Internship Report



Submitted to the Department of Information Science and Library Management for the Partial Fulfillment of B. A. (Honours) 8th Semester Examination of 2012

Submitted By

Examination Roll Number: 2606

Registration Number: HA-4655

Session: 2008-09

Department of Information Science and Library Management
University of Dhaka

July, 2013

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Preface

The main objective of the Internship Report is to fulfill the partial requirements for course BISLM-428 Internship in Libraries and Information Institutions of the B. A. (Honours) Degree in Information Science and Library Management. It is the output of the one month long (30 working days) internship in the Dhaka University Library.

An internship is a very good opportunity to gain practical knowledge about any real world concept. Internship bridges the theory with the practice in any particular field of study. Thus it clarifies the theoretical concept of the students which may not be possible only through class lectures and follow up examinations. Internship gives the students a clear cut idea about what they learnt in the theory and whether these are implemented in the real world situation accordingly or with modifications. This real life experiences helps the students to make them eligible for the job environment.

After the completion of the internship program I have gathered enough experience about the acquisition, processing and dissemination of library reading materials, managerial activities, stock verification, library website, reference services, old manuscript preservation, etc. which I have shared in different chapter of the report. There are also some observations from my point of view which I think would be considerable to the authority for the betterment of the Dhaka University Library.

Acknowledgement

I am very much grateful to all the teachers of the Department of Information Science and Library Management; University of Dhaka, for providing me the opportunity to take part into the Internship Programme in the Dhaka University Library under the course BISLM 428 Internship in Libraries and Information Institutions for the partial fulfillment of B. A. (Honours) 8th semester examination of 2012. It was a great opportunity for me to have a practical experience about the theoretical knowledge that has been disseminated by our meritorious teachers throughout the four years integrated honours programme.

My deep appreciation is extended to the Acting Librarian of Dhaka University Library, Professor Dr. S. M. Zabed Ahmed, who is also the Chairman of the Department of Information Science and Library Management; University of Dhaka, and the other library officers and staffs for their co-operations, suggestions and guidance to complete the internship programme.

I am indebted and thankful to my learned and revered supervisor for his upbeat personality, kindness; encouraging support and willingness to help have tangibly and greatly improve the quality of my Internship Report and brought up to its present status.

I owe my deepest gratitude to the authors whose work I have used in this report as I had to depend on different national and international publications for the completion of the internship report.

Table of Contents

	Page Number
Preface	i
Acknowledgement	ii
Table of Contents	iii
List of Tables	iv
List of Figures	v-vi
List of Abbreviations	vii-viii
Chapter – I: Introduction	1-10
 (a) Rationale of the study (b) Objectives of the study (c) Significance of the study (d) Scope of the study (e) Methodology (f) Implementation (g) Limitations of the study (h) Organization of the text 	
Chapter – II : Literature Review and Background	11-26
Chapter – III : Acquisition Section	27-38
Chapter – IV : Processing Section	39-48
Chapter – V : Circulation Section	49-63
Chapter – VI : Reference Section	64-71
Chapter – VII: Other Sections	72-101
Chapter – VIII: Recommendations and Conclusion	102-105
Bibliography	

List of Tables

- Table-1: Numbers of Persons Trained by the Certificate and Fulbright Courses
- Table-2: Programme Schedule of the Internship
- Table-3: Library Hours
- Table-4: Distribution of Reprography Units
- Table-5: Seat Arrangement in the Reading Room of the Main Library
- Table-6: Library Administration Budget
- Table-7: Library Materials Procurement and Maintenance Budget
- Table-8: List of the Books Purchased in 2012-13 Session for the Department of Information Science and Library Management
- Table-9: Statistics of the Processing Section
- Table-10: Status of Book Lending Limit, Duration and Fine Details
- Table-11: Kinds of Reference Materials
- Table-12: Amount of Fee for the Issue of Borrowers ID Card
- Table-13: Charges for Reprographic Facilities

List of Figures

Figure-1: Schematic View of the Study
Figure-2: DUL Main Building
Figure-3: DUL Science Library Building
Figure-4: Diagrammatic Presentation of Library Personnel
Figure-5: Flow Chart for Acquisition of Documents in DUL
Figure-6: Invoice
Figure-7: Barcode Label
Figure-8: Accession Register
Figure-9: Interface of the Acquisition Module
Figure-10: Catalogue Slip Format
Figure-11: Verso of the Catalogue Slip Format
Figure-12: Flowchart for the Functions of the Processing Section
Figure-13: Login Interface
Figure-14: Shelf List Entry
Figure-15: Main Entry
Figure-16: Added Entry under Subject Heading
Figure-17: Added Entry under Title
Figure-18: Spine Label
Figure-19: Interface of the Processing Module
Figure-20: Book Card

Figure-21: Borrower Card

Figure-22: Index Card

- Figure-23: Gate Pass
- Figure-24: Flowchart for Manual Book Issue and Return
- Figure-25: Interface for Book Issue
- Figure-26: Interface for Book Return
- Figure-27: Interface of the Circulation Module
- Figure-28: Interface for the FAQ Service
- Figure-29: Interface of the Ask a Librarian Service
- Figure-30: Index Register
- Figure-31: User Interface for Access to the Online Journals
- Figure-32: Automation Model for DULAP
- Figure-33: User Interface of the DULIS
- Figure-34: User Interface of the DUL Website
- Figure-35: User Interface of DUL OPAC Searching
- Figure-36: Interface of Dhaka University Institutional Repository
- Figure-37: User Interface of Dhaka University Journal
- Figure-38: Students Application Form for Borrowers ID Card
- Figure-39: User Interface of the Administration Module
- Figure-40: Old Manuscript
- Figure-41: Visually Impaired Students using Resource Centre

List of Abbreviations/Acronyms

AACR - Anglo American Cataloguing Rules

ACS - American Chemical Society

AGORA - Access to Global Online Research in Agriculture

AIP - American Institute of Physics

APS - American Physical Society

ASCE - American Society for Civil Engineers

B. A. - Bachelor of Arts

BALID- Bangladesh Association of Librarians, Information Scientists and Documentalists

BANSDOC - Bangladesh National Scientific and Technical Documentation Centre

BAS - Bangladesh Academy of Sciences

BIPC - Bangladesh INASP-PERI Consortium

CAD - Cash Against Delivery

CAS - Current Awareness Service

CD-ROM - Compact Disc-Read Only Memory

DDC - Dewey Decimal Classification

DOAJ - Directory of Open Access Journal

DUL-Dhaka University Library

DULAP - Dhaka University Library Automation Project

DULIS - Dhaka University Library Integrated System

DVD - Digital Video Disc

EPLA - East Pakistan Library Association

FAQ - Frequently Asked Questions

GLAS - Graphical Library Automation Software

HINARI - Health Inter Network Access to Research Initiative

ICT - Information Communication Technology

INASP - International Network for the Availability of Scientific Publications

INFORMS - Institute for Operations Research and Management Sciences

IEEE - Institute of Electrical and Electronics Engineers

ISBN-International Standard Book Number

IT - Information Technology

LAB - Library Association of Bangladesh

LAN - Local Area Network

MARC - Machine Readable Cataloguing

NPG - Nature Publishing Group

OARE - Online Access to Research in the Environment

OPAC - Online Public Access Catalogue

OSA - Optical Society of America

PC - Personal Computer

PERI - Programme for Enhancement of Research Information

RFQ - Request for Quotations

SDI - Selective Dissemination of Information

SERVQUAL - Service Quality

UGC - University Grants Commission

UN - United Nations

UNDP - United Nations Development Programme

WWW - World Wide Web

Chapter-I Introduction

Introduction:

"Education" and "Library" are two indivisible concepts fundamentally related to and co-existent with each other. Library education means educating students to be qualified librarians or information scientists through organized instruction and training. It represents a synthesis of professional action and testifies to the importance, value and necessity of libraries for the present and the future. According to UNESCO, the goal of library education is to develop professionals who are qualified to establish, manage, operate and evaluate user-oriented information systems and services (Large, 1987). In addition, the programme should to familiarize students with the role of information scientists in the society and make them fully aware of sources of information and develop skills for exploring these information resources.

Formal library education began in North America in 1887 with the first classes at the School of Library Economy, Columbia University, under the direction of Melvil Dewey. In Bangladesh, the library and information science education began in 1952 when its London-trained Librarian, Mr. Fazal Elahi, introduced a three-month training course for the library staff at the Dhaka University Library. The course was discontinued after only one session. Between 1955 and 1959, four three-months subject-wise training courses were conducted with the help of Fulbright scholars under the supervision of Mr. M. S. Khan, Librarian, Dhaka University Library. These courses drew the attention of a satisfactory number of library staff and persons interested in librarianship.

Year	Name of Courses	Number of Persons Trained
1952	First Certificate Course in Librarianship	03
	Fulbright Courses	
1955-1956	First Fulbright Course	08
1956-1957	Second Fulbright Course	35
1957-1958	Third Fulbright Course	30
1958-1959	Fourth Fulbright Course	34
	Total:	110

Table-1: Numbers of Persons Trained by the Certificate and Fulbright Courses

There was no training facility apart from the Fulbright courses available in Bangladesh until October 1958, when the newly formed East Pakistan Library Association (EPLA-1956), now the Library Association of Bangladesh (LAB), instituted a regular six-month Certificate Course in librarianship. It was the precursor of regular library education at undergraduate level in Bangladesh (Ahmed, 1993).

The accomplishment of the Fulbright courses convinced the university authority and ultimately led to the introduction, in 1959, of a one-year Postgraduate Diploma Course in the Department of Library Science at the University of Dhaka under the direction and guidance of its UK trained librarian, Mr. M. S. Khan. This course was subsequently elevated to a Master's Degree Course in 1962, M. Phil in 1976 and Ph. D Degree in 1979 (Ahmed, 1987).

During 1987-88, a three-year Bachelor of Arts (B. A.) with honours in Library and Information Science began at the University of Dhaka (University of Dhaka, 1988). In 1997-98 session, the Department of Information Science and Library Management abolished three-year B. A. honours courses. At the same time, the University has introduced four-years honours courses at undergraduate level leading to Bachelor of Information Science and Library Management (BISLM) began with new syllabus designed to combine the fundamental 'core subjects' and 'specialized subjects' of modern librarianship with major adjustment of comparative subjects of other disciplines. The department also introduced the semester system in both honours and Masters Programme during the session 2006-07 and the syllabus was redesigned with various aspects of modern librarianship. During this period the course **BISLM 428 Internship in Libraries and Information Institutions** was introduced in the course curriculum for the 4th year 8th semester students.

Besides the course some reputed libraries also offer Internship Programmes for the students of the Department of Information Science and Library Management, University of Dhaka. Bangladesh National Scientific and Technical Documentation Centre (BANSDOC) offer one month long internship programme for the under graduate students. British Council Library organizes internship programmes for the graduate students with the duration of three months. A leading commercial organization ACI limited also offer internship programme for the students of the department.

Rationale of the Study:

An internship is a pre-professional work experience that provides students and recent graduates with the opportunity to gain experience in a particular career field. For students, internship also supplements academic classes and, in some cases earns marks. Fresh graduates of any professional discipline are not ready to work productively until they receive training. Training provides experience in the field while academic education or knowledge gives an understanding of how to perform. Intensive programs of lectures, seminars and mentoring help a new professional to develop an early career.

According to Messiah College and the Technology Council of Central Pennsylvania: "An internship is any carefully monitored work or service experience in which a student has international learning goals and reflects actively on what she or he is learning throughout the experience". Expanding on this definition, they then described several common characteristics of internships, including:

- > "Duration of anywhere from a month to two years, but a typical experience usually lasts from three to six months.
- > Generally a one-time experience.
- ➤ May be part-time or full-time.
- May be paid or non-paid.
- ➤ Internships may be part of an educational program and carefully monitored and evaluated for academic credit, or internships may be part of a learning plan that someone develops individually.
- An important element that distinguishes an internship from a short-term job or volunteer work is that an intentional 'learning agenda' is structured into the experience.
- ➤ Learning activities common to most internship include learning objectives, observation, reflection, evaluation and assessment.
- An effort is made to establish a reasonable balance between the intern's learning goals and the specific work an organization needs done.
- ➤ Internships promote academic, career and/or personal development".

Within the field, many schools of library and information science routinely offer their students experimental learning opportunities such as internships or practicums as a means of introducing students to the realities of the workplace and of fostering a sense of professional identity and values. In turn, many libraries accept or actively seek interns to assist with library projects and responsibilities; all while offering opportunities for hands-on learning in a real world environment.

As explained by Cindy Mediaville in "Public Library Internships: Advice from the Field":

Students are placed in libraries or other types of information environments where they work with and observe practitioners. The internship also called a 'practicum' or 'directed fieldwork' in some schools is a structured experience, supervised by a degreed professional and monitored by a faculty member and/or program coordinator. Since the general purpose of an internship is to integrate theory with hands-on experience, most programs require that the students complete the school's 'core' courses before registering for any type of fieldwork.

When staff persons at libraries around the Pacific Northwest were asked in late 2011 to define internships, respondents cited such characteristics as:

- A focus on the career exploration and skill development of the intern, often tied to academic learning goals, objectives and/or university program requirements;
- The responsibility of the library to provide training, mentorship, and evaluation, often in partnership with and/or according to the guidelines of an academic institution;
- > Roles that are generally of a predetermined-length and structure, often project-based; and
- ➤ Interns are generally expected to already have the appropriate educational background to take on skilled roles and projects, often with more responsibility and including more complex tasks than might be expected of a volunteer.

This study reveals that departments should make sure that their graduates have practical experience before they accept professional positions. Public and private sector libraries of all kinds should come forward to appoint fresh graduates as interns and train them for their own sake as well as for the development of the profession. LAB and BALID should arrange adequate professional training on various topics including current trends in librarianship.

Objectives of the Study:

The main objective of the study is to earn practical knowledge about the systems and services of the Dhaka University Library through direct participation and/or observation in the different sections of the library as an intern. This objective may further be clarified as follows:

- > To present an overview of DUL.
- > To assess the existing condition of library resources and services.
- ➤ To explore the procedure in practice for the acquisition of library materials with special reference to books and journals.
- > To understand the process followed for the subscription and providing access to online journals.
- > To discover the methods used in terms of processing of library reading materials.
- To measure the effectiveness of both the manual and online catalogue searching.
- ➤ To analyze, observe and evaluate the lending procedure, activities and fine details maintained by the circulation desk.
- > To examine the existing condition of the reading room facilities and carrel service.
- > To estimate the adequacy and the quality of reference services provided to the library users
- > To justify the extent of automation of the library functions by using an integrated library system.
- > To evaluate the efficiency of the new library website.
- To investigate the existing condition of the library stack area.
- ➤ To realize the rich manuscript collection of the library.

Significance of the Study:

Information Science and Library Management is a subject with high educational value where practical training is indispensable along with theoretical and classroom knowledge. It is undoubtedly clear that internship in present day is a wonderful combination of theoretical knowledge, practical experience and professional skill which are emergently necessary for students. The significance of the internship in terms of Information Science and Library Management can be viewed from two perspectives as follows:

Potential Significance to the Intern:

- ➤ Opportunities for high quality, hands-on experience in a real world library setting, including mentorship, job-shadowing, and exposure to many different kinds of library roles and projects;
- > Professional skill development and resume building in a supportive environment;
- ➤ Chance for interns to confirm that they are on the right career path and/or determine specific interests or areas of specialization within library environments to pursue;
- Access to building new professional relationships, networks, job contacts, and potential references; and
- > Opportunities to gain and fulfill academic credits and requirements, all while applying real world practice to academic learning.

Potential Significance to the Library:

- The ability to get more work done with the assistance of skilled interns, including tasks and projects that might otherwise not get done at all (as well as opportunities for staff to try out new projects which they previously would have been unable to try);
- ➤ The opportunity to train and invest in the next generation of library leadership (including identifying potential future employees);
- Model career paths to and within libraries to your patrons;
- Access to new perspective, ideas and skill sets;
- ➤ Access to professional development opportunities for existing staff (For example, developing management skills);
- The opportunity for self-reflection and evaluation, facilitated by sharing staff expertise with interns;
- ➤ Opportunities to build and sustain partnerships with educational institutions and communities:
- Furthering the library's mission of reaching out to and providing educational opportunities to the community;
- ➤ The affordability and flexibility of engaging interns;
- ➤ Interns diversifying the library team, including bringing in younger individuals and individuals representative of the community served;

- > Opportunities for positive public relations in the community and with funders;
- > To better serve and support your community; and
- ➤ Building a cadre of people who better understand the work of the library and can therefore be strong advocates of their importance.

It is much clear that in LIS profession, internship or practical training is of utmost importance. Above all the discipline of Information Science and Library Management is a wonderful combination of theoretical and practical knowledge and professional skill. That's why internship is emergently crucial for the professionals of Information Science and Library Management or the apprentice of the same.

Scope of the Study:

This study constitutes the experiences and observations of the candidate earned during the 30 working days in the different sections of the Dhaka University Central Library and the Science Library Building from June 11 to July 15, 2013 as required for the partial fulfillment of the Bachelor of Arts (B. A.) honours degree in Information Science and Library Management under the Faculty of Arts, University of Dhaka. There are six working days in a week and the Thursday remains half while the Friday is off.

