

Book Bank Service @ IIT Delhi: A Case Study

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Abstract

The purpose of this paper is to present a detailed case study of book bank service at Central Library IIT Delhi. Book Bank service is an important service provided to the economically poor students. The article presents the usage of book bank service at IIT Delhi by students of B.Tech in the first semester the academic year 2017-18. The data was collected from the LibSys software database and analyzed using different parameters to get a clear picture about the usage of book bank by different categories of students. The results depicted that 1704 books out of 4300 books were issued. The service was mostly utilized by first year students. The study will be helpful to library and information professionals in knowing the procedures to run the book bank scheme and to increase its usage.

Keywords: Academic Library, Book Bank, Curriculum Needs, Indian Institute of Technology Delhi (IIT Delhi), Marketing, User Satisfaction.

1. Introduction

Libraries are involved in dissemination of information to users. For maximizing usage, library products and services need to be marketed / publicized. Marketing process involves planning, promotion and delivering the appropriate products and services that lead to customer satisfaction. As libraries are non-profit organizations, user satisfaction is the hallmark of library marketing. Different methods are adopted by libraries to market products and services. Book Bank service is one of them¹.

2. Background of the Study

Indian Institute of Technology Delhi was established in 1961. The Central library and 18 departmental libraries cater to the academic needs of the faculty, students and staff of the institute. The Central library houses more than three lakh volumes and provides different services. One of the important services provided by the Central library to B.Tech students is the Book Bank service. The book bank collection comprises of 4300 textbooks A student can borrow up to six books issued for the whole semester. Book bank service is designed mainly for SC/ST/OBC/MCM students and also available to other students on first-cum-first-serve basis.

3. Review of Literature

There are not many studies on the book bank service in academic libraries.

Garate and Garate (2017) have conducted a study about the use and satisfaction of the users regarding book bank services. In the study, they found the service to be in demand by the students and suggested ways to improve the service to increase user satisfaction. Waghmode (2013) has highlighted the best practices in Sonubhau Baswant College Library. In this article, he examines how book bank service along with other services is increasing the usage of library. Husain (1999) has discussed the application of CDS/ISIS version 3.07 for the distribution of book-bank books in Central Library, IIT Delhi.

4. Objectives of Book Bank Service

Book bank service is provided by the Central Library with the following objectives (Husain, 1999):

1. Support the curriculum needs of the students;
2. Increase the reading habits of the students;
3. Relieve the load on the library staff;
4. Maximize the use of library, and
5. Publicize other library products and services.

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The objective of this study is to understand the extent and pattern of use of book bank service at the Central Library.

Book bank service is offered twice a year in the beginning of the academic session, i.e. in the months of January and August. The book bank collection is reviewed every year on the basis of usage and demand, and new books are added using the LibSys software (Figure 1).

In January and August, a notice is posted on the Central Library’s website and a mail is sent to all B.Tech students. The service also publicized via notices pasted on the notice boards in the library, in the hostels, cafeteria, etc. The books borrowed from the Book Bank are due to be returned to the Central Library after the last day of the semester examination and a student can borrow a maximum of 6 books.

IIT, New Delhi		TITLES IN BOOK BANK		Date :25/07/2017		
S.No.	Title Details	Rental	Book Id	Copies	Reserve	Shared
1.	8086/8088 family : design, programming and interfacing/ by J / Uffenbeck, John , 2007		2669	5		1:1
3.	Advanced engineering mathematics / Zill, Dennis G. , 2018		3011	25		1:1
4.	Advanced engineering mathematics / Jain, R. K. , 2002		3007	2		1:1
5.	Advanced engineering mathematics / Kreyszig, Erwin , 2015		2960	5		1:1
6.	Advanced engineering mathematics / Jain, R.K. , 2014		2935	1		1:1
7.	Advanced engineering mathematics / Kreyszig, Erwin , 2006		2931	1		1:1
8.	Advanced engineering mathematics/ by Erwin Kreyszig / Kreyszig, Erwin , 2012		2876	25		1:1
9.	Advanced engineering mathematics/ by Alan Jeffrey / Jeffrey, Alan , 2003		2831	16		1:1
10.	Advanced engineering mathematics/ by R.K. Jain and S. R. K. / Jain, R.K. , 2007		2794	18		1:1

Figure 1. List of titles in book bank.

