
USER OPINION BASED ORGANISATION AND SERVICES OF UNIVERSITY LIBRARIES IN RAJASTHAN : A PRACTICAL STUDY

P.C. Vijayvergiya¹, Ramkesh Meena² & P. L.Sharma³

¹Sr. Professional Assistant, Central Library, Mohanlal Sukhadia University,
Udaipur – 313001 (Rajasthan)

²Deputy Librarian, University Central Library, Mohanlal Sukhadia University,
Udaipur–313001 (Rajasthan)

³ Deputy Manager (Library), NHPC Limited, Salal Power Station, Jyotipuram,
Distt. Reasi, J&K-182312

ABSTRACT

University libraries have to provide its services definitely in an environment which is surrounded by all types of academic communities. Such academic communities consist of Faculty Members, post-graduate students, research students, as well as group of other types of users. Members of such groups differ greatly in terms of their requirement of information and their mental status. All these variables pose a high-level challenge, which is faced by staff working in any university library that itself is controlled by their qualifications, capability and individual qualities. This leads to changes/variance in principles of management and practical situations in university libraries. Out of the staff, the librarian, specially the main librarian who also acts as manager of the library has to work independently, and also in coordination in existing environment of the library. Conclusion that parameter of total library services by the administrative officers is 3.07, and they find it good. Faculty members put it at 2.77, and rate it at little above the level of satisfactory and good. Researchers keep it at 2.07, and rate it at satisfactory level and lastly the students treat it at more than satisfactory level and as 2.23.

Background

University libraries have to provide its services definitely in an environment which is surrounded by all types of academic communities. Such academic communities consist of faculty members, post-

graduate students, research students, as well as, group of other types of users. Members of such groups differ greatly in terms of their requirement of information and mental status. All these variables pose a high-level challenge, which is faced by staff working in any university library that itself is controlled by their qualifications, capability and individual qualities. This leads to changes/variance in principles of management and practical situations in university libraries. Out of the library staff, specially the main librarian who also acts as manager of the library has to work independently, and also in co-ordination in existing environment of the library.

Research Methodology

Nature of present investigation is primarily based on experiences of users, which makes this study specific and identifies it in an entirely different manner, as it will have practical importance in future. To maintain the present study as complete from experience point of view, for testing user satisfaction and structural characteristics, three hundred users have been selected to elaborate the studies on the basis of by purposeful selection procedure. All the respondents have been placed in four categories as follows:

- | | | | |
|----|-------------------------|---|---------|
| 1. | Administrative officers | – | 30 nos. |
| 2. | Faculty members | – | 90 nos. |
| 3. | Research students | – | 90 nos. |
| 4. | Students | – | 90 nos. |

All the respondents have been selected keeping in mind the objectives of the study. In first category 30 administrative officers, who have been selected those are directly concerned with management of university libraries. Such administrative officers have been limited to 10% of total universe/sphere, because the number of attached administrative officers is only a minor fraction of total users of any university library. As it was more desirable to test effectivity of organizational specialities from the user point of view, hence in present studies 90% of total respondents belong to different categories and provided their opinion. It is because user of any university library are related to only three categories, so teaching and non-teaching staff have been put in first category, second category consist of research students pursuing Ph.D., M.Phil. and various project works. The third and last category is constituted by the students belonging to post-graduate and under-graduate curricula.

Statistical Analysis

All the established statistical procedures have been taken into account for logical, reliable and valid inference of data after their suitable compilation. For proper statistical analysis of compiled data, interpretation of facts, presentation, classification and tabulation process, necessary procedures like

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percentage, proportion, Locust's parameter method were used for calculation of mean and SPSS (Statistical Package for Social Sciences, mode and median version 9.0) as and where needed.

For the research purpose 300 respondents have been selected from all the universities in Rajasthan. To prove it, practical personal views of all the respondents have been ascertained through questionnaire. Because the respondents include administrative officers, researchers and students, and to test reliability of the data provided, all of them were connected with active use of university library.

The obtained data have been presented in following table:

Table 1: Use of University Libraries by Respondents

	Administrative Officers		Faculty Members		Researchers		Students	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Regular	06	20.00	52	57.78	45	50.00	26	28.89
Irregular	17	56.67	27	30.00	26	28.89	43	50.00
Casual	07	23.33	11	12.22	18	20.00	15	16.67
Never	00	00.00	00	00.00	01	01.11	4	04.44
Total	30	100.00	90	100.00	90	100.00	90	100.00

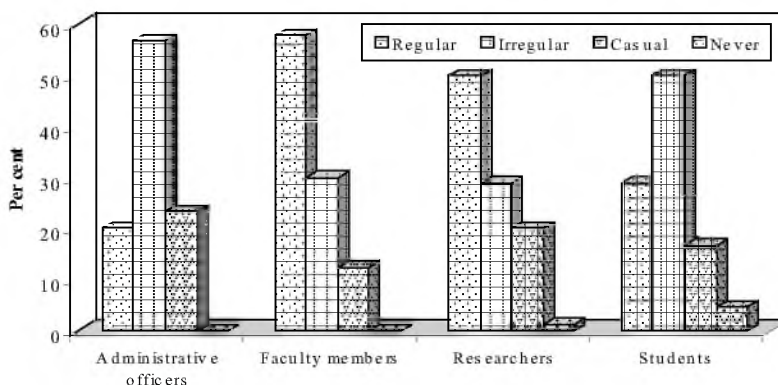


Figure 1 : Use of University Libraries by Respondents

Above data indicate that university libraries are used regularly at most of the times by faculty members (57.78%) and then by research students (50%). But administrative officer (56.67%) and students (50%) use library at all times irregularly.

