

'Book-Bank Facility' in an Academic Library: A Survey of Users at D.G. Ruparel College Library, Mumbai

Sachin Garate* and Archana Garate

D.G. Ruparel College of Arts, Science and Commerce, Mumbai – 400016, Maharashtra, India;
garate.sachin@gmail.com

Abstract

'Book Bank Facility' is one of the demanded services in academic libraries. The purpose of this study was to investigate use and satisfaction about the Book Bank Facility through its users. Data was collected from the students applied for the facility in the year 2014-15 through a structured questionnaire. The analysis of the data shows that majority of users were satisfied with the administration of the service. Users have also provided some suggestions. Based on the findings, suggestions are submitted which will help the library to improve the service.

Keywords: Academic Library, Book Bank Facility, User Satisfaction

1. Introduction

Academic institutes play a vital role in educating, preparing liable global citizens, imbibing values, ethics and creating awareness about social responsibilities among their students. To nurture such ethics, an institution must set themselves as a role model for their students. To start within the institute, they can identify needy students and help them in all possible ways. The help may be extended in the terms of concession in fees, various scholarships, implementing book bank schemes etc. Academic libraries are ever ready as an 'educational support unit' to their parent body. Library services can be rendered to act upon these social responsibilities. 'Book Bank Facility' is one of the support systems which help socially and financially backward students in the college.

Goyal and Joshi described "Book Bank as an office or quarters for receiving and lending text books to the needy students for a certain period to use as their own paying nominal rentals and observing the rules laid down for the purpose"¹.

The term 'Book-Bank Facility' refers to the service offered by institute or other welfare society to the students in terms of their study books. Mostly undergraduate colleges and even engineering colleges offer this type of facility to their students. Special rules are framed to administer this facility. 'Book-Bank Facility' is an additional book lending facility for deserving students

under which they can borrow set of books for an academic year. Mostly needy, deserving and economically poor students of the institute are eligible for it.. Providing set of books helps them to get study material for a stipulated period. A set of books lent is expected to be returned back after the end of examination. Students' welfare is the main objective to administer this facility.

In general, a separate collection is maintained to run this facility. The rules that apply to administration and use are different than those of regular lending service. Institute initially provides financial assistance for this purpose. Sometimes university or UGC provide grants for rendering the service.

Book Bank facility seemed to be very helpful towards students. Any facility that helps students to grow academically needs to progress year by year. Users' expectations and needs are the best sources to improve the quality of the service. Self evaluation, user studies makes it possible to know about usefulness and necessity of it.. Motiang, Wallis, and Karodia recommended that to ensure that the users are always satisfied with the library services, users' survey be carried out on a regular basis². Onuoha, Omokoje, and Bamidele stated that the provision of service(s) as an essential part of libraries that should not be taken for granted³. When library offers facility to users, naturally library users have expectations of their own desires.

*Author for correspondence

2. About D.G. Ruparel College Book-Bank Facility

Book Bank facility for 'Needy and Deserving Students' is one of the immense facilities rendered by D.G. Ruparel College library from its inception. College Management bared the financial burden to render this service. From the year 2003, University of Mumbai is lending a hand to make such facility available to the students from reserved category. The service rendered today in D.G. Ruparel college library includes two different sets of students, viz., students from reserved category, and students from other categories with low family income. The norms for both the schemes are different. Scheme run for reserve category students do not have any restrictions for income limit, but the scheme for OPEN/OBC has income limit and students need to submit family annual income certificate at the time of applying for Book Bank Facility. Separate collection is maintained for book-bank purpose. College constituted 'Book-Bank Committee' to look after all the require assistance and administration of the scheme. Users' expectation is one of the lacking elements which remained untouched to know the user satisfaction about the service.

2.1 Administrative Challenges Encountered while Implementing the Scheme

- It was observed that, numbers of students applying for Book Bank Facility for both schemes were not promissory,
- Books demanded by the student were not properly listed in the application form. It had an effect on acquiring and lending books on time,
- Library has shortage of staff to manage the services at extreme level,
- The procedure to receive grant from Mumbai University Book Bank Scheme is in puzzle level. At the time of administering the facility, college is never aware whether grant will be sanctioned or not? If yes, what will be the sanctioned amount?
- Acquiring books from market was a difficulty to provide new books and also lent books on time, and
- Increase in the price of books and the ratio of the users had an effect in providing maximum number of books demanded by users.