The study basically covers the four main sections of the DUL;

- > Acquisition Section
- Processing Section
- Circulation Section
- ➤ Reference Section

Besides these the study also covers the other sections as follows;

- > Accounts Section
- > Periodicals Section
- ➤ Reader's Service
- Planning and Development Section
- Science Library Building
- > Manuscript Section
- > Rare Book Section
- ➤ Old Newspaper Section
- Seminar Section
- Muktijudho Cell
- Resource Center for the Visually Impaired Students
- Cyber Centre
- ➤ UN Collection

- > American Studies Corner
- > Administration Section
- > Reprography Section

The programme schedule is given as under:

Section	Date	Batch	Time Schedule	Working Days
Processing	11/06/13-	1 st	10am-12:30pm	8 days
	15/06/13	2 nd	2pm-4:30pm	
	16/06/13-	3 rd	10am-12:30pm	
	19/06/13	4 th	2pm-4:30pm	
Acquisition	20/06/13-	3 rd	10am-12:30pm	6 days
	23/06/13	4 th	2pm-4:30pm	
	24/06/13-	1 st	10am-12:30pm	
	26/06/13	2 nd	2pm-4:30pm	
Accounts	27/06/13	1 st	10am-11am	2 days
		2 nd	11:30am-	
			12:30pm	
	29/06/13	3 rd	10am-12:30pm	
		4 th	2pm-4:30pm	
Periodicals	30/06/13	1 st	10am-12:30pm	2 days
		2 nd	2pm-4:30pm	
	01/07/13	3 rd	10am-12:30pm	
		4 th	2pm-4:30pm	
Reader's Service	02/07/13-	1 st	10am-12:30pm	4 days
	03/07/13	2 nd	2pm-4:30pm	
	04/07/13-	3 rd	10am-12:30pm	
	06/07/13	4 th	2pm-4:30pm	
Planning &	07/07/13-	1 st	10am-12:30pm	4 days
Development	08/07/13	2 nd	2pm-4:30pm	
	09/07/13-	3 rd	10am-12:30pm	
	10/07/13	4 th	2pm-4:30pm	
Science Library	11/07/13-	1 st	10am-12:30pm	4 days
	13/07/13	2 nd	2pm-4:30pm	
	14/07/13-	3 rd	10am-12:30pm	
	15/07/13	4 th	2pm-4:30pm	
				Total= 30 days

Table-2: Programme Schedule of the Internship

Methodology:

A study can be done successfully by following appropriate methods and procedures. So selection and implementation of the selected methods leads a study to accomplish its ultimate goal. While selecting the methods one should consult both the previous similar type of studies as well as with the experts in the area. This study is based on the methods mentioned as follows:

1. **Study Design:** The present study can be visualized as follows:

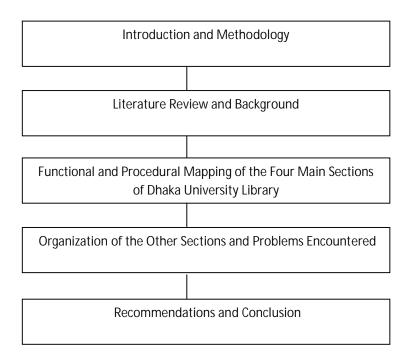


Figure-1: Schematic View of the Study

- 2. <u>Literature Review:</u> Existing literatures on the topic were studied and reviewed to examine the status of library and information system of the Dhaka University Library. A comprehensive bibliography of the available literature has been compiled, and given at the end of the report.
- 3. <u>Sampling:</u> I have collected representative sample of documents, manual and computerized screens and reports, completed forms, flowcharts and other system documentation that describes the functionality of the systems and services of the Dhaka University Library.

4. <u>Observation:</u> I have applied observation method because this method is very important to gather reliable data. Through this method I obtain the required data by directly observing library

personnel performing activities in their workplace.

5. <u>Direct Participation:</u> Direct participation in any work is very important to know and learn about

the actual work process. I have also gathered information directly by participating in the work in

different sections and worked with the library personnel physically.

6. **Personal Interview:** The personal interview is generally recognized as the most important and

most often used fact-finding technique. I have collected information from the concerned personnel

through face-to-face interaction to clarify my concept about the major library operations.

7. **Personal Contact:** I have gathered information by having personal contact and correspondence

with the library officers and by visiting different sections. It is an active method of collecting

information because this technique helps me to connect with the respondents very closely and reveal

factual data from them.

Implementation:

The study was implemented in the following three steps:

Step-1: Physically attending in the different sections of the library during the 30 working days and

collecting required information by adopting different methods.

Step-2: Reviewing existing relevant literature.

Step-3: Preparing the report.

Limitations of the Study:

The study suffers from the following limitations:

1. <u>Time:</u> The internship program consists of 30 working days in the DUL which is very short to

explore the systems and services of the largest library of the country. Even the time barrier

restricts the candidate to prepare a detailed report.

2. Lack of Information: The major barrier to the candidate is the lack of adequate confidential

informational sources.

3. <u>Co-operation:</u> Another limitation of the study is the lack of co-operation from some of the

concerned employees of the library.

Organization of the Text:

The text of the report has been organized by a logical progression in the following eight chapters

including a major bibliography.

Chapter One is devoted to the introductory discussion of the study, rationale, objectives,

significance and scope, methodology applied to the study, implementation and organization.

Chapter Two deals with the review of related literature and the background and present condition of

the Dhaka University Library.

Chapter Three deals with the methods and procedures carried out by the acquisition section for the

acquisition of library reading materials and the identification of problems.

Chapter Four consists of the processes followed by the processing section to classify and catalogue

the library reading materials and also the problems arose.

Chapter Five covers the activities of the circulation desk in order to manage the circulation of library

materials among different types of library users with special reference to the problems.

Chapter Six represents the existing status of the reference section and the extent of reference

services provided to the library users with special focus on the problems.

Chapter Seven discusses the functions and operations along with the problems encountered in the

other sections of the DUL.

Chapter Eight serves the recommendations and concluding remarks of the study.

Chapter-II Literature Review and Background

Literature Review:

The review of literature is an essential component of any research investigation, which gives necessary input to the investigator to frame the research study on the chosen topic (Vinayagamoorathy, 2007: 33). In this portion an attempt has been made to review the literature on University Library with special reference to Dhaka University Library. In order to provide comprehensive conceptualization, the literature review has been mentioned under the following heading:

<u>University Library; objectives and functions with special</u> <u>reference to Dhaka University Library:</u>

Lyman (1972: 293) said that, "The library is the heart of the university"; no other single non-human factor is as closely related to the quality of graduate education.

Viswanathan (1972: 4) stated, "All universities and other institutions of higher learning aim and engage in achieving: (i) the conversion of knowledge and ideas; (ii) their transmission through teaching; and (iii) expansion of knowledge by research, publication, extension service and interpretation".

Lynch (1980: 1) told, "The library plays a role of central and critical importance in the instruction and scholarly life of the university".

Neal (1971: 1) proposed three aims of a university library which may be summed as, "The first, is to add to knowledge by research and reflection; the second, is to teach certain subjects as an intellectual discipline and the third, is to enable the student to mature as a person and as a citizen".

Gelfand (1968: 24-25) suggested, "The fundamental role of the library is educational. It should not be operated as a mere store house of books attached to a reading-room, but as a dynamic instrument of education".

Association of University Teachers (1964: 10) has been stated that, "The prime function of a university library is to provide facilities for study and research for the members of its own institution".

The study undertaken by Dr. S. M. Zabed Ahmed on 'Adequacy of Reading Resources and the Satisfaction of the Information Needs of the Faculty Members: A Case Study of Dhaka University Library" shows that, users use library mainly for the background materials and for obtaining specific items of information. University library is able to provide the needed-support to meet the information and literature needs of the faculty members.

The information which users obtain from libraries is used mainly for recent publication, current journals, CD-ROM import facilities, etc. His study has identified further that users prefer to consult more informal sources of information rather than using the libraries in a desired manner as researchers use.

The literature "Measuring service quality of a public university library in Bangladesh using SERVQUAL" by Dr. S. M. Zabed Ahmed and Md. Zahid Hossain Shoeb showed that DUL services are lagging far behind what is expected by its users.

Background of DUL:

Dhaka University was established in 1921 by an Act XVIII of 1920 which is properly known as Dacca University Act. The library started functioning along with the functioning of the university. Initially, the library started with a collection of 18,000 of books received from Dhaka College and Dhaka Law College (Rahim 1981: 130). F.C Turner, the former Principal of Dhaka College was the first Librarian of Dhaka University Library and Fakhruddin Ahmed succeeded him in the post in 1922. By 1924 the library added 16,000 books at an expenditure of RS. 1, 50,000 /- . Annual grant to the library was amounted to RS. 34,000 /-.

The library was initiated with in 1921 with 877 students, 60 teachers of 12 departments under three Faculties viz. Arts, Science and Law. Then the library was housed in the premises of Dhaka Medical College and later it was transferred in the ground floor of a building situated at the northern bank of a pond of Curzon Hall premises. The library was shifted to its new building in the present Arts Faculty campus in 1964.

Library Collection:

The Dhaka University Library collection is the largest university collection in Bangladesh. It is also the largest library in many respects, namely in respect of collection, of user population and of library professional as well as non-professional staff. The library has also the largest number of manuscript collections.

At present the Dhaka University Library has 6, 39,133 volumes of books and bound journals, over 30,000 rare and old manuscripts; and numerous microfilms, microfiches, CDs and DVDs. There are 265 titles of journals amongst which foreign 173, local 22 and gratis are 70. Some rare books and documents have also been collected in microform (microfilm and microfiche). The teachers, researchers and students will be able to read and to download more than 22,000 online journals of 46 publishers. The library is enriched with available reference materials such as atlases, dictionaries, encyclopedias, annual reports, statistical year books and other publications. At present the library serves about 35,000 individuals, comprising of faculty members, students, researchers, staffs and approved members of other academic communities.

Main Objective and Functions of DUL:

The main aim of the DUL is the expansion of education and research in the field of Arts, Sciences, Social Sciences, Commerce and Law. The function of the library may be broadly grouped as (Tapp, 1999: 2):

- (a) Acquisition (including selection, ordering and accessioning of materials),
- (b) Processing (including cataloguing, classification, indexing, catalogue card, book preparation, card preparation, etc.),
- (c) Circulation (including issues and discharges, fines collection, readers service, book stock maintenance),
- (d) Reference services (including serial, thesis and dissertation, newspaper, UN collection),
- (e) Reprography services,
- (f) Manuscript collections (including preservation, cataloguing and publishing),
- (g) Administration (including management information gathering, staff management, budgeting).

Library Layout:

All the activities of the library are performed from three separate buildings, viz.:

- (a) Administrative building
- (b) Main library building, and
- (c) Science library building

(a) Administrative Building:

The Administrative Building of the Dhaka University Library is situated just behind the Main Library Building. It is a three storied building comprises the following sections in its different floors.

In the **ground floor** of the administrative building the following sections are housed:

- Old Newspaper Section
- > Seminar Section
- Resource Centre (for the visually impaired students)
- Cyber Centre

The **first floor** comprises the section as mentioned here:

- > Acquisition Section
- Processing Section
- Periodical Section
- Binding Section
- > Accounts Section
- > Despatch

The **second floor** constitutes with the following sections:

- > Administration
- > Manuscript Section
- > Reprography Section

(b) Main Library Building:



Figure-2: DUL Main Building

The **ground floor** of the main library building consists of the following major units:

Reader Service:

- Circulation Counter and Information Desk
- > Reference Section
- > Old and Bound Periodicals Unit
- > Daily Newspaper Desk
- ➤ Rare Book Section

- Muktijudho Cell
- > UN Collections
- ➤ American Studies Corner
- ➤ Korea Corner
- ➤ Gazette Room
- > Research Assistance Room
- ➤ Catalogue Card Cabinet Unit
- > Token Counter
- Photocopy Unit

Planning and Development:

- ➤ Automation Section
- > Server Room
- Computer Room
- ➤ Borrowers ID Card Room
- ➤ Hardware Maintenance Room

The **first** and **second** floors of the library consist of the following units:

- Student Reading Rooms
- ➤ Photocopy Units
- ➤ Book Stack Areas
- Carrels

The book stack area of the first floor of the main library includes books of thirteen disciplines viz. Sociology, Statistics, Political Science, Economics, Law, History, International Relations, Philosophy, Geography, Journalism, Anthropology, Social Welfare and Public Administration.

The book stack area of the second floor of the main library includes books of fourteen disciplines, viz. Information Science and Library Management, Psychology, Religion, Linguistics, Business Administration, English, Bengali, Islamic History and Culture, Arabic, Urdu and Persian, Sanskrit and Pali, Islamic Studies.

There are reading rooms in the first floor as well as in the second floor. Here 300 students can read at a time issuing books of above disciplines from the stack area. There is also a separate reading room for female students. The reading rooms are air-conditioned. There is a computer for students in the issue counter for searching books. There are nine carrels for teachers and researchers in the stack area. They can have these allotted for three months for their research purpose. On the other hand there are six chair-tables near the carrels for teachers. There is also a photocopy unit in the first floor and second floor. Teachers, researchers and students can get photocopies of necessary books and documents by paying TK. 0.80 for per exposure.

(c) Science Library Building:

Though the science library is a part of the main library, it is located in a separate building near the science faculty campus. At the beginning, the science library was in the physics block of the Curzon Hall. But later on, the building proved to be very inconvenient, and a new building was created. The science library shifted to its new building in the early part of the year 1982. The Dhaka University Science Library is headed by one Deputy Librarian and is assisted by the other staff. All the works of acquisition and processing are however done by the main library.



Figure-3: DUL Science Library Building

The **ground floor** of the science library has the following unit:

- **▶** Administration
- > Token Counter
- Daily Newspaper Desk
- Circulation Counter
- ➤ Book Stack Area
- Periodical Unit
- > Photocopy Unit

The **first floor** of the science library has the following units:

- ➤ Reading Rooms (Male and Female)
- Confined Section
- Reference and Thesis Room (Faculty Members and Researchers only)
- > Prayer Room

There are 4 reading rooms in the first floor of the Science Library Building. Here 400 students can read at a time. The reading rooms are air-conditioned. There is also a reference room in the first floor of the building. Teachers, researchers and students can use theses and reference tools here. There are separate seating arrangements for teachers. Teachers, researchers, registered graduates, officers and employees can issue 10 books, 3 books, 1 book, 5 books, and 1 book respectively for 30 days. They can have necessary photocopies paying Tk. 0.50 for per exposure.

A complaint box is kept in every floor of the Main building and Science Building for readers. They can lodge any complaint in the box to redress the grievances. Those boxes are opened every week and necessary action taken accordingly. Besides, there is a senior officer in every floor who acts as a floor in charge. Readers can inform him about any sorts of problems for early solution. If he fails, readers can ventilate the same to the librarian for taking necessary action. Science Library contains the books of 21 disciplines.

Library Hours:

The library time schedule is as follows:

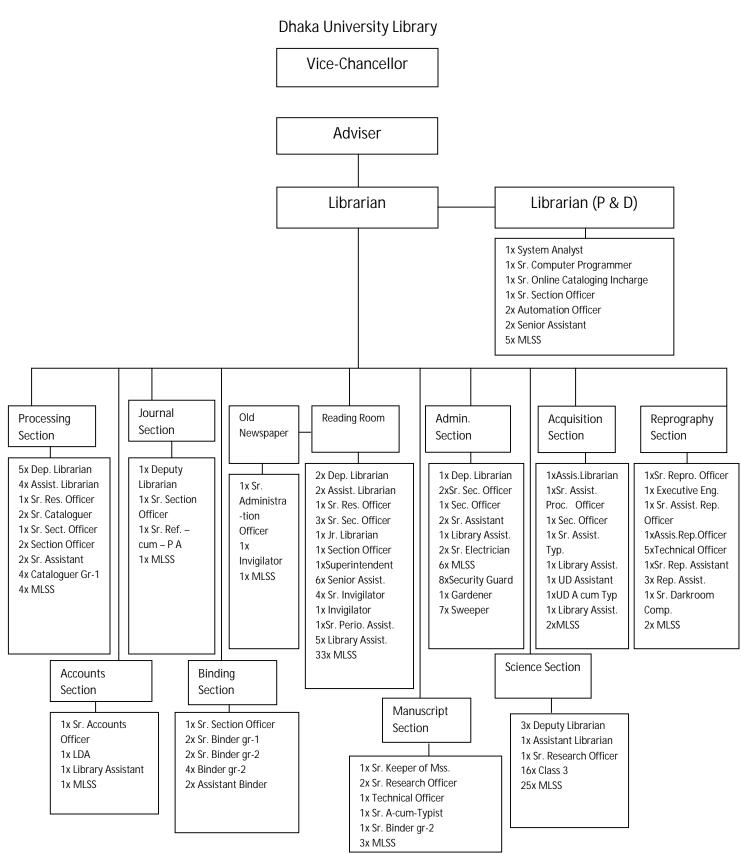
Day	Time			
	Main Library and Science Library		Cyber Centre	Resource Centre for Visually Impaired
	Reading Rooms and Seminar Section	Offices		Student Student
Sunday to Thursday	8am to 9pm	9am to 5pm	11am to 8pm	8am to 9pm
Friday	3pm to 8pm	Closed	Closed	Closed
Saturday	10am to 8pm	Closed	Closed	Closed

Table-3: Library Hours

Officers and Employees:

Professor Dr. S. M. Zabed Ahmed is the acting librarian of the library. The responsibility of the acting librarian (P&D) is entrusted to Mrs. Syeda Farida Parvin. Now there are 241 staffs among which the number of officers is 76. The number of existing officers, class III and class IV are 68, 49 and 102 respectively. The total number of vacant posts is 18. Among the total staffs, 19 are professional, 50 are semi-professional, 148 are non-professional and 21 are IT personnel (Dhaka University Annual Report, 2011-2012).

