Eradicating Book Theft in Academic Libraries of Goa through Library Automation: Challenges and Opportunities

Dissertation submitted in partial fulfillment of the requirements of Goa University for the degree of Master of Library and Information Science

By

Divitisha Gauns Desai

Enrolment Number

22P034006

Under the supervision of

Mr. Rohan Parab

D. D. Kosambi School of Social Sciences and Behavioural Studies

Library and Information Science Programme

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Taleigao – Plateau, Goa

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CERTIFICATE

This is to certify that the dissertation entitled **"Eradicating Book Theft in Academic Libraries of Goa through Library Automation: Challenges and Opportunities"** is a record of work submitted by **Miss Divitisha Gauns Desai** in partial fulfillment of the degree of Master of Library and Information Science of Goa University in her own work carried out under the guidance and worthy of examination.

Mr. Rohan Parab

Research Guide,

Library and Information Science Programme

Goa University

DECLARATION

I declare that this dissertation entitled **"Eradicating Book Theft in Academic Libraries of Goa through Library Automation: Challenges and Opportunities"** is my original contribution and the same has not been submitted on any occasion for any other degree or diploma of this University or other University/Institute. To the best of my knowledge, the present study is the first comprehensive work of its kind from the area mentioned. The literature related to the problem investigated has been cited.

Place: Taleigao Plateau

Date:

Miss. Divitisha Gauns Desai

Library and Information Science Programme

Goa University

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Miss. Divitisha Gauns Desai

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1.1: **Introduction**

Academic library is the engine room of any institution, it is at times called the heartbeat of an institution. Library materials are information materials which are valuable resources acquired, processed, and made available to users of academic library for learning and research purposes. These materials are both prints and electronic in nature and are acquired on a regular basis to contribute to the learning and research activities of the academic environment. A library without current materials is dead. Library resources are purchased with a huge amount of money, but miscreants' users pose challenges to the library by stealing, mutilating, or abusing these valuable resources to benefit their own selfish interest.

In medicine, prevention is better than cure and in libraries good preventive measures particularly of storage and security should be carefully followed so as to prevent damages and missing of books. An academic library, being a complex institution must have large quantities of materials to meet the demands of the numerous students, lecturers and staff, therefore there is a need to protect the materials in the library from factors such as theft, mutilation and defacement. The threat to physical assets through theft, mutilation and other forms of abuse have posed tremendous challenge to the library professionals worldwide. There are many factors that may bring about low patronage of library collections. However, some of the major factors that have contributed greatly to low patronage of library resources and services over the years are theft and mutilation of the materials available in the library. Theft and malicious damage of books in libraries are difficult to combat because the risk of getting caught is very low, while the likelihood of success is high. Though the extent, nature, and rate at which these crimes occur vary from one academic library to another.

From the earliest time to the present, librarians are bothered on how to ensure the protection of library collections from theft and damage. A depletion of available materials means a reduction in how the library can serve and satisfy the needs of the patrons. It is therefore crucial to preserve available materials and resources from theft and mutilation. Vandalism, mutilation and other activities needed to be properly addressed, measured and

the level of their existence in the libraries needed to be understood by the librarians and information scientists of today. The crimes which are committed by some users of the libraries have deprived many others from fully achieving their information needs. Vandalism, mutilation, defacement, theft, etc. are problems regularly encountered in libraries since libraries are the best places where information resources are acquired, organized, preserved, and disseminated to users. Some of these information resources are not only rare to come by but they are also expensive and fragile in nature. These days libraries be it academic, public, school, national and other types of libraries spend a lot of money to install considerable security devices to check these criminal activities. Ensuring effective use, longevity, and accessibility makes an effective program of collection security necessary. It is important to secure library resources. It is equally important to ensure that the security is performed as seamlessly as possible, without interfering with the library's objective of providing a user-friendly environment.

An information professional has a responsibility towards mankind to give a change/opportunity to explore the possibilities of finding methods of securing, managing and protecting library materials and to ensure their continued availability for as long as possible.

1.2: Objective of the study:

The main objective of this study is to determine possible ways or solutions to the problem of security management for the prevention of book thefts in the academic libraries of Goa.

Specifically, the study is designed to:

1. To ascertain the type of library materials commonly stolen or mutilated from libraries.
2. To uncover the factors liable for stealing, mutilating, and misplacement of library resources.
3. To find out the means through which library materials are being stolen.
4. To identify the strategies that can be employed by libraries to prevent theft and mutilation of library resources.

1.3: Statement of the study

Information materials are organized in the library and the services are provided to users to meet their information needs as students, lecturers, and the university communities. Despite all the efforts put in place by the librarians to meet users' information needs, librarians face some challenges in the provision of information services in the library as they noticed missing materials and damage done to some library materials by deviant users in the library. These delinquency actions are theft, mutilation, and abuse of library and information materials. This habit has deprived other potential users from the effective use of the information materials. Theft, mutilation and abuse of library and information materials has been identified as the most common crimes in libraries, one which has been on the increase for many years. Due to the growth and expansion taking place in the system, there is a need for the library to look for means of saving valuable resources from miscreants. It is on this premise that this study investigates the security measures that can be adopted to eradicate theft and mutilation of library materials in academic libraries of Goa.

1.4: Scope of the study

The scope of the study is restricted to only the college libraries of Goa. The work will investigate the causes of theft in academic libraries as well as try to offer solutions.

1.5: Hypothesis

1. Absence of library staff leads to book theft.

2. Unsatisfied users are the root cause of crime & vandalism.

3. Library automation can ensure a maximum reduction in book theft.

1:6 Population of study

The questionnaire was sent to around 40 college librarians, however only 37 librarians responded altogether, leading to a response rate of (80%)

1.6: Limitation of the study

The study is limited to the college libraries of Goa. Hence only 35 college libraries have been taken for the study. Namely –

Sr. No.	Name of the College	Address
1.	Sant Sohirobanath Ambiye Government College of Arts and Commerce	Virnoda
2.	Rosary College of Commerce and Arts	Navelim
3.	PES's College of Education	Ponda
4.	Narayan Zantye College of Commerce	Bicholim
5.	Fr. Agnel College of Arts and Commerce	Pilar
6.	V.M. Salgaocar College of Law	Panaji
7.	Cuncolim Educational Society's College of Arts & Commerce (CES)	Cuncolim
8.	Ganpat Parsekar College of Education	Harmal
9.	Goa Multi Faculty College	Ponda
10.	Dempo Charities Trust's S. S. Dempo College of Commerce and Economics	Bambolim
11.	Nirmala Institute of Education	Altinho Panaji
12.	National Centre for Polar and Ocean Research	Vasco
13.	Padre Conceicao College of Engineering	Verna
14.	Agnel Institute of Technology and Design	Mapusa
15.	Sridora Caculo College of Commerce & Management Studies	Mapusa
16.	DCT's S. S. Dempo College of Commerce and Economics	Bambolim
17.	Dhempe College of Arts & Science	Miramar
18.	Nirmala Institute of Special B.ed	Altinho Panaji
19.	VVM's Shree Damodar College of Commerce and Economics	Madgaon

20.	Shree Rayeshwar Institute of Engineering and Information Technology	Shiroda
21.	MES College of Arts and Commerce	Zuarinagar
22.	Goa University	Taleigao
23.	Goa College of Agriculture	Old Goa
24.	Dnyanprassarak Mandal's College and Research Centre	Mapusa
25.	Goa College of Home Science	Panaji
26.	Swami Vivekanand Vidyaprasark Mandal's College of Commerce	Borim
27.	GVM's Dr. Dada Vaidya College of Education	Farmagudi
28.	Mandre College of Commerce, Economics and Management	Mandrem
29.	The Goa College of Hospitality and Culinary Education	Panaji
30.	Government College of Arts, Science and Commerce	Quepem
31.	V.V. Ms G. R. Kare College of Law	Madgaon
32.	Shree Mallikarjun & Shri. Chetan Manju Desai College.	Canacona
33.	Parvatibai Chowgule College Arts and Science	Madgaon
34.	Kala Academy Goa College of Theatre Arts	Panaji
35.	St. Joseph Vaz College	Cortalim

1.7: Research Methodology

The researcher has browsed most of the literature available on this topic in open access. Further, the researcher has visited a maximum number of websites related to the topic. Based on the literature review, the researcher has identified the vulnerability of libraries. The research design adopted for this study was a survey method. Because of the time limit the researcher was not able to visit all the libraries that are the reason the research instrument employed was a questionnaire in the form of Google Forms to gather the data. In this questionnaire, both open and close-ended types of questions were included according to the nature of the objectives. The researcher has discussed with experts to analyze the functioning of the topic. The researcher has made use of suitable statistical

techniques in finalizing the data and made use of charts, and graphs in the presentation of results to make the interpretation clear and precise.

1.8: Organization of the study

- Chapter 1 - Introduction
- Chapter 2 – Literature Review
- Chapter 3 – Definitions, concept, causes and evaluations.
- Chapter 4 – Case study at National and International situation.
- Chapter 5 – Data analysis and interpretation
- Chapter 6 – Findings, hypothesis testing and suggestions.
- Chapter 7 - Conclusion

1.9: Conclusion

Theft and mutilation of library materials make it almost impossible for libraries to fulfill their mandate. They directly affect the availability of library material which hampers effective service delivery. To ensure that this menace is put under check, serious efforts must be put into ensuring the security of library materials. Also, appropriate measures must be implemented to forestall the mutilation of library materials to ensure their continual usability and enhanced service delivery for the users.

2.1: Introduction

A review of literature is an essential need for any field of inquiry because it is crucial for scholars/researchers to know the quantity of material unfolded on a specific issue well in advance.

A literature review is an integrated synthesis of existing research on a certain topic, and the literature review surveys scholarly articles, journals, books, and other sources relevant and appropriate to a specific area of inquiry. The review should summaries, enumerate, objectively evaluate, and clarify past studies. It provides a theoretical foundation for the research and aids the researcher in determining the nature of the study. It is useful to know what others have stated about the topic, what theories have been addressed to it, and what the failures in previous study are so that others do not repeat the same research. As a result, the Literature review is critical to research operations.

1. "Collection security issues in Malaysian Academic Libraries: An exploratory survey" University libraries and librarians are growing more worried about collection security, according to Maidabino (2010). As a result, there is a sizable body of literature on a range of topics related to collection security in university libraries. The aim of library security management is to ensure that the materials made available for use in the library are maintained in good condition and are not stolen. The administration of collection security policies, programmes, processes, and measures in libraries can be viewed as a whole to lower risk and ensure access.

2. "Library electronic security systems and the challenges of theft and mutilation of library resources in Academic Libraries in Jigawa state" According to Mairiga Hussaini Mohammed (2018), the study looked at the electronic security systems and the problems with theft and mutilation at two academic libraries in Jigawa state to ascertain the kinds of security systems utilized and the problems with theft and mutilation. The study makes a recommendation for university library management to increase the use of electronic security systems and tools to

manage and lessen security issues, particularly those related to theft and mutilation. At least twice a year, there should be a continuous orientation exercise for employees and patrons on security and challenge-related issues in libraries. The study comes to the additional conclusion that lock and key, staff surveillance, and a single door entry-exit for both staff and users are conventional security measures adopted and implemented by the two libraries, and that the difficulties of library security measures related to the problem of theft and mutilation are significantly affecting electronic security systems in academic libraries.

3. "What Librarian's Think of theft, mutilation and misplacement of library resources? A study of Karnataka university libraries." The perspective of the librarian was used in this study, according to Jagdish M. V. (2016). Overuse of e-resources, misplacing of books in various places, ripping out pages from books and journals, book theft, and failure to return borrowed books are just a few of the and a occurrences that librarians in university libraries have had to deal with. The following preventative measures have been suggested by librarians to reduce theft, mutilation, and misplacing of library materials: increasing the number of copies available for checkout, increasing the number of reference copies, installing electronic systems like CCTV, electronic security gates, RFID tags embedded in books for circulation, employing security personnel at exit gates, and training security personnel to monitor user entry and exit. To raise awareness regarding the abuse of library resources, librarians should, above all, regularly interact with library users.

4. "Security management for prevention of book thefts in university libraries. A case study of Benue state in university library, Nigeria" Akor, Philip Usman (2013) The study's objective was to determine what factors lead to book thefts and book mutilations in university libraries and how to prevent these crimes while still allowing patrons to access the library's information resources. The investigation' findings revealed that insufficient library resources, financial constraints, and

patrons' own self-interest are to blame for the theft and mutilation of university library volumes. Additionally, it was found that a variety of techniques were used to steal and mutilate library books. These techniques included ripping book pages out, removing the book's cover, and concealing the volumes under their clothing and in their pockets. There have been some suggestions made to stop theft and mutilation in university libraries. Some of these ideas include university libraries should offer photocopying services so that patrons can make copies of the few books the library has. The study also suggests that university administration should provide enough library resources to satisfy their users' information needs.

