Library Security Issues and Challenges: A Study on Gitam Deemed to be University Library, Telangana

G Krishna Reddy[1], J Vivekavardhan[2]

Authors Affiliation:

[1]Librarian, SKNR Government Arts & Science College, Jagityal, Telangana 505327 [2]Assistant Professor, Department of Library and Information Science, Osmania University, Hyderabad 500007, India.

Address for Correspondence:

J Vivekavardhan, Assistant Professor, Department of Library and Information Science, Osmania University, Hyderabad 500007, India.

E-mail: vivekavardhan123@gmail.com

Abstract

The study explores library security issues and challenges at of selected Gitam deemed to be University in Telangana State. 450 Questionnaires distributed to the Students and Research Scholars of Gitam University. A total number of 428 filled questionnaires was received. The study reveals that noise-making through using electronic gadgets in the library was, 78 (22.03%), library materials theft and mutilation 12 (3.39%) making the books not available to other users by changing the shelving location was 13 (3.67%). cybercrimes in library 18 (5.08%),Violating the laws of copyright was 19 (5.37%).

The study also reveals that lack of awareness on library ethics, 98 (23.96 %); non availability of multiple copies of the books force the users to steal the books 61 (14.91%) Ignorance on library crime, 45 (11%); inappropriate security system to track accusers, 17 (4.16%); unaffordable prices of the books was 43 (10.51%) findings of the study.

Keywords: Library Securities; Library Rules; Library Crime; Library Challenges.

Introduction

Libraries are established to facilitate the readers with the information needs of different categories of patrons, covering different aspects of life, such as academics, political, economic, social, and cultural (Alokun, 2003). The effectiveness of an academic library is measured on the basis of how the library resources are accessible for teaching and learning community and how the library premises are secured for effective service by library staff. As we aware, all the Libraries across the world are encountered with security issues and challenges. Security challenges commonly reported in the libraries including library material theft and mutilation, and destruction of library building, equipment, and stock. In such chaotic atmosphere of where life is under risk and materials are prone to one crime or another, it will be tough for a library to fulfil its responsibilities and assist the institution in achieving goals.

Library Services in India

The traditional library services like classification and cataloguing was provided before the invention of Internet in Academic Libraries. As per the changing needs of the users, user demands, more specific and pinpointed content is providing in the University Libraries. The modern Digital Libraries and University Library services are mainly by Internet access through the Library's workstations.

Internet had major impact on how people find and access information, rising popularity of e-books, access to online and digital documents, maintaining digital repositories within and outside the campus. The university library services through Social Networking tools, web 4.0 tools, wikis, blogs, RSS feeds etc. are proving to the library users to meet the user demands. There is a need of library security system in the Libraries due to preservation of traditional information for future generations and rapid increase of crime in libraries.

History & Background of Gitam Deemed To Be University

Gandhi Institute of Technology and Management, popularly known as GITAM, is a private Deemed to be university located off-campus in Hyderabad, Telangana, India. It is one of three campuses of Gandhi Institute of Technology and Management. The campus admitted its first batch of students in 2009, presently 7000 plus students, 500 plus academic staff and 400 plus supporting staff and is committed to enhancing the potential of human resources and enriching academic performance and research innovation as well as expanding the frontiers of knowledge through interactive and collaborative pedagogy. The campus has six schools -School of Technology, Hyderabad Business School, School of Pharmacy, School of Architecture, School of Science and School of Humanities, Social Sciences and recently launched school of public policy.

Review of Related literature

Akussah and Bentil (2010) Study explores about University of Cape Coast, Ghana library. The methods used for the study are questionnaire, Interview. The study recommends orientation and awareness programs to be conducted for all the patrons regarding the library security. Chaney and McDougall 1992. Main motto is to identify and analyse the most important factors that should be considered to take decisions about the adequate ways to give access to information.