Figure-4: Diagrammatic Presentation of Library Personnel



Policies and Rules of Dhaka University Library:

The policies and rules of the Dhaka University Library as per ordinance are mentioned as follows:

- 1. (a) The use of the Library with all its Sections shall Ordinances be subject to Rules made by the Syndicate on the recommendation of the Library Committee and the Academic Council.
 - (b) The Library Committee shall consist of the following:

(i) The Vice-Chancellor, Dhaka University.	Chairman
(ii) The Pro-Vice-Chancellor, Dhaka University.	Member
(iii) The Dean of the Faculty of Arts, Dhaka University.	Member
(iv) The Dean of the Faculty of Commerce, Dhaka University.	Member
(v) The Dean of the Faculty of Science, Dhaka University.	Member
(vi) The Dean of the Faculty of Biological Sciences, Dhaka University.	Member
(vii) Three members of the Academic Council to be appointed by the	Member
Academic Council for one year.	

(viii) The Librarian, Dhaka University.

Member Secretary

- 2. The General Library shall be opened from 7.30 A. M. to 3. P. M. while the University is in session and from 7.30 A. M. to 8. P. M. during vacations. It shall be wholly closed on University holidays and will not be closed during the Annual Inspection. No books shall be issued to students for use in the Reading Rooms within the last half-hour previous to daily closing.
- 3. The Librarian is empowered to close the General Library or any section or Sections when he thinks circumstances justify it; particular of every such case must be reported to the library Committee at their next meeting.
- 4. Members of the classes hereinafter mentioned in Rule 10 (i-vi) may consult books in the Reading Rooms intended for them.
- 5. Students of the University who have obtained the necessary admission card shall be entitled to have not more than two books at one time for use in the Reading Rooms set apart for them, but they shall not bee allowed, except as hereinafter mentioned, to take books outside the Library premises.
- 6. Students who have completed a course of study in the University and are eligible to appear at any University or Government Competitive Examinations shall be permitted to use the University Library under the same conditions as those applicable to regular students on deposit of a sum of TK. 25.00 by the students in the Faculties of Arts, Social Sciences, Commerce and Law and TK. 50.00 by the students of the Faculties of Science and biological Sciences as caution money in each case provided that the Provost

concerned certifies that they are resident at Dhaka and are preparing for University or Government Competitive Examinations.

Such students may also be allowed, with the sanction of the Librarian to take out books not exceeding one at a time, for home use if the deposit TK. 25.00 or TK. 50 as the case may be as Library Caution Money in addition to the sum of TK. 25.00 or TK. 50.00 mentioned above.

Books so taken out must be returned within three days from the date of issue and defaulters shall be liable to pay a fine of .25 paisa per volume for each week or part of a week beyond the date of return and the may also forfeit the right of borrowing books at the discretion of the Librarian.

- 7. (a) The Librarian is empowered to permit persons other than those previously mentioned, to use the Library on such terms and conditions as he thinks fit subject to report by him periodically to the Vic-Chancellor.
 - (b) The maximum number of the external readers allowed to borrow books from the Library is fixed at a number ranging from 20 to 25 per session. Such readers are allowed to borrow only one book of which a second copy id available in the Library against a Caution Money deposit of TK. 40.00 per volume for books on Arts, Social Sciences, Commerce and Law subjects and TK. 50.00 per volume for those in Science and Biological Sciences subjects.
- 8. Books which are rare or books of reference shall not be issued from the Library but they may be consulted in the Library under such conditions as the Librarian may determine. Costly books shall not be issued save with the special permission of the Library Committee. A list of books falling under this Section shall be drawn up by the Library Committee after report from the Librarian and Chairmen of Departments.
- 9. Persons other than members of the Syndicate and Officers and members of the Teaching Staff of the University shall not have access to the shelves unless accompanied by a University Teacher or a member of the Library staff.
- 10. Each member of the following classes shall have the privilege of taking out books from the General Library subject to the conditions and restrictions as laid down below, or as may be determined by the Library Committee in each case:
 - (i) Members of the Senate, the Syndicate and Officers of the University not more than 5 volumes at a time and members of the Teaching Staff of the University not more than 10 volumes at a time. The period of retention of books shall be of 14 days in cases of members of the Senate, the Syndicate and Officers and 30 days in case of members of the Teaching Staff. The Librarian may refuse to issue any further books till all overdue books are returned or all charges cleared.
 - (ii) Research Student and Research Scholars shall be treated on the same basis for membership of the Library. They shall be required to deposit caution money of TK. 50.00

each which will entitle them to borrow not more than four volumes at a time. The period of retention of books shall be of 30 days.

- (iii) Persons specially permitted by the Vive-Chancellor not more than two volumes at a time for a period of 14 days.
- (iv) Persons Graduates resident in Dhaka, on deposit of TK. 25.00 each shall be entitled to borrow one volume at a time for a period of 14 days.
- (v) Members of the University other than those mentioned above, at the discretion of the Librarian, not more than 2 volumes at one time.
- (vi) Research Assistant employed under various schemes and working in the University not exceeding two volumes at a time for a period of 14 days.
- (vii) 6 Honorary Teachers of the University not exceeding three volumes at a time for a period of 30 days.
- (viii) The Ministerial Staff of the University shall be Regulations accepted as members of the Library on the recommendation of the Department or Head of Office. They shall be required to deposit caution money of TK. 25.00 each, which will entitle them to borrow not more than one volume at a time for a period of 14 days at the discretion of the Librarian.

Note: All deposits arc to be paid into the Accounts Office of the University and will be refunded after deduction of any fine of charges outstanding against the depositor.

- 11. Chairmen of Departments in consultation with the Librarian may remove form the Library for a period of one month books and maps that may be necessary for constant references in connection with the work of Laboratories or demonstration in classes, such Chairmen being personally of demonstration in classes, such Chairmen being personally responsible for the safe custody of those books and maps. The number of books and maps that may be removed at a time must not exceed twenty in any case.
- 12. Chairmen of Departments shall be allowed to countersign the issue of books, the number not to exceed five volumes at a time, in order that they may be lent responsible for those books. Such books are returnable within a week form the date of issue.
- 13. A borrower belonging to the Teaching Staff of the University shall ordinarily be entitled to retain a book for 30 days. At the end of this period the book shall be returned to the Library and if the same is not required by any other reader, it may be re-issued on the same day to the same borrower for a further period of 30 days. If books become returnable on a holiday, the may be returned on the date when the Library re-opens after the holiday. Books due for return during a vacation may be returned within three days after the expiry of the vacation.
- 14. The rate of overdue charge from all classes of readers other than a student, a member of the Syndicate or a person who in not a salaried person of the University or who has no

- Library Caution Money at his credit for overdue books shall be fifty paisa for a week or part of a week per volume. The overdue charge so imposed shall be realized from the salary of the defaulter without further reference. In case of students the overdue charge shall be twenty-five paisa for a week or part of a week per volume and shall be realized in cash by the Accounts Office under intimation to the Library.
- 15. The non-return of a book by a member of the Syndicate or a person who is not a salaried employee of the University or who has no Library Caution Money at his credit shall be reported to the Syndicate for taking such action as may be deemed necessary in each case. There should be uniform system, viz., the Card Charging system, of issuing books from the General Library, excluding Reports and Periodicals which may be issued on printed vouchers meant for the method of issuing books to persons specially permitted by the Vice-Chancellor to use the University Library shall be decided by the Librarian as he thinks fit in each case.
- 16. No student shall be permitted to sit for a University Examination unless he has returned, prior to his taking the Admit Card from the Provost's Office, all books belonging to the University Library which he has borrowed of if any such book has been lost or damaged, paid the price demanded by the Librarian on account of such loss or damage. The Librarian shall send a list of defaulting students to the Provosts concerned 14 days before the commencement of their Examinations.
- 17. Reading room facilities shall be allowed to students due to appear in University Examinations, after they have surrendered their Library Cards, against their University Identity Cards.
- 18. Persons shall not be allowed to borrow books in more than one capacity.
- 19. The Librarian may refuse to lend out books except to the borrower in person stating the reason for such refusal.
- 20. Manuscripts shall not be lent out of the Library without the special permission of the Manuscript Committee.
- 21. No unbound part of periodicals or books not sufficiently protected by binding shall be issued from the library except with the express permission of the Librarian. He may also refuse to lend out books which are constantly required by teachers and students in prosecution of academic work and research. Text books in constant demand by students shall not be taken out of the Library by the teachers without the permission of the Librarian.
- 22. Each person other than a member of the syndicate, or an Officer or members of the Teaching Staff of the University wishing to consult books in the Reading Rooms, must insert in one of the slips provided for the purpose, his name and address (Hall, Registered Number and Class incase of a student) as well as the call number and title of the book required, and present the slip to the Issue Assistant in attendance. He will also deposit his Library Card when the book is issued to him. The receipt slip shall be cancelled in the presence of the borrower and his Library Card given back to him when the book in returned.
- N. B. To prevent confusion, books are required to returned a few minutes before the close of each hour by those who are about to leave the Library to attend classes.

- 23. No person entitled to take out books from the Library shall do so without up and handing to the Issue Assistant in attendance his "borrower's card provided for the purpose.
- 24. (a) Library Card of all readers other than those of the members of the Syndicate and Officers and members of the Teaching Staff of the University shall be renewed every session.
 - (b) The charge for loss of a Token shall be realized from the person concerned at the rate of TK. 8.00 only.
- 25. (a) Borrowers and readers are advised to inspect books issued to them at the time of issue and to call the attention of the Library Assistant to any defects, marginal notes, act. The borrower shall be liable to replace at his own expense any books lost or returned to the Library, damaged or annotated by him. If the volume lost or injured forms part of a set and cannot be replaced without the whole set being replaced, the borrower shall replace the whole set. The damaged book or set in question shall then become the property of the borrower.
 - (b) In case of inability of borrowers to replace books, the Librarian at his discretion may realize three times the price of the book or books reported lost.
- 26. The Annual Inspection of the General Library shall begin from the 24th March (except in years when that date falls on a weekly holiday or holidays when it shall begin on the next opening day) and continue for 8 working days thereafter. All books on loan irrespective of the date of borrowing must be returned of or before the 23rd March. The complete verification of stock of the Library shall be completed in then years according to a scheme provided for the purpose. (In the circumstances the question of closing the Library does not arise as stock-taking will be done in sections by rotation over five years.)
 - Any person retaining one or more books after the commencement of the Annual Inspection shall incur a fine of Taka one per book per day until such book or books are returned, provided that the maximum fine levied under this Rule shall be Taka five. Fines so incurred shall be reported to the Registrar.
- 27. (i) Before the Library the readers shall hand over their personal books, bags, sticks, umbrellas, and parcels, opened or closed bags, attaches, portfolios, briefcases, newspapers and loose garments etc. to the Library Attendant at the checking counter against numbered tokens.
 - (ii) Bags and attaches are to be deposited retaining valuable materials like money and golden ornaments, if any, with the entrants, otherwise Library workers will not be responsible for losses of such valuable articles.
 - (iii) Deposited materials will have to be collected form the checking counter returning respective tokens before 15 minutes of the closing of the Library of the same day. Library Workers will not be responsible for safety of the article or articles not collected on the same day.
 - (iv) Gate Pass is to be handed over to the Library Attendant at the gate while leaving the Library. Library workers may check the readers thoroughly within the Library premises or at the gate if required.
 - (v) Notes and exercise books may be allowed to be taken inside the Library subject to checking at the gate at the time of departure.
 - (vi) Books issued for study in the respective Reading Rooms shall not be removed to any other Reading Rooms.

- (vii) Male and Female students shall read in their respective Reading Rooms.
- (viii) Smoking is strictly prohibited inside the Library.
- (ix) Persons using the Reading Rooms shall abstain form smoking and conversation and any other form of activity likely to disturb others and shall enter and leave the Library with as little noise as possible.
- 28. The right of any reader to the use of the Library may be suspended or kept in abeyance by the Library Committee for transgressing Library Rules.

Library Facilities:

The DUL offers the following facilities to its patrons:

- 1. **Printing:** The computer printing service is only available in the Dhaka University library reprography section.
- 2. <u>CD/DVD Write:</u> Only old and rare manuscripts, microfilm and microfiche in digital form are available for CD/DVD Write.
- 3. **Photocopy Service:** The photocopy services are offered from the following locations:

Building	Floor		
Main Library Building	Reading Room – 1st Floor	Reading Room – 2nd Floor	
Administrative Building	Periodical Section – Ground Floor	Reprography Section – 2nd Floor	
Science Library Building	Xerox section - Ground	Floor	

Table-4: Distribution of Reprography Units

- 4. <u>Carrel Booking:</u> Carrels are available in the main library that can only be reserved by the faculty members or researchers for higher studies.
- 5. <u>Online Catalogue Search:</u> Computer terminals are available for use by faculty members and students to search the library OPAC.
- 6. **Borrowers' ID card:** Faculty members, students and other library users need digital borrowers' ID card to use the library. Please contact the library if you have any questions.
- 7. <u>Teachers' Book Issue Counter:</u> Books can be issued, renewed and returned from this counter using automated system. A digital borrower's ID card is required.

- 8. <u>Cyber Centre:</u> The Cyber Centre is located on the south side of the ground floor at Administrative Building.
- 9. **Resource Centre:** A modern and international standard Resource Centre for Visually Impaired students is located on the ground floor of the Library Administrative Building. This Centre works in collaboration with the Sight Savers International for visually impaired students. The centre houses Braille Books, computers with specialized software and modern Braille Printers.
- 10. **Reading Rooms:** There are several reading rooms under different sections as follows:
- (a) <u>Student Reading Room, Main library First Floor:</u> The first floor of the Library consists of reading rooms and a books stack area. This floor contains books covering 12 disciplines e.g. Sociology, Statistics, Political Science, Economics, Law, History, Biography, Geography, Journalism, Anthropology, Social Welfare, and Public Administration.
- (b) <u>Student Reading Room, Main library Second Floor:</u> The second floor of the library consists of reading rooms and a books stack area. This floor covers 11 disciplines e.g. Information Science and Library Management, Philosophy, Psychology, Religion, Linguistics, Anthropology, Business Administration, English, Bengali, Arabic, Urdu and Persian.

The seat arrangement in the reading room of the main library is as follows:

Seat Arrangements in the Reading	Combined Students	Female Students	Teachers/ Researchers	Total
Rooms of the Main			Researchers	
Library				
Second Floor	260	25	15	300
Third Floor	260	25	15	300
Reference Reading	60	-	-	60
Room				
Periodicals Reading	40	-	6	46
Room				
Old Newspaper	40	-	-	40
Reading Room				
Total	660	50	36	746

Table-5: Seat Arrangement in the Reading Room of the Main Library

(c) <u>Student Reading Room, Science library - Ground Floor and First Floor:</u> Books and reading materials of the following disciplines are preserved in the stack area:

Generalities, Cosmology, Psychology, Logic, Ethics (Moral Philosophy), Statistics, Pure Science, Mathematics, Astronomy and Allied Sciences, Physics, Chemistry and Allied Sciences, Sciences of Earth and other worlds, Paleontology, Life Sciences, Botanical Sciences, Zoological Sciences, Technology (Applied Sciences), Medical Sciences, Engineering and Allied Operation,

Agriculture and Related Technology, Home Economics and Family living, Chemical and related Technology, Manufactures, Buildings, General Geography and History, General Geography and

Travel, General History of Ancient World, General History of Europe and General History of Asia.

- (d) <u>Reference Reading Room</u>, <u>Main Library</u>: It is located on the south side of the ground floor of the main library building. Reference Collections provide comprehensive reference and research materials in the field of humanities, especially religion, philosophy, language, literature, art and history, as well as biography, bibliography, Encyclopedia, Dictionaries and current affairs.
- (e) <u>Reference and Thesis Room, Science Library:</u> Teachers and researchers can use thesis and reference tools from this room which are non-issuable.
- (f) <u>Periodicals Reading Room:</u> The periodicals section is located on the ground floor of the Administrative Building and Science Library Building. Library users can read journals in the bound volume.
- (g) <u>Archives, Rare Books and Special Collections Reading Room:</u> This room is located on the ground floor of the main library building. There are also confined books and documents available in Science Library.
- (h) <u>Current News Paper Reading Room:</u> Dhaka University library preserves all well-circulated daily newspapers in Bangladesh. Users can read these newspapers from 8am to 9pm in Main Library and Science Library.
- (i) <u>Old News Paper Reading Room:</u> Old and rare newspapers are preserved in the ground floor of the Administrative Building. These newspapers are only available in bound volume format.
- (j) <u>Manuscript Reading Room:</u> The library houses 30,000 handwritten manuscripts, many from the fourteenth and fifteenth centuries, in various languages and a large number of tracts (booklets, leaflets, pamphlets, and puthis) which are also preserved in microforms and CDs.
- (k) <u>Microfilm and Microfiche Reading Room:</u> Some old and rare documents are kept in microfilm or microfiche format which are preserved in reprography section.
- 11. <u>Seminar Section:</u> Located on the ground floor of the Administrative Building. The students of Faculty of Arts, Law, Business Studies, Social Sciences, Fine Arts and Education can issue one book from the Seminar Section.
- 12. **Personal Laptop:** Library users can use their own laptops in the Library.
- 13. <u>Current Awareness Service (CAS):</u> This service is provided in both the main library and science library, manually through display boards and digitally through library website.

Chapter-III Acquisition Section

Acquisition Section:

This section is in the first floor of the administrative building. It is an important section of the library. Books and journals of all Departments of the University are procured by this section and after processing, copies of newly collected books are sent in the relevant departmental seminars as per the request of the chairman. If a single copy is procured for any department, it can not be sent there, as there is no provision to send the single copy in any departmental seminar.

Harrod's Librarians' Glossary defined Acquisition as, "The process of obtaining books and other documents for a library, documentation centre or archive".

The ALA Glossary of Library and Information Science defined Acquisition Department as, "The administrative unit of a library which performs acquisition services".