5. "Security issues of academic libraries." Academic library security issues are investigated and evaluated by Lorenzenl G. (1996), who also looks at how faculty members at institutes of higher learning handle them. Even though there are many reasons for security issues, studies have found that most mutilation and theft is carried out by library visitors who have no concept of replacement prices, have little regard for the needs of others, and are unaware that their actions constitute crimes. To reduce security issues, several authors have advocated teaching this kind of customer. Having a lack of understanding of security issues and how to address them, library staff members also contribute to some issues. In addition, they don't always apply the laws equally, which could exacerbate security issues. By implementing electronic security measures, addressing building design difficulties, implementing identity cards, and educating users, librarians are attempting to stop security problems.

6. "Reducing book theft at university libraries" Theoretically, some of the research is still relevant, but more study is needed to determine the practicalities of crime reduction in libraries, according to Daren Mansfield's (2009) argument. He argues that there are no simple answers to combatting book theft that much of the research is several years old, and that while some of the theories are still relevant. Unsupported rumors: some students steal books because they believe they already own them because of their exorbitant tuition costs. Any stock security policy

should be built on an attempt to understand why students steal from university libraries, and in order to provide libraries with advice on how to prevent book theft, a thorough analysis of the industry may be necessary. Further research is necessary to determine whether the numerous ideas made in this article can reduce book theft in university libraries while successfully balancing the demands of social inclusion and stock securities.

7. "Illegal practices in Engineering college libraries" Vandalism and theft in engineering college libraries are topics that are highlighted by Sachin J. Gadekar and Madansing D. Golwal (2013). The act of damaging a library's holiness, decorum, order, or beauty is referred to as vandalism in a library since it serves as a social institution for the preservation and dissemination of information in the form of documents. The researcher found that 87.81% of users named poverty and low income as reasons for theft, while 72.66% of users cited the library's environment, cultural context, social environment, past-due fines, the lack of an exit guard, lax counter checking, and uncirculated volumes as major factors. In terms of users who failed to return books by the deadline, 48.88% of users did not do so. Laziness, a lack of time, and a laborious renewal process were the cited reasons by 46.51% of customers. More than 53.49 percent of users cited the desire to increase one's own chance, carelessness, the value of the document, the desire to deprive sincere users, etc. as motives.

8. "Security challenges in central university libraries in India" The Maulana Azad Library at Aligarh Muslim University and the Dr. B.R. Ambedkar Central Library at Jawaharlal Nehru University in New Delhi are two of India's largest financed university libraries that are the subject of a 2021 study by Ansari, Anam Jamal, and Ali, PM Naushad, which aims to examine security issues encountered by these libraries. It analyses the causes and strategies of theft, mutilation, and misplacing of the library collection as well as the safeguards put in place by these libraries to protect their holdings. According to the analysis's findings, these libraries share some of the same risks that other libraries have when it comes to collection theft and loss. Furthermore, it is found that, in comparison to theft,

there is a higher rate of document mutilation. To steal library documents, users use a variety of techniques. It is also suggested to add RFID and biometrics, distribute multiple copies of books, and other measures to prevent theft and mutilation. To implement cutting-edge electronic security systems in libraries and stop these issues, a special budget for security needs must be set aside.

9. "Preventing theft in academic libraries and special collection" A challenging and complex issue, according to Susan M. Allen (1997), is combating theft in libraries. A disaster is theft. The severity of the issue, which exists, is at an all-time high. Until stolen items are found and returned, it is common for libraries to be unaware that they have been attacked. Thankfully, librarians may deter robbers by taking certain actions. The security officer and planning committee for library security can be established by librarians in their own libraries. By maintaining precise and comprehensive records of their holdings, identifying items for ownership verification, and performing routine inventories and assessments of vulnerable assets, they can protect collections. Libraries can fight back by immediately alerting the proper authorities if, despite these security measures, a thief enters an establishment. law enforcement officials included. To stop the culprit from carrying on with such cruel work, they might spread the information about the act as quickly as feasible.

10. "Theft and Vandalism of book; Manuscripts, and relate materials in public and academic libraries, archives and special collection" Silkens (2015) explores the causes of book theft and vandalism, reviews current security solutions, and makes recommendations for theft and vandalism prevention. Vandalism and theft provide enduring risks to library holdings that are challenging to counter. While some theft and vandalism occurrences are the result of mentally ill individuals, the majority are the result of carelessness, ignorance of the gravity of their actions, or the belief that they have a right to take things that are being given away for free. Public and university libraries confront significant hurdles in this area, although

archival and special collections environments naturally facilitate security efforts to some extent. The greatest results may be obtained with a combination of electronic security measures until technology develops sufficiently to suit the specific need of collection security in today's libraries. The best results may be obtained with a combination of electronic security systems, vigilant observation by staff, librarians, volunteers, security patrols, and back-to-basics measures such as the installation of posters and signs, multimedia playback, and educational events, until technology advances sufficiently to meet the specific need of collection security in today's libraries.

11. "Causes and effects of theft and mutilation of information material in academic library services in Delta state". According to L.E. MARCUS ISEBE (2014), book theft and mutilation are problems that impact all kinds of libraries, although they seem to afflict academic libraries more than other types of libraries. This is presumably because academic libraries are more widely used for reading and research than other types of libraries. In addition, the libraries' records show how frequently the materials are either stolen or damaged. Most of these resources are discovered to be textbooks, which users typically refer to when taking an exam. As evidence that the library's security measures are ineffective, incidents where offenders were apprehended while attempting to steal books from the library have been referenced in the past. The causes of it and how it affects society should therefore be made more widely known. To prevent theft and material mutilation, library managers should be encouraged to plan strategically. To educate people and libraries about the problems with material theft and destruction. to add to the collection of theoretical knowledge on theft and mutilation while also acting as a research tool for scholars. It appears that the library still needs to reduce or eliminate the problematic users that damage its resources. If the needs of the users are to be satisfied adequately, the security of the library, the roles it plays, the kinds of collections it has, and the methods by which it carries out its duties should all be constant.

12. "The sociology of library crime in Nigerian academic libraries." (2013) Florama and Uchenna M. Nnam in Nigeria's university libraries, there has been an alarming increase in library crime. To provide a simple and comprehensive knowledge of the issue, this study bases its analysis of the causes, implications, and aspects of this pervasive social problem within the field of sociology. It is clear from the research that has been studied so far that library crime takes many different forms and has a variety of root causes. The study determined that the lack of pricey and pertinent items was the root of library crime. Poverty, instability, and the involvement of library employees are other causes. Theft from libraries can take many different forms, including throwing down stolen books from windows, concealing them in clothing, scheming with staff members, and altering library slips and identification documents. Individual students, library personnel, the academic community, and society are all negatively impacted by all of these crimes. Book theft, pilferage, and mutilation have an adverse effect on students' academic performance and talents because they prevent them from accessing the required materials when they are due.

13. "Security and crime challenge in academic libraries in Nigeria." G. U. Oyedum, A.A Sanni, and I.O. Udoakang (2014) Security and crime prevention in academic libraries are important library jobs for librarians to perform. Because of security breaches in academic libraries, users are sometimes unable to obtain necessary information materials, rendering the library useless in meeting users' information demands. The findings revealed that the top security breaches in libraries include book theft, noisemaking and miss-shelving in the library, and book mutilation. Print materials, serial/periodical collections, reference collections, and reserve collections, among other discoveries, are prone to security breaches. Because the security and crime difficulties in the F.U.T.Minna and C.O.E Minna libraries are not encouraging, all hands must be on deck. This work will help to extend the life of the information resources in these libraries. The library's information resources would no longer be defaced, damaged, miss-shelved, or entirely taken. The

elimination of these vices will encourage students to make appropriate use of their academic library to attain their educational goals.

14. "Role of electronic surveillance and security systems in academic libraries" Rajendran, L., and Rathinasabapathy, G. (2007) Academic libraries must develop and implement effective and efficient security policies, procedures, and plans. As the cost of books and journals rises exponentially, and libraries diversify into more expensive 'non-book' materials, not to mention the latest technology, academic libraries must consider installing electronic security systems to prevent and minimize unethical losses to their collections. Furthermore, it is pointless to invest millions of rupees on new information resource acquisitions without establishing such security solutions. Arresting or exiling a member for material theft or book/periodical mutilation is typical in developed-world libraries. In India, though, things are different. In this context, technological improvements enabled the installation of electronic security systems, which helped to mitigate security hazards to some extent. These electronic security systems often give alarm notification to authorized authorities, entrance control, and site observation. These systems' primary components are burglar protection, collection security, access control, and video surveillance. This paper seeks to describe various electronic monitoring and security techniques accessible to assure academic library security.

15. "Security and crime prevention in academic libraries: A case study of the Kano state college of Education, Kano, Nigeria" Ogbonyomi, Andrew Leo Book theft and malicious damage are difficult to combat because the risk of being caught is low while the possibility of succeeding is high. It is necessary to educate users about the catastrophic impact of library material theft and mutilation on the library's supply and services. Circulation regulations must be adequate, and realistic policies for book borrowing must be developed and strictly enforced. It is recommended that many copies of educational books and other frequently utilized

resources be obtained. The library's sanctions for theft and mutilation should be widely publicized and routinely enforced.

16. "Electronic security system in university libraries with special reference to IGM Library, university of Hyderabad". Uma, V.J. Suseela, and V. Nireekshana Babu (2010) It is suggested that it is the librarian's primary responsibility to ensure proper vigilance and security by providing constructive programmes and methods for controlling theft; thus, there is a need for electronic security systems to protect reading materials from theft as the budget is cut every year and new acquisition of books is problematic. Though libraries must suffer initial costs for establishing electronic security systems, this will be helpful in the long run-in controlling theft and preventing book loss. Under the INFLIBNET programme, the University libraries' internal operations are being automated. Reading materials should be bar-coded, and magnetic labels should be placed and pasted in the books so that the exit system recognizes it and permits the borrower to take the supplied book out. Thus, electronic theft detection allows humans to focus on the quality of their work rather than on keeping the books. Although there is no way to stop a determined burglar, there are techniques to reduce the more casual theft of materials from our libraries.

17. "Use of RFID TECHNOLOGY IN LIBRARIES: a NEW APPROACH TO CIRCULATION, TRACKING, INNVENTORY AND SECURITY OF LIBRARY MATERIALS" Shahid, Syed Md. RFID technology can be applied to library circulation and theft detection systems. RFID-based systems progress from security to tracking systems that combine security with more efficient tracking of materials throughout the library, including easier and faster charge and discharge, inventorying, and materials handling. This technique saves librarians time scanning barcodes while charging and discharging goods. RFID is a hybrid of radio frequency and microchip technologies. Radio frequency technology reads the information stored on microchips in tags attached to library materials,

regardless of item orientation or alignment. Because RFID tags can be read from up to four feet away, the RFID gates at the library exit can be as wide as four feet. Because RFID tags can be read from a distance of up to two feet by each of two parallel exit gate sensors, the RFID gates at the library exit can be as wide as four feet.

18. Disruptive readers in academic libraries: A study of Olabisi university" Oyesiku, F.A., Buraimo, and Olusanya, O.F. (2012) Disruptive behavior in academic libraries was found to be harmful to both users and the library. As a result, such behavior within the library should be prohibited by various security measures and procedures. If proper precautions are not taken, the librarian, security guards, professional librarians, and support staff will fail in their duties in the library. Most significantly, the librarian's and information manager's jobs will not be combined.

19. "Security Risk Management in selected academic libraries in Osun State, Nigeria." Omolara F. Adeowu and Abiola Abioye (2013). Security in academic libraries is a serious subject that necessitates a comprehensive strategy. To secure the clients, staff, collections, and facilities, all staff must share responsibility for safety and security. The security of the library's resources and facilities, as well as the safety of its personnel and users, should be always at the forefront of library management. The library, as the institutional repository, must be efficiently managed and secured to ensure its continued existence. This is the only method to ensure the users' contentment. The number of crimes and security breaches in libraries and information centers is rapidly increasing, making it difficult to curb and manage if precautions are not taken. If libraries are to truly justify their existence, that is, to support their institutions' teaching, learning, and research activities, they must provide a long-term solution to all the barriers that impede effective library security management.

20. "Book Theft and Mutilation of Library Material: A case study" Byunn, Kit Sam; Lau, Shuk-fong (1992). Even if 97.3% of respondents favors some type of penalty, would a tougher penalty policy address the problems? According to the findings of this study, a public awareness campaign highlighting the scale of the problems and the financial ramifications to the library may be the most effective preventive tool for reducing crime. Exhibiting damaged materials, displaying notices indicating replacement costs, and communicating the message during library orientations may be worth a go. After all, educating customers may still be the greatest prevention.