3. Literature Review

Although there is not a surfeit of literature published on book bank facility, but much of the available literature

deals largely with overall satisfaction of user with library services.

Goyal and Joshi⁴ explained the concept of a Book Bank. They detailed the features of the Book Bank scheme as an operative at the Haryana Agriculture University including its year-wise growth in collection, rental charges received and the use of books from 1975 to 1981. Author suggested some improvements in the scheme. An assessment of use of book bank revealed there were many books which had no demand by book bank users. However, there was a good demand for the same titles in the main library. The decision was taken under the order of the Vice-Chancellor to transfer these books to the main library. Further it was decided to purchase, only those titles that needed by the students. The study suggested following suggestions for improvement and enhancement in the scheme. The rental charges should not be accepted from students belonging to backward class. Amount received as rental charges are utilized in purchase of the multiple copies of textbooks for book bank. Copies are added on the recommendation of teachers concerned.

Husain⁵ presented an overview of distribution of books from book bank section of Central Library, IIT, and Delhi. Paper provides information about application of CDS/ISIS computer package in book bank facility. As a procedure, IIT Delhi library created database of books to be listed in the Book Bank Performa. The list of books displayed and the master database of these books in CDS/ISIS saved the time for administering procedure as well as provided accuracy in bibliographic details. It made the library possible to prepare priority list according to income, category, merit and other criterion of students. Application of computerized systems benefited the library for smooth implementation of book bank section.

Apart from these studies several studies are carried out to know the satisfaction of users against the services offered by the library. In this regard it may be noted that, these studies considered library as a whole and its all services to find out the satisfaction of user.

4. Objectives

The nature of the study undertaken was to find out the loopholes in the existing procedure of implementing the Book Bank Facility. Following objectives were set for it.

- To find out various ways of awareness of the Book Bank Facility among the students,
- To find out user satisfaction about book bank facility,
- To find out usefulness of books provided to the students under the Book Bank Facility,
- To find out difficulties while filling up details in the

- book bank form,
- To find out users' expectations about library and know suggestions from users for improvement in the facility, and
- To know the preferences of students about books to be distributed under Book Bank Facility.

5. Scope and Limitations

This research includes both the Book Bank Schemes rendered by D.G. Ruparel College, Mumbai. The period considered for study was academic year 2014-15. Students registered for the first semester of the academic year 2014-15 and those have applied for the book bank scheme were included in the study.

6. Research Methodology

A survey was conducted using descriptive research method. In order to ensure adequate data, whole population was considered for the study. Data was collected from the students applied for the scheme in the year 2014-15 through a structured questionnaire. Documentary records about total enrollment of the students and book bank scheme were also studied. The responses received from the respondents are presented and analyzed by simple calculations using MS-Excel.

During the period of study, total 205 students of Degree College were asked to submit the questionnaire. Students studying in first year of Degree College could not fill up the question related to satisfaction of the service as this facility was rendered to the students of Degree

College only and so they had no experience about the 'D.G. Ruparel College Book Bank Facility' in the previous year.

7. Data Analysis

7.1 Responses

Total 205 students had applied and submitted their feedback about scheme. The number of responses for the scheme, out of enrolled students is mentioned below.

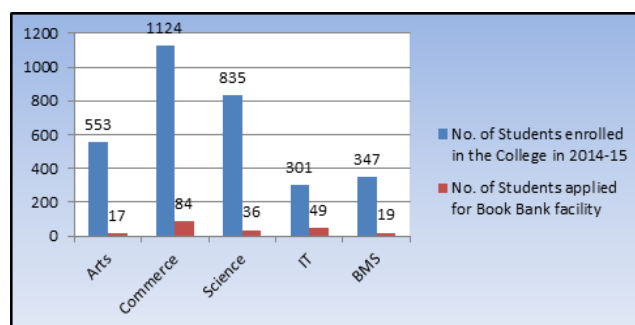


Figure 1. Number of students enrolled in the college and applied for book bank facility.

Responses were tabulated as per the academic level. The purpose ensures the representativeness of the academic level. Table 1 and Figure 1 show that total response to the book bank facility was 6.48% and the maximum response were from students of IT i.e. 16.28%.