Eyo (2008)The study reveals that how the patrons are changing the shelving in the institution library of Cross River State, Nigeria. Stratified random sampling used for data analysis, the study suggest that regular orientation, giving awareness services to the patrons is required. Omotayo and Ajayi (2005/2006) reported in their studies that the most common library crime by the patrons is hiding the demanded books in other shelves where other users can't find that book in the right time. According to Senyah (2004) in his study on some Kwame Nkrumah University of Science and Technology students, Ghana, reported that library staff and students were involved in stealing the library materials. He is also observed that insufficient number of text books and journals leads to book theft. Lincoln & Limolu (1986) opined that library crime is increasing rapidly in all sections of the society. Such criminal activities severely affect every library and information centre.

The review of literature on library crimes such as book theft, defacement of the books, verbal and physical abusing of the staff harassment, terrifying and hacking the library databases was found.

Objectives of the Study

- To find out the Challenges and issues in library security in Gitam Deemed to be University, Library.
- To find out the Services available in Gitam Deemed to be University, Library.
- To find out the level of utilization of Library Resources Gitam Deemed to be University, Library.
- To find out the satisfaction level of the students and services provided by the Library.

Need of the study

The Review of Related Literature reveals that there are no studies on University Library Security Issues in Telangana State. So far, no one has conducted research; however, there is a need to investigate the state of the art Library Security issues as well as awareness and usage of Library Resources among Teachers, Researchers and students in Telangana State.

Scope and limitation of the study

The present study is confined to the students who are studying in Gitam Deemed to be University, Hyderabad. Hence, the study is geographically limited to Hyderabad and empirically limited to Gitam Deemed to be University.

Methodology

The Methodology used for the study was Descriptive Survey. Two instruments for data collection were used for this study. These are questionnaires and interviews, and a convenient sampling technique was applied. However, the questionnaire was the only major data collection instrument. A total of 428 responses received out of which, 450 questionnaires

were filled in and considered for analysis. Data analyzed as tables using percentage, chi-square test using SPSS.

Data Analysis

Service Facilities at KRC Library

Gitam Deemed to be University Hyderabad campus KRC provide decent library facilities and services, including Current awareness service (CAS), Selective dissemination Information (SDI), Photocopying, CD Copying, Inter-Library Loan, Lending service, Reference service, Internet browsing, OPAC, Book Bank and also provide user awareness programmes, online lecture, Information Literacy Programmes. Books Lending service is the main service of the GITAM Deemed to be University library.

Table 1: Showing Service Facilities at KRC Library.

Photo copying	User awareness Programmes
CD copying	Information Literacy
Inter library loan facility	Print media clippings
Lending service	Membership
Reference service	OPAC/WEB-OPAC
Internet Browsing facility	Virtual lectures
Current Awareness Service (CAS)	Department libraries
Selective Dissemination of Information (SDI)	Book bank facility

Distribution of respondents KRC Library

The questionnaire was distributed to respondents in two categories wise they are male and female. The majority, 51.64%, of respondents are male, 48.36% of respondents are female.

Frequency of Use of KRC Library

Frequency of use of the Library, majority 31.78% of respondents visiting Library once in a week, followed by 26.17% of respondents twice a week, 14.25% respondents daily, 4.91% of respondents

monthly, occasionally 11.45% of respondents and fortnightly was found.

Table 2: Distribution of respondentsKRC Library.

Respondents/Users	Frequency	Percent (%)
Male	221	51.64
Female	207	48.36
total	428	100

Table 3: Frequency of Visiting KRC Library.

Frequency of Visiting KRC	No of Respondents/Users	Percent (%)
Daily	61	14.25
Twice a week	112	26.17
Once in a week	136	31.78
Fortnightly	49	11.45
monthly	21	4.91
Occasionally	49	11.45
Total	428	100

Purpose of visiting KRC Library

Table 4 shows the purpose of visiting Library, and it was found that majority 179 (41.82%) of respondents, visited Library for research purposes, 91 (21.26%) of respondents self-knowledge, which are followed by 22 (5.14%) of respondents recreation 136 (31.78%) of respondents visiting library others such as observation library collection, for relax etc.,

Table 4: Purpose of visiting KRC Library.