21. "Theft and Mutilation on the use of library resources in Nigerian academic library.'' Sunday Idakwo (2019) This study highlighted some of the causes of theft and mutilation, such as high book prices, a lack of photocopying machines, a lack of electronic security measures, and a lack of adequate student supervision, as well as a weak library security system and the lack of online databases, among others. This study also found that information resource theft and mutilation have a significant detrimental influence on the overall collection and services of academic libraries in Nigeria. The following suggestions were made to develop approaches to combat the problem of resource theft and mutilation in Nigerian libraries: Strategic placement of the security officer at the library to ensure strict adherence to the library's rules and regulations among library customers; Male and female security personnel should be hired to ensure that both male and female students are thoroughly searched when they exit the library. Closed circuit television (CCTV) systems should be installed to the library as the primary means of securing the library collection and should be regularly watched by security-conscious personnel to reduce the threat of information resource theft and mutilation, among other things.

22. "Security issues in academic libraries: The way out"OSAYANDE AND ODARO This study investigates and evaluates security challenges in academic libraries, such as theft of library items, mutilation or vandalism of library materials, fire

outbreaks, dealing with disruptive and deviant users, and so on. This research focuses on the theft and mutilation of library resources. Patrons steal and/or mutilate library documents for a variety of reasons, including insensitivity to others' needs, inoperative copying machines, constant power outages, lax security, and so on. The study investigates the strategies and dynamics of library crime, as well as the impact on faculty/other users and the library itself. Finally, the article offers current and proactive measures to addressing the threat of theft and vandalism in academic libraries. These include facility considerations while planning a library building, security personnel, window protection, and the installation of Electronic Security Systems (ESS), 3M security systems, electronic surveillance cameras/CCTV, Radio Frequency Identification (RFID) systems, and other similar systems.

23. Abid Hussain and Muhammad Ibrahim (2020) aim to investigate the current state of book loss/theft, its causes, and the treatments implemented by academic libraries in Pakistan. The principal causes of book theft in academic institutions in Pakistan are expensive learning resources, paucity of library items, and financial restraints. Many libraries retain data on book theft for record keeping purposes; nevertheless, there was no significant difference based on gender in the book theft incidents reported by libraries. Only a few libraries have taken commendable steps to safeguard library items, including the adoption of CCTV cameras for monitoring and recording, as well as RFID (Radio Frequency Identification).

24. Akor Usman Philip, Justina N. Ekere Dr, and Solomon O. Akor (2019) The study looked into the use of information and communication technology (ICT) for security and theft prevention in two Nigerian university libraries. The study's findings revealed that ensuring optimum security in libraries will help to prevent theft and mutilation. It was also disclosed that a video surveillance system combined with a barcode and magnetic book control system might assist prevent book theft and monitor the movement of books and other resources from one user

to another. Video surveillance security cameras and other security measures are excellent tools for libraries since they can protect enormous expanses of space while also allowing librarians and staff to promptly check in on concerns from the reference desk or office.

25. Augusta Chioma Ezeabasili (2018) The study investigated the impact of electronic security technologies on information resource security in Federal University Libraries in Southern Nigeria. The main result is that electronic security systems are adequate for detecting threats to library information resources; nevertheless, they are rarely used on a regular basis. Even when not in use, their mere appearance serves as a deterrent to burglars. Electronic security systems have had a positive influence on reducing security threats to information resources in the libraries under investigation. If libraries can deploy these systems, use them on a regular basis, and maintain them properly, threats to information resources in libraries will be a thing of the past.

26. Nweke Angela Chinwendu (2019) says that findings from this study revealed among others that the extent of theft and mutilation of library resources in academic libraries in Nigeria is very high, that high cost of books, lack of photocopying machine, porous library security system, lack of electronic security measures, lack of proper monitoring of students, unavailability of online databases among others are factors responsible for theft and mutilation of resources in academic libraries in Nigeria. This study also revealed that theft and mutilation of information resources has lots of negative impact on the entire collection and services of the academic libraries in Nigeria. However, some strategies if employed and implemented may reduce to barest minimum the menace of theft and mutilation of information resources in academic libraries in Nigeria.

27. Mary Sunday Enidiok, Akpan Ben Bassey and Onifade Musbau Olalekan (2019). The outcomes of this study demonstrated that university libraries face security issues such as theft and vandalism of library resources, as well as natural calamities such as floods and fires. Journals, reference materials, and fresh additions are examples of materials that are vulnerable to theft. According to the study, the reasons for library resource theft and vandalism include an insufficient number of copies, insufficient photocopying services, a scarcity of needed materials, a staff shortage, and poverty, while the major factors that encourage these problems are poor security systems and the criminal nature of individuals. The investigation also indicated that there is poor security management in the LASPOTECH academic library, as the security system implemented was insufficient to control and protect the library resources from theft, vandalism, and natural disasters such as flood and fire. Based on these findings, the study advises improving security systems, preferring current gadgets, and steps that will ensure that at least many available resources are retained if new ones cannot be readily obtained.

28. According to Fati Abubakar and Dr. B. S. Aduku (2016), based on the findings of this case study, it can be concluded that while academic libraries in Niger state have taken good ways for securing their information resources for research and learning. However, they placed a greater focus on printed materials and used fewer electronic security methods. As a result, libraries were yet to grasp the opportunity presented by technological innovation for security activities. The importance of mitigating various hazards with current technical breakthroughs to prevent any potential material loss cannot be overstated. This would improve user access to high-quality library information resources for study and learning in Niger State's higher institutions.

29. Gabriel I. Ajav, Cornelius T. Agor, and Simon Akorchur (2018) The study focuses on the theft and mutilation of information resources in the Nasarawa State

University library in Keffi, to identify the information resources that are vulnerable to theft and mutilation, as well as the problems in addressing the threat. The findings also found that restricted lending services, searching people at exit, proper netting of windows, and photocopying services were used as security measures in the investigated library. However, some of the challenges confronting the library's security services include a shortage of lending services for students, insufficient effective current security gadgets, and insufficient staff on duty. To counteract the issue at university libraries in general, and Nasarawa State University Library in particular, the researchers recommend, among other things, the adoption of loan services for student users and the provision of adequate functional e-security gadgets.

30. Textbooks, projects/theses/dissertations, and newspapers are the most exploited information materials, according to Joseph Kehinde Fasae and Folashade Oyinlola Adedokun (2016). Students abuse library materials because they are lazy and selfish, and the strong demand for a particular book among students might sometimes inspire them to abuse library ss that proper orientation be provided to all library users, that abusers face harsh and well-defined penalties, and that Closed Circuit Television (CCTV) be installed in libraries to reduce these occurrences, as well as providing effective photocopying facilities that library users can easily use when needed. Furthermore, several copies of books should be circulated to accommodate the high demands of library users. In-service training for non-professional librarians should be organized on a regular basis in order for them to understand the values associated with library materials. It is past time for Nigerian libraries, as well as libraries in other developing nations, to take a decisive move towards guaranteeing comprehensive security measures to combat this heinous incident in our libraries.

3:1 Introduction

3.1: This chapter looks on several ideas and how they relate to library theft and mutilation. It covers definitions, causes, impacts, and prevention methods for theft and mutilation. The researcher tried to gather comprehensive data on the subject.

3.2: Terms Defined

The research identifies certain key terms connected to academic library security challenges, such as:

Academic library - An academic library is a library that is affiliated to a higher education institution and provides two complimentary functions: it supports the curriculum and the research of university teachers and students.

Disruptive Behavior - Any behavior on the part of a patron that interferes with the library's instructional goal.

Electronic Security System - A method of preventing unauthorized library material circulation that relies on mechanical devices that detect when unauthorized library materials are withdrawn from the library.

Library resource Theft - The unauthorized circulation of any library resource. When a person steals property belonging to another, the objective is to permanently deprive the other of it.

Illegal Practices - Theft of books and other materials, mutilation or tearing out pages, book hiding and misplacement, unauthorized borrowing, non-return of books, physical and verbal abuse with staff and users, vandalism of library property, and disruptive behavior by users are all considered illegal practices in relation to the college library. **Mutilation** - According to Lorenzen (1996), mutilation is the act of underlining and highlighting text in library books, shredding and or deleting pages of books and annotating in book margins, tampering with the subject-content of library collection, so rendering it unusable to users. Mutilation also involves twisting the spine of a book to ensure that it stays open at the proper page, consequently ruining the book spine, darkening book pages with pencil, turning book pages with damp fingertips, and so on.

Misplacement - Misplacement, often known as book-hiding in libraries, is the deliberate removal of books and other reading material from libraries or library stacks. It is nothing more than purposeful theft for selfish reasons and to deprive honest consumers.

3.3: Causes of Theft and Mutilation in Academic Libraries

Several reasons have been put forward for mutilation and theft of library materials. Prominent among them include the following:

- **Insensitivity to the needs of other users**

Some library visitors steal and mutilate materials without regard for others. Some users will purposefully deface and/or steal things in order to prevent others from using them (Obikoya,1993).

- **Copying Machines**

Several studies have found that one of the causes of library book and magazine theft is frustration, which is exacerbated by inoperable copying machines (Strassberg, 2000). When they arrive at the photocopying section, most library users are dissatisfied. Either the machine(s) is/are not operational, or the operating officer is unable to be found. Their annoyance is compounded when they are refused the ability to take such publications out of the library to make copies of the necessary information. After numerous calls to the copying section, they would consider ripping off the pages.

- **Selfishness**

Library patrons, particularly students, engage in self-serving behavior. They are so selfish that they would refuse to share important knowledge with their classmates. To conceal such knowledge, they share pages from books carrying it. According to Ajayi and Omotayo (2004), a significant amount of library theft/mutilation is prompted by selfishness rather than frustration. They discovered that because earlier actions were not detected, the students had the mistaken idea that such stealing and mutilation was relatively simple.

- **Pressure for success in academic work**

  Library users, particularly students, engage in mutilation and theft of library resources to improve their scores. According to Sewdass and Kaniki (1995), students are always in a hurry to use library materials. Instead of using the contents inside the library, they vandalize them (particularly magazines and reference materials).

- **Uninterrupted power outage**

In this region of the world, where continual power outages are the norm, theft and vandalism of library resources thrive, especially when such (power outages) frequently occur at night, when libraries have yet to close for the day. Unfaithful customers take advantage of the circumstance, stealing materials or ripping pages from books they were reading prior to the outage because no one would see them in the dark.

- **Porous security**

Thefts are more likely to occur if the library's security system is inadequate. Again, Akinfolarin (1992) believed that the likelihood of security employees managing departure gates conspiring with students to take books. Some of these collaborators may be acquaintances or relatives of security personnel.

Others include:

- To be used for assignments outside of the library
- Inadequate book copies
- Strict library borrowing policies and procedures.
- Overcrowding near the exit

3.4: Effects of Theft and Mutilation

- Faculty

    Mutilation and theft of resources impede effective library use. Since a result, the quality of faculty research workers suffers since they are denied access to relevant materials. Mwantimwa (2007) stated that theft and vandalism of library items have a negative impact on the quality of teaching, learning, and research.

- Library

Theft and mutilation of resources impede effective library use. Since one of Ranganathan's librarianship laws is that books are for use, mutilations wreak havoc on the library, resulting in poor quality and quantity of library services. According to Oni (1984), reader and faculty frustration reduces the efficiency of library services. When users are unable to obtain necessary items due to theft and mutilation, they may decide not to return to the library. Librarians spend a lot of money getting materials. Theft and mutilation of these resources reduces library stock and shortens the life of the vandalized materials.

- Users

When library visitors are denied access to vital information during their visit due to theft and mutilation, they become psychologically upset and disillusioned. Furthermore, the non-availability of materials due to theft causes library patrons to waste valuable time meeting fruitful things when they come to the library and are unable to obtain the information they require.

3.5: Preventive Measures

According to library security studies, theft/mutilation is a major worry for academic librarians. However, numerous preventive strategies have been proposed in order to stop/reduce the threat to the bare minimum. Brown and Patkus (2003), White (2004), and Rathinasabapathy (2007) proposed the following as viable countermeasures.

- Libraries should obtain more copies of rare materials because they are in high demand.

- Copying machines must always be in good working order. In addition, the operating officer in charge should always be on-site to assist library patrons.

- Security guards who are serious and knowledgeable should be stationed at the library on a permanent basis. They should be forced to carry out their responsibilities honestly and without favoritism.

- Inscriptions should be made on the library's walls and other obvious spots, appealing to users' consciences not to steal/mutilate library goods.

- A frequent user education plan (particularly for new customers) should be implemented. -To avoid this, air conditioners should be purchased and installed in the library so that the windows may be permanently closed. -A frequent user education plan (particularly for new customers) should be implemented.