Objectives of Acquisition Section:

The main objectives of the acquisition section are as mentioned here:

- 1. A library should acquire and provide all the relevant reading materials to its clientele so that the basic functions of the library are fulfilled.
- 2. A library should acquire all other books on the related topics. A University Library must procure books on bordering subjects also so that comprehensive reading materials for research and study are made available.
- 3. A library should contain all the reading materials pertaining to the history and culture of a particular country, city, place or institution.

Techniques of Acquisition:

There exists three techniques for acquiring documents in the library and among them the last one is currently not activated. These are as follows:

- Purchase
- ➤ Gifts or Donations
- > Exchange

Procedure for Acquisition:

In the Dhaka University Library the process of purchasing books is completed in two phases. They are as follows:

- ➤ <u>Budget Allocation:</u> In this phase the Syndicate, Deans of the different Faculties, different Committees are associated.
- **Procurement of Books:** This phase is conducted by the Acquisition Section along with the Accounts Section.

These phases are enumerated here with a flowchart.

Budget Allocation:

In every year an annual budget is allotted to procure the books and journals for all the departments of the University, to pay salaries of all the staffs of the Library and to maintain the development activities of Dhaka University Library. The budgetary amount increases or decreases as per pecuniary situation of the University. Generally it increases after certain intervals, after one years, two years or three years etc. The allocated total for procurement of books and journals are re-allocated among the departments of Dhaka University by the Deans convening meeting. Every department gets an amount of 25,000 taka each for the procurement of books and journals. Then the budget is re-allocated considering the number of students of the departments and the price of books and journals of the departments.

Process for Budget Allocation:

The allocation of budget for procuring books and journals goes by the following steps:

Step-1: The budget is passed in the Dhaka University Senate.

Step-2: The Deans of the Faculties of Dhaka University allocates the budgets among the Departments.

Step-3: Library Committee checks the budget and gives recommendations.

Step-4: Finance Committee checks the budget and gives recommendations.

Step-5: Dhaka University Syndicate checks the budget and gives the approval.

Budget Allocation for 2012-13 Fiscal Year:

In 2012-2013 fiscal year, the total budget for procurement of books and journals (excluding the salary of the staffs) was 1, 12, 00,000 taka. Sixty percent of the budget is allocated for the procurement of books and forty percent of the budget is allocated for the subscription of online journals. The budget of the library from 2009-2010 to 2012-2013 is collected by taking sample from the Revenue and Development Budget 2012-2013 and are mentioned here.

Budget for the Library Administration:

Year	2009-	2010-2011	2011-	2011-	2012-2013
	2010		2012	2012	
A. Library administration	Original	Original	Allotted	Amended	Allotted
Salary allowance	389.08	510.04			
Salary of the officers			147.50	170.34	156.20
Salary of the staffs			47.53	54.00	56/39
Salary of third & fourth class			86.10	88.78	96.50
staff					
House rent			120.40	135.15	140.80
Medical allowance			18.53	19.05	19.70
Travelling cost			2.98	2.90	3.04
Tiffin allowance			2.98	2.90	3.04
Cost of washing cloths of the			1.22	1.39	1.46
staffs					
Special personal allowance			0.95	1.62	1.43
Total	389.08	510.04	428.19	476.13	478.56

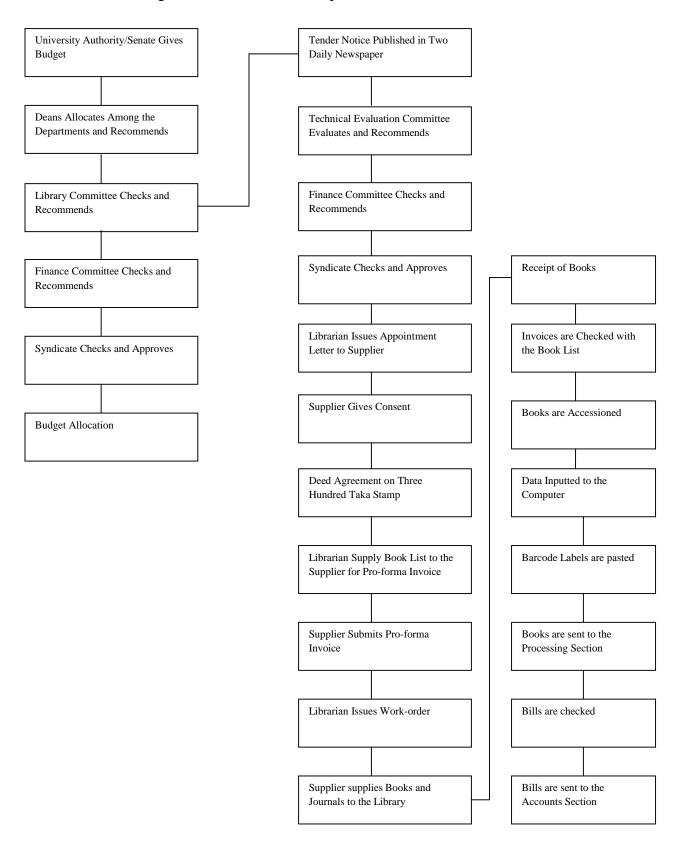
Table-6: Library Administration Budget

Budget for the Procurement and Maintenance of Library Materials:

Year	2009-2010	2010-2011	2011-2012	2011-2012	2012-2013
B. Other costs of library	Original	Original	Allotted	Amende	Allotted
				d	
Purchase of books and journals	46.68	59.38	100.00	100.00	100.00
Purchase of course/semester		18.01	10.00	10.00	10.00
books					
Back issues of journals			2.00	2.00	2.00
Manuscripts Collection &	1.43	1.37	1.50	1.50	1.50
Preservation					
Cost of Reprography	5.33	8.29	8.00	10.00	9.00
Binding cost	1.85	1.58	2.00	2.00	2.00
Related cost	11.38	12.90	8.00	9.00	8.00
Online subscription	24.00		24.00	24.00	24.00
Cost of electrical maintenance			3.00	3.00	3.00
Insurance of fire		0.35	1.00		
Library Cyber Center			1.00	2.00	2.00
Visually Impaired Resource			1.00	2.00	2.00
Center					
Computerization of Central			8.00	8.00	8.00
Library					
Preservation of generator			5.00	5.00	5.00
Total	90.67	101.88	174.50	178.50	176.50
In Total (A+B)	479.75	611.92	602.69	654.63	652.50

Table-7: Library Materials Procurement and Maintenance Budget

Figure-5: Flow Chart for Acquisition of Documents in DUL



Process for Procurement of Books:

The process for the procurement of books goes by the following steps:

- **Step-1:** The acquisition section informs all the departments about the allocation of budget and asks their demand for the procurement of books.
- **Step-2:** The departments send their demand to the acquisition section.
- **Step-3:** The acquisition section organizes the demands of the departments and publishes notice as Invitation for Tenders in two national daily newspapers, one in Bangla and the other in English.
- **Step-4:** The interested vendors/suppliers cast their tender in the tender box within the time limit.
- **Step-5:** The Technical Evaluation Committee evaluates and recommends the best supplier on the basis of highest discount offered.
- **Step-6:** The Finance Committee checks and recommends the best supplier.
- **Step-7:** The University Syndicate checks and approves the best supplier.
- **Step-8:** The Librarian issues appointment letter to the selected supplier.
- **Step-9:** The supplier gives consent.
- **Step-10:** The agreement is signed between the supplier and the University Treasurer on three hundred taka stamp.
- **Step-11:** Librarian supply booklist to the supplier for pro-forma invoice with price evidence.
- **Step-12:** Supplier submits pro-forma invoice to the acquisition section.
- **Step-13:** Librarian issues work order to the supplier.
- **Step-14:** Supplier supplies books and journals to the library.

Post Reception Functions of Acquisition Section:

After the reception of the books and journals the acquisition section performs the following step by step functions;

Step-1: Invoices are checked with the order list to confirm that ordered items are sent accurately.

Invoices may contain following type of list:

Serial No.	Order Serial No.	Author	Title	Quantity	Currency	Publisher's Price	Unit (Tk.)	Discount	Total (Tk.)

Figure-6: Invoice

Step-2: Each and every copy of the books is accessioned and major bibliographical information's are entered in the accession register.

Step-4: Some major bibliographical information is inputted in the computer.

Step-5: Automatically generated barcode labels are pasted on the title page of each book and are sent to the processing section.

The following is a sample of an automatically generated barcode label:



Figure-7: Barcode Label

Step-6: Bills are checked to clarify the price of the books against the agreement and to justify that the discount offered are all right.

Step-7: Bills are passed to the Accounts Section.

System for Payment to the Supplier:

There are two system of payment to the supplier. One is Cash Against Delivery (CAD) where suppliers receive their payments after the delivery of books to the library. Another system is LC. In this system, an LC is opened in a bank in the name of relevant foreign suppliers and after reception of the books by the library; the payment is disbursed by the bank to the suppliers concerned.

Accession Register:

Accession Register is the basic record in the library about each document forming part of its collection. Documents are numbered progressively as they are added to the stock and entered in the register. Dhaka University Library maintains three types of Accession Register as mentioned here:

- ➤ Accession Register for Purchased Documents
- > Accession Register for Gifts
- Accession Register for Journals

Copy of the Ph. D and M. Phil. theses of the University students are gifted to the library and are entered in the Accession Register for Gifts. A sample of the Accession Register maintained by the DUL is showed here:

Accession No.	Author	Title	Place	Publisher	Year	Size	Pages	Bdg.	Cost	Source	Vol.	Remarks

Figure-8: Accession Register

Automation of the Acquisition Section:

The functions of the Acquisition Section are now performed manually. At present the Dhaka University Library is using an Integrated Library Automation System where there is a provision for the automation of acquisition functions. So we can expect that the Acquisition Section will start performing their functions in automated environment as soon as possible.

The interface for the Acquisition Module in the Library Software is as follows:

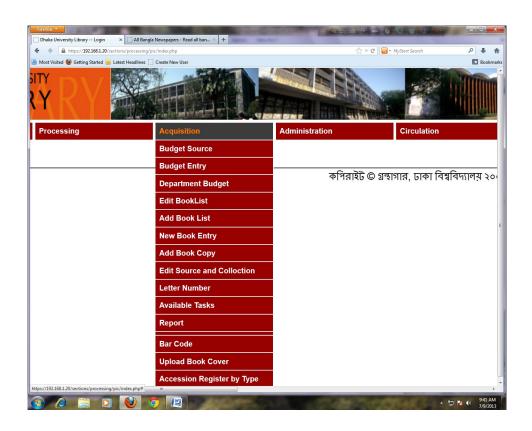


Figure-9: Interface of the Acquisition Module

The Acquisition Module would be able to perform the following functions:

- ➤ Budget Source
- ➤ Budget Entry
- ➤ Department Budget
- ➤ Edit Book List
- ➤ Add Book List
- ➤ New Book Entry
- ➤ Add Book Copy
- ➤ Edit Source and Collection
- ➤ Letter Number
- > Available Tasks
- > Report
- > Barcode
- Upload Book Cover
- ➤ Accession Register by Type

Suppliers of Documents in the Session 2012-13:

Dhaka University Library purchase documents from the following local agents:

- ➤ Mollik Brothers
- > Paragon Enterprises Ltd.
- ➤ Karim International

In order to purchase documents published in India, DUL deals with the following agents:

- ➤ UBSPD
- > NCBA

The DUL purchase internationally published documents from a Singapore based international agent Alkem. The books on Liberation War of Bangladesh are procured from the Ekushey Book Fair. The locally published books are purchased through the Dhaka University Prokashona Songstha.

Newly Purchased Books in the Session 2012-13:

In the library website the department wise list of the newly purchased books in this session are given. In 2012-13 session an amount of 1, 212 titles is purchased for 66 departments. Here the list of the newly purchased books for the Department of Information Science and Library Management in this session is mentioned as follow:

S. L.	Author	Title	Edition & Year	Copies
1	G. G. Chowdhury	Information Users and Usability in the Digital Age	2011	1
2	Ned Potter	The Library Marketing Toolkit	2012	1
3	G. G. Chowdhury	Introduction to Digital Libraries		1
4	G. G. Chowdhury	Introduction to Modern Information Retrieval, 3 rd ed.	2010	1
5	Bob Duckett	Know It All, Find It First: An A-Z Source Guide for the Enquiry Desk, 3 rd ed.	2008	1
6	Laura A. Milar	Archives: Principles and Practices	2010	1
7	Liz Chapman	Managing Acquisitions in Library and Information Services	2004	1
8	Tibor Koltay	Abstract and Abstracting	2010	1
9	M. Paul Pandian	RFID for Libraries: A Practical Guide	2010	1
10	Carole A. George	User-Centered Library Websites: Usability Evaluation Methods	2008	1
11	Nuria Balague	Managing Your Library and Its Quality	2011	1
12	Valeda Denta Goodman	Qualitative Research and the Modern Library	2011	1
13	Teresa Welsh	Information Literacy in the Digital Age: An Evidence-Based Approach	2010	1
14	Paola De Castro	Librarians of Babel: A Toolkit for Effective Communication	2009	1
15	Micheal Upshall	Content Licensing: Buying and Selling Digital Resources	2009	1
16	Jela Webb	Strategic Information Management: A Practitioner's Guide	2008	1
17	Dalkir, Kimiz	Knowledge Management in Theory and Practice, 2 nd ed.	2011	1
18	Awad, Elias M	Knowledge Management	2007	1
19	Gannon-Leary and Micheal McCarthy	Customer Care: A Training Manual for Library Staff		1

Table-8: List of the Books Purchased in 2012-13 Session for the Department of Information Science and Library Management

Problems of Acquisition Section:

The acquisition section is the gateway for the entrance of the reading materials to the library which ensures the systematic collection of those materials. So the acquisition section should overcome the following problems in order to perform its functions more efficiently.

- 1. The process of acquisition is very lengthy due to too many administrative procedures.
- 2. The functions of acquisition section are still running manually.
- 3. There is no provision in the acquisition module of the software for the computerized maintenance of accession register.
- 4. The personnel are suffering from lack of professional and IT skill due to insufficient educational background.
- 5. The experienced staffs are unwilling to share their knowledge with their juniors.
- 6. At present there are 72 departments in the university and the cost of the reading materials of some of the discipline is very high but the budget allocated for the procurement of reading materials are not adequate.

Chapter-IV Processing Section

Processing Section:

It is in the first floor of the administrative building. All the documents acquired by the library are processed here and prepared for the readers use. Processed documents are also sent in the relevant departmental seminar library as per the request of the departmental heads.

From the annual reports of the Dhaka University it was revealed that in the beginning books were not catalogued and were entered in a register. During the session of 1923-24 "Sheaf Catalogue" was introduced. The sheaf catalogue still exists for books which were received up to 1952. Books acquired after 1952 were entered into card catalogue, and the library has been maintaining a dictionary catalogue. Since then the library books were catalogued according to Anglo American Cataloguing Rules (AACR) of 1927-28 and now the library follows AACR-II code. The Dewey Decimal Classification was introduced to classify books during 1952-53 session and subsequently new arrival have been classified according to that system.

Procedure for Processing the Documents:

The processing section processes all the books, journals, and M. Phil. and Ph. D. theses papers. The processing includes the classification and cataloguing of the documents in a step by step order. The functions of the processing section can better be interpreted by means of a flowchart.

The steps required to perform the functions of the Processing Section are as follows:

- **Step-1:** Documents are received from the Acquisition Section.
- **Step-2:** Then the documents are assigned classification number.
- **Step-3:** For each document a manual catalogue entry is prepared on a slip.
- **Step-4:** Then the bibliographical data of the document are entered into a catalogue slip format.
- **Step-5:** The catalogue slip format is edited.

The sample of catalogue slip format is as follow:

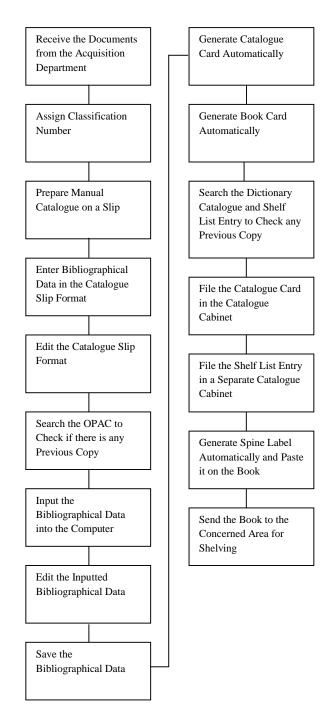
	CATALOGUE SLIP FORMAT
Call No.	
	Author(s):
	Editor(s):
	Translator(s):
	Compiler(s):
Acc. No.	Title:
	Subtitle:
	Parallel Title:
	Edition:
	Place of Publication:
	Name of Publisher:
	Year of Publication:

Figure-10: Catalogue Slip Format

Physical Description:	
Series:	
Note:	
Contents:	
ISBN:	
Price:	
Subject(s):	
Requested by:	
Prepared by:	Book Card Printed by:
Checked by:	Data Edited by:
Data Entry by:	Catalogue Card Printed by:

Figure-11: Verso of the Catalogue Slip Format

Figure-12: Flowchart for the Functions of the Processing Section



Step-6: The title is searched through the OPAC to check if there is any previous copy to assign the correct copy number.

Step-7: The bibliographical data of the document is inputted into the computer.

Step-8: The inputted bibliographical data is edited and then saved.