Table 2 and Figure 2 show responses of students for both the schemes (category-wise) run by the D.G. Ruparel

Table 1. Number of students enrolled in the college and applied for Book Bank Facility

Stream	No. of Students enrolled in the College in 2014-15	No. of Students applied for Book Bank facility	Percentage to enrollment
Arts	553	17	3.07%
Commerce	1124	84	7.47%
Science	835	36	4.31%
IT	301	49	16.28%
BMS	347	19	5.47%
Total	3160	205	6.48%

Table 2. Category-wise number of students enrolled in the college and applied for book bank facility

Category	No. of Students enrolled in the College in 2014-15	No. of Students applied for Book Bank facility	Percentage to enrollment
Reserve Category (SC,ST,VJNT)	641	185	28.86%
OPEN, OBC,SBC	2519	20	0.79%
Total	3160	205	6.48%

College Library. Responses from reserve category were 28.86% while responses from OPEN/OBC students were found very low as only 0.79%.

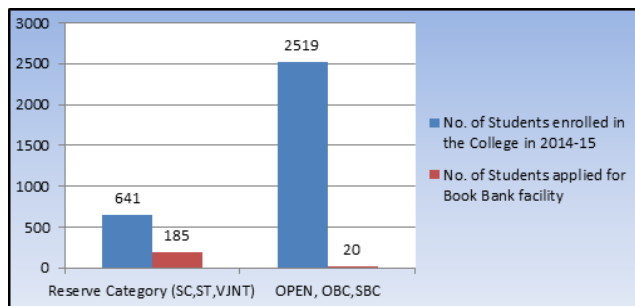


Figure 2. Category-wise number of students enrolled in the college and applied for book bank facility.

Table 3 denotes that most of the respondents were from first year of Degree College. Almost 50% of total respondents were from first year. Responses received for both the schemes are not promising.

Table 3. No. of students applied for book bank scheme as per academic course level

Degree	First Year	Second Year	Third Year	Total
Response	94	48	63	205

7.2 Awareness among the Students about Book Bank Scheme

Table 4 shows that respondents were requested to indicate their media of awareness about the scheme. 68% responses were driven from 'notice board', 18% responses were due to intimation from 'peer and friends' and 14% responses were due to the teachers as they informed their students about library's Book Bank Facility.

Table 4. Media of awareness about the facility among the students

Publicity and awareness	Notice Board	From peer	From Teachers
	143	37	30
Percentage	68%	18%	14%

7.3 Satisfaction among Users about Book-Bank Service

The users were requested to denote their satisfaction about the book bank facility provided by the library. Table 5 shows that 111 users indicated their response to satisfaction about the working of book bank scheme. 82% users were satisfied with the scheme and only 3% users were not satisfied due to the reasons as - scheme provides only first semester books and does not include second semester books; old syllabus books were included in the set; books were not found matching respondent's demand. 15% users could not reply as they were fresh admissions and applied for the first time.

7.4 Usefulness of Books Provided Under Book Bank Facility

Table 6 shows that one of the important aspects of this study was to find out usefulness of the books provided under Book Bank Facility. Distribution of books depends upon the availability of books in the library, fund available to purchase new titles, titles demanded by applicants etc. It was found that the demand lists from the students were not proper in terms of bibliographical details. Then too library tried to provide matching titles, but sometimes it could not relate to the demand list. Users were asked

Table 5. Satisfaction among users about book-bank service

User satisfaction	Satisfied	Unsatisfied	Very first users, who didn't respond	Students from first year Degree College	Total
	90	3	18	94	205
Percentage	82%	3%	15%	Not considered	100%

Table 6. Usefulness of books provided under book bank facility

Usefulness of books for study	Yes	No	Very first users, who didn't respond	Students from first year Degree College	Total
	92	1	18	94	205
Percentage	84%	1%	15%	Not considered	100%

to mention the usefulness of these titles for their study purpose. 84% users agreed upon the usefulness of books provided to them under the schemes while 1% users (i.e. only one user) reported that he was not agreed upon the usefulness of provided books. Out of these 111 users, 15% are the first time users, who indicated their inability to evaluate the usefulness of books for being applying for the very first time and not used the service during past year.

7.5 Difficulties while Filling up Details in the Book Bank Form

Table 7 indicates the responses to easiness of application form and other difficulties while filling the form. Out of 205 respondents 179 have responded the question. From the responses, 78.53% students indicated about the simplicity of the application form prepared for book bank scheme. 8.79% students found it difficult. The difficulties found were due to incomplete information of books such as author, title combinations; also about an inadequacy of place to write the known details.

Table 7. No. of students and difficulties in filling the application form

Difficulties in form filling	Yes	No	No response	Total
	18	161	26	205
Percentage	8.79%	78.53%	12.68%	100%

7.6 Guidance from Teachers for Selecting Books

Table 8 shows that students were unaware about the set of books to be referred. When they were asked to seek guidance to fill up information about books from their concern teachers, 56% students consulted their teachers. 16% reported that they do not require guidance from their teachers.