- To stop consumers throwing books out the windows, air conditioners should be purchased and installed in the library so that windows can be kept sealed. -To supplement government electricity supply in the event of a power loss, good and functional stand-by generating units should be obtained.

Digitalization

Libraries preserve items created and acquired in digital form, as well as digital data, as one of their activities. Today, most academic institutions are creating digital institutional repositories where a college or university's intellectual capital, such as articles, books of completed scholarly works and data sets, presentations, and course-related materials, can be preserved for reuse. Effective digital preservation necessitates the management of digital material throughout its life cycle, from production to storage, migration, and ongoing access. Better technologies and strategies to handle these artefacts over long periods of time are required to preserve materials (Hedstrom and Montgmery, 1998).

Preservation of Library Information Resources

Since the library has used various security mechanisms to protect library resources from theft and mutilation, there is also a need to safeguard or maintain these information materials to extend their life cycle and satisfy the needs of the clientele. Preservation is a term as old as the materials being preserved. This concept refers to keeping physical

objects in good order and organization. "Preservation" refers to "everything that contributes to the physical well-being of the collection; this includes the protection, maintenance, and restoration of library resources," write Madu and Adeniran (2005). IFLA (2000) expanded the definition of preservation to cover all managerial and budgetary issues, such as storage and accommodation provisions, staffing levels, policies, techniques, and methodologies used to preserve library and archival resources and the information contained in them. According to Aina (2004), "preservation is the maintenance of library materials in order for them to be as close to their original condition as possible." There is no doubt that library resources are expensive, thus it is critical to keep them in good shape at all times.

3.6: The way out of security issues in Academic Libraries

- **Electronic Security Systems (ESS)**

Electronic security systems can be used to supplement non-electronic security measures. During the ancient times, books were cursed to prevent theft, but there was no way out. Other physical means have been used to prevent mutilation/theft of library materials, but the rate of incidence remains worrying. Electronic security solutions can aid in the control of unethical practices in libraries.

ESS is not only for advanced countries like the United States and the United Kingdom; underdeveloped countries can also purchase and install these devices. Some prominent electronic security solutions that can be extremely beneficial to libraries are:

- 3M Library Security Systems (electronic gates)
- Electronic Surveillance Cameras (ESC)/Closed-Circuit Television (CCTV)
- RFID (Radio Frequency Identification) Technology -Alarm System for the Perimeter

3M library security system

The 3M detection system ensures that no materials are removed from the library without being properly checked out. This system includes both audible and visible alarms. There is also a video surveillance system. An electromagnetic gate made by 3M can be erected at the library's entrance. The gate features magnetic strip sensors embedded in each library material. Any unauthorized removal of library materials will raise an alarm, alerting library staff/security officers. Tattle-tapes are employed to safeguard all library materials, including books and non-books. The strips are designed for both hard and soft cover books and are simply put into book spines, between pages of books, and between pages of periodicals.

Electronic Surveillance Cameras (CCTV cameras)

Video surveillance and closed-circuit television (CCTV) systems are used to protect library resources. It aids in the monitoring and recording of what happens in the library, as well as deterring crime and ensuring safety. CCTV systems can be used in libraries to identify patrons and personnel, monitor work areas, deter theft/mutilation, and maintain proper security of the premises and other facilities. The system can also be used to record evidence on patrons and library personnel that demonstrate unethical behaviors. CCTV systems are rapidly becoming the most important and cost-effective security solution offered to libraries. Depending on the extent of their collections, librarians should consider this approach to be the best alternative for combating crime in their libraries. Another useful element of the CCTV system is the presence of a video printer, which can create a hard copy of a video scene, a time and date generator, which may annotate the video scene with chronological information, and a camera identifier, which can identify the selected camera.

Radio-Frequency Identification (RFID) System.

RFID technology can be employed in library circulation and theft detection systems. RFID-based systems progress from security to tracking systems that integrate security with more efficient tracking of items throughout the library, including easier and faster charge and discharge, inventorying, and materials handling (Boss 2004). This technique

saves librarians time scanning barcodes while charging and discharging goods. RFID is a hybrid of radio frequency and microchip technologies. RFID is a hybrid of radio frequency and microchip technologies. Radio frequency technology is used to read the information stored on microchips in tags attached to library materials, regardless of item orientation or alignment (i.e., the technology does not require line-of -sight or a fixed plane to read tags, as standard theft detection systems do). Because the tags may be read from a distance of up to two feet by each of two parallel exit gate sensors, the RFID gates at the library exit(s) can be as wide as four feet.

Perimeter Alarm System

This is a device used to secure an enclosed area's boundaries. Alarm systems are activated, particularly after/when libraries have closed for the day. When an intruder is spotted, the security equipment makes a loud noise that scares him away. Intruders mistakenly set off alarms. Perimeter Alarm Systems are designed to limit and control people's physical access to a building.

3:7 Conclusion

There is no denying that academic libraries have security challenges. The existing literature on library crimes reveals that librarians are dealing with a variety of issues, including mutilation and theft of periodicals, books, and other e-resources. Because the cost of books and journals is rising exponentially, and libraries are looking to diversify their funds into more expensive materials while keeping up with the latest technology, academic library librarians should consider installing electronic security systems to minimize or prevent unethical losses and vandalism of library materials. Furthermore, there is little purpose in spending millions of dollars on new acquisitions of information resources unless such security solutions are procured and installed to secure them.

4:1 Introduction

The purpose of this chapter is to analyses theft and mutilation incidents at various levels in academic libraries. An outline of Goa's academic libraries is provided in the first section. The incidents of theft and mutilation at national and international academic libraries are discussed in the second half of the essay. The exposure to the various degrees of library crimes provided by this chapter will be helpful.

4.2 Academic Libraries in Goa

Some of the greatest universities and colleges in the country are in Goa. In comparison to other states of the country, the academic situation is far better. Relatively high levels of literacy are present. Each educational institution has a library that is well-equipped. They include those of the Goa University, Goa Medical College, Goa College of Engineering, Goa College of Pharmacy, and V. M. Salgaocar College of Law, to name a few. In Goa, there are a few renowned research institutions on the global stage. To meet their scientists' demands, they have a well-stocked library and information system. Among them are the libraries of the Xavier Centre for Historical Research and the National Institute of Oceanography (NIO), among many others. A lot of potential exists in Goa's library landscape, which is encouraging. By the Government Libraries in Goa have always received funding from the Goa government. We may conclude that Goa's library scene is generally positive and that many of the institutions there are of a high caliber.

4.3 Scenario of Libraries in India: Case Study

1. **Security Challenges in Central University Libraries in India**

The Maulana Azad Library at Aligarh Muslim University, Aligarh, and the Dr. B.R. Ambedkar Central Library at Jawaharlal Nehru University, New Delhi, are two highly sponsored university libraries in India that have security issues. It analyses the causes and strategies of theft, mutilation, and misplacing of the library collection as well as the safeguards put in place by these libraries to protect their holdings. An online survey was used for the investigation. The clients and librarians at the universities were surveyed twice, yielding different sets of data. Data from library patrons was gathered via random sampling. The analysis's findings showed that, similar to other libraries, neither of these

two libraries is completely safe from the potential of collection theft, tampering, or loss. Additionally, it is found that both libraries have higher rates of document mutilation than theft. Different strategies are used by users to steal library materials. Additionally, certain recommendations are made to stop theft and desecration, including the distribution of numerous copies of books and the installation of RFID and biometrics.

2. What Do Librarians Think About Library Resource Theft, Mutilation, and Missing Items? A Research into the Libraries in Karnataka Universities.

The objective of this study was on the responses of librarians to theft, mutilation, and misplacement of library materials in university libraries in Karnataka. According to the research, more than 70% of librarians believe that illicit activities at university libraries, like theft, mutilation, and misplacing of library resources, have escalated into major issues. Even earlier research had noted unlawful behavior in the library; yet, it has continued and has had a negative effect on the academic atmosphere of the library.

4.4 Scenario of Academic Libraries in World: Case Study

1. Effect of Theft and Mutilation on the use of Library Collection in an Academic Library in Lagos State.

In this study, the impact of theft and collection mutilation in a university library in Lagos State, Nigeria, is investigated. 250 undergraduates who regularly use the library and were registered users in the 2017–2018 academic session at the University of Lagos made up the entire population for this study. Total enumeration sampling was used to sample the entire population because of the population's small and controllable size. Data was obtained from the respondents via a questionnaire. The results of this study showed, among other things, that the extent of theft and mutilation of library resources in academic libraries in Nigeria is very high, that expensive book prices, a lack of photocopying equipment, a lax library security system, a lack of electronic security measures, a lack of student monitoring, and the absence of online databases are among the causes of theft and mutilation of resources in academic libraries in Nigeria. This study

also showed that theft and mutilation of information resources have a significant detrimental influence on the complete collection and services of the academic libraries in Nigeria. In order to better combat the problem of resource theft and mutilation in academic libraries in Nigeria, the following suggestions have been made: In order to ensure that all library users strictly abide by the rules and regulations, library security officers should be strategically located throughout the library; To guarantee a thorough search is conducted for both male and female students at the library exit, male and female security staff should be hired; To reduce the threat of book theft and mutilation, among other things, a closed circuit television (CCTV) system should be installed in the library as the primary method of securing the library collection and should be closely supervised by a security -minded personnel.

2. Theft, Mutilation and Abuse of Library and Information Materials by Undergraduate of University of Ibadan, Nigeria.

The study investigates the mistreatment of library and information resources by undergraduate students at the University of Ibadan in Ibadan, including its theft, mutilation, and abuse. Undergraduate students in levels 100 to 500 were chosen for the study, which used a survey research methodology. The primary tool for gathering data is the questionnaire. Frequency, tables, and percentages were used to analyze the data that was obtained. The findings show that among other factors, financial constraints (85.7%), student avarice (80.9%), and high demand for books (75.2%) were the main causes of theft and mutilation of library resources. Additionally, research found that students' selfishness (80.9%), a lack of library resources (71.4%), and concern that they might not discover the material on the next visit (61.9%), which were the three main issues, The results also showed that the methods used to steal library items include putting them in handbags (80.9%), confusing or diverting customers at the circulation desk (70.5%), tearing page(s) off, etc. The results also show that installing cameras in the library (94.3%), hiring qualified staff (92.4%), and providing good library orientation exercises (88.6%) were the main measures taken by libraries to guard against the theft, mutilation, and abuse of their information resources. According to the report, library administration

should put into place a strict policy that would result in the expulsion from the university of anyone found stealing, damaging, or abusing library goods.

3. **Abuse of information materials in academic libraries by Students of tertiary institutions in Ekiti-State, Nigeria.**

The study looks at how university students in Ekiti State, Nigeria, misuse information resources found in academic libraries. 140 people make up the study's 140 population, which is descriptive in nature. 100 copies of the questionnaire were issued to the respondents using the quota sampling method, and 80 of those copies were returned, yielding an 80% return rate. Using descriptive statistics, the data was examined. The findings indicate that textbooks (92%), projects/theses/dissertations (60%), and newspapers (58.75%) are the informational materials that are most abused. Some students misuse library resources because they are too sluggish or self-centered, or because there is a lot of demand for a certain book among the students. The most frequent methods that students misuse library materials are by shredding pages. (92.10%), folding pages (86.66%), and writing on informational material pages (82.50%). To reduce these incidents, it was advised that abusers should face severe and clearly defined consequences, and that libraries should provide closed-circuit television systems and efficient photocopying equipment that patrons may quickly access when needed. A few copies of books should be circulated to fulfil the high demand of library users, in addition 2o the proposals already made, and in-service training should occasionally be organized for non-professional librarians, among others, in order to suit their needs.

4. **Security Management for Prevention of Book Theft in University Libraries. A case study of Benue State University Library, Nigeria.**

This research investigates the security management for the prevention of book thefts in university libraries with Benue State University Library, Makurdi. Benue State. Nigeria serves as a case study. The study's goal was to discover the causes of book thefts and mutilation in university libraries, as well as how to prevent and preserve the continuous use of these information resources in the library. The survey research method was applied. Questionnaires are the primary data gathering instrument. The primary statistical tools used for data analysis are frequency, tables, and percentages. The investigation

found that university library books are stolen and disfigured as a result of insufficient library items, financial constraints, and selfishness on the part of library users. It was also determined that numerous tactics for stealing and mutilating library books were used, including tearing book page(s) off, removing the book jacket cover, and hiding books under their clothes and pockets. Some recommendations were made in order to eliminate theft and mutilation in university libraries. Among these recommendations are that university libraries provide photocopying facilities so that library users can photocopy books that are scarce in the library. The report also suggests that university administration supply appropriate library items to suit the information needs of their consumers.