Suggestion Related to Structural Organization

Following information has been sought from the users of libraries in order to understand that what type of system they think is more effective and useful:

- (a) Whether there should be central library in the university?
- (b) Whether there should be faculty/college library along with University Central Library?
- (c) Whether there should be departmental libraries in addition to university central library in all the university academic departments?
- (d) There should be separate library for any department, or
- (e) Any other alternative arrangement for library in the university must be created?

All the responses for the above were analyzed in group pattern, the results of which have been represented in Table-2.

Table 2: Suggestions About Organizational Setup

Organizational set up	Administrative Officers		Faculty Members		Research Students		Students	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Central Library	02	6.67	03	3.34	01	1.11	02	2.22
Central Library + College Library	06	20.00	29	32.22	26	28.89	29	32.22
Departmental Library + Central Library	20	66.67	54	60.00	60	66.67	57	63.34
Departmental Library	02	6.66	04	4.44	03	3.33	02	2.22
Total	30	100.00	90	100.00	90	100.00	90	100.00

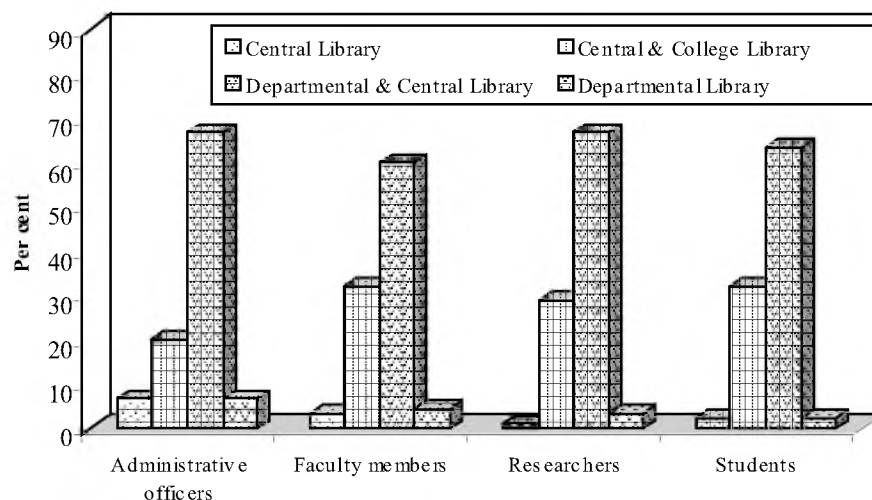


Figure 2 : Suggestions About Organizational Setup

It can be well said on the basis of above data that university central library along with department libraries was thought to be good arrangement/alternative by most of the administrative officers (66.67%), research students (66.67%), faculty members (60%), as well as, students (63.34%). But 20% administrative officers, 32.33% faculty members, 28.88% research students and 32.22% students were of the view that central library along with college library was another option. So, we can put forward the suggestion most agreed that best organizational set up in the university should be central library along with departmental libraries.

Assessment of Problems of University Libraries

To analyze the intensity of problems which exist in use of libraries, users were asked to rate it on five point scale. Further following were the general problems in use of university library:

- (a) Red tapism,
- (b) Unnecessary delay in any job,
- (c) Opinion on working hours,
- (d) Non-availability of staff at the working place in the library,
- (e) Unavailability of books and journals in the library,
- (f) Non-availability of reference and reordering services, documentation,

- (g) Denial of ready availability of newly purchased books and journals,
- (h) Mismanagement of study material in the library.

(a) **Problem of Red-Tapism**

Library service is a dedicated service. Because of this there is no matching between red-tapism and research work. If library services are delayed then users develop disinterest for the library. All of such thoughts have been analyzed in table 3 as given below:

Table 3: Problems of Red-tapism

Level of Problem	Administrative Officers		Faculty Members		Research Students		Students	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Highest	00	00.00	03	3.33	14	15.56	16	17.78
High	00	00.00	05	5.56	10	11.11	17	18.89
Medium	05	16.67	09	10.00	13	14.44	27	30.00
Low	07	23.33	10	11.11	30	33.33	16	17.78
Lowest	18	60.00	63	70.00	33	25.56	14	15.55
Total	30	100.00	90	100.00	90	100.00	90	100.00