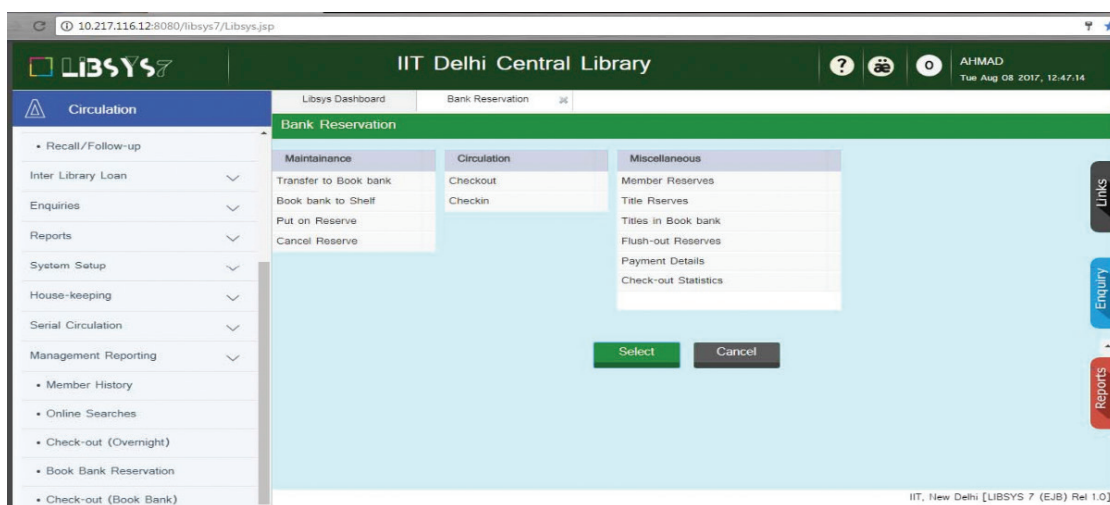


Figure 2. Showing the book bank module in LibSys.

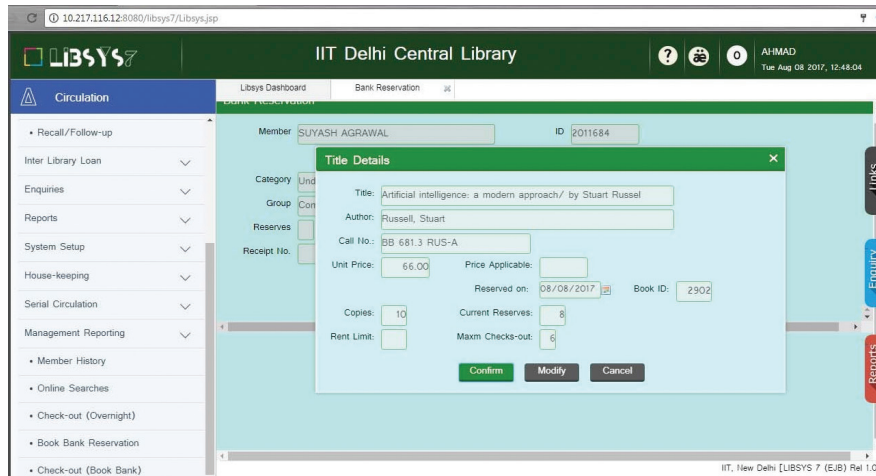


Figure 3. Showing the process of reserving the book in the name of a student.