5. Security and Crime Challenges in Academic Libraries in Nigeria

The Federal University of Technology, Minna, and the College of Education, Minna libraries were used in this work to investigate security vulnerabilities in academic libraries in Nigeria. The survey research method was employed for the study, and the population consisted of 130 undergraduate students and staff members from the libraries of the two universities chosen for the study. The data was analyzed using descriptive statistics like frequency and percentage tabulation. The results revealed that book theft, noisemaking and mis-shelving in the library, and book mutilation are the most common security violations in libraries. It also discovered, among other things, that print materials, serial/periodical collections, reference collections, and reserve collections are subject to security breaches. To eradicate crime and improve security measures in libraries, some prevention measures such as a written security policy posted on notice boards, a manual security approach such as monitoring users in the library premises, and the installation of an electronic security system, to name a few, were recommended.

Data Analysis and Interpretation

Data analysis is a process of inspecting, cleansing, transforming, and modeling data with the goal of discovering useful information, deriving accurate conclusions, and support in decision-making. Data analysis is carried out in accordance with the objectives of this study.

5.1 Experience in field

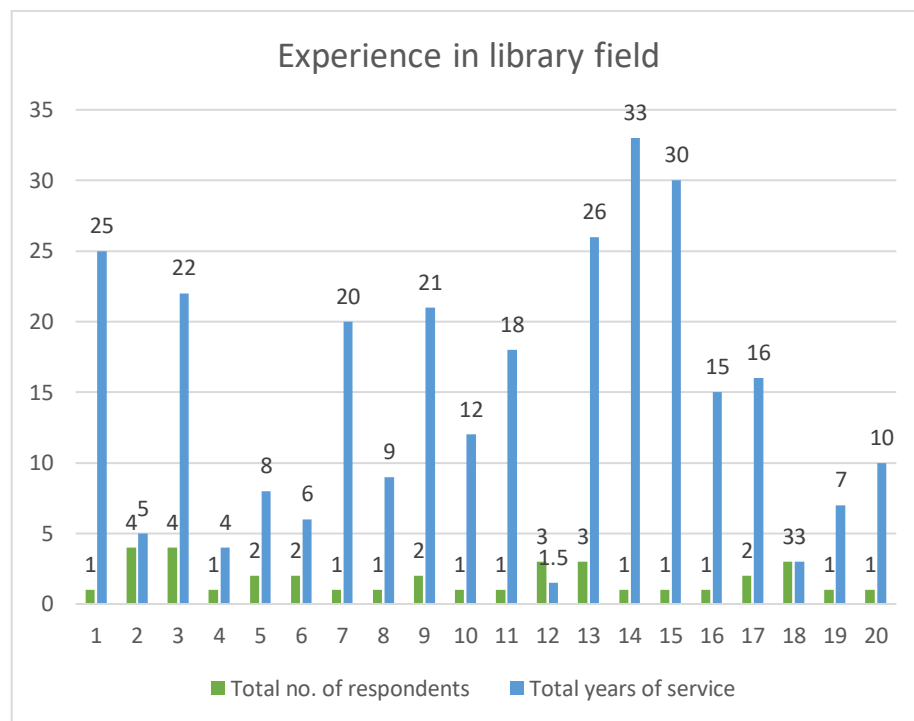A question was asked to the librarians to know their experience in library field.

Fig. 1: Experience in library field

The above figure shows the experience of librarians in the library science field. As it can be seen very clearly 33 years is the highest experience of one of the respondents. While the lowest is 1.5 years with three librarians.

5:2: Strength of Students

Strength of Students	No. of Colleges
Below 500	16
Above 500	7
Above 1000	6
Above 1500	4
Above 2000	2
Above 2500	2

Table 1 – Strength of students

The above table shows the total strength of students in the colleges of Goa. The strength of the students was considered because there can be more chances of theft and mutilation when the students are more. Out of 35 colleges which responded, the strength of 16 colleges is below 500. About 7 colleges have more than 500 students. Whereas 6 colleges have strength of more than 1000 students. On the other hand, around 4 colleges have a strength of 1500, while the remaining 4 colleges belongs to the two last categories that is above 2000 and 2500 students.

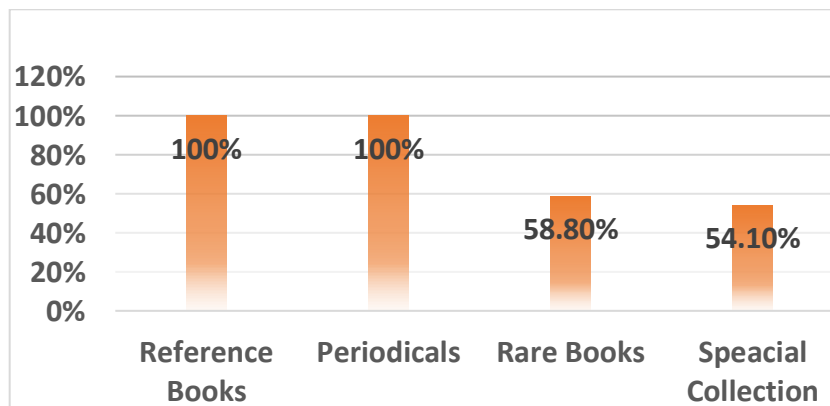**5.3 Types of library collection**

Fig 2: Types of collection

A question was asked regarding the types of collection in the library. Different libraries have their own unique collection depending on their specialized streams and interests.

The above figure depicts the types of collection in the library. All the libraries have reference books and periodicals added to their library collection. Whereas only around 21(58.80%) libraries out of 35 have rare books in their collections, and only 20 (54.10%) libraries out of the total have collection of special books in their library. So, the most common collection in the libraries are reference books and periodical materials.

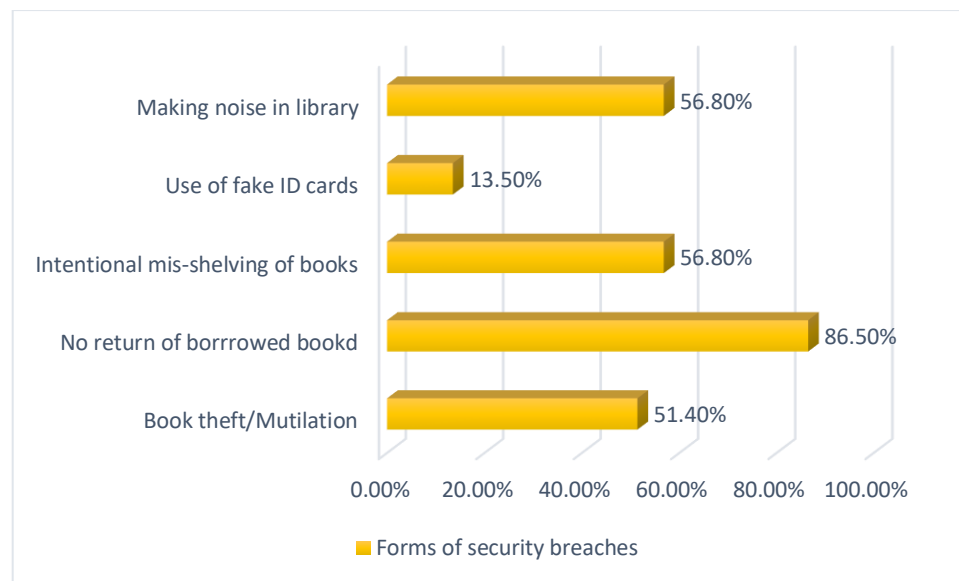## 5.4 Security breaches encountered

Fig 3: Security breaches encountered.

The above figure depicts the different types of security breaches caused by the users in the library. Majority of the respondents that is 32 (86.50%) mentioned that no return of borrowed books is the biggest issue for security breach. While 21 respondents said that the rate of intentional mis-shelving of books and making noise in the library is equal (56.80%). Whereas 19 (51.4%) respondents felt that book theft and mutilation is their problem. Few that is 5 (13.5%) encountered use of fake ID cards/library cards to access the library.

5.5 Issue of Theft and Mutilation

A question was asked whether the respondents face the issue of mutilation in their library or not.
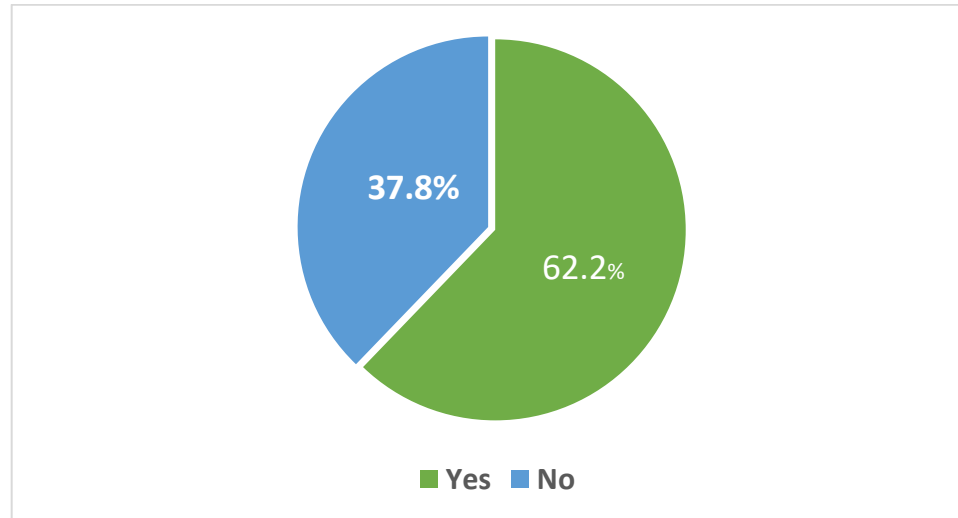

Fig 4 Issue of theft and mutilation

The above fig. shows that majority of the libraries (62.2%) faces the issue of theft and mutilation in their library and the rest 37.8% do not face the issue of theft and mutilation.

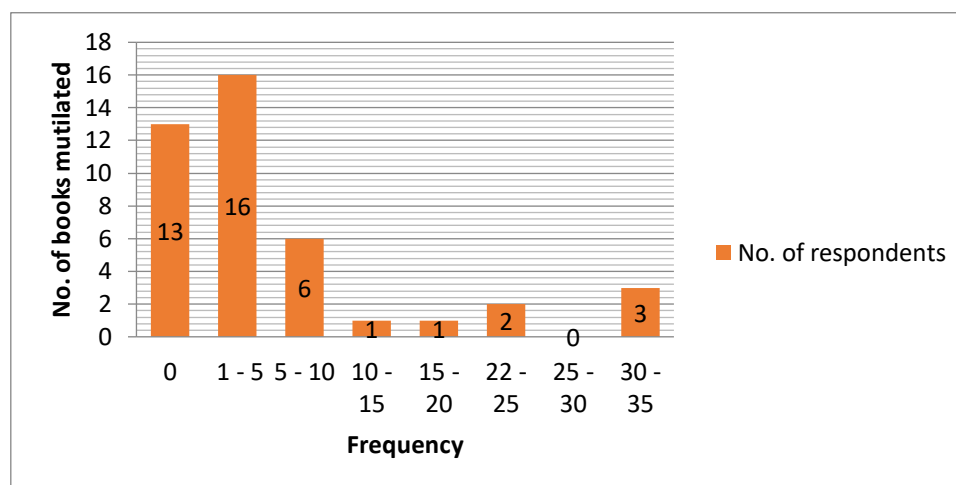**5.6 Average no. of books found mutilated or stolen per year.**

Figure 5 Average no. of books mutilated.