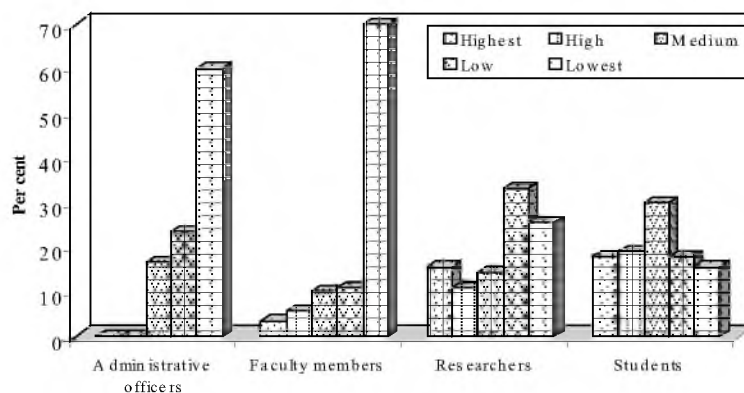


Figure 3 : Problems of Red-Tapism

The observations of above table make it clear that administrative officer (60%) and faculty members (70%) treat red-tapism as a lowest one. But in comparison research students (33.33%), feel this problem as low one, on the other side students rate this problem as medium (30%) one. So it can be safely said that university libraries do not suffer from problems of red tapism.

Unnecessary Delay in any Job

From this point of view problem of unnecessary delay turns out to be different one from that of red-tapism. It is because red-tapism totally denies any job/work, but delay makes possible job/work at another time or one has to wait for a time more than required may be, it is due to lack of time or staff or any other valid/invalid reason. Detailed analyses of all such responses have been given in table 4 as follows:

**Table 4: Views of Readers/User Regarding Problem of Unnecessary
Delay in University Libraries**

Level of Problem	Administrative Officers		Faculty Members		Research Students		Students	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Highest	00	00.00	03	3.33	17	18.89	22	24.45
High	01	3.33	08	8.89	14	15.56	28	31.11
Medium	05	16.67	35	38.99	39	43.33	21	23.33
Low	07	23.33	25	27.78	15	16.67	09	10.00
Lowest	17	56.67	19	21.11	05	5.55	10	11.11
Total	30	100.00	90	100.00	90	100.00	90	100.00

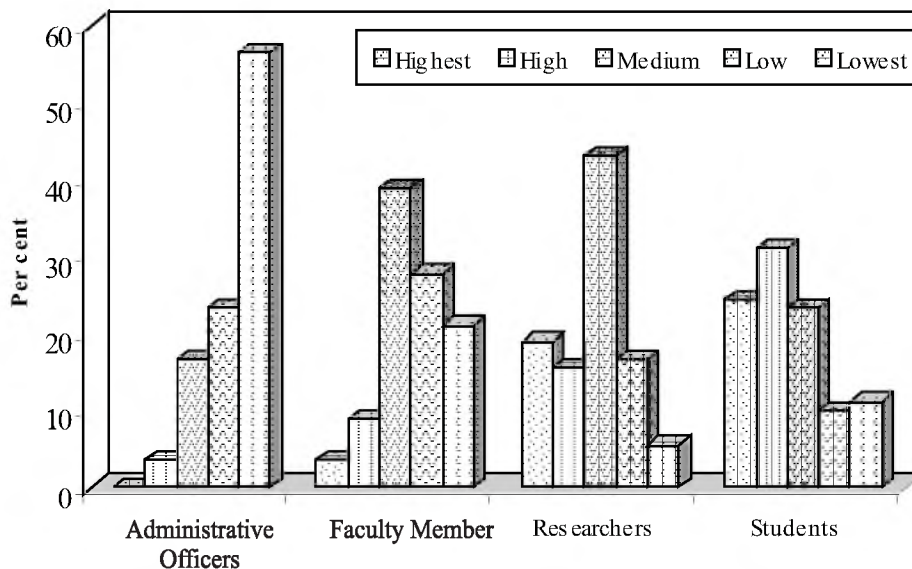


Figure 4 : Views of Readers Users Problem of Delay in University Libraries

Data in above table indicate that 56.67% administrative officers treat delay in services as lower one. But 38.89% faculty members and 43.33% research students treat such delay as medium one. On the contrary 24.45% student treat such delay as highest one.

Lesser Working Hours

As there are problems of unrestricted numbers of users, lack of concentration at student residences, as well as, absence of academically supported atmosphere in student hostels of various university campuses. So it becomes necessary that working hours of university libraries must not be less than 12 to 16 hours per day. This view has been amply supported by many scholars and commissions on above. Following table divulge views of such users of university libraries in the state.