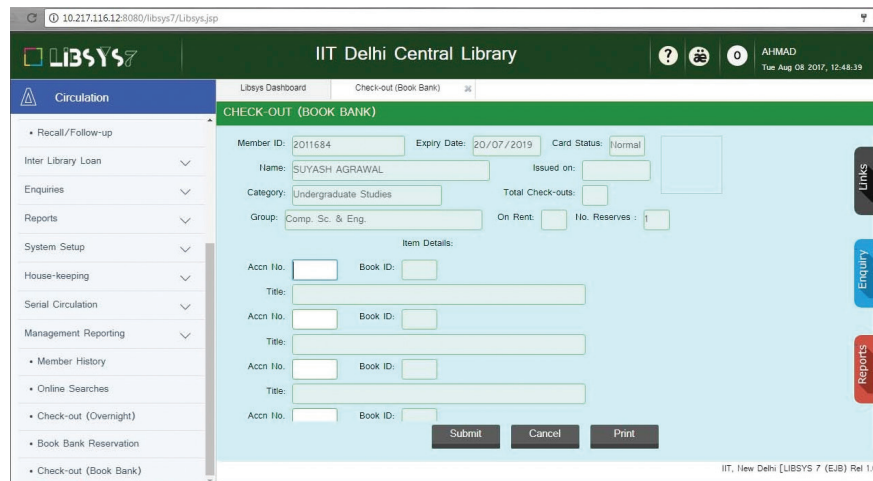


Figure 4. Showing how to check-out (issue) the book from bank book.

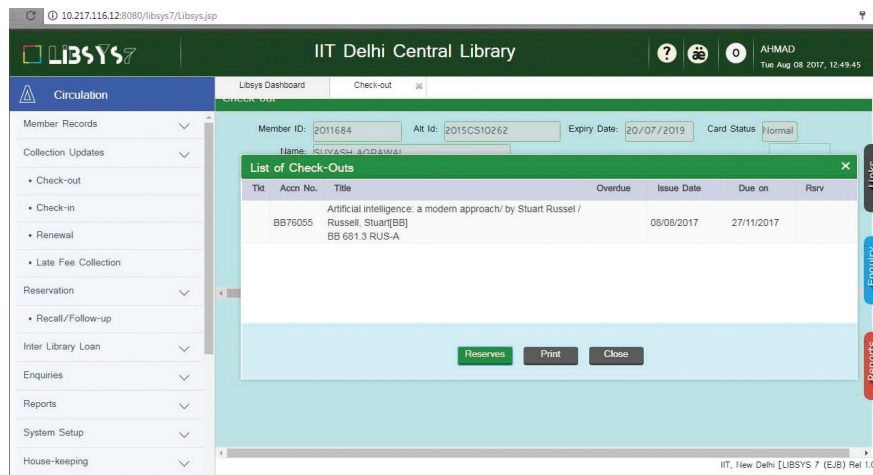


Figure 5. Showing the check-out (issue) book.

5. Research Methodology

The data was taken from LibSys software database using check-out statistics in book bank reservation. The data was analyzed and interpreted to gain useful insights regarding the usage of book bank service some suggestions have been made to maximize the usage and to bridge the gaps in the service.

6. Data Analysis and Interpretation

6.1 Number of Registered/Enrolled B.Tech Students in Central Library

There are 2619 undergraduate students registered for the academic year 2017-18 in Central Library. The distribution is given in Table 1:

Table 1. Number of registered/enrolled B.Tech students in central library

SC/ST	OBC	GEN
580 (22.1%)	686 (26.19%)	1353 (51.66%)

6.2 Number of Students who Availed the Book Bank Service

Of the 2619 undergraduate students, only 642 (24.51%) students utilized the service during Semester 1 of the academic year. Table 2 indicates the category-wise distribution of students who used the service.

Table 2. Category-wise distribution of students

SC/ST	OBC	GEN
252 (43.44%)	218 (31.78%)	172 (27.1%)

6.3 Number of Books Issued to the Students

Even though a student is entitled to borrow up to most students who used the service borrowed 2 or 3 books (Table 3).