Purpose	No of Respondents/Users	Percent (%)
Research	179	41.82
Self-knowledge	91	21.26
Recreation	22	5.14
Others	136	31.78
Total	428	100

Library services assessed by Students & Research scholars.

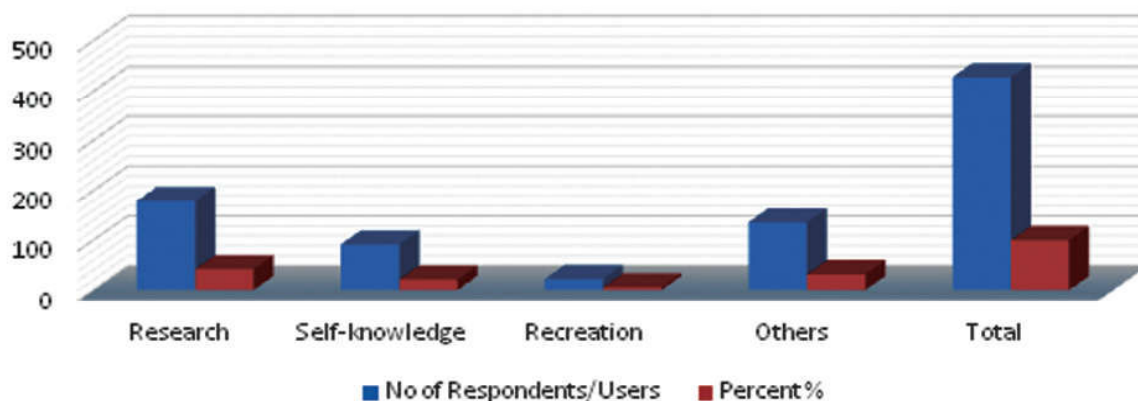Table 5 and figure 3 shows Library and

Fig. 1: Showing Purpose of Visiting KRC Library.

information services used by students and research scholars; it was observed that e majority 53.50 % of respondents internet and digital Library, 30.14% of respondents journals and periodicals, which are followed by 14.25% of respondents reference service, 4.91 % of respondents circulation service, 2.12% of respondents photocopying services only.

Table 5: KRC Library services assessed by Students & Research scholars.

Library Services	No of Respondents	Percent(%)
Circulation	21	4.91
Internet & digital library	229	53.50
Reference service	61	14.25
Journal & Periodical service	129	30.14
Photocopying service	9	2.12
Total	428	100

Effectiveness of KRC Library services

Here table 6, figure 3,revealsthe effectiveness of Library and information services, majority 65.65% of respondents opined very effective, 109 (25.47%) of respondents opined effective, followed by 27 (6.31%) of respondents opined ineffective, finally 7 (1.64%) of respondents very ineffective.

Table 6: Effectiveness ofLibrary services.

Services	No of Respondents	Percent (%)
Very effective	281	65.65
effective	109	25.47
Ineffective	27	6.31
Very ineffective	7	1.64
None of the above	4	0.93
Total	428	100

Facilities provided by KRC Library are sufficient. Here, table 7 and figure 4 reveals whether the

Facilities provided by Library are sufficient or not. It was observed that the majority, 269(62.85%) of respondents, strongly agreed, 111(25.93%) of respondents agreed for the same. 27(6.31%) of respondents strongly disagree and 16(3.74%) respondents disagree, and finally, 5(1.17%) of respondents neither agree nor disagree the same.

Table 7: Facilities providedby KRC Libraryare sufficient.