To input the bibliographical data into the computer the cataloguer has to log into the Library Automation Software by using User Name and Password. The sample of the interface for log in is as follow:

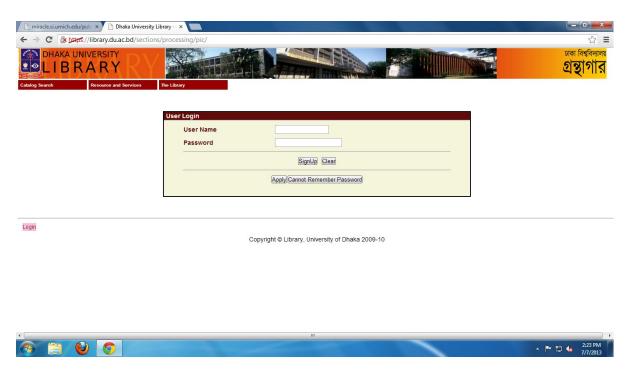


Figure-13: Login Interface

Step-9: The catalogue card for the document is automatically generated. Three types of entry i.e. Shelf List entry, Main Entry and Added Entry are generated. Totally four catalogue cards are prepared for each document.

Here are some samples of the automatically generated catalogue card as follows:

```
RIE Rich, David Z.
The economic theory of growth and development /
David Z. Rich. — London: Praeger, 1994.
ix, 258 p.; 23 cm.
Bibliography: p. 251-253.
Includes index.
ISBN 0275946878
1. Economic development. I. Title.

Alkem
```

Figure-14: Shelf List Entry

```
RIE

Rich, David Z.

The economic theory of growth and development /
David Z. Rich. -- London: Praeger, 1994.

ix, 258 p.; 23 cm.
Bibliography: p. 251-253.

Includes index.
ISBN 0275946878
1. Economic development. I. Title.

Alkem
```

Figure-15: Main Entry

```
Economic development.

338.9
RIE

Rich, David Z.
The economic theory of growth and development /
David Z. Rich. -- London: Praeger, 1994.
ix, 258 p.; 23 cm.
Bibliography: p. 251-253.
Includes index.
ISBN 0275946878
1. Economic development. I. Title.

Alkem
```

Figure-16: Added Entry under Subject Heading

```
The economic theory of growth and development.

338.9
RIE

Rich, David Z.

The economic theory of growth and development /
David Z. Rich. -- London: Praeger, 1994.
ix, 258 p.; 23 cm.
Bibliography: p. 251-253.
Includes index.
ISBN 0275946878
1. Economic development. I. Title.

Alkem
```

Figure-17: Added Entry under Title

- **Step-10:** The book card for each book is generated automatically.
- **Step-11:** The Dictionary Catalogue and the Shelf Entry is searched to check if there is any previous copy for the catalogued item.
- **Step-12:** The catalogue card is filed in the catalogue cabinet in the alphabetical order while the shelf list entry is filed in another cabinet in the classified order.
- **Step-13:** The Spine Label is generated automatically and pasted on the bottom of the spine of the book. A sample of the Spine Label is as follow:



Figure-18: Spine Label

Step-14: The book is sent to the stack area for shelving or to the departmental seminar library as per the request of the chairman of the department.

Processing Module of the Library Automation Software:

The processing section performs their functions both manually and automatically. To perform the automated functions they use the processing module of the Library Automation Software. The interface of the Processing Module is as follow:

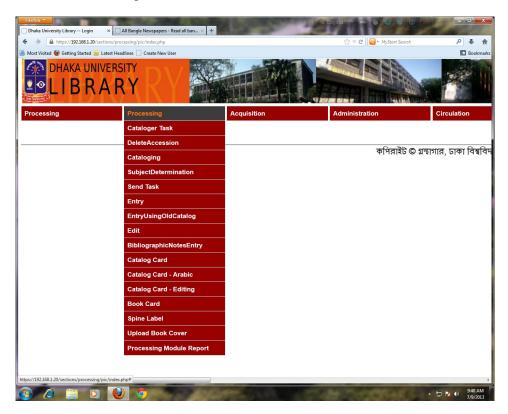


Figure-19: Interface of the Processing Module

The processing module of the Library Automation Software performs the following functions:

- Cataloguer Task
- Delete Accession
- Cataloguing
- > Subject Determination
- Send Task
- > Entry
- ➤ Entry Using Old Catalogue
- > Edit
- ➤ Bibliographic Notes Entry
- Catalogue Card
- ➤ Catalogue Card-Arabic
- ➤ Catalogue Card-Edit
- ➤ Book Card
- > Spine Label
- Upload Book Cover
- Processing Module Report

Bibliographic Standards Used by the Processing Section:

The processing section of the Dhaka University Library maintains the following bibliographic standards:

- ➤ Dewey Decimal Classification (DDC), 23rd Edition.
- ➤ Anglo American Cataloguing Rules-II (AACR-2)
- ➤ Sears List of Subject Headings, 20th Edition.
- ➤ MARC 21 format is not used now but there is a provision for using MARC 21 format in the software.
- For building Author Mark the processing section does not follow any internationally recognized method but takes two initial letters of the author's surname and one initial letter of the title. If the main entry is under the title, then the author mark will be the three initial letters of the title.

The colors of the catalogue card of the documents are varied as follows:

- ➤ White Catalogue Card for the books of Arts, Social Science and Business Studies faculty.
- ➤ Green Catalogue Card for the books of Science Faculties.
- ➤ Yellow Catalogue Card for the books of Faculty of Law.
- ➤ Red Catalogue Card for the Reference Materials of the Main Library.
- ➤ Green Catalogue Card for the Reference Materials of the Science Library.

Statistics of the Processing Section:

The performance of the processing section in the 2010-11 session can be represented by means of the following table.

Description of Operations	Number of Items
Bibliographical Data Inputted	13, 100
Bibliographical Data Edited	16, 230
Processed New Books Sent to the Main	6, 459
Library	
Processed Old Books Sent to the Main Library	517
Processed New Books Sent to the Science	2, 352
Library	
Processed Special Collection from Dr. Aftab	456
Ahmed Sent to the Main Library	
Processed Journal, Rare Book, Xerox, UN,	2, 105
Reference and Books for Visually Impaired	
Persons Sent	
Books Transferred to the Departmental	579
Seminar Library of the Science and Biology	
Faculty	
Books Transferred to the Departmental	642
Seminar Library of the Arts, Social Science	
and Business Studies Faculty	
Catalogue Card Filed in the Reserved Cabinet	4, 000
Shelf List Card Filed	3,000
Book Card Typed and appended to the Book	11, 005

Table-9: Statistics of the Processing Section

Problems of Processing Section:

The processing section is responsible for the organized collection of the library. A library with an unorganized collection would not be defined as a library but a storehouse of books and other reading materials. So the processing section should take care of the following problems.

- 1. They are using both the 23rd and 22nd edition of Dewey Decimal Classification.
- 2. They do not follow the MARC 21 format.
- 3. They give author mark by taking two initial letters of the author's surname and one initial letter of the title but do not follow any internationally recognized method.
- 4. All the staffs of this section are not skilled enough to use the tools used for the classification and cataloguing of books and other reading materials such as classification schemes, cataloguing rules, subject headings, etc.

Chapter-V Circulation Section

Circulation Section:

Circulation Section is located at the ground floor of the main building. It is involved in the activities such as charging and discharging of books, overdue collection and maintaining statistics etc. In a library, circulation is the process of lending books to borrowers and accurately re-shelving them after they have been returned, so that they will be retrievable by the next user. The reader's section situated in the first and second floor of the main building is also run by the section. In front of the circulation desk, there are three computers for the students and two computers for the teachers and researchers where they can search the OPAC to know whether the required books are available in the library or not.

It is interesting to note that the "open access system" was introduced in 1934-35. It proved to be successful as the volume of book issue increased tremendously and the library became very popular. It had, however, to be withdrawn due to heavy loss of important books and valuable journals. The library returned to the "closed access system" which is still continuing.

Harrod's Librarians' Glossary defined circulation as, "The total number of books issued from a library in a given period".

The ALA Glossary of Library and Information Science defined circulation desk as, "A counter or desk where items from the library collection are charged and discharged"

User Community of the DUL:

The users are allowed to borrow books, journals and other reading materials from the library for their personal use. The Dhaka University Library has the following types of users:

- > Faculties
- Researchers
- > Students
- Registered Graduates
- Officers, and
- > Staffs

The book lending limit, duration and fine details are represented by means of a table as follows:

SL. No.	User	Туре	Books Lending	Duration	Fine Details	Comments
			Limit (No. of Copies)			
01.	Teachers(includir tim	ig part-	10 Books	30 Days	First week (7 days) Tk. 0.50	
	tini	ic)			After first week TK. 01/ per week.	
02.	Research Phil and		03 Books	30 days	First week (7 days) TK. 0.50	
					After first week TK. 01/per week.	
03.	Students	Science Section	02 Books	14 Days	1 st & 2 nd Week TK. 0.50	
		Arts & others	01 Book	14 Days	3 rd & 4 th Week TK. 01	
					From 5 th Week TK. 03	
04.	Regis Grade		01 Book	30 Days	First week (7 days) TK.0.50	
					After first week TK.01/per week.	
05.	Offic	cers	05 Books	30 Days	First week (7 days) TK.0.50	
					After first week TK.01/per week.	
06.	3 rd Class Employees		01 Book	30 Days	First week (7 days) TK.0.50	Every 3 rd class employee should pay TK.
					After first week TK.01/per week.	25 as caution money except library 4 th class staff.
07.	4 th C Employe for Lil	es(Only	01 Book	30 Days	First week (7 days) TK.0.50	
					After first week TK.01/per week.	

Table-10: Status of Book Lending Limit, Duration and Fine Details

Functions of the Circulation Section:

The circulation section of the Dhaka University Library performs their functions from two separate buildings as follow:

- ➤ Main Library Building
- ➤ Science Library Building

Functions of the Circulation Desk in the Main Library:

In the main library there is a circulation desk in the ground floor, first floor and second floor. In the ground floor the circulation desk serves the teachers, researchers and registered graduates. In the first and second floor the circulation desk issues books to the students. In the main library circulation service is provided manually. Modified Browne Charging System is followed to issue books to the students while modified Newark Charging System is followed to issue books to the teachers and researchers.

In the main library the functions of circulation desk is performed in three different floors as follows:

- Ground Floor
- First floor, and
- Second Floor

Functions of the Circulation Desk in the Ground Floor:

In the ground floor the circulation section issues and lend books to the teachers, researchers, registered graduates, officers and staffs through modified Newark Charging System. The functions are enumerated as follow:

Step-1: The users are issued Borrower's ID card (Digital) and Borrowers Card.

Step-2: The users sort out the books from the stack and show the books and the Digital ID card to the circulation staff.

Step-3: The circulation staff removes the book card from the book pocket and enters the date due and name of the borrower and ID no. in the book card. The book card is kept in the circulation section and arranged in classified order in a tray.

A sample of the book card is as follow:

003.83	C.1	452954
BAD Bank	s, Jerry .	
D	iscrete-event	system
simul	ation, 2005 (200)7 printing).
DATE DUE	NAME OF B	ORROWER
	I	

Figure-20: Book Card

Step-4: Then he enters the call number, return date into the borrower's card. The borrower's card is inserted into the book pocket.

A sample of the borrower's card is as follows:

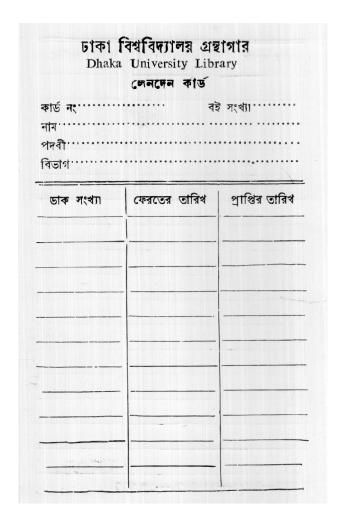


Figure-21: Borrower Card

Step-5: Then he enters the call number, return date into the Index Card. The index card is also kept in the circulation section in a tray and arranged by department name and serial no. of the concerned department. Thus the book is issued to the user.

A sample of the Index Card is as follow:

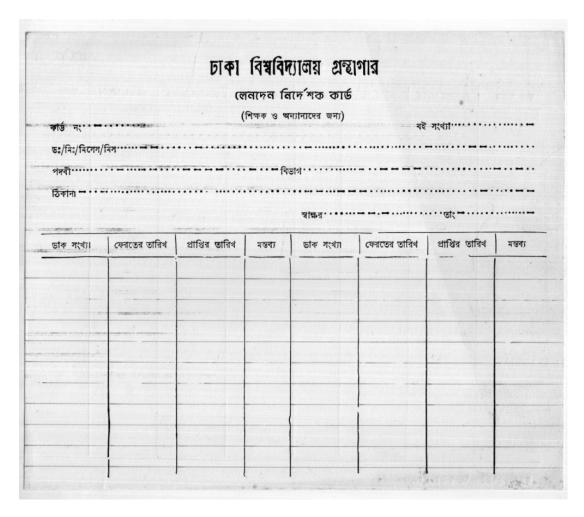


Figure-22: Index Card

Step-6: The circulation staff issues a gate pass to the user with the user name, number of books issued and their accession number on the verso which is a permission slip. The gate pass is checked by a staff and kept in the library for the sake of maintaining statistics.

A sample of the Gate Pass is as follow:

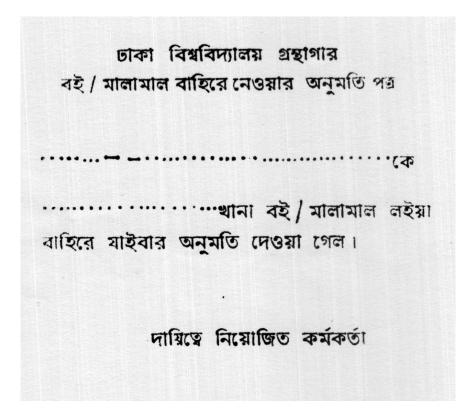


Figure-23: Gate Pass

The following functions are required for returning books to the circulation desk:

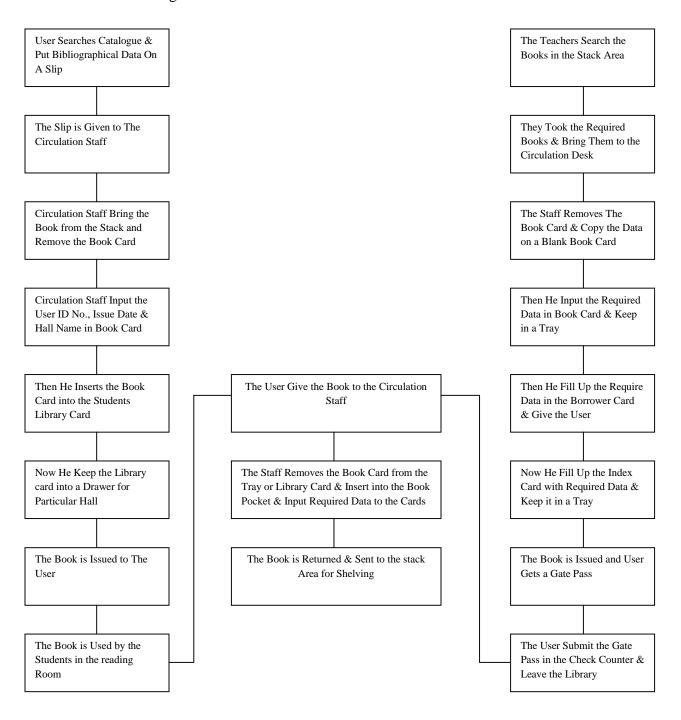
Step-1: The circulation staff can send **Recall** notice to the user before the return date in case of any emergency need.

Step-2: If there is no provision for recall but the user is not returning the book in the return date then the circulation staff can send **Reminder** notice to the user.

Step-3: If the user returns the book timely, then the staff removes the borrower card from the book pocket and inserts the book card into the book pocket.

Step-4: Then he enters the date of receipt in the index card and sends the book to the concerned stack area for re-shelving.

Figure-24: Flowchart for Manual Book Issue and Return



Functions of the Circulation Desk in the 1st and 2nd Floor:

In the 1st and 2nd floor the circulation desk issues books to the students only through modified Browne Charging System. The functions are enumerated as follow:

- **Step-1:** The students search the catalogue manually or by computer and put the bibliographical data on to a slip and give it to the circulation clerk.
- **Step-2:** The circulation clerk searches the book in the stack area by its call number.
- **Step-3:** If he gets the book then he brings it to the circulation desk and removes the book card from the book pocket.
- Step-4: Then he stamps the issue date, student's card no. and hall name on the book card.
- **Step-5:** Then he inserts the book card into the student's library card and keeps it in the drawer for particular hall and gives the book to the student for reading in the reading room.

The following functions are required for returning the book to the circulation desk:

- **Step-1:** Students returns the book to the circulation desk.
- **Step-2:** The circulation clerk sort out the student's library card and removes the book card from it.
- **Step-3:** Then he returns the students library card and keep the book card in the book pocket and keep the book in a separate shelf for further issue.
- **Step-4:** After one or two day the circulation clerk re-shelves the book to its accurate place in the shelf.

Functions of the Circulation Section in the Science Library:

In the Science Library there are separate circulation desk in the ground floor for the students and teachers. Here books are issued both automatically by the circulation module of the software and manually by modified Browne Charging System. There are two computers each for the male and female students along with the manual dictionary catalogue in the ground floor. The users of the Science Library are required to have a Borrowers ID card from the Main Library and a separate Borrower card from the Science Library for borrowing books. Students of the science faculties can borrow books.

The functions of the circulation desk are as follows:

Step-1: The students search the catalogue manually or by computer and put the bibliographical data on to a slip and give it to the circulation clerk.

Step-2: The circulation clerk searches the book in the stack area by its call number.

Step-3: If he gets the book then he brings it to the circulation desk. Then he scans the user Id with a Barcode Scanner from the Borrowers ID card. He can also input the user ID through the keyboard. As a result the user status is displayed in the computer monitor. This is done through the issue function of the Circulation Module of the Library Automation Software. If the user has not any Borrowers ID card then the book is issued to him by following Browne Charging System as followed in the circulation desk in the 1st and 2nd floor of the Main Library which is mentioned earlier.