Table 5: Views Regarding Working Hours in Various University Libraries

Level of Problem	Administrative Officers		Faculty Members		Research Students		Students	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Highest	00	00.00	01	1.11	13	14.14	06	6.67
High	02	06.66	08	8.89	19	21.11	15	16.67
Medium	09	30.00	42	46.67	28	31.11	23	25.55
Low	11	36.67	20	22.22	15	16.67	26	28.89
Lowest	08	26.67	19	21.11	15	16.67	20	22.22
Total	30	100.00	90	100.00	90	100.00	90	100.00

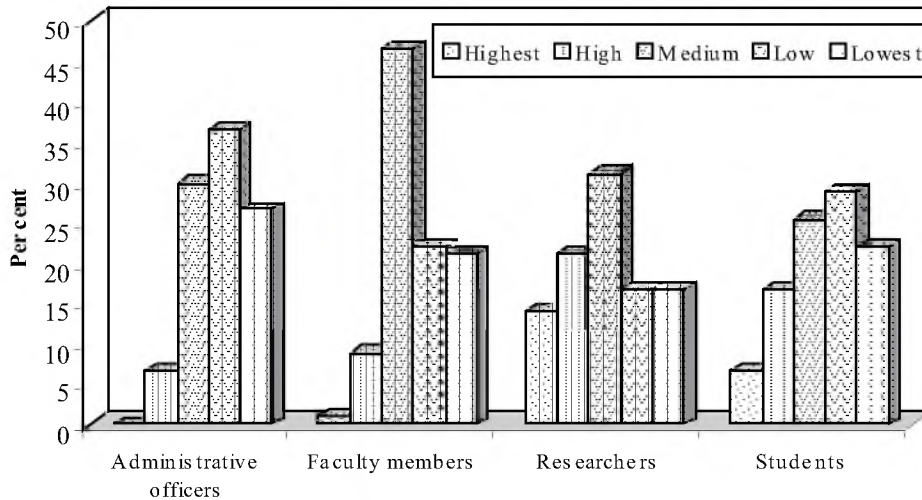


Figure.5 : Views on Working Hours in Various University Libraries

Data of above table indicate that lesser working hours have been rated by 36% administrative officers and 28.89% students as a low level problem. But 46.67% faculty members and 31.11% research students treat this is a medium level problem. There are no two views that users of library have

increased to a good extent, but it is also a fact that all the readers are not dedicated to their studies, as desired. Only few readers make use of reference material and matters related to current affairs. Definitely university library needs increased working hours, and the requirement must not be denied by an efficient administration.

Non-availability of Staff at the Working Place in the Library

'Non-availability or absence of staff in the library at the working place', by this we mean that there is undue delay in any service desired. Whether the users are suffering from such problem? the view on the response have been presented in table 6 as follows:

Table 6: Non-availability of Staff at the Working Place in the University Library

Level of Problem	Administrative Officers		Faculty Members		Research Students		Students	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Highest	00	00.00	03	3.33	08	8.89	06	6.67
High	01	03.33	13	14.44	17	18.89	20	22.22
Medium	01	03.33	25	27.78	18	20.00	17	18.89
Low	03	10.00	26	28.89	20	22.22	19	21.11
Lowest	25	83.34	23	25.56	27	30.00	28	31.11
Total	30	100.00	90	100.00	90	100.00	90	100.00

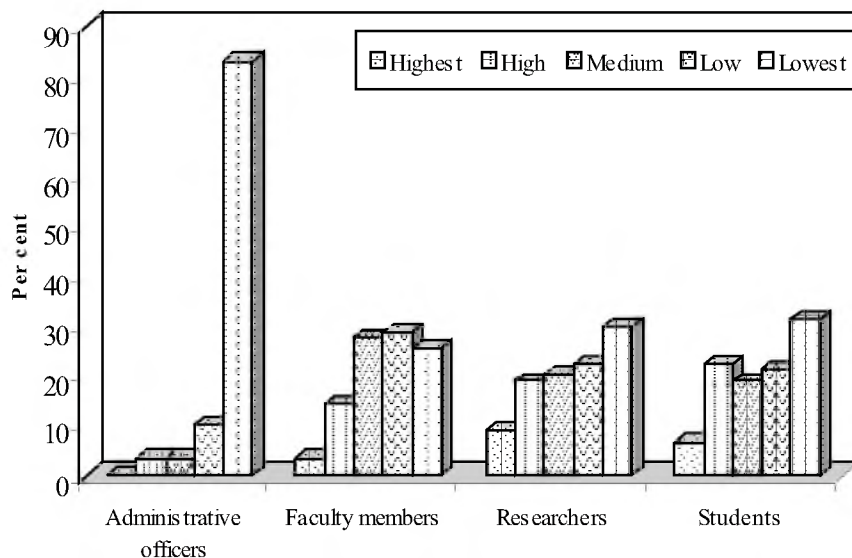


Figure 6 : Non-Availability of Staff at the Working Place in the University Library

Above table 6 denote that only 28.89% faculty member rated the problem of unavailability as of low level, but 83.34% administrative officers, 30% research students and 31.11% students rated the above problem as of lowest level.