Response	No of Respondents	Per cent (%)
Strongly agree	269	62.85
agree	111	25.93
Strongly disagree	27	6.31
disagree	16	3.74
neither agree nor disagree	5	1.17
Total	428	100

Types of KRC Library Crimes

Table 8 was about types of security issues confronting in the Gitam Deemed to be university library. Respondents were asked about the types of vandalism activities committed in their library. Use of Electronic Gadgets in the Library, 78 (22.03%), Noise making in the Library, 38 (10.73%), Refusal to pay the overdue fine were 57(16.10), Library Materials Theft and Mutilation, 12 (3.39%), respectively; Making the books not available to other users by changing the Shelving Location, 13 (3.67%); Delay in returning borrowed library materials, 31 (81.76%); Making noise and shouting in the Library, 38 (10.73%); and, Vandalism9 (2.54%) constitute the highest crimes committed in the libraries.

The least types of crimes recorded are Hacking of computed information, 5 (1.41%) and Pirating VHS, CD, DVD, respectively 17 (4.80%), Clashes in the Library2 (0.56%), Reluctant for renewing
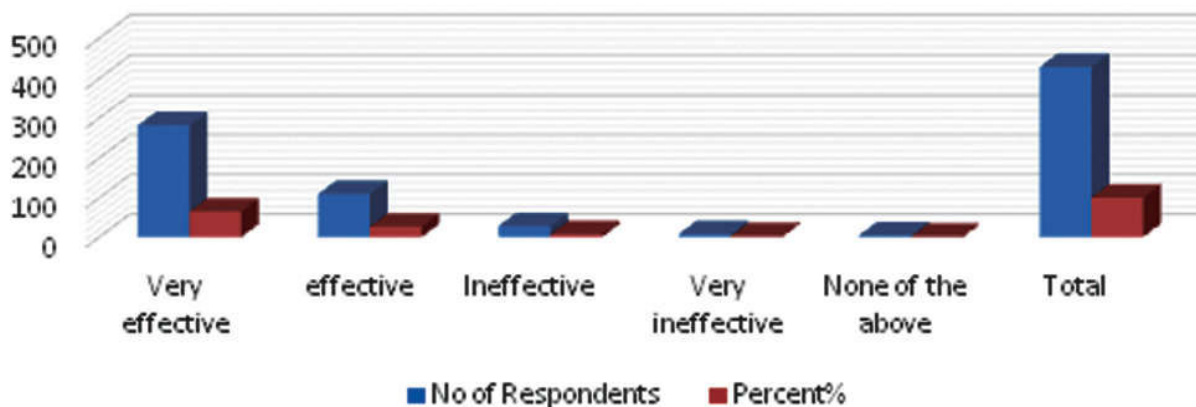

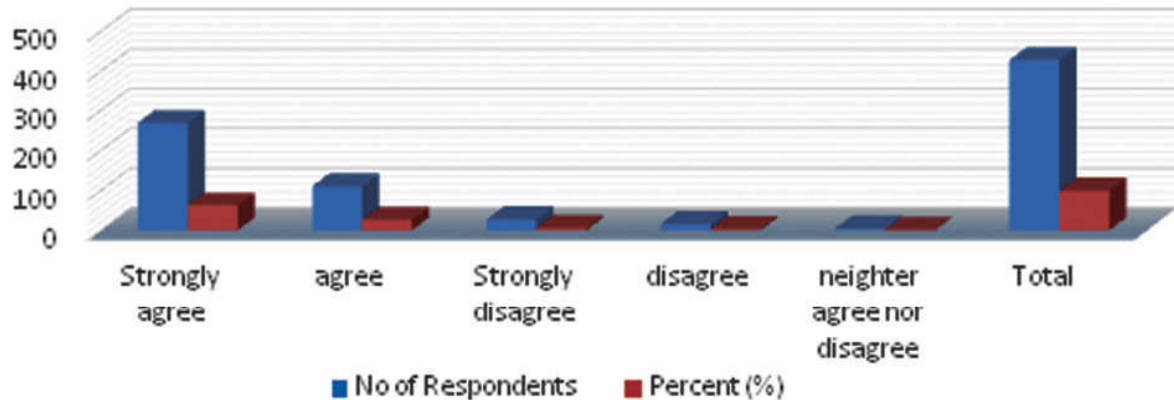**Fig. 3:** Showing Effectiveness of Library services KRC Library.