Step-4: Then the barcode on the title page of the book is scanned by the Barcode Scanner. As a result the book information is displayed on the computer screen.

Step-5: Now the staff presses the issue button which results into an assurance message. Then the staff presses the Ok button and the book is being issued.

A sample interface for book issue is as follows:

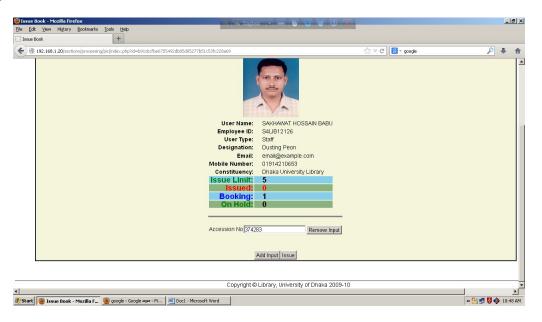


Figure-25: Interface for Book Issue

Step-6: The book card is also removed from the book pocket and the borrower name and Id and due date are entered. Then the book card is inserted into the borrower card and it is kept in the circulation section as a manual record of the issue.

The following functions are required for returning books to the circulation desk:

Step-1: The user came to the circulation desk along with the book and the Digital ID card.

Step-2: The circulation clerk scans the User ID by a barcode scanner. As a result the User Information is displayed in the computer monitor. This is done through the Return function of the Circulation Module of the Library Automation Software.

If the user has not any Borrowers ID card then the book is returned by following Browne Charging System as followed in the circulation desk in the 1st and 2nd floor of the Main Library which is mentioned earlier.

Step-3: Then the barcode on the title page of the book is scanned by the Barcode Scanner. As a result the book information is displayed on the computer screen. The accession number of the book can also be inputted in the computer through keyboard.

Step-4: Now the staff presses the return button which results into an assurance message. Then the staff presses the Ok button and the book is being returned.

A sample interface for book return is as follows:

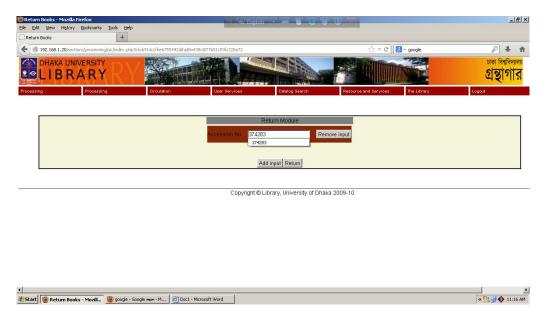


Figure-26: Interface for Book Return

Step-5: The book card is also removed from the borrower card and it is given to the user. Then the book card is inserted into the book pocket and the book is sent to the stack area for reshelving.

Other Functions of Circulation Module:

The circulation module also performs the following functions besides issue and return.

- **Renew:** Send renewal notice to the user.
- **Booking:** Users can give booking for the available materials in the library.
- **Hold:** Users can hold the materials issued to other users.
- ➤ <u>User Status:</u> They can know their borrowing status and/or validity.
- **Book Status:** They can even know the status of the required materials.
- **Change Book Status:** Book status can be change by the counter staff.
- **Letter Generation:** Required letters can be generated.

- **Fine:** Activities related to fine collection can be performed.
- **Circulation Report:** Essentials reports concerning circulation can be generated.
- ➤ <u>Usage Report:</u> Reports regarding usage can be automatically generated.
- **Employee Activity:** Activities of the employees can be monitored.

The Interface of the Circulation Module is as follows:

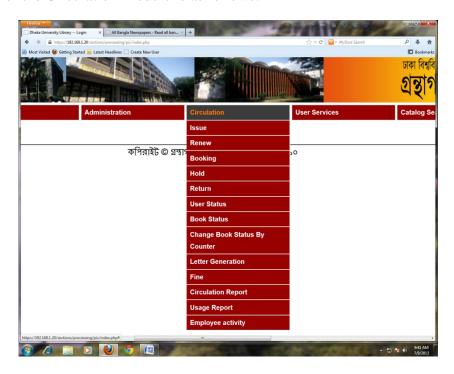


Figure-27: Interface of the Circulation Module

Recovery of Lost Books:

If any borrower notices the circulation section about the loss of books borrowed by him then the section takes any one of the following three initiatives that it considers to be suitable.

- Ask the borrower to buy the latest copy of the book and submit it to the library.
- Ask the borrower to collect the photocopy of the book and submit it to the library. But this process is not active now.
- An amount of three times greater than the actual price of the book is collected as fine from the borrower or cut from his salary if he/she is the staff and/or the teacher of the university.

Important Factors to be Considered by the User:

Important factors to be considered by the users all the time are as follows:

- 1. There is no provision to issue rare books, journals and reference materials to anybody for taking outside the library.
- 2. Students can not take books outside the library other than the books issued from the main library and the science section of the library.
- 3. Relevant students of the main library and science section can issue two books from the library seminar section for their residence use against the library card for a period of 14 days.
- 4. Every Registered Graduate should pay 500 BDT as caution money at Janata Bank Ltd., TSC branch before registered as a user of DUL.
- 5. Every 3rd class employee should pay 25.00 Tk. as caution money except library 4th class staffs.

Statistics of Library Use:

During 2010-11 session the number of book issue and return is respectively 9, 26,650 and 9, 24,270. In the previous session the number of book issue and return was 9, 25,890 and 9, 23,085 respectively. In the 2010-11 session the daily average of books issued and returned is 6563.55. In the previous session it was 6464.947. In the 2010-11 session total working day was 282 days. In the previous year it was 286 days.

General Activities of DUL Circulation Section:

At present the Dhaka University Library, Circulation Section performs the following general activities besides book issue and return.

- 1. Manual card preparation for Teachers, M. Phil and Ph. D Researchers. Registered Graduates, University Staffs including all officers, 3rd and 4th class employees.
- 2. Sending Recall notice.

- 3. Sending Reminder notice.
- 4. Make available Caution Money Form due to registered graduate and 3rd class employees' card preparation.
- 5. Preparing note for lost of books.
- 6. Report generation for user transaction status, monthly as well as yearly.
- 7. Give gate passes after issue of book
- 8. Provide Library Clearance for foreign study, retirement, sack, self-retirement etc.
- 9. Renew the cards for M. Phil and Ph. D researchers in every academic session.
- 10 Re-issue or re-active the cards after study leave.
- 11. Provide information as far as possible about library which is related to other sections of the library.

Problems of Circulation Section:

This section of the library is responsible to disseminate informational resources to the required users in the systematic manner and ensure their systematic return to the library. Monitoring the users after being provided information materials is also the responsibility of this section. However this section suffers from the following problems.

- 1. The circulation section of the main library is still running manually.
- 2. They are using modified Newark and Browne Charging System which are not appropriate.
- 3. Most of the circulation staffs are not being able to operate the barcode scanner for performing automatic issue and return.
- 4. The students of the arts, social science and business studies faculty can not borrow adequate number of books from the main library.

Chapter-VI Reference Section

Reference Section:

Reference Service is considered as one of the most important information service provided by the library personnel's to the users in the personal way. It is a kind of personalized service for bringing the right user to the right information at the right time in the right personal way. You can consult with a Reference Librarian when you are not finding what you want.

Edwards (1957: 65) stated, "Reference work is not only, as the phrase suggests, the use of books on the premises, as against borrowing them for home reading, but an individual and a personal service to each reader, to enable him to obtain the information he requires with the greatest care, and the least possible delay".

The ALA Glossary of Library and Information Science defined Reference Department as, "The department of a library which supplies information requested by library users and assists users in locating needed information, using all available reference sources, and performs other information services".

In the Dhaka University Library there is a reference section in both the following organs:

- ➤ Main Library
- Science Library

Reference Section in the Main Library:

Reference section is situated in the south side of the ground floor of the main library building. In the reference section 60 readers can use reference materials at a time. In the reference section most of the reference materials are kept in open shelves. But some important reference materials which have high demand are kept in closed shelves. So there exists both open and closed access system in the reference section.

They can just read the reference materials inside the reference section. For the closed shelved materials they need to submit their library card with a slip containing the card number, title, call number, author name and hall name to the reference librarian and against their library card they can use the reference material. For the open shelved materials they do not need to submit any library card. The reference librarian can hardly help them in locating their required information.

The Daily Newspaper Desk is adjacent to the south side of reference section. This desk is maintained by the reference librarian. Readers can read daily newspapers from 8:00 am to 9:00 pm there.

Dhaka University Library provides reference service like others well recognized library in the world. Reference collection of a well organized library includes:

Item	Kind of Reference Materials	Type of Information Contained						
No.								
1	Dictionaries	Meanings of Words						
2	Encyclopedias	General Information or Overview of Topics						
3	Directories	Names and Address of Peoples,						
		Organizations, Institutions and Companies						
4	Biography/ Biographical Dictionaries	Profiles or Life History of Peoples						
5	Globes and Atlases	Maps and places						
6	Gazetteers and Almanacs	Facts and Statistics						
7	Handbooks and Manuals	Formula, Tables, How to do something?						
8	Reviews or Criticisms	A Person's work						
9	Historical Tables, Chronologies, Historical	Dates, Outlines, Historical Timelines						
	Yearbooks							
10	Indexes and Abstracts	Periodical Articles						
11	Bibliographies or Guides to Literature	Books and Other Sources						

Table-11: Kinds of Reference Materials

Reference Section in the Science Library:

There is a reference section in the second floor of the science library building. But there is no reading facility inside the reference section. In the reference section there are the theses papers which are kept in the closed shelves and the reference materials are kept in the open shelves.

The type of reference materials includes the followings:

- M. S. Theses
- M. Phil. Theses
- > Ph. D. Theses
- Dictionary
- > Encyclopedia
- > Atlas
- Banglapedia

The users can not borrow the reference materials. They can take the reference materials by submitting their borrower card and use them in the separate reading room. If they need to use the theses papers they need to make an application to the Librarian through their supervisor for the sake of permission.

There are some specialized collection in the reference section which was donated by Apurba Chandra Datta, late principal M. C. College, Sylhet and Professor Dr. Qazi Abdul Fattah and his wife Professor Dr. Khurshida Banu Fattah who are botanist and ex-teacher of the university.

Procedure for Reference Service:

Reference service is, perhaps, the most important job which is performed by a librarian. This job, in fact, is instrumental in exploiting the resources of a library. Reference service can be performed by the library if the reference section completes the following three stages.

- i. Preparation
- ii. Service
- iii. Assimilation

These stages are described here in brief.

i. <u>Preparation:</u> The preparation for the provision of proper reference service means that the reference staff must equip him with all requisite materials and knowledge which are essential for the purpose.

- ii. <u>Service:</u> The reference service is of the following four kinds according to Dr. S. R. Ranganathan.
 - > Initiation of the Freshman
 - General Help to the General Reader
 - ➤ Ready Reference Service
 - ➤ Long Range Reference Service
- iii. <u>Assimilation:</u> It is very important because almost some types of questions are generally asked repeatedly. The reference staff must assimilate that information.

Essential Conditions for Reference Service:

Three conditions considered essential for providing effective reference service which includes the followings:

- ➤ Availability of Reference Materials
- ➤ Accessibility to Information Sources
- ➤ Co-operation Among the Departments of the Library

Kinds of Reference Services:

According to Dr. S. R. Ranganathan we know there are four kinds of reference services. They are briefly described here with special reference to the reference services provided in the Dhaka University Library.

- i. <u>Initiation of the Freshman:</u> When a new reader becomes a member of the library he is initiated into the technicalities of the library and large stock of the library. If he is left totally unnoticed, there is a danger that he may feel bewildered and may not be able to use the library resources.
- ii. <u>General Help to the General Reader:</u> Readers of this kind are not new to the library but they still want some kind of help so that they may be able to get their requisite reading materials. They must be told as to how to use the catalogue and various sequences of the library.

iii. <u>Ready Reference Service:</u> It is provided in a very short time or in a moment if possible. Usually this kind of reference service is performed with the help of ready reference books, i. e. works like directories, encyclopedias, year books, census publications, hand book, bibliographical and geographical dictionaries etc.

To Ranganathan, the ready reference service is more or less fact finding service which normally consumes not more than five minutes. As this service involves a very short time, it is also known as fact-finding service or short range reference service.

- iv. <u>Long Range Reference Service</u>: It is rather a new phenomenon and an off shoot of special library service. The long range reference service normally takes longer time. This is mainly due to the following three influencing factors:
 - > Time Involved
 - > Sources of Information
 - ➤ The Nature of Information Sought

In the long range reference service, immediate satisfaction can not be provided.

Reference Services Provided in the DUL:

The Dhaka University Library provides the following kinds of reference services.

1. User Orientation:

Dhaka University Library offers user orientation programmes. The library authority issues letter to each and every department to send their newly admitted students for the user orientation. The student adviser of the department sends a letter mentioning the date for user orientation. In 2012-13 session, 1952 students from 20 departments among the 72 departments responses positively to the user orientation programme. The programme covers the following area.

- **<u>Library Tour:</u>** Physically visiting all the sections of the library.
- ➤ Rules and Regulations of Using DUL: Briefing about the rules and regulations for the use of the library.

- **How to Search/Browse the Library Online Catalogue:** Practical session about the techniques of searching library catalogue.
- **Browsing/Searching Internet:** Practical session about the techniques of searching internet.

2. Frequently Asked Questions (FAQ) Service:

Dhaka University Library provides FAQ (Frequently Asked Questions) service through its website to the large scale user community. Because it is not possible for a student to realize everything regarding the use of library that he learnt during the user orientation. Even all the departments do not responses to the user orientation. So from this perspective it is also referred to as a very useful service to the user.

The user can avail the FAQ service by visiting the library website. The user should press the FAQ button in the library home page. Then he will get a new web page with an organized set of questions. He should click on to the question that coincides with the question raised in his mind and the answer of the question will automatically be displayed in the screen just below the question.

A sample of the FAQ service is as follows:

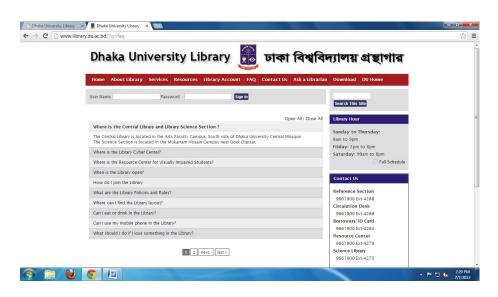


Figure-28: Interface for the FAQ Service

3. <u>Ask a Librarian:</u> Dhaka University Library also offers Ask a Librarian service by exploiting its newly launched website. In the library home page there is a button for availing the Ask a Librarian service. The user should press it, and then a new web page appears having four boxes for user name, e-mail address, subject and message. The user should fill the boxes with required information and press the Send e-mail button which will complete the process of posing a query to the librarian.

The chief librarian checks the e-mail twice every day and gives answers to the relevant questions through the e-mail.

The sample of the interface of the Ask a Librarian service is as follow:

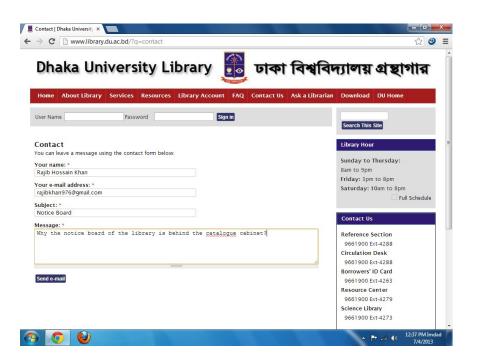


Figure-29: Interface of the Ask a Librarian Service

Problems of Reference Section:

Reference section is responsible to aid the user to locate their required information in the least possible time. The reference section of the Dhaka University Library is lagging far behind from the users' expectation. The problems of this section can be defined as follows:

- 1. The staffs here are not friendly and/or cordial to the users.
- 2. They are actually 3^{rd} or 4^{th} class staff of the library who has no minimum educational background in providing reference service.
- 3. The services mentioned above are provided by the other staffs of the library who are not in their exact position.
- 4. The reference services provided by the reference section of the library is very poor.
- 5. There is no provision of reference module in the library automation software.

Chapter-VII Other Sections

Periodicals Section:

In the recent years the most valuable resources of the Dhaka University Library is its periodicals collection. The DUL has a rich collection of printed periodicals which are now in bound volume form and can be accessed openly. Besides acquiring hard copy of periodicals the periodical section is now subscribing online journals through an online journal consortium.

The Periodical Section is mainly situated in the 1st floor of the administrative building and the recently collected periodicals are displayed here and can be read by submitting library card. In the ground floor of the Administrative Building, the bound volume of periodicals are kept in open shelves and can be read in the reading room. There is a unit of the reprography section from where users can take photocopy.

There is a bound journal section in the ground floor of the science library. Users can read their required journals here but they can not issue any journal for residential use. They can take photocopy of journal articles to some limited extent. In the first floor there is a reference and periodical room where some journals are also kept.

Harrod's Librarians' Glossary defined Periodical as, "A publication with a distinctive title which appears at stated or regular intervals, without prior decision as to when the last issue shall appear. It contains articles, stories or other writings, by several contributors".

The ALA Glossary of Library and Information Science defined Periodical as, "A serial appearing or intended to appear indefinitely at regular or stated intervals, generally more frequently than annually, each issue of which is numbered or dated consecutively and normally contains separate articles, stories and other writings".

Procedure for Collecting Printed Periodicals:

The periodical section collected printed journals in a large number in the past. For example it has collected 265 titles of periodicals in the session 2010-11 and among them 173 are foreign, 22 are local and 70 are foreign-local mixed which came by donations. But recently the subscription of printed journals is reduced and in recent future it may be totally stopped due to the subscription of online journals. However, the Periodical Section follows the following steps to subscribe the printed journal.