Unavailability of Books and Journals in the University Library

Any library is supposed to be storage of collections of materials related to knowledge. This material related to knowledge is mostly present in books and journals. Availability of such materials in fullest numbers is there or not, views have been expressed in following table 7:

Table 7: Unavailability of Journals and Books in University Library

Level of Problem	Administrative Officers		Faculty Members		Research Students		Students	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Highest	06	20.00	26	28.89	33	36.67	20	22.22
High	09	30.00	31	34.44	27	30.00	11	12.22
Medium	06	20.00	23	25.56	20	22.22	32	35.56
Low	05	16.67	08	8.89	09	10.00	09	10.00
Lowest	04	13.33	02	2.22	01	1.11	18	20.00
Total	30	100.00	90	100.00	90	100.00	90	100.00

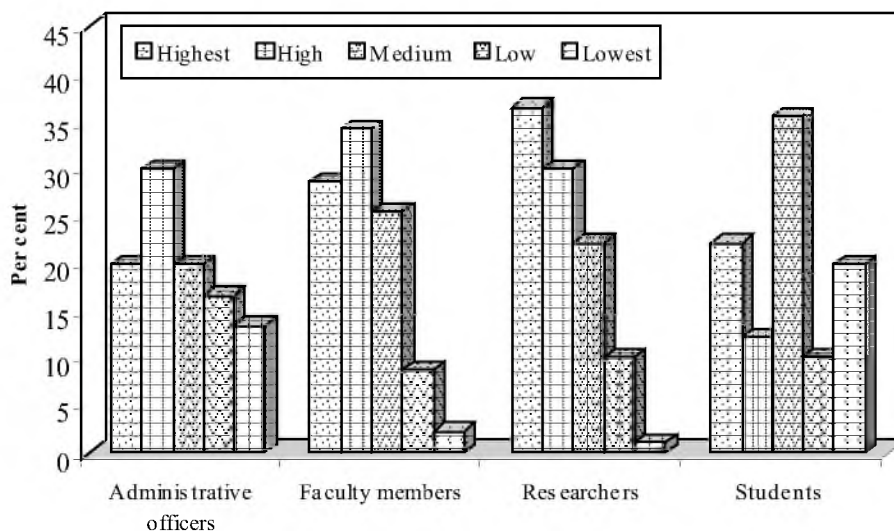


Figure. 7 : Unavailability of Journal and Books in University Library

Data of above table indicate that 30% administrative officers and 34.44% faculty members rate the problem to be of a high level. But 36.67% research students think that it is of highest level and 56% students rate it only as of medium level.

Non-availability of Reference and Documentation Services in the University Library

Modern library is not a simple storehouse of books or reading materials. But it helps to provide various types of information and supplements studies of all the users. Table 8 furnishes information and views regarding unavailability of varied types of reference and documentation materials in any university library.

Table 8: Unavailability of Reference and Documentation Services in University Library

Level of Problem	Administrative Officers		Faculty Members		Research Students		Students	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Highest	02	6.67	10	11.11	18	20.00	13	14.14
High	03	10.60	18	20.00	11	12.22	10	11.11
Medium	06	20.00	36	40.00	23	25.56	16	17.78
Low	10	33.33	15	16.67	18	20.40	19	21.11
Lowest	09	30.00	11	12.22	20	22.22	32	35.56
Total	30	100.00	90	100.00	90	100.00	90	100.00

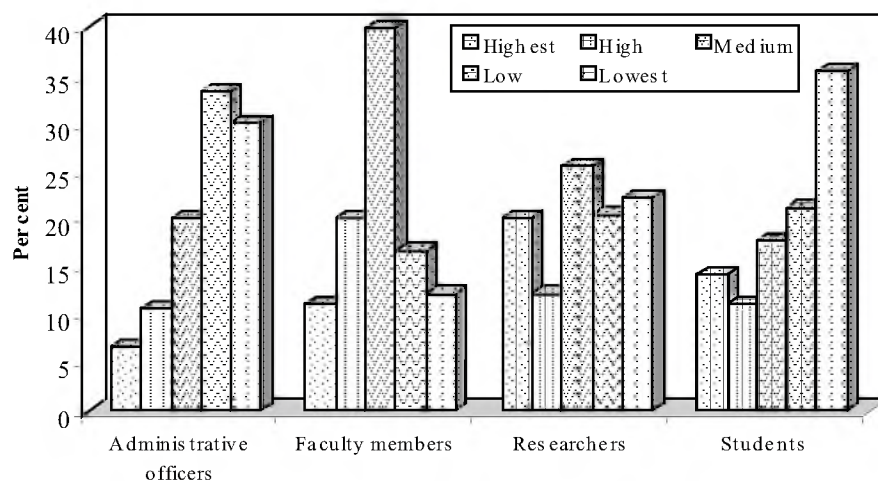


Figure 8 : Unavailability of Reference and Documentation Services in University Library

Fig. 8 : Unavailability of Reference and Documentation Services in University Library