Fig. 4: Showing Facilities Provided by Library are sufficient KRC Library.

library registration 21 (5.93%), Using the Internet to commit cybercrimes 18 (5.08%),Violating the Laws of copyright 19 (5.37%) was found.

Table 8: Types of KRC Library Crimes.

Types of Library Crimes	No of Respondents	Percent (%)
Library Materials Theft and mutilation	12	3.39
Destruction of Library materials	9	2.54
Defacement of library materials	27	7.63
Pirating VHS, CD, DVD	17	4.80
Unwilling to pay overdue fine	57	16.10
Delay in returning borrowed library materials	31	8.76
Physical and Verbal assault of library staff	7	1.98
Making the books not available to other users by changing the Shelving Location	13	3.67
Making noise and shouting in the Library	38	10.73
Using an Electronic Gadgets in the Library	78	22.03
Clashes in the Library	2	0.56
Reluctantfor renewing library registration	21	5.93
Cybercrimes in Library	18	5.08
Violating the Laws of copyright	19	5.37
Hacking	5	1.41

Accusers of KRC Library Crimes

It was observed from table-9 On the Accusers of library crimes, respondents were asked about the category of users who were mostly involved in library crime; students were at first place with 93 (51.67%), External users 56 (31.11) while non-

teaching staff and library security staff with 17(9.44%), teaching faculty 11(6.11) and Library security staff (porter) 4 (3.8%) had the least accusers.

Table 9: Accusers of KRC Library Crimes.

Accusers	No of Respondents	Percent %
Students	93	51.67
Teaching faculty	11	6.11
Non-teachingstaff	17	9.44
External users	56	31.11
Library security	3	1.67

Organisations Responsible for Punishment of accusers.

Table 10 represents that university's organisation is responsible for enquiring and punishing accusers of library crimes; 47 (87.04%) used the university library disciplinary committee and 7 (12.96%) used the university disciplinary committee.

Table 10: Organisations Responsible for Punishment of accusers.

Organisation Responsible for Punishment	No of Respondents	Percent%
University library's disciplinary committee	47	87.04
University disciplinary committee	7	12.96

Disciplinary Actions for Accusers of KRC Library Crimes

As shown in the Table 11 on the disciplinary action taken against accusers perpetrating librarycrime, respondents were asked about the types of disciplinary actions for library crimes; suspension from the Library was 47 (34.56%); removal of the right to borrow the books, 67 (49.26%); suspension

from the university 14(10.29; rustication from the university, 7(5.15%) and termination of staff member, 1(0.74%).

Table 11: Disciplinary Actions for Accusers of KRC Library Crimes.

Disciplinary Action	No. of Respondents	Percent %
Suspension from the Library	47	34.56
Suspension from the university	14	10.29
Removal of the right to borrow the Books	67	49.26
Rustication from the university	7	5.15
Termination of the staff member	1	0.74

Security Measures in GITAM Deemed to be University Library

According to Table 12 respondents, security measures were put in place by their libraries to ensure the safety and the security of the library resources. Recruitment of library security staff 57 (37.2 %) was rated highest among security measures put in place by the Gitam university library. This was followed by Library security committee 46 (30.07%); Patrons and staff security outreach programs for library staff and users had 12 (7.84%) responses; Installation of CC TV Cameras15(9.8%); Policy for library security, 13(8.0); Education and training to the staff on safety and security issues10 (6.54%).

Table 12: Security Measures in GITAM Deemed to be University Library.