Table 3. Number of books borrowed through service

No. of Books Issued	SC/ST	OBC	GEN	Total
One	24 (9.52%)	67 (30.7%)	75 (43.60%)	166 (25.85%)
Two	59 (23.41%)	72 (33.02%)	45 (26.16%)	176 (27.41)

Three	52 (20.63%)	45 (20.64%)	36 (20.93%)	133 (20.71%)
Four	48 (19.04%)	20 (9.17%)	12 (6.97%)	80 (12.46%)
Five	38 (15.07%)	13 (5.96%)	4 (2.32%)	55 (8.56%)
Six	31 (12.31%)	1 (0.45%)	0	32 (4.98%)
Total	252	218	172	642

6.4 Total Number of Books Issued Under Each Category of the Students

A total of 1704 books were issued to different categories of students under the scheme (Table 4).

Table 4. Books issued to different categories of students

Total Number of Books Issued	SC/ST	OBC	GEN
1704	866 (50.82%)	497 (29.16%)	341 (0.01%)

Surprisingly, the number of students utilizing the service drops significantly as students move to higher classes (Table 5) suggesting that senior students do not find the service very useful. The usage also varies with the branch of engineering the student is studying (Table 6).

Table 5. Utilizing the service drops significantly as students move to higher classes

Year	SC/ST	OBC	GEN	Total
1st	118 (46.82%)	118 (54.12%)	100 (58.13%)	336 (52.33%)
2nd	73 (28.96%)	62 (28.44%)	35 (20.34%)	170 (26.47%)
3rd	49 (19.44%)	29 (13.30%)	28 (16.27%)	106 (16.51%)
4th	10 (3.96%)	7 (3.21%)	6 (3.48%)	23 (3.58%)
Dual Degree	2 (0.79%)	2 (0.91%)	3 (1.74%)	7 (1.09%)
Total	252	218	172	642

6.5 Department-wise Distribution of Book Bank

Table 6. Department-wise distribution of book bank

Department	SC/ST	OBC	GEN	Total
Civil Engineering	38 (15.07%)	36 (16.51)	37 (21.51%)	111(17.28%)
Chemical Engineering	36 (14.28%)	37 (16.97)	23 (13.37%)	96 (14.95%)
Mechanical Engineering	39 (15.47%)	32 (14.67%)	24 (13.95%)	95 (14.79%)
Electrical Engineering	39 (15.47%)	28 (12.84%)	27 (15.69%)	94 (14.64%)
Textile Technology	22 (8.73%)	25 (11.46%)	17 (9.8%)	64 (9.96%)
Computer Science & Engineering	26 (10.31%)	20 (9.17%)	12 (6.97%)	58 (9.03%)
Biochemical Engineering & Biotechnology	21 (8.33%)	13 (5.96%)	11 (6.39%)	45 (7.00%)
Mathematics Department	18 (7.14%)	09 (4.12%)	12 (6.97%)	39 (6.07%)
Physics Department	11 (4.36%)	18 (8.25%)	09 (5.23%)	38 (5.91%)
Chemistry Department	02 (0.79%)	00	00	02 (0.3%)
Total	252	218	172	642

7. Findings of the Study

Following are the findings of the study:

- Less than a quarter of the students utilized the Book Bank service;
- Only a third of all the books available in the Book Bank were borrowed;
- Even though the service has been aimed at assisting students belonging to economically weaker sections, just about half of Sc/ST students and less than a third of OBC students utilized the service; and
- The service seems to be used mostly by students in the first year and the usage dropped significantly as students moved to higher classes.

8. Suggestions

Following suggestions may be considered to ensure greater use of the service:

1. The service needs to be publicized and students need to be given proper orientation; and
2. The collection should be developed in consultation with members of faculty and should be regularly updated by withdrawing old titles / earlier editions and adding new ones.

9. References

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