Table 8. No. of students sought guidance from teachers

Guidance from teacher	Yes	No	No response	Total
	115	31	59	205
Percentage	56%	16%	28%	100%

7.7 Preference about Books to be Distributed Under Book Bank Facility

To understand the student's point of view of selecting books for Book Bank Facility student were asked to convey their preference/priority to 'so called textbooks',

'books recommended in syllabuses and 'other reference books'. Table 9 indicates 102 students preferred the 'books recommended in syllabuses' as a priority for book bank books. Second preference was given to 'other reference books' and 'so called textbooks' was on third preference from the students.

Table 9. Preference recorded by students for book bank books

Priority	Category of books	Maximum votes
First preference	Books recommend- ed in syllabus	102
Second preference	Other reference books	24
Third preference	So called textbooks	27

7.8 Suggestions from Students about Book Bank Facility

Users were asked to give their suggestions, expectations, remarks, views about the Book Bank Facility rendered by the college library. They suggested following views.

- The facility should be rendered along with the commencement of course,
- Facility should include books for both the semesters i.e. including complete syllabus for the year,
- Deploy more library staff to render the service on time, and
- Prepare a subject wise exhaustive list of books, that library can provide under the Book Bank Scheme.

8. Findings and Observations

In consequence of a significant study, the researcher determined the following facts and findings.

- It was found that the ratio of applicants in comparison with total enrollment of the students is very low. To attract more number of students towards the facility, library must apply few marketing strategies to create awareness among students about the scheme. Teacher's involvement in the activity can improve the number of beneficiaries,
- Majority, 82% users were satisfied with the administration of the book bank scheme. Reasons mentioned for dissatisfactions may be considered towards the improvement of the facility,
- Books provided under the facility are found useful to the students and they were benefited from it,
- Majority of students did not face difficulties while preparing a list of books for the scheme. However incomplete, incorrect bibliographical details were

one of the reasons that library staff could not provide the service in due course of time.

- Students did not seek guidance from their concern teachers to select books for the scheme. This can be a reason in not providing correct combination of book metadata,
- 'Books recommended in Syllabus' were under more demand from the students for the scheme. While preparing a master list of these preferences should be given the priority, and
- Students demanded an early implementation of the scheme i.e. at the commencement of the academic year.

9. Recommendations

Following recommendations are strongly put up to run the service effectively.

9.1 Creating Awareness among the Students about the Book Bank Facility

It was found that lack of knowledge about the facility among the students was one of the reason that did not reach to its maximum use. It is recommended to actively provide more information about the scheme through all the possible means of communication to the students. Teachers' active participation for the publicity of the scheme is advocated along with the circulation of frequent official Notices in the classes about the scheme to improve awareness. Library can make use of SMS, e-mails, website and other technology based channels to reach the students.

9.2 Preparation of Master List of Books Available and can be made Available under the Facility

It is recommended that a master list containing books listed in the syllabus as also books available in the market be prepared to help students. Library staff need to be proactive and consult teachers regularly to prepare lists of documents to be added to the book bank.

9.3 Semester-wise Management of Facility

University of Mumbai adopted semester pattern for courses. Meanwhile course books were divided in semester pattern. It is recommended to ensure proper balance in acquiring books under the scheme.

10. References

1. Goyal SP, Joshi VK. (1981). Book bank scheme in an agricultural university, *Herald of Library Science*. 20(3-4):234-37.
2. Motiang IP, Wallis M, Karodia, AM. (2014). An evaluation of user satisfaction with library services at the University of Limpopo, Medunsa campus (Medical University of Southern Africa), *Arabian Journal of Business and Management Review (Oman Chapter)*. 3(11):41-57. <https://doi.org/10.12816/0016519>.
3. Onuoha UD, Omokoje A, Bamidele IA. (2013). Assessing service effectiveness and satisfaction with library services at Babcock University, Nigeria, *Information and Knowledge Management*. 3(9):84-90.
4. Goyal SP, Joshi VK. (1981). Book bank scheme in an agricultural university, *Herald of Library Science*. 20(3-4):234-37.
5. Husain S. (1999). Application of CDS/ISIS version 3.07 in book bank facility, Central library, IIT, Delhi, *Annals of Library Science and Documentation*. 46(3):113-17.