A question was asked to know the average number of books mutilated in an academic year. As it can be seen in the figure, according to 13 respondents there is no mutilation of books in their library. 16 respondents said books found mutilated per year are around 1-5. Whereas 6 respondents have given the average of 5-10 books. 1 respondent comes across around 10-15 books mutilated. Similarly, only 1 respondent encounters 15-20 mutilated books. 2 respondents say the average number of books mutilated in their library per academic year are 20-25. Whereas 3 respondents face around 30-35 number of mutilated books per academic year which is the highest average rate above all.
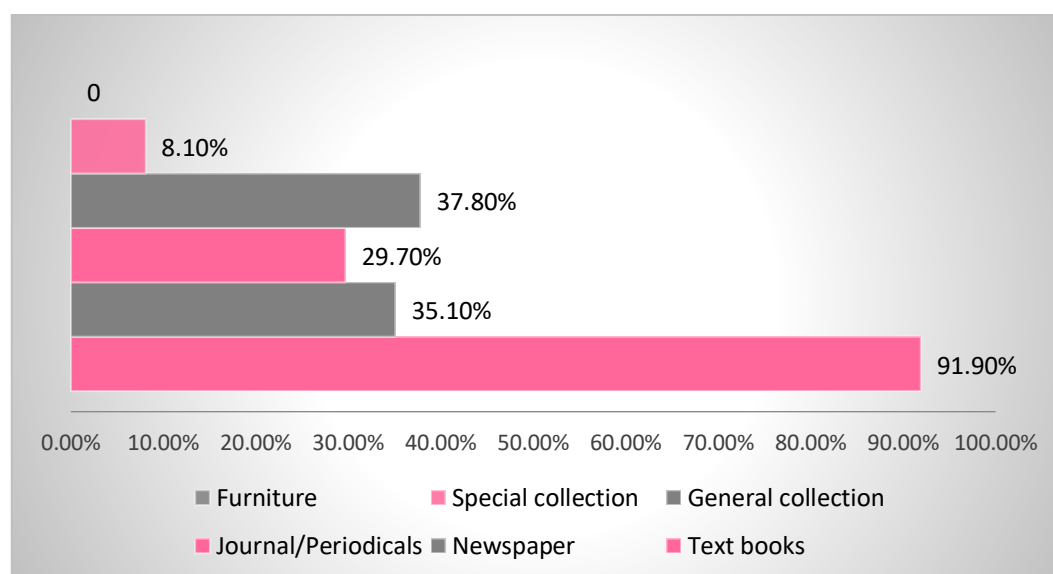
5.7 Most targeted library materials

Figure 6 Most targeted materials

A question was asked to know the most targeted library materials in the library. The above bar graph depicts that around 34 respondents say that the most targeted materials are the textbooks with highest rate that is 91.90%. Whereas 14 respondents responded that general collection is the most targeted material with a total rate of 37.80%. 13 respondents say newspapers are the most targeted with total rate of 35.10%. 11 respondents have to say that journal/periodicals are the most targeted ones with the rate of 29.7%. Lastly 3 respondents feel that special collection is the most targeted material with 8.1% rate. There the over-all most targeted materials in the libraries are text books.
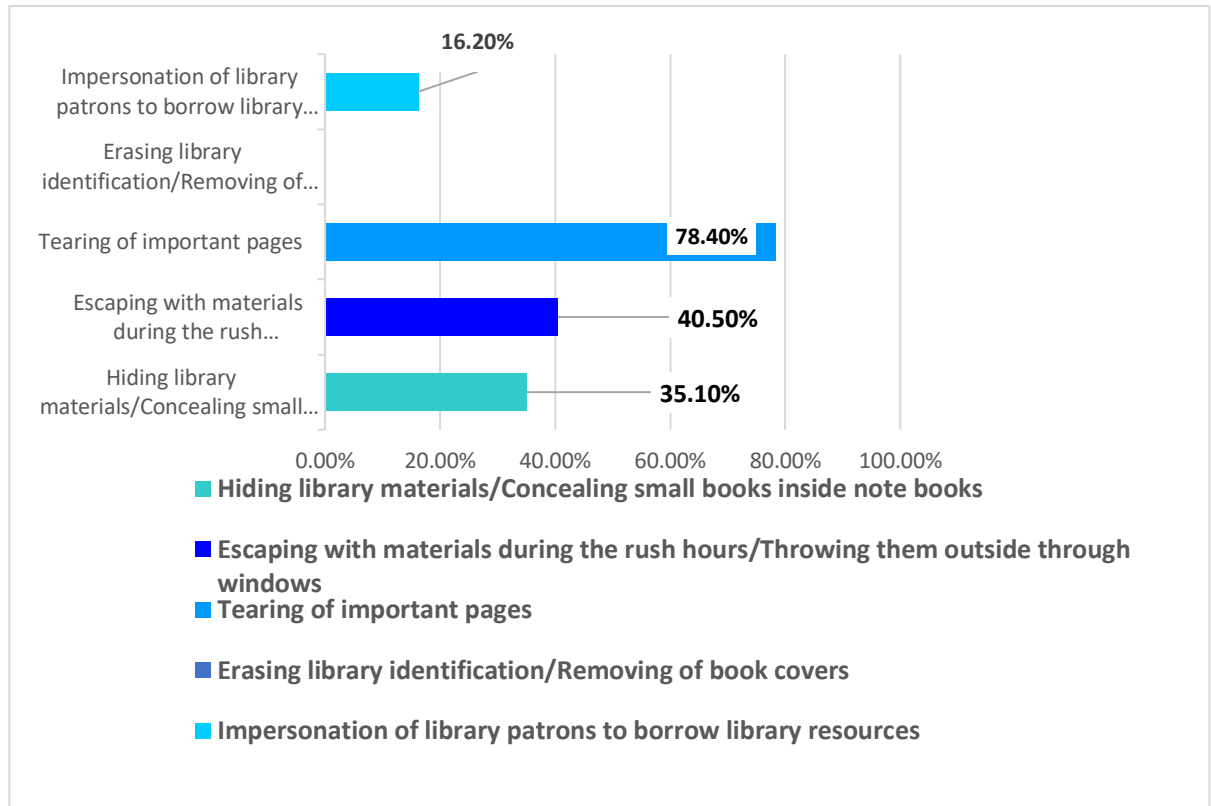
5.8 Means of stealing and mutilation.

Fig 8: Means of mutilation and stealing

A question was asked to the respondents to know the means through which theft and mutilation of library materials takes place. As can be seen in the above figure, 29 (78.40%) respondents say that tearing of important pages is one of the highest means through which library materials are mutilated. The second highest is the escaping with materials during the rush hours/throwing them outside through windows says the 15 respondents (40.5%). Whereas according to the 13 respondents hiding library materials/concealing small books inside note books is the means of stealing. Lastly 6 respondents have to say that Impersonation of library patrons is also one of the means
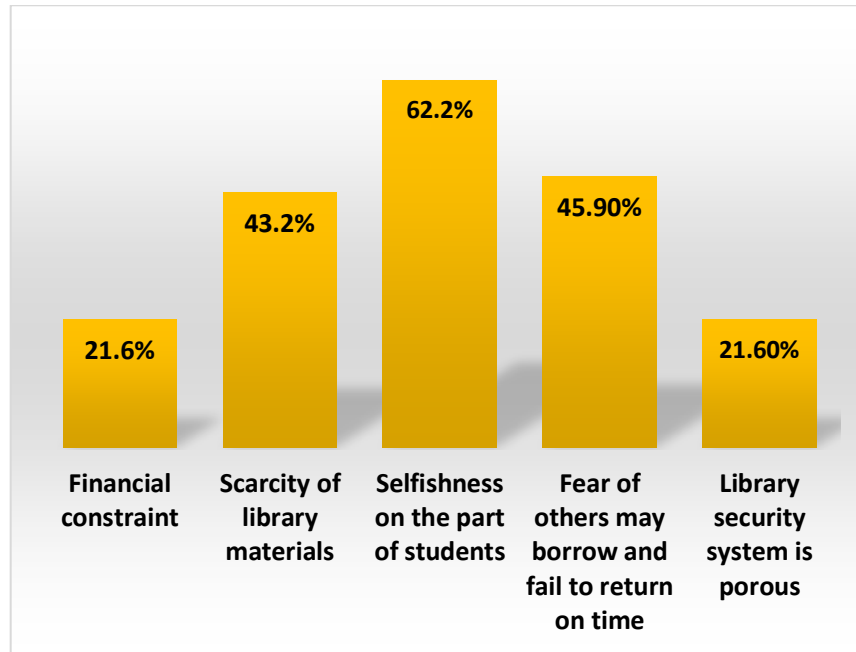
5.9 Reasons for Mutilation/Theft

Figure 9: Reasons for theft and mutilation

An effort was made to find out the common reasons behind the theft and mutilation of books and other materials from the library. Five possible reasons were applied in the survey and was put forward to the respondents. The above bar graph depicts that the main reason behind the issue is selfishness on the part of students as answered by 23 respondents out of 37. The second highest reason according to the 17 respondents is fear of others may borrow and fail to return on time with the total rate of 45.90%. While 16 respondents say that the reason is scarcity of library materials. Whereas 8 respondents feel that the reason is both financial constraints and also the library security system being porous.
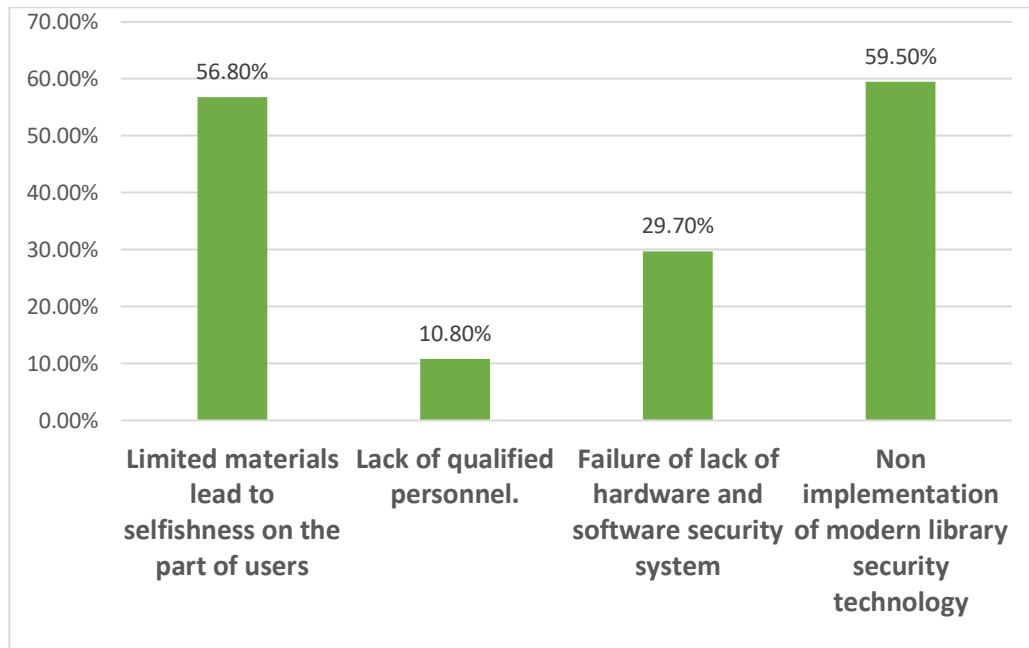
5.10 Challenges for security system

Fig 10: Security challenges

Security of the library materials is very important but on the other hand there can be many security challenges faced. To know about the some common challenges came across by the respondents, a question was asked about the possible challenges for security against theft and mutilation.

As can be seen in the above figure the majority that is 22 respondents say that the most common challenge faced is non implementation of modern library security technology. On the other hand 21 respondents say that limited materials lead to selfishness on the part of users, followed by failure of lack of hardware and software security system from 11 respondents and with the lowest rate that is 10.80% is the lack of qualified personnel, mentioned by the 4 respondents.
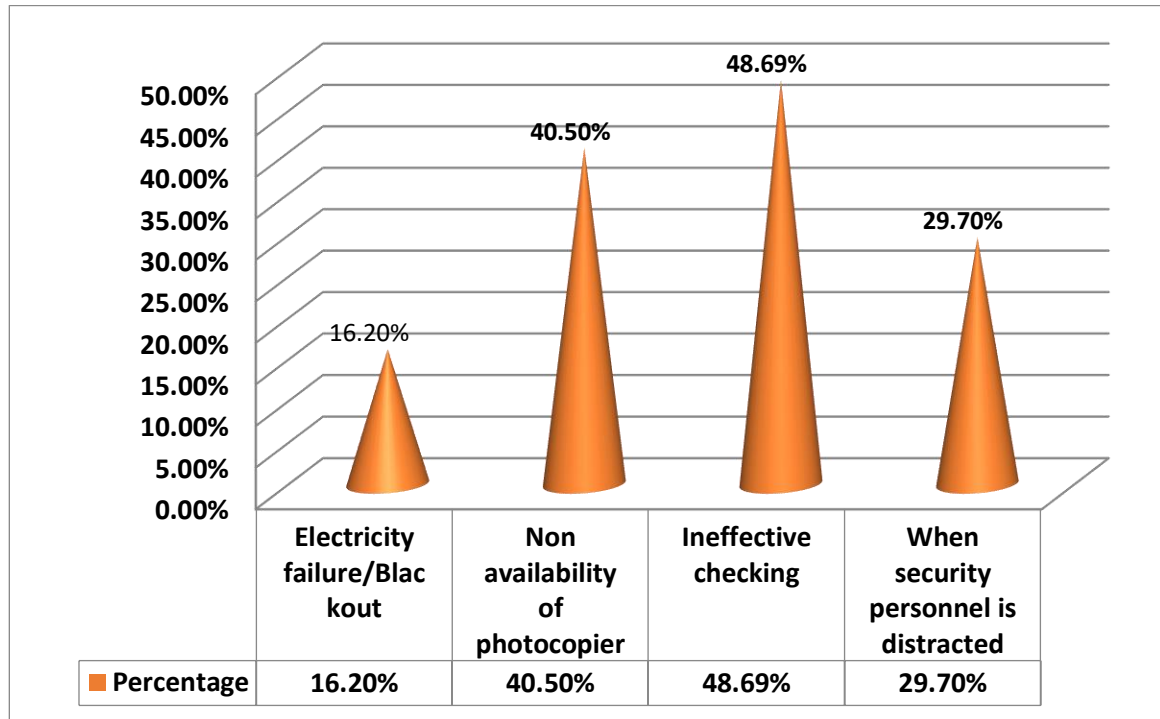
5:11 Occurance of theft

Percentage	Electricity failure/Blac kout	Non availability of photocopier	Ineffective checking	When security personnel is distracted
	16.20%	40.50%	48.69%	29.70%

Figure 11 Ocurrance of theft

A question was asked to the respondents about when does theft of library materials mostly occur so that to know how the culprits are successful in carrying out the crime.