Security Measures	No of Respondents	Percent %
Library security committee	46	30.07
Recruitment of library security staff	57	37.25
Installation of CCTV Cameras	15	9.80
Policy for Library Security	13	8.50
Patrons and staff security outreach programs	12	7.84
Education and training to the staff on safety and security issues	10	6.54

Reasons for Library Crimes and Material Abuse in Gitam Deemed to be University Library

Table 13 represents opinions of respondents on the reasons for library crimes and material abuse in the Gitam Deemed to be university library, according to the respondents: lack of awareness on library ethics by users, 98 (23.96 %); In most cases, non availability of multiple copies of the books, that are prone to stealing and mutilation 61(14.91%) ignorance of library crime, 45(11%); Inappropriate security system to track accusers, 17(4.16%); Poor economic background condition of the patrons is zero and lack of inadequate punishment to serve as a deterrent to others, 11(2.69%) were the major reasons for library crimes in this study. The least commonly stated reason for library crime is the most accusers are evil minded, 12(2.93%). unaffordable prices of the bookslet them towards library crime 43 (10.51%).

Table 13: Reasons for Library Crimes and Material Abuse in Gitam Deemed to be University Library.

Reasons for Library Crime	No of Respondents	Percent %
Lack of awareness on library ethics	98	23.96
Non availability of quality Reprographic facilities	56	13.69
Ignorance on Library Crime	45	11.00
Deliberate and malicious damage by users	27	6.60
Inappropriate security system to track accusers	17	4.16
Inadequate punishment to serve as a deterrent to others	11	2.69
Non availability of multiple copies of the Books	61	14.91
Lack of awareness to the library staff about the consequences of the crime on library Services	39	9.54
Most accusers are evil-minded	12	2.93
unaffordable prices of the books	43	10.51
Poor Economic Background of the patrons	0	0.00

Analysis of data collected through mailed questionnaires offline and online survey monkey platform interviews were conducted with librarians as well as library authorities working in the GITAM Deemed to be University library. The study revealed that the GITAM Deemed to be university library is facing many security challenges. According to the responses from interviewees, using electronic gadgets like cell phones, in the library hall is creating disturbance to the patrons with the continuous noise, The crime in the next place is theft and mutilation of library materials.

The study also found that that besides other library users, students were also the culprits that students were the most frequent accusers who involved in library crimes. Recruitment of inefficient security personal is leading to inefficient library security and lack of regular training on library crimes for the security personnel.

Conclusion

The GITAM Deemed to be University library provides quality Library and information services. The majority of users strongly believed that the facilities provided by the KRC GITAM library are very effective & informative. GITAM Deemed to be University library will face in future also many security challenges if they open their doors to the patrons from different backgrounds. Until and unless some necessary actions are taken, the theft and mutilation of library resources will not be checked. The following recommendations to be followed to meagre the library crime.

Recommendations

Installation of more CCTV cameras can reduce the library crime.

Installation of RFID can reduce the library crime even though it is expensive.

Frequent training to library staff is required on latest security trends.

Purchasing of multiple copies of required materials/books which is in high demand.

Regular awareness programs to be conducted to the patrons on the library ethics.

The study also recommends to provide the quality-of-service for library users.

Acknowledgments

References

1. Adewale, T. O. "Book Theft and Its Prevention in Nigerian Academic Libraries," Gateway Library Journal 10, no. 1 (2007): 73–83.

2. Adegun Adewole, Oyewumi Olatundan and Oladapo Yemisi O, "Effectiveness of Library Services and Resources in an African University", Information and Knowledge Management, Vol.5, No.3, 2015.

3. Adewuyi, W. O., and E. A. Adekanye, "Strategy for Prevention of Crime in Nigerian University Libraries: The Experience of the University of Lagos," Library and Archival Security 24 (2011): 25–37.