Step-1: A letter is send to each and every department to send the list of journals they want the periodical section should subscribe for them.

Step-2: According to the departmental list the periodical section prepare a faculty wise list of journals.

The list of journals sent by the Department of Information Science and Library Management is as follows:

- Malaysian Journal of Library and Information Science
- ➤ Herald of Library Science
- > International Information Communication and Education
- > Journal of Library and Information Science
- ➤ Library Herald

Step-3: Then the authority invites tenders or quotation from the suppliers.

Step-4: The work order is permitted to the lowest bidder and an agreement is signed with the supplier on a 300 tk. stamp. The supplier is given six months time for the supply of the issue of the journals. If he can not supply the issue of the journals within time then the work order is cancelled automatically. But he can request for the extension of time which is also considered by the authority.

Some of the suppliers of the journals are as follows:

- ➤ Zoberi Book Service
- Bhuyian Enterprise

Step-5: The issues of the journal are received by the periodical section and are entered into the Index Register.

A sample of the Index Register is as follows:

Serial No.	Department Name	Publisher	Price	1	2	3	4	5	6	7	8	9	10	11	12	Remarks

Figure-30: Index Register

Step-6: The journal is kept in the first floor for one year and can be accessed by the user through the submission of their library card.

Step-7: When the issues of a volume completed then they are accumulated and are sent to the binding section.

Step-8: After binding they are sent to the acquisition section for accessioning.

Step-9: After accessioning they are sent to the processing section for classification and cataloguing.

Step-10: After processing they are shelved in the ground floor of the periodical section for open access.

Online Journal Subscription by DUL:

In the current session about 24, 000 US dollar is approved in the budget for subscribing online journals. The Dhaka University Library subscribes online journals through the Bangladesh Academy of Sciences (BAS). The DUL contributes with the subscription fee of about 20, 000 US dollar to the Bangladesh INASP-PERI Consortium (BIPC). About 56 institutions are member of this consortium.

Bangladesh Academy of Sciences (BAS) collects these electronic resources through the Programme for Enhancement of Research Information (PERI), a programme of International Network for the Availability of Scientific Publications (INASP). This initiative started from the year 2007. At present there is no local hosting of resources. They are accessible from publisher's web-sites.

List of Online Journal Publishers Subscribed by DUL:

Dhaka University Library provides a wide range of scholarly electronic resources, but for licensing reasons, these are to be restricted with some downloading rules. According to E-Resource Downloading Rule, complete and continuous downloading of any journals and e-books violates the online user agreement and thus publisher will suspend the access for Dhaka University users.

The resources can be accessed within the university network without ID and Password. These digital resources are licensed for the non-profit educational use of the University of Dhaka. Use of these resources is governed by copyright law and individual license agreements. Systematic downloading, distributing, or retaining substantial portions of information is prohibited.

List of Online Publishers for e-journals are as follows:

- 1. Acoustical Society of America
- 2. American Astronomical Society
- 3. American Chemical Society (ACS)
- 4. American Institute of Physics (AIP)
- 5. American Physical Society (APS)
- 6. American Society for Civil Engineers (ASCE)

- 7. American Society of Agricultural and Biological Engineers (ASABE)
- 8. Annual Review
- 9. Beech Tree Publishing
- 10. Cambridge University Press Cambridge Journals Online
- 11. The Cochrane Library
- 12. De Gruyter
- 13. EBSCO Host
- 14. Edinburg University Press
- 15. Geological Society
- 16. Institute for Operations Research and Management Sciences (INFORMS)
- 17. Institute of Electrical and Electronics Engineers (IEEE) Xplore
- 18. Institute of Physics (IOP Publishing)
- 19. International Forestry Review Commonwealth Forestry Association
- 20. Mary Ann Liebert
- 21. Nature Publishing Group (NPG)
- 22. NRC Research Press Journals Online
- 23. OSA Optical Society of America
- 24. Oxford University Press-Oxford Journals
- 25. Palgrave Macmillan Journals
- 26. Policy Press
- 27. Project MUSE
- 28. Royal College of Physicians
- 29. Royal Society-Royal Society Journals Online

- 30. SPIE Digital Library (Online journals and conference proceedings)
- 31. Springer
- 32. Symposium Journals
- 33. University of Chicago Press
- 34. Wiley-Blackwell former Interscience content
- 35. Wiley-Blackwell former Synergy content
- 36. World Bank eLibrary
- 37. Bangladesh Journals Online
- 38. Directory of Open Access Journals
- 39. HINARI (Health Inter Network Access to Research Initiative)
- 40. AGORA (Access to Global Online Research in Agriculture)
- 41. OARE (Online Access to Research in the Environment)
- 42. EJDSweb

Titles from HINARI, AGORA and OARE can be accessed within the Dhaka University network using User ID and Password. Users should collect their User ID and Password from the Dhaka University Library.

Online Journals Accessible through the UGC:

The University Grants Commission (UGC) took an initiative to collect online journal from different international online journal publishers and make them accessible to the users of the Public University Libraries. As a result the users of the DUL can access the online journals of the following e-journal publishers. Among them the first one is open access that is free of cost.

- Directory of Open Access Journal (DOAJ)
- > ACM Digital Library
- > Emerald
- > JSTOR

E-book Collection:

The Dhaka University Library also concentrates to build up a good collection of e-book to properly utilize its resources and to serve the user in the best possible way in order to increase greater accessibility to information in prompt. The following are the e-book publishers through whom the users can access the e-books.

- > Taylor and Francis
- ➤ De Gruyter LIS books collection

Access to the Online Journals:

The users can access the online journals and e-books through the library website. The resources subscribed through the BIPC can be accessed within the university network without ID and Password. But the titles from HINARI, AGORA and OARE can be accessed within the Dhaka University network using User ID and Password. Users should collect their User ID and Password from the Dhaka University Library. The users can also access the journals subscribed by the UGC through the library website.

A sample user interface for the access to the online journals is as follows:

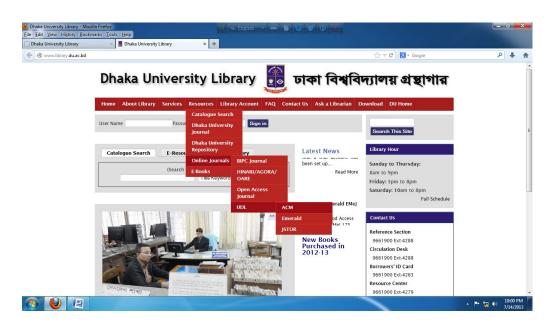


Figure-31: User Interface for Access to the Online Journals

Planning and Development:

It is in the ground floor of the Main Building. Syeda Farida Parvin is the acting Librarian of this office. The library automation activities (e. g. Affixing barcode label, catalogue data entry of old books, issue of borrowers ID card to users) are performed from here. Internet service and online journal services are given from this office. Besides old newspapers, rare books and manuscripts are digitized from here. There is a separate room for server used in library automation activities.

Automation Section:

The automation section is situated in the ground floor of the Main Building under the Planning and Development office. This section is responsible for the library automation activities. Automation is an indispensable part of modern library's information systems development, organization, management and services. In the present age of information, automation has been making tremendous impact on different sectors of the libraries and information centers.

Library automation may be defined as the application of automatic and semi-automatic data processing machines (computers) to perform traditional library housekeeping activities such as acquisition, circulation, cataloguing and reference and serial control (Int. Lib. Rev., 1989).

Background of Library Automation Activities in DUL:

To provide better and faster user services in a convenient way, the Dhaka University Library has decided to automate its operations and services. In 1998, the library started its automation program named as Dhaka University Library Automation Project (DULAP), funded by UNDP and UGC (University Grants Commission). At present DULAP is named as Dhaka University Library Automation Program. The system has been set up in November 1998, and completed in June 2000.

<u>Library Software Installed under the DULAP:</u>

To provide better and faster user services in a convenient way, the Dhaka University Library has decided to automate its operations and services. In 1998, the library started its automation program named as Dhaka University Library Automation Project (DULAP), funded by UNDP and UGC (University Grants Commission). The Dhaka University Library has installed proven library software GLAS (Graphical Library Automation System) equipped with a network server and a number of PCs distributed in a local area network (LAN) within the different sectors of the library and faculty buildings of the university.

The system is being used for creating bibliographic databases, controlling acquisition, cataloguing and serials, effecting bar-coded circulation, reservation and recall systems, current awareness services (CAS), selective dissemination of information (SDI) services and online literature searches of the national and international databases through CD-ROMs and also via internet.

The automation model adopted initially for DULAP is as follows:

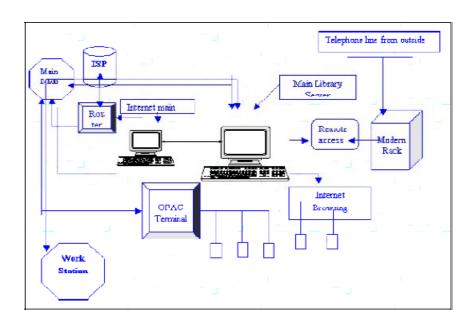


Figure-32: Automation Model for DULAP

Objectives of DULAP:

The proposed system will fulfill the following objectives:

- 1. The ordering department (Acquisition) will be able to check from their PC screens whether the item chosen for ordering has any previous copies or editions.
- 2. Book ordering will be made easy, reminder letter issue automatic, arithmetical calculation automatic, reporting automatic.
- 3. CD-MARC searcher will enable all processing work to speed up cataloguing, classification, and indexing by importing the required records into DUL files.

- 4. Only one catalogue entry for each title will be made in the new system and this would cater for all minimum extra entries and in addition to conventional entries, further ones, such as, for ISBN number search.
- 5. All departments will be able to use the up-to-date publications list of the important western publishers, and find along with date of publications, editions, collation, price, ISBN etc.
- 6. The book circulation system will on barcode system with bar-coded labels on the books and also on the borrower's card.
- 7. The OPAC terminals would allow the users to check whether items required are on loan, and if so, their date of returns, and such items can be reserved, and in which case a STOP would be automatically put on the items when returned and a notification to reader printed.
- 8. Borrowers will be able to renew books in their possessions over telephone, and they would be informed if other borrowers were waiting for the same items, in which case they may not be renewed.
- 9. Serials list subscriptions control is different from book ordering system. For this reason a separate programme module will control such serial list subscription with automatic reporting, reminders to supply, prepare want lists at pre-determined intervals, produce budgetary and management information, and make whole serials holdings list available for all the OPAC users.
- 10. The internet connections will be provided at the main library and science library where the designated users will be able to make necessary searches.
- 11. All management statistics will be accurate, budgetary control simplified,, news letter, SDI, etc. easy to produce.
- 12. The manuscript catalogue which is now published in partly, can be produce in cumulative form and used worldwide.
- 13. Other academic libraries will be able to participate in a resource sharing project and will be able to check DUL catalogue via internet.

Phases Completed for the Implementation of DULAP:

Since the inception of the automation program, the DULAP has completed the following phases by the target dates:

- 1. Procurement of requisite hardware for the purpose of installing Dhaka University Library Automation Project;
- 2. Procurement of internationally recognized library base software;

- 3. Establishing a Local Area Network (LAN) among the different sections of the Main Library and the Science Library;
- 4. Providing CD-ROM reading facilities for users;
- 5. Creation of databases with Catalogue entries of books with 1980 plus imprint data.
 - Catalogue inputs of recommended readings (as supplied by the departments).
 - ➤ Catalogue entries of books with ISBN (irrespective of publication dates).
 - Catalogue entries of Rare Books.
- 6. Making the database available at various points throughout the two libraries;
- 7. Offering full Internet facilities by
 - > Developing Dhaka University web page.
 - > Offering internet facilities for R & D to faculty members, researchers, students and staffs.
 - ➤ Enabling the DUL catalogue to become online, as the catalogues of Library of Congress, British Library and many others are.

Acquired Facilities upon Completed Phases:

The Dhaka University Library has been offering some service facilities for their users through DULAP. But at the present time, the users are being facilitated in some limited extent. Following are the facilities:

- a. Facilities for catalogue browsing from the OPAC (Online Public Access Catalogue) by author, joint author, editor, publisher, subject, corporate names, series, accession number, ISBN, date and so on:
- b. Providing facilities for browsing catalogues of the above mentioned information from any PC in any part of the world if it has the network connection with Internet;
- c. Preparing Dhaka University Library for offering CD-ROM reading facilities, as the trend now is to publish electronically in Digitized formats;
- d. Becoming ready for disseminating information about Dhaka University Library's special collections worldwide;
- e. Becoming ready for storage and retrieval of rare manuscripts in digitized formats;
- f. Issuing one single identity and borrower's card in digitized format for students, researchers, faculty members and staff; and

g. Opening up new horizon for information exchange among the academic and special libraries nationally and internationally.

DULIS, the Customized Software for DUL:

During the last three years the Automation Section of the Dhaka University Library is developing a new customized Library Automation Software which is now named as Dhaka University Library Automation Software (DULIS). The development of the software is not yet complete. It is expected that it will be completed very soon. The core Module of the software is the Acquisition, Circulation, Processing, Administration, etc.

The sample of the user interface of the software is as follows:



Figure-33: User Interface of the DULIS

Library Website of DUL:

Since the world has become a small village due to the immense development of Information Communication Technologies (ICT's) no institution can survive without their sound presence in the platform of World Wide Web (WWW). As the internet is the vast media for representing you in front of the world community, you must avail this opportunity. Having a website will help you in this context. Though the Dhaka University Library has had a website but it was not up to the standard. As a result the acting librarian Professor Dr. S. M. Zabed Ahmed took an initiative to launch a new website which came into existence in the month of January, 2013. The address of the website is www.library.du.ac.bd.

A sample of the user interface of the library website is as follows:

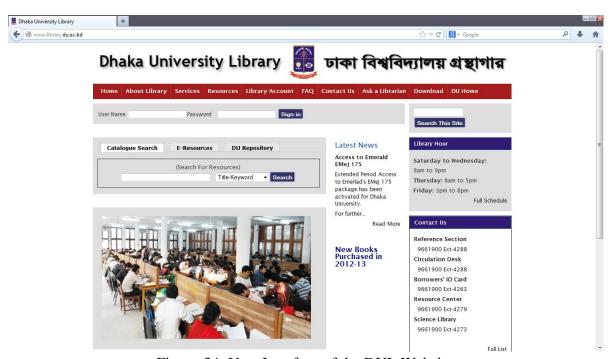


Figure-34: User Interface of the DUL Website

Web OPAC for the Users of DUL:

After the long life survival of the card catalogue the field of Information Science and Library Management has introduced a new phenomenon namely machine readable Online Public Access Catalogue (OPAC). It is a catalogue where the catalogue entry can be readable by a machine and from remote areas. When this machine readable OPAC can be accessible from anywhere in the world through the World Wide Web (WWW); a type of internet service, then it is called Web OPAC. The Dhaka University Library developed and maintains its online catalogue which is accessible from anywhere in the world through its website and it is also accessible in the Dhaka University Main Library and Science Library even without any internet connection as it is an online catalogue. It can be searched both in Bangla and in English.

A sample of the user interface for OPAC searching is as follows:



Figure-35: User Interface of DUL OPAC Searching

The user can search the OPAC through the following access points:

- > Title Keyword
- > Author
- Subject
- > Title Begins With
- ➤ All Keywords
- > Location
- > Year
- ➤ Call Number

When the users search the catalogue the result of their searches also displays the cover page of the new arrivals in the library.

Dhaka University Institutional Repository:

An institutional repository consists of formally organized and managed collections of digital content generated by faculty, staff and students at an institution. The content of these repositories can be available for integration with on-campus library and course management systems, and can also be made available to colleagues and students at other institutions, as well as to general public.

Clifford Lynch defines his view of an institutional repository as, "... a university-based institutional repository is a set of services that a university offers to the members of its community for the management and dissemination of digital materials created by the institutions and its community members. It is most essentially an organizational commitment to the stewardship of these digital materials, including long-term preservation where appropriate, as well as organization and access or distribution".

The goal of the Dhaka University Institutional Repository is to increase the visibility, use and impact of the university's research publications by offering them to use through the university's own digital archive. The archive consists of full-text materials produced in the university, such as theses, internship reports, journal articles, conference proceedings and research materials produced by the Departments/Institutes/Research centers of the University.

The Dhaka University Institutional Repository is based on DSpace which was developed by MIT and Hewlett Packard to address the preservation and dissemination needs of MIT. It is Institutional Repository software which is written in JAVA and utilizes a PostGreSQL database layer.

A sample interface for the Dhaka University Institutional Repository is as follows:



Figure-36: Interface of Dhaka University Institutional Repository

Dhaka University Journal:

In the Dhaka University there are several journals published by different faculties and departments. Publishing hard copy journals seems to be costly and the amount of money allocated for this purpose is not adequate. As a result most of the journals are not published in regular intervals. As a result the university authority took the decision to introduce an open journal system. In the open journal system the faculties and departments can publish the online version of their journals without any cost. This initiative is implemented by the automation section of the Dhaka University Library. The DUL will be acted as a host for the journals published from the University of Dhaka. There will be no reviewer and editorial board but the Dhaka University Journal will publish the finished products only.