As can be seen in the above figure majority of the respondents says that ineffective checking is the main reason behind occurance of theft with the highest rate (48.69%) among the rest reason. Whereas according to the 15 respondents non availability of photocopier is the second highest reason with the rate of (40.50%). 11 respondents mentioned that such incidents takes place when the security personnel is distracted. The minority of the respondents that is 6 out of 37 feel that electricity failure/blackout is the reason behind occurance of such crimes.

5:12 Actions taken against theft and mutilation

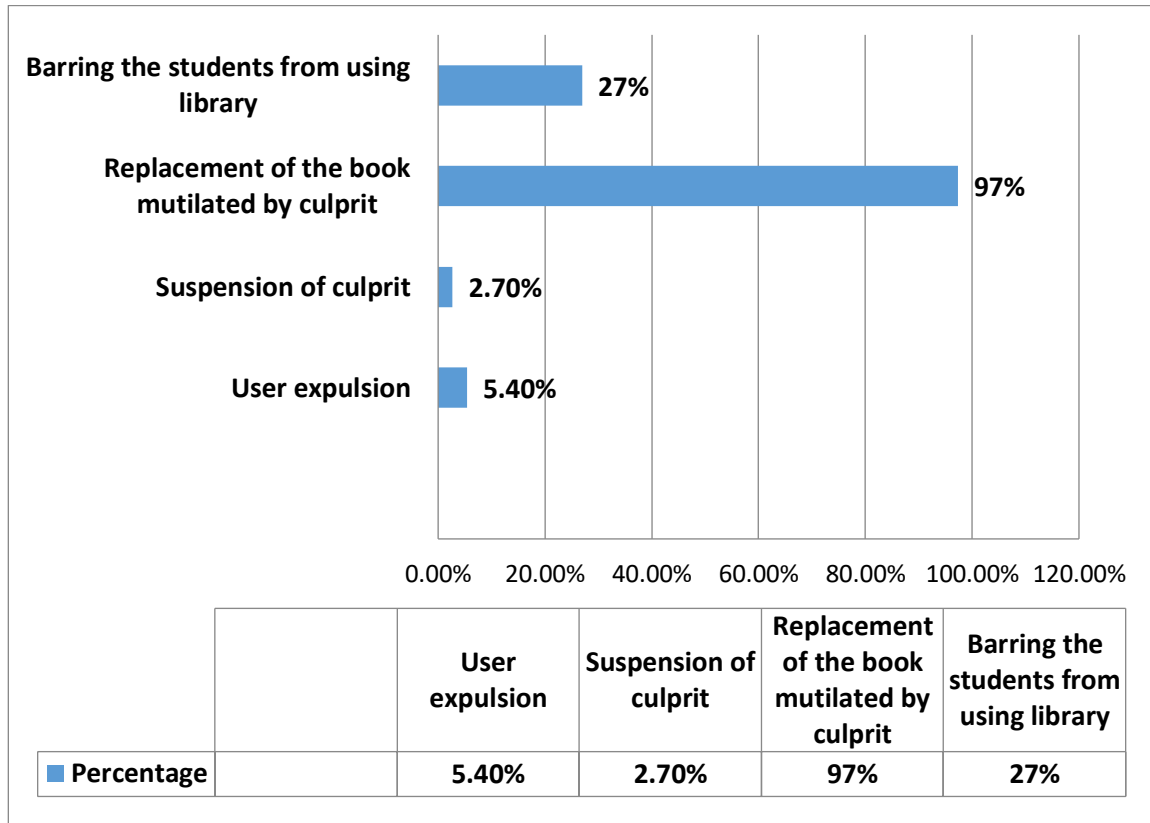|		User expulsion	Suspension of culprit	Replacement of the book mutilated by culprit	Barring the students from using library
■ Percentage		5.40%	2.70%	97%	27%

Figure 12 Actions taken against

Library materials are important, therfore it is very much important to preserve them at any cost. Therefore, it is necessary to take actions against the culprits in order to make sure they don't repeat the crime and other people with such intentions are also aware of the consequences. A question was asked to the respondents about what actions are taken when someone is caught for mutilation or book theft.

As can be seen in the above figure majority of the respondents that is 36 out of 37 says that the culprit should be asked to replace the mutilated book. 10 respondents (27%) feel that the user should be banned from using the library. Whereas the minority of the respondents feel that the user should be banished/suspended.
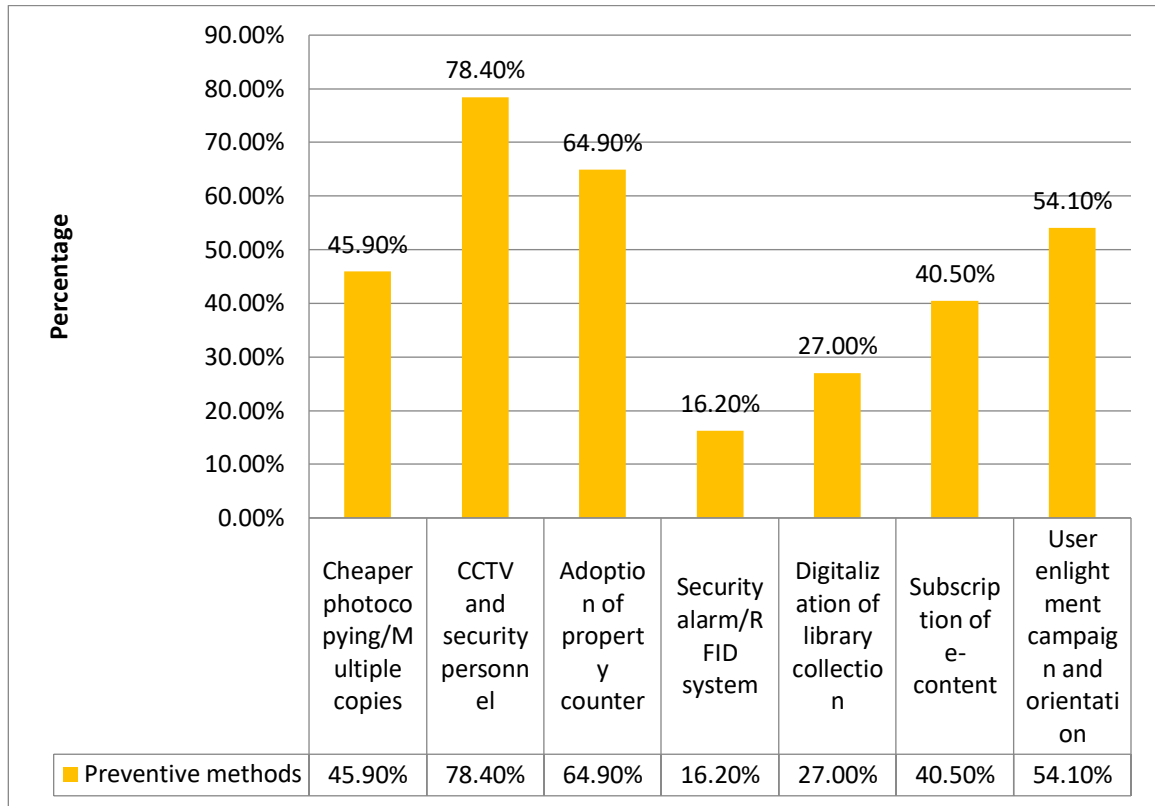
5:13 Prevention methods

Figure 13 Preventive methods

The security of collections in the library embraces a larger number of responsibilities. The cost of maintaining, processing and acquiring collections are high. If they are stolen or damaged, it can be difficult, if not impossible, to replace. To avoid this it's important for the library to adopt preventive methods.

As can be seen in the above figure 29 out of 37 respondents have adopted CCTV and security personnel in their library with the highest total rate that is 78.40%. Around 24 respondents have adoption of property counter. While 20 respondents mentioned user enlightment campaign and orientation programme as a preventive measure. Around 17 respondents (45.9%) have made cheaper photocopying/mutiple copies in their library. While 20 respondents (40.5%) have gone for subscription of e- content, followed by digitalisation of library collection (27%) and 6 respondents with RFID system.

The most common preventive measure adopted by the respondents in their library according to the above figure is CCTV and security personnel system.
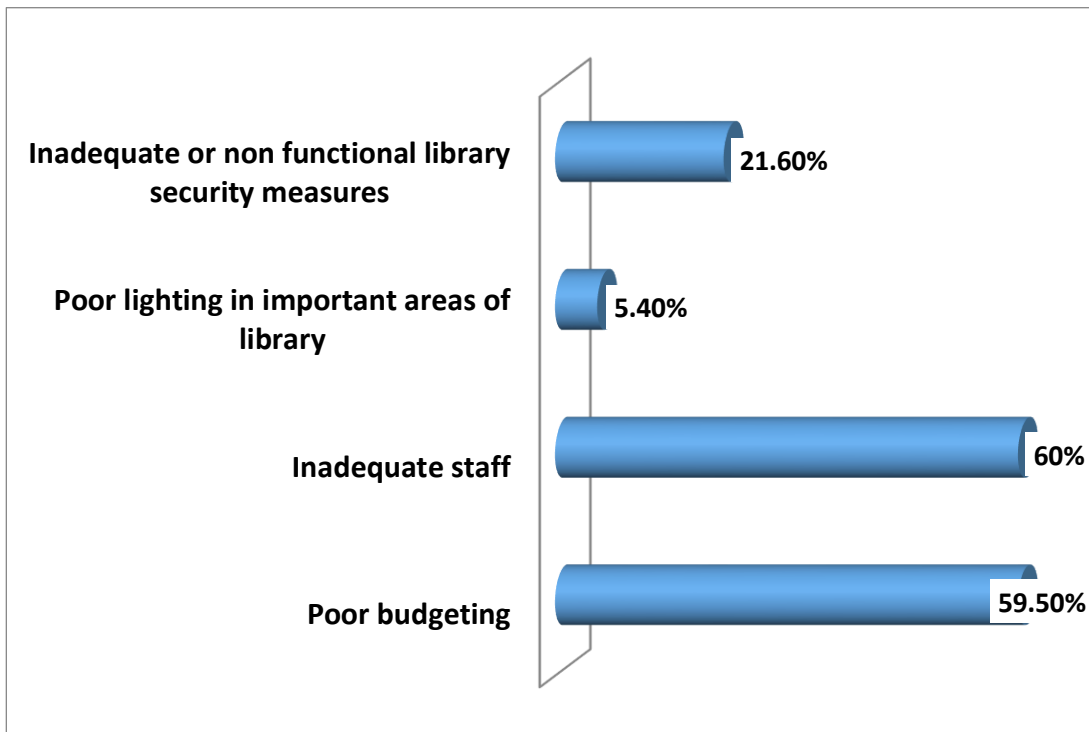
5:14 Challenges in library management

Figure 14 Challenges in library management

A question was asked to the respondents about what challenges do they face in their library security management. As can be seen in the above figure around 22 respondents out of 37 say that inadequate staff and poor budgeting is one of the most common challenges faced by them. Whereas 8 respondents feel that nonfunctional library security measures are the challenge. Poor lighting in key areas of library is also of one the challenge faced by 2 respondents.