4. Ajayi, N. A. "Closed-Access Policy As a Solution to Library Crime: Perception and View of Students," Libri 53 (2003): 221–225.

5. Akinfolarin, W. A. "Towards Improved Security Measures in Nigerian University Libraries," African Journal of Library Archives and Information Science 2, no. 1(1992): 51–56.

6. Akussah, H., and W. Bentil. "Abuse of Library Materials in Academic Libraries: ACase of the University of Cape Coast Main Library," African Journal of Library Archives and Information Science 20, no. 2 (2010): 102–112.

7. Alokun, N.A.T.(2003) Library Patronage by Part-Time Polytechnic Students: The Yaba College of Technology Experience. Gateway Library Journal. Vol. 6 (1), pp.53-63.

8. Arinawathi Ayob and Perpustakaan Hamzah Sendunt ," An Assessment of the Effectiveness of Library resources and services in supporting researchers information needs", seminar kebangsaan Perpustakaan Akademik, 2011.

9. Chaney, M., and MacDougall A. F., Eds. Security and Crime Prevention in Libraries(Aldershot: Ashgate, 1992).

10. Davies J. E. "Computer Misuse," In Security and Crime Prevention in Libraries, eds.

11. Ewing, D. (1994). Library security in the UK: Are ourlibraries of today used or abused? Library Management15 (2): 18-26.

12. Eyo, E. "Deviant Behaviours and Their Effects on Library Operations in Academic Libraries in Cross River State," Nigeria. Library and Information Practitioners 2no. 1 (2008): 55–63.

13. Kaiser Nikam and Dhruva Kumar, "Evaluating the effective Use of Electronic Journals by the Aacademi: a study, DESIDOC Journal of Library and Information Technology, Vol.33, No.2, March 2013, pp.125-130.

14. K R Mulla and M Chandrasekhara "A study on the effective use of online public access catalogue at the libraries of engineering colleges in Karnataka (India), International Journal of Library and Information science, Vol.1, No.3, August 2009, pp. 029-042.

15. Kothari, C. R. (2007).Research Methodology (Method & Techniques).New Age International (p) Limited, Publishers.

16. Levin D. M., Stephen D. F. and Szaba K. A. (2014) Statistics for Managers Using Microsoft Excel (7th Edition).

17. Lincoln, A. J., and C. Z. Lincoln. "Library and Security: An International Perspective," Library and Archival Security 8, no. 1/2 (1986): 1–154.

18. M. Chaney and A. F. MacDougall (Aldershot: Ashgate, 1992). 192–202.Ewing, D. "Library Security in the UK: Are Our Libraries of Today Used or Abused?"Library Management 15, no. 2 (1994): 18–26.

19. McDonald, A. "Book Detection Systems." In Security and Crime Prevention in Libraries, eds. Chaney,

M. and A. F. MacDougall (Aldershot: Ashgate, 1992):289–297.

20. Nilaranjan Barlick, Assessing the effectiveness and Usage of Library Resources and Services of Einstein Academy of Technology and Management, Bhubaneswar: a faculty oriented study", International Journal of Information Dissemination and Technology, Vol.3, No.3, 2013, p.171-175.

21. Ntui, A. I. "Noise Sources and Levels at the University of Calabar Library, Nigeria," African Journal of Library Archives and Information Science 19, no. 1 (2009):53–63.

22. Omotayo, B. O., and N. A Ajayi. "An Appraisal of Security Measures in Hezekiah Oluwasanmi Library, Obafemi Awolowo University, Ile–Ife," Nigerian Libraries39 (2005/2006): 65–78.

23. Senyah, Y. "Library Security, Book Theft and Mutilation: A Case of the University Library System of Kwame Nkrumah University of Science and Technology, Kumasi, Ghana," Library Journal 16 (2004): 9–27.

24. www.gitam.edu http://www.jou.ufedu/archieve/ research lab/SPSS-Statistics - Base UsersGuide-17.0.