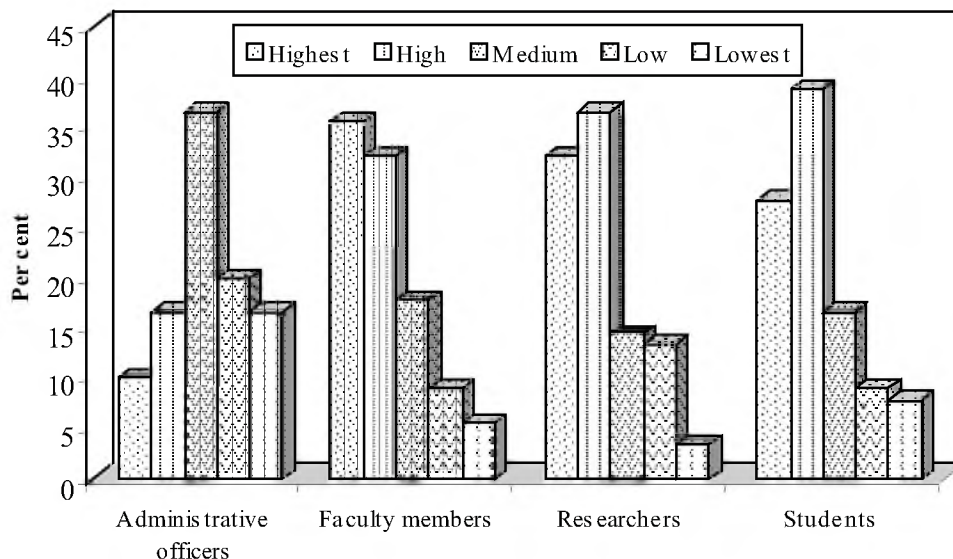
Table 8 indicate that non-availability of reference and documentation materials in university libraries is a medium level problem as rated by 40% faculty members and 25.56% research students. While 33.33% administrative officer rate it as low level problem and 35.56% student treat it as lowest level problem.

Denial of Ready Availability of Newly Purchased Books and Journals

It is a common procedure that in most of the libraries books and journals are purchased in a routine manner. But, accession, classification, listing, as well as, other library procedures take their time and whatever material is urgently needed by the users, is not made available to them; hence their studies suffer a lot. All of such views have been tabulated in following table 9:

**Table 9: Newly Purchased Books and Journals not Made Readily Available
by University Libraries**

Level of Problem	Administrative Officers		Faculty Members		Research Students		Students	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Highest	03	10.00	32	35.56	29	32.22	25	27.78
High	05	16.67	29	32.22	33	36.67	35	38.89
Medium	11	36.66	16	17.78	13	14.45	15	16.67
Low	06	20.00	08	8.89	12	13.33	08	8.89
Lowest	05	16.67	05	5.55	03	3.33	07	7.77
Total	30	100.00	90	100.00	90	100.00	90	100.00



**Figure9 : Newly Purchased Books and Journals not made Readily Available
by University Libraries**

Above table shows that the problem of making early availability of newly purchased books and journals is a problem of medium level as rated by 36.66% administrative officers. While 35.56% faculty members rate it as problem of highest level and 36.67% research students and 38.89% student treat this as a problem of high level.

Mismanagement of Study Material in University Library

By mismanagement of study material in the university library we mean that concerned study material is not arranged in proper places/display racks. In such a situation the user waste much of his time in searching the required study material in its proper place, when it is misplaced or not placed. The views of readers on such a problem have been listed in following table 9:

Table 10: Mismanagement of Study Material in a University Library

Level of Problem	Administrative Officers		Faculty Members		Research Students		Students	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Highest	03	10.00	39	43.33	08	8.89	08	8.89
High	06	20.00	26	28.89	13	14.45	15	16.67
Medium	07	23.34	04	4.44	46	57.11	18	20.00
Low	07	23.33	06	6.67	11	12.22	39	43.33
Lowest	07	23.33	15	16.67	12	13.33	10	11.11
Total	30	100.00	90	100.00	90	100.00	90	100.00

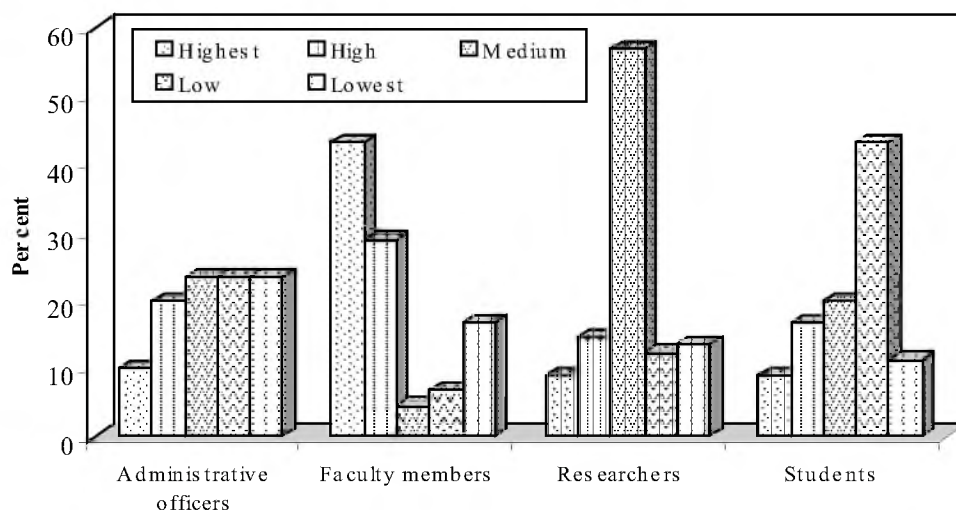


Figure 10 : Mismanagement of Study Material in a University Library

Above table clearly exhibits that mismanagement of study material is treated as problem of lowest to medium level by most of the (60%) administrative officers. But 43.33% faculty members rate it as