Therefore, the most common with the high total rate challenge faced by the librarians in their library is poor budgeting and inadequate staff.
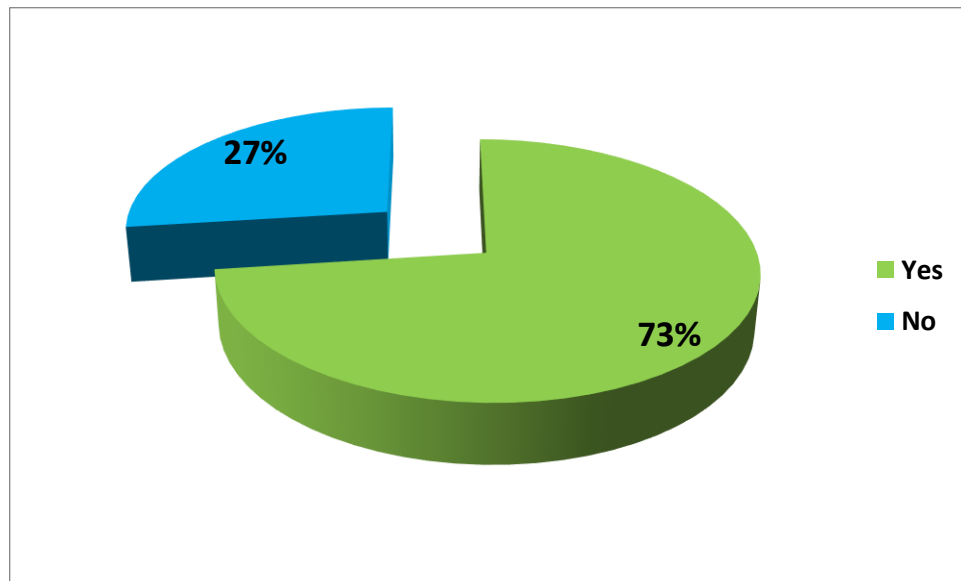
5:15 ICT facilities

Figure 15 Use of ICT facilities

ICT is a term used in the library to refer to application of computers and other technologies to library practices such as acquisition, storage, organization, and dissemination of information.

A question was asked to know if the respondents use ICT facilities in their library or not. As can be seen in the above figure the majority that is 73% of the respondents use ICT in their library and the rest 27% do not.

5:16 What is your opinion about migrating from physical documents to e-content in terms of book theft and mutilation?

An open hand question was asked about the respondent's opinion about migrating physical documents to e-content to reduce book theft and mutilation.

Few respondents are in the favors of migrating to e-content as they believe that multiple users can have access to e-content, which in a way will satisfy the users and there will be less chances of book theft and mutilation, it will help in reducing use of paper, it will be available for 24 hours, no physical space required, and students can learn and read at their own comfort.

Whereas some are not in favor of migrating to e-content as they believe that e-content cannot replace the print books as the libraries cannot acquire all the textbooks and reference books due to financial constraints and since e-content is also too expensive. Some say that migrating from physical document to e-content just to escape from theft will not be the right call because it will not change the behavior of the students also it is not possible because of legal issues. Some say that the library walk in will be less if e-content is made available.

5:17 What are your suggestions towards curbing theft and mutilation in academic libraries?

Another open hand question was asked to get suggestions from the respondents towards curbing theft and mutilation. The suggestions of the respondents are as followed.

Library should allow users to photocopy certain no. of pages or chapters of reference books. Libraries could also allow users to issue reference books for overnight usage. Libraries should have only one entry and exit point and users should not be allowed to carry any sorts of bags and no jackets should be allowed inside the library. Libraries should increase book borrowing limits.

Mesh all the library windows with mesh wires. The librarian should orient students on dos and don'ts in the library and make the students aware about the consequences of the same. Timely shelf rectification should be done to check if the students misplace any books.

Majority of the respondents have suggested to go for RFID system. Libraries should implement ICT facilities and bar coding of all the books.

6:1 Findings

A questionnaire consisting of 18 questions was prepared and was sent to around 40 college librarians of Goa. From the result of this analysis, it can be inferred that theft and mutilation is still a problem which effects the academic libraries as well as the students. The main objective of this study is to determine ways or solutions to the problem of security management for prevention of book thefts in the academic libraries of Goa.

- The first question was asked to the respondents about their experience in the library. Through the responses we came to know that out of 37 only 1 librarian has a field experience of 33 years which is the highest, whereas the lowest is 1.5 years with 3 librarians.

- The second question to the respondent was about the total strength of students. Out of 35 colleges which responded, the strength of 16 colleges is below 500. While 4 colleges have student strength above 2000 and 2500 students.

- The study depicted that all the libraries that have been taken under for this study that is in total 35 have majority of reference books and periodicals in their library collection.

- The study revealed that Majority of the respondents that is 86.50% mentioned that no return of borrowed books is the biggest issue that they are facing in their library. Whereas 19 (51.40%) respondents felt that book theft and mutilation is still a serious problem in their library.

- The study depicted that the majority of the libraries that is 62.2% face the issue of theft and mutilation in their library and the rest 37.2% do not face the issue of theft and mutilation.

- The study revealed that the highest average rate of books mutilated per year is 30-35 as mentioned by 3 respondents. Whereas the lowest is 1-5.

- The study depicted that the most targeted material in the library is textbooks (91.90%) and the least targeted material is special collection.

- According to the study the means through which theft and mutilation of library materials takes place are tearing of important pages (78.40%), escaping with materials during the rush hours, throwing them outside the window (40.5%),

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hiding library materials, concealing small booksinside note books and impersonation of library patrons.

- The study revealed the main reason behind the issue of theft and mutilation that is selfishness on the part of respondent as the highest (62.2%) followed by the reason of fear of others may borrow it and fail to return.

- The study depicted the possible security challenges faced by library against theft and mutilation, that are non implementation of modern library security technology (59.50%), 21 respondents mentioned that limited materials lead to selfishness on the part of users.

- The study revealed that most of the theft and mutilation take place when there is ineffective checking (48.69%), according to the 15 respondents non availability of photocopier is the second highest reason with the rate of (40.50%)

- About the actions taken against someone who has been caught mutilating or stealing the book, the majority of the respondents that is 36 (97%) out of 37 mentioned that the culprit should be asked to replace the mutilated book. 10 respondents (27%) felt that then the user should banned from using the library.

- The study revealed that around 29 respondents (78.40%) out of 37 have adopted CCTV and security personnel as a preventive measure in their library. While 24 respondents have adoption of property counter. While 20 respondents mentioned user enlightment campaign and orientation programme as a preventive measure. mentioned user enlightment campaign and orientation programme as a preventive measure. Around 17 respondents (45.9%) have made cheaper photocopying/mutiple copies in their library. While 20 respondents (40.5%) have gone for subscription of e- content, followed by digitalisation of library collection (27%) and 6 respondents with RFID system.

- The study depicted that 22 respondents out of 37 say that inadequate staff and poor budgeting is one of the most common challenges faced by them. Whereas 8 respondents feel that nonfunctional library security measures are the challenge. Poor lighting in key areas of library is also of one the challenge faced by 2 respondents.

6:2 Testing of Hypothesis

- **Absence of library staff leads to book theft.**

  The above hypothesis was found to be incorrect as the study reveals in fig.10 that majority of the respondents have mentioned non implementation of modern library security technology leads to book theft.

- **Unsatisfied users are the root cause of crime and vandalism.**

  The above hypothesis is found to be correct as in fig. 9 it can be clearly seen that 62.2% of the respondents feel that selfishness on the part of the students leads to crime and vandalism in libraries.

- **Library automation can ensure a maximum reduction in book theft.**

  The above hypothesis is proven right. Since fig. 13 shows the different automated methods which are opted by the respondents in favors of as a tool for maximizing reduction in book theft.

6:3 Suggestions

- Electronic security system like Close Circuit Television (CCTV) should be installed in academic libraries. CCTV is a specially designed crime detection gadget that monitors the activities and movements of people within its scope. This will enable easy prediction, prevention, and control of library crimes.

- Provisions of photocopying services in the library to enable library users make quick photocopies for their need of library materials.

- The library should provide stable and uninterrupted power supply to maintain the electronic security network and other ICT equipment.

- Using electronics books in the library, especially for high-demand, latest-edition texts: Book theft will be reduced by transferring a 'high risk' physical item into an electronic Version that cannot be illegally removed from the premises.

- Multiple copies of books in the circulation section and those displayed in the open stack should be provided since it is discovered that textbooks are the most affected by theft and mutilation.

- Windows and other openings apart from the entrance should be covered with strong wire mesh to deter throwing out of library materials.

- Total physical stock verification should be conducted in the university libraries once in two to three years depending upon the collection. At Least random checking should be done every year to find out misplaced books, which are thought to be lost. Finally, the amount of loss will indicate the cost beneficial to adopt Electronic Security System, which can be installed for preserving the Loss of books.

- Libraries could also allow users to issue reference books for overnight usage.

6:4 Conclusion

The print and non-print information materials are acquired to serve the academic community as required towards discharging its statutory responsibility of its establishment. However, these materials are sometimes deliberately or unintentionally abuse in libraries by ways of stealing, theft, mutilation, vandalism, defacement, folding of pages, hiding of books, and so on. The study therefore examines the abuse of information materials in academic libraries. It was discovered that the mostly abused information materials are textbooks, projects/theses/dissertations, and newspapers. Students abuse these materials because they are too lazy, selfish and that high demand of a particular book by the students sometime influence them in abusing library materials. It was suggested that proper orientation should be given to users of all the libraries, abuser should be subjected to heavy and well-defined penalties, while Closed Circuit Television (CCTV) should be installed in libraries to minimize these occurrences, as well as providing effective photocopying facilities which can be easily used when needed by library users. In addition, multiple copies of books should be placed in circulation so as to meet the high demands of library user. In-service training should be organized once in a while to non- professional librarians; in order to know the values attached to library materials. It is high time libraries of the rest of developing countries take a bold step in ensuring effective security measure to tackle this ugly incidence in our Libraries.

APPENDIX

Divitisha Gauns Dessai

M.L.I.Sc. Student

Library and Information Science Programme

Goa University

Respected Sir/Madam

I'm conducting a survey for my dissertation topic entitled "Eradicating Book Theft in Academic Libraries of Goa through library automation: Challenges and Opportunities" as a part of my master's degree in Library and Information Science, under the guidance of Assistant Professor Mr. Rohan Parab. I request you to kindly fill in this questionnaire. I assure you that the information provided by you will be kept confidential and shall be used for this dissertation work only.

Questionnaire

1. Name of the college.

2. Your experience in library field.

3. What is the total strength of library users?

4. Types and number of library collection.
   a) Textbooks
   b) Reference Books
   c) Periodicals
   d) Rare books
   e) Special Collection

5. Forms of security breaches encountered by you in the library.
   a) Book Theft/Book Mutilation
   b) No return of borrowed books.
   c) Intentional mis-shelving of books
   d) Use of fake ID/library cards

e) Creating Noise in library

6. Do you face the issue of book mutilation or book theft in your library?

           a) Yes   b) No

If yes, then what is the average number of books that you found mutilated or stolen during an academic year?
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7. Which are the most targeted library materials in library?
   a) Textbooks
   b) Newspapers
   c) Journals/Periodicals
   d) General Collection
   e) Special collections
   f) Furniture

8. What are the means through which library resources are being stolen or mutilated?
   a) Hiding library materials/Concealing small books inside notebooks.
   b) Escaping with materials during the rush hours/Throwing them outside through windows.
   c) Tearing of important pages of library materials.
   d) Erasing library identification/Removing of book cover.
   e) Impersonation of library patrons to borrow library resources.

9. Why are library books mutilated/stolen?
   a) Financial constraint.
   b) Scarcity of library materials.
   c) Selfishness on the part of students.
   d) Fear of others may borrow and fail to return on time.
   e) Library security system is porous.

10. What are the possible challenges for security against theft and mutilation according to you?
    a) Limited materials lead to selfishness on the part of users

b) Lack of qualified personnel.
c) Failure or lack of hardware and software security system.
d) Non utilization of modern library security technology

11. When does theft and mutilation of library materials occur?
a) Electricity failure/Blackout
b) Non availability of photocopier
c) Ineffective checking
d) When security personal is distracted.

12. What actions are taken when someone is caught for mutilation or book theft?
a) Expulsion
b) Suspension of culprit
c) Replacement of the book mutilated by culprit.
d) Barring the student from using library.

13. What method does your library adopt to prevent book theft and its information resources?
a) Provision of cheaper photocopying/Multiple copies
b) CCTV and security personnel
c) Adoption of property counter
d) Security alarm/ RFID system
e) Digitalization of library collection outside copyright issues
f) Subscription of e-content
g) User enlightenment campaign and orientation.

14. What challenges do your library face in library security management?
a) Poor budgeting
b) Inadequate staff
c) Poor lighting in important areas of library
d) Inadequate or nonfunctional library security measures.

15. Does your library have ICT facilities to prevent theft and mutilation?
a) Yes   b) No

16. If yes, what are the types of ICT facilities used by your library?
a) Scanner
b) RFID

c) Surveillance cameras
d) Anything than please specify.

17. What is your opinion about migrating from physical documents to e-content in terms of book theft and mutilation?

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17. What are your suggestions towards curbing theft and mutilation in academic libraries?

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Thank you for your valuable response.

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