be taken into consideration before planning reprography.

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