problem of highest level; while 57.11% research students treat this as problem of medium level. 43.33% student do not agree about it with others and rate it as problem of low level.

Modal Parameters of Library Problems

Locust's scale is very much useful in measurement of practical aspects. This is used so often by the social scientists, population scientists, as well as, by psychologists in various investigations. It helps greatly in elaboration of practical aspects. Nagda (1992) assess the views of traditional practices of the study through this five point scale.

We have analyzed here problems of university libraries with the help of five point scale as given by Locust's parameters. In present analysis all the view of respondents of different categories have been assigned five point scale and each point has been incorporated with score, which is as follows:

Views of Various Users/ Readers

For the clarity of views on scientific basis, all the services of the university library at all levels have been put on modal parameters. So, for highest 5 scores and likewise for high 4, medium 3, low 2 and lowest 1 have been assigned. Then these have been multiplied with their frequency and divided by total frequency so as to arrive at modal value. All this has helped to restrict views in definite limit or boundary.

For example

- A = Red-tapism
- B = Unnecessary delay in any job/ work
- C = Views regarding duration of working hours
- D = Unavailability of staff on working place
- E = Unavailability of books and journals
- F = Unavailability of reference and documentation services
- G = Denial of ready availability of newly purchased books and journals
- H = Mismanagement of study materials

Levels of all of the above problems have been depicted in modal proportion table as follows:

Table 11: Model Parameters of Levels of Different Problems of University Libraries

	User's suggestions on the various problems of libraries of universities					
	Administrative Officers	Faculty Members	Researchers	Students	\bar{X}	Level
A	1.57	1.61	2.58	3.06	2.21	VII
B	1.67	2.46	3.26	3.48	2.72	IV
C	2.17	2.47	3.00	2.57	2.55	VI
D	1.27	2.41	2.54	2.52	2.19	VIII
E	3.27	3.79	3.91	3.07	3.51	II
F	2.30	3.01	2.88	2.48	2.67	V
G	2.83	3.83	3.81	3.70	3.54	I
H	2.70	3.76	2.93	2.69	3.02	III

By perusal of above table it become clear that administrative officers have 1.57 on the problem a (red-tapism), it means administrative officer treat this problem between lowest and low level. Faculty members have their at 1.61, i.e., they treat it between the middle of lowest and low level. Research students have their as 2.58, it means they keep it between middle level of low and medium. Likewise of students is 3.06 and it is about of medium level.

From the view point of problem B, i.e., delay in availability of facilities and services. The parameter of administrative officers is 1.67, and they treat this problem to of higher level than lowest and medium. Faculty members have their parameter at 2.46, i.e., problem lies at a level of low and medium. Research students have their parameter at 3.26, that means it is higher than medium level and lastly students have their parameter at 3.48, and treat the problem between the level of medium and high.

Problem C, i.e., on the working hours parameter of administrative officer is 2.17 and it is higher than low level. Faculty members have their parameter at 2.47, and treat the problem between low and medium level. Research students keep the parameter at 3.00, and feel the problem to be of medium level. Lastly the students have the parameter at 2.57 and keep the problem between low and medium.

On the problem D, i.e., unavailability of staff on working place parameter of administrative officers is at 1.27, and they think it to be at a level higher than lowest. Faculty members' parameter is 2.41, hence they treat it at a level between low and medium. Parameter of research students' staff is 2.54, and students keep it at 2.52, hence it is at a level between low and medium level.

Problem E, i.e., unavailability of books and journals, is treated by administrative officers at higher level than medium with parameter of 3.27. Faculty members keep it at 3.79, and at a level lower than high. Research students/staff opt parameter at 3.91 and place it at a level of high. Lastly students have parameter at 3.07 and keep the problem at medium level.

Problem F, i.e., unavailability of reference and documentation services is kept at 2.30 by administrative officers and at a level higher than low. Faculty members have their parameter at 3.01 and at a level of medium. Researchers keep it at 2.88 and a level lower than medium and students treat it at 2.48 and at a level between low and medium.

Problem G means denial of ready availability to newly purchased books and journals, on it parameter of administrative officers is 2.83 at a level lesser than medium. In comparison faculty members, researchers and students have their parameters at 3.83, 3.81 and 3.70 respectively and all the three treat the problem at a level lesser than high.

Problem H of mismanagement of study material is treated at parameter of 2.70, 2.93 and 2.69 by administrative officers, researchers and students respectively and keep it at a level lesser than medium. But faculty members keep it at 3.76 and at a medium level.

By considering all the data of table 10 it becomes clear that all the problems listed in all the university libraries in Rajasthan lie between low and high level as studied, and there is no problem which stands at highest or lowest level.

According Locust's parameter measures, level assigned by the respondents to all the problems of the libraries, mean values of parameters and effectivity serial of various problems are as follows:

1. Denial to ready availability of newly purchased books and journals;
2. Unavailability of books and journals;
3. Mismanagement of study material;
4. Unnecessary delay in any job/work;
5. Unavailability of reference and documentation services;
6. Views regarding working hours;

7. Red-tapism
8. Unavailability of staff at working place.

Major Factors Controlling Problems

From the studies point of view major factors controlling these problems, which become evident have been listed in table 11 as obtained during the survey.

Table 12: Views of Respondents Regarding Responsible Factors for Problems in University Libraries

	Administrative Officers		Faculty Members		Research Students		Students	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Elements of Structure								
Yes	13	43.33	56	62.22	51	56.67	60	66.67
No	17	56.67	34	37.78	39	43.33	30	33.33
Elements of Behaviour								
Yes	02	6.67	07	7.78	17	18.89	31	34.44
No	28	93.33	83	92.22	73	81.11	59	65.56
Tendency of Not Working								
Yes	01	3.33	14	15.56	26	28.89	35	38.89
No	29	96.67	76	84.44	64	71.11	55	61.11
Financial Elements								
Yes	25	83.33	75	83.35	73	81.11	59	65.56
No	05	16.67	15	16.67	17	18.89	31	34.44
Total	30.00	100.00	90.00	100.00	90.00	100.00	90.00	100.00

All of above confirm our view that out of all the problems of university libraries in Rajasthan listed above, the main problem is financial (budgetary), and it is supported by 83.35% administrative officers, 83.33% faculty members, 81.11% researchers and 65.66% students. The other main problem is structural organization, which is supported by 43.33% administrative officers, 62.22% faculty members, 56.67% research staff/students and 66.67% students.

Total Library Services

We have analyzed total library services on the basis of Locust's parameter and five point measurement/ scale. In the analysis views of all the classes have been recorded on five point scale and each point given score, the results are as follows:

Views of Various Types of Readers/ Users

Every type of service provided by the university libraries have been rated by various classes of readers/ users. The data have been presented in table 12 as follows:

Table 13:Opinion Expressed by Various Types of Readers/ Users on the Total Library Services in Universities

Total Library Services	Administrative Officers		Faculty Members		Research Students		Students	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
	05	16.67	09	10.00	04	4.44	10	11.11
	06	20.00	15	16.67	06	6.67	07	07.78
	07	23.33	35	26.67	18	20.00	08	08.89
	10	33.33	30	33.33	26	28.89	34	37.78
	02	6.67	12	13.33	36	40.00	31	34.44
Total	30	100.00	90	100.00	90	100.00	90	100.00

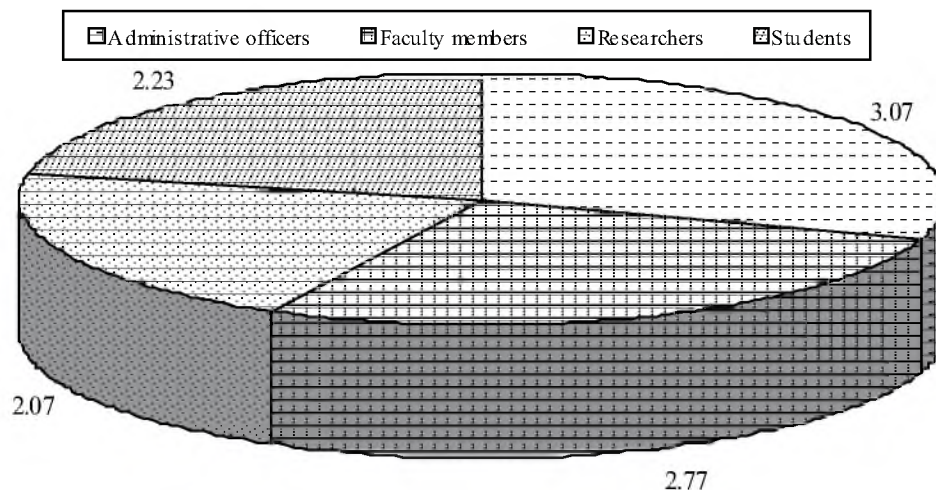


Figure 11 : Opinion Expressed by Various Types of Readers/Users on the Total Library Service in Universities

Above table helps us to come at the conclusion that parameter of total library services by the administrative officers is 3.07, and they find it good. Faculty members put it at 2.77, and rate it at little above the level of satisfactory and good. Researchers keep it at 2.07, and rate it at satisfactory level and lastly the students treat it at more than satisfactory level and as 2.23.

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