Some journals published from the University of Dhaka are as follows:

- ➤ Journal of the Faculty of Law
- Social Science Review
- > Journal of the Faculty of Arts
- Dhaka University Journal of Business Studies

The sample of the user interface of the Dhaka University Journal is as follows:

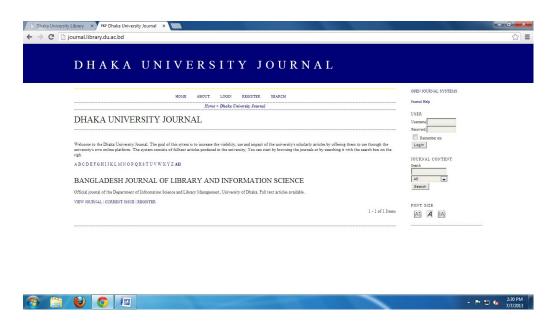


Figure-37: User Interface of Dhaka University Journal

Borrowers ID Card Room:

This is under the Planning and Development office. Here the functions concerning the issue of borrowers ID card are performed. At first a user has to collect an application form from this room. He/she can also download the required form from the library website. Then he should fill the form with the required information and take the signature of the provost of his hall. After having the signature of the provost he/she should pay a particular amount of fee through the bank. The amount of fee for different type of users is as follows:

Type of User	Amount of Fee
Students	100 /-
Staffs	100/-
Registered Graduate	100/-
Officers	200/-
Teachers	200/-

Table-12: Amount of Fee for the Issue of Borrowers ID Card

After paying the fee the user should submit the application form in the Borrowers ID Card Room. Then the concerned personnel give input to the computerized form by the Administration Module of the Library Automation Software. He clicks on the User Management button of the Administration Module. As a result there appears the create user option. Then he clicks on it and the computerized form appears. Then he gives input of the required information as filled by the user in the application form. After the input function he press the save button and the inputted data are saved. Then he clicks on the Borrowers ID Card Generate button and the card is automatically generated. The card is then printed and handed over to the user.

A sample of the application form is as follow:

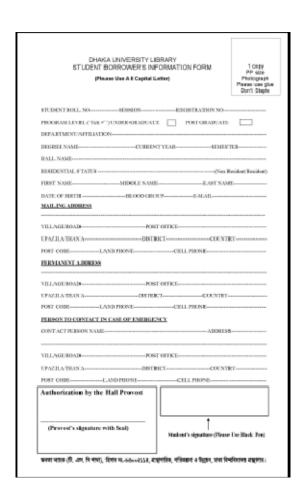


Figure-38: Students Application Form for Borrowers ID Card

A sample of the user interface of the Administration Module is as follows:

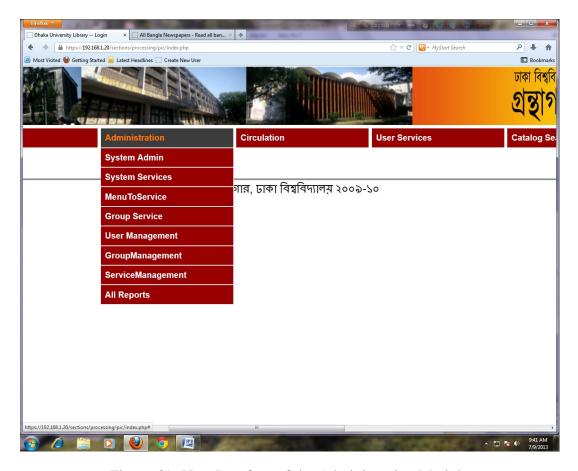


Figure-39: User Interface of the Administration Module

The Administration Module performs the following functios.

- > System Administration
- > System Services
- ➤ Menu To Service
- Group Service
- > User Management
- > Group Management
- > Service Management
- ➤ All Reports

Accounts Section:

Account Section of Dhaka University Library is located in the first floor of the administrative building. This section is responsible for the overall accounts of the library. In the budget, particular amount of money is allocated for each section. If any section needs to procure anything then the responsible personnel of the section informs the accounts section through the chief librarian. Then the accounts section assesses the amount of costing and on the basis of it the section proceeds through any of the following way.

- **Petty Cash:** If the amount of cost is up to 5, 000; then the section can directly procure the materials by taking permission from the chief librarian.
- ➤ **Spot Quotation:** If the amount of cost is more than 5, 000 but less than 25, 000; then the materials will be procured through the procurement committee. The committee will inspect the market and take quotations from two or three suppliers and then procure the material from the lowest bidder.
- Request for Quotations (RFQ): If the amount of cost is more than 25, 000 but less than 1, 00, 000; then the procurement committee issue letter to the supplier for sending quotations. Based on the received quotations they issue work order to the lowest price hiker.
- ➤ <u>Invitation of Tender:</u> If the amount of cost cross 1, 00, 000; then the materials are procured through the tender committee. The committee invites tender and issue work order to the lowest bidder.

Among the above four methods, the accounts section can pay bill only in the first method. In the other three methods the section verifies the bill and sends to the Directors of Accounts; Registrar Building and this section issues the check for the payment. The salary of the library staff is also processed by this section and sent to the Directors of Accounts; Registrar Building. The Acquisition Section sends the bill of the book suppliers to this section which is verified by it and sent to the Directors of Accounts for the issue of check. This section is also responsible for handling the internal and governmental audit.

Manuscript Section:

This section is in the 2nd floor of the administrative building. This section started its activities in 1925. This section is responsible for the proper preservation of the valuable old manuscripts and also ensuring their systematic access to the authorized users. About 30, 000 old manuscripts are kept here in a stack area where temperature and humidity are controlled respectively at 20-25 °C and 65% by using air conditioner and dehumidifier. The manuscript section manages these manuscripts by producing different types of bibliographical tools at different times. For example;

- An Alphabetical Index of Sanskrit Manuscripts in the Dhaka University Library
 - Compiled by Mrs. Syeda Farida Parvin, Syed Ali Akbor and Mrs. Shaheen Sultana in1996.
- Descriptive Catalogue of Oriental Manuscripts in the Dacca University Library; Part I Persian, Urdu and Arabic Manuscripts.
 - By A. B. M. Habibullah, Professor of Islamic History and Culture, University of Dacca, in 1968.
- List of Manuscripts: 2. Serial No. 1754-2776 (Bangla Manuscripts)

Diversified Manuscript Collection:

In the manuscript section almost all the collection covers the year 1300-1846. There is only one manuscript that is of 569 A. D. The manuscripts are in Arabic, Persian, Urdu, Hindi, Assami, Maithili, Debongoya, Bengali, Burmese, and French languages. These manuscripts are on hand made papers, wood burn, banana leaf, palm leaf, bark of trees, etc. In this section there are 1,200 puthis from 1925 centuries. Among them some well recognized puthis are; Dewan Hafiz, Kalapatha, Monosa-mongal, Paddopuran, Sarda Tilok, Laili-mojnu, Baghvota, Shri Krishsno Krittion, Bangla Poddaboke, Yusuf-Zolekha, etc. This section is responsible to arrange a seminar in the month of February each year on their collection. There are some collections from M.C. Collage (Sylhet), Shrihotto Sanskrit College, Abdul Karim (Sahitto Bisharod), Dr. Ahmed Sarif and Hakim habbib-ur Rahman.

A sample photograph of an old manuscript is as follows:

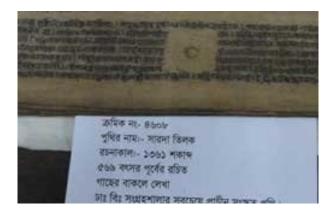


Figure-40: Old Manuscript

Preservation of Old Manuscripts:

A modern Preservation and Restoration Laboratory is established here along with Thymol Chamber, Para-dy-chloro Benzene Chamber and modern equipments for the treatment of the worm-eaten and torn out manuscripts. Beside there are some microfilms of the manuscripts. At present the old manuscripts are preserved digitally by producing CD-ROM. In the 92nd anniversary of Dhaka University a Display of Old Manuscripts were organized on 1st July, 2013.

Reprography Section:

This section is in the 3rd floor of the administrative building. But there are several units of this section in the 1st and 2nd floor of the main building, ground floor of the administrative building and science building that provides photocopy services to the users. There are 11 photocopy machines, two microfilm cameras, three microfiche readers, two microfilm readers, one auto processor, and one digital camera to cater the reprographic need of teachers, researchers, and students.

We can define microfilm and microfiche as follows:

➤ <u>Microfilm:</u> It is a type of microform in which entries are greatly reduced and printed on the 100 feet long and 35 millimeter wide films. A microfilm holds the daily issue of Azad newspaper from January to September.

Microfiche: It is a transparent card type format that kept in an envelope. It requires a 'reader' to read the microfiche. Each microfiche can hold approximately 50-60 pages.

Since the microfilm and microfiche has become obsolete, they are not used now but they are still kept in the reprography section. The microfilm and microfiche reader are also not in function.

Charges required per exposure for different type of reprographic facilities are as follows:

Type of user	Item	Rate
		(per exposure)
Photocopy Charges		
Student, Teacher and Researcher	Books/Journals	0.80 Tk.
	Daily newspaper	1.00 Tk.
Inside Dhaka University MPhil, PhD Researcher	Books/Journals	1.00 Tk.
Outside Dhaka University MPhil, PhD Researcher	Books/Journals	2.00 Tk.
Printout Charges		
Students, Teachers and Researchers	Digitized Newspaper/Manuscript/Research materials/Rare document and others	5.00 Tk.
CD Write		
Students Teachers and Researchers	Old and rare manuscripts of digitized form	500 Tk.
	Reprography CD write	1000 Tk.

Table-13: Charges for Reprographic Facilities

Binding Section:

This section is in the 1st floor of the administrative building. Here different types of library reading materials are sent for binding because they are somehow damaged, leather bindings being deteriorated and special materials being destroyed. This section is also responsible for preparing the library cards issued by hall library after being printed from the press. There is a binding room in the ground floor of the science library where books are laminated.

The following binding styles are followed with the type of reading materials mentioned.

- 1. Volumes of Journals Leather Binding.
- 2. Old Books Rexine and Cloth Binding.
- 3. Old Newspaper Rexine Binding.
- 4. New Foreign Books Laminated or Wear Book Jackets.
- 5. Old Manuscripts Spiral Binding (If Required)

If any book has lost any pages then the photocopy of the same pages are taken from another copy and appended in the particular book.

Despatch:

This section is also in the first floor of the administrative building. The responsibility of this section is to send and receive all kinds of letters and correspondences. This section also receives the gifted books and journals.

Old Newspaper Section:

The old news paper section is in the north-east side of the ground floor of the library administrative building. This section collects and preserves old newspapers. This section has newspapers which were published in 1868 and onwards. All the newspapers published from 1955 till date are preserved in both binding and microfilm formats. This section has all the issues of Daily Azad which is the first daily newspaper of Bangladesh and some other major dailies of present time. Forty teachers, researchers and students can read here at a time. Teachers, researchers and students can get photocopies of required news paper paying Tk. 0.80 for per exposure from the reprography section. If they require copies of bound volumes then the reprography section use digital camera to take photos of the bound newspapers and then produce printed copies and each copy costs Tk. 5.00 per exposure. But for the loose newspapers the photocopy machine is used to produce duplicate copies.

A register is maintained for the bound volumes of old newspapers and it is based on the date of issue of those newspapers. Users have to write their name, hall name, department name, and the time of entrance serially in a separate register when they enter into the old newspaper section.

Seminar Section:

This section is in the ground floor of the administrative building. The students of all the departments but the faculties of Science, Biological Science, Pharmacy, Earth and Environmental Science and Engineering & Technology can issue a book for 14 days from the seminar section. The students of those departments can issue two books for 14 days from the Science Section of the library. It is opened for the students from 9.30 am to 4.30 pm from Sunday to Thursday. On Friday, it is opened from 3.00 pm to 8.00 pm and on Saturday from 10.00 am to 8.00 pm. After the successful completion of courses of the University, the students receive clearance from here.

Resource Centre for the Visually Impaired Students:

A modern and International Standard Resource Center has been established in the ground floor of the library administrative building in collaboration with the Sight savers International and Dhaka University for visually impaired students. This section was established in 2007. There are 23 titles, 642 volumes and 49 sets of Braille books, three modern computers with special type of talking software named JAWS for Windows, four modern Braille printers and other valuable materials in the Resource Center. One Braille book costs about 50-60 thousand taka. Eight visually impaired students can use the materials here at a time. They can read the Braille books through the hand touch. Some books are available in the CD format and the user can hear them through the computer by using the talking software JAWS.



Figure-41: Visually Impaired Students using Resource Centre

Cyber Centre:

The Cyber Center is situated in the south side of the ground floor of the administrative building of the Library. The users use the cyber centre for current information as well as to communicate with their well wishers through the internet. This Cyber Center has been established with 25 computers and 2 servers for teachers, researchers and students of the University of Dhaka. The number of computers has been increased to 30 and now only the students are using this centre. Students can get 300 minutes pre-paid card at the price of 60 Tk. by showing their university ID card. They should have to use this 300 minutes within six months. If the minutes were used before this time they can have another pre-paid card. Windows-NT operating system is used for the users while LINUX operating system is used for the server. If any student tried to have unauthorized access to the internet then the centre in charge makes complain to the concerned department which takes the required action against that student.

Rare Book Section:

Rare section is in the ground floor of the main building. This section is only for the teachers and researchers and about 18 users can sit here at a time to carry out their study. They can neither issue the rare books for their residential use nor can take photocopy of those books. They can take photo of the rare books through the digital camera. There is a catalogue cabinet in the rare book section through which the users can search the catalogue for rare books. This section has a good collection of Ph. D and M Phil. theses which are entered in two separate department wise register. There are also catalogue cards for the Ph. D and M Phil. theses. The number of titles for Ph. D theses is 645 and for M Phil. theses are 542.

Muktijudho Cell:

Books on the Liberation war, 1971 have been preserved in this cell located closely to the West side of the rare section. These books are purchased from the Ekushey Book Fair, held in the month of February every year, at Bangla Academy premises. In the 2012-13 session about 225 titles of liberation war related books were purchased. In this section students have no access. Only members of the academic staff and research scholars can use the materials collected for them. There was two copy of the constitution of the Peoples Republic of Bangladesh. There are catalogue entries for this collection in the catalogue cabinet held at the rare book section.

UN Collection:

This section is located just to the north side of the rare book section. Books from United Nations publications are collected and preserved here to serve the users. But students do not have access to the materials. Only members of the academic staff and research scholars can use them. There are also catalogue entries for this collection in the catalogue cabinet held at the rare book section.

American Studies Corner:

American Studies Corner is housed just behind the UN Collection. This section is a new addition. While shifting the United States Information Centre in 1997 about 8, 500 reading resources were donated to the University of Dhaka. These are most of the resources, which are kept in the American Studies Corner.

Korea Corner:

This corner was inaugurated on 10th July, this year by the honorable Vice-Chancellor of University of Dhaka; Professor Dr. A. A. M. S. Arefin Siddique at 5 pm. Korean embassy, Dhaka donated an amount of 400 titles of books and CDs along with two computers, three air conditioners, and two shelves.

Administrative Section:

The Administrative section is in the second floor of the administrative building. All sorts of administrative activities are performed here. This section caters all the administrative needs of the whole library. Recruitments of 4th class employees, maintenance of personal files of all officers, class-III and class-IV employees, maintenance of all official records / documents, preparation of annual report both in Bengali and English, convention of meetings of all committees including Library Committee and writing proceedings thereof, disciplinary actions taken against the employees, sending recommendation to the higher authority for promotion, confirmation, etc. of all officers and employees are performed in this section. Besides these, other relevant reports are sent to different offices and organizations according to their needs.

Token Counter:

Token Counter is situated in the south-side of the main gate of the library. The readers of the library can keep their bags, books and other materials in this counter by receiving a Token from there. Bags and attaches are to be deposited retaining valuable materials like money and golden ornaments, if any, with the entrants; otherwise the staffs will not be responsible for losses of such valuable articles. There is accommodation for about 1,000 bags in the token counter. Deposited materials will have to be collected from the token counter returning respective tokens before 15 minutes of the closing of the library.

Stack Area:

The stack area in the main library is situated in the first and second floor and in the science library it is in the ground floor. Besides these, there is a stack area for the confined collections in the first floor of the science library.

Stacking Systems and Shelving Methods:

Among the different systems for stacking the Dhaka University Library deployed Double Rows on Fixed Shelves. On normal wooden fixed shelves, the books can be arranged in double rows.

The Classified Arrangement is used as shelving method in the library. The books are arranged on the shelves according to their call number which is a combination of classification number and author mark. Thus the books are arranged in classified manner.

Problems of Other Sections:

The Dhaka University is known as the Oxford of the East. It is the parent body of the Dhaka University Library. The library is considered as the heart of the university because the total educational process of the university is highly depended on it. The teachers take help from the library to prepare themselves for class lectures and they also refer the students to go to the library for further reading. The students use the library to prepare their assignments, make them self prepare for the exam, etc. The researchers consult the library to complete their research work and have a solid foundation for their study. So with the largest and richest collection the Dhaka University Library is trying to fulfill the requirements of its legitimate users. Instead of its full fledged desire there are some limitations and/or problems that hinder the libraries functioning a great deal.

These problems are enlisted as follows:

- 1. The architecture of the library building is not up to the international standard.
- 2. The position of the different sections of the library is not perfectly accommodated.
- 3. The environment inside and outside the library building is not calm and quiet.
- 4. The library building is not neat and clean and bad smell arises from different parts of the building.
- 5. The doors and windows of the library are in very bad condition and may sometimes cause injury to the users and staff.
- 6. Though different parts of the library are air-conditioned but there is no central air conditioner yet.
- 7. The quality of library facilities is lagging far behind from the users' expectation.
- 8. The library does not make any user study to sort out the demands of its legitimate users.
- 9. The library does not follow any marketing strategy to convert its legitimate users into habitual users.

- 10. Though the library is trying to organize user orientation programs but the response rate is respectively low because lack of promotional activities.
- 11. There is no maintenance section in the library to carry out the stock verification and as a result the condition of the stack area is very bad i.e. books are misplaced, spine labels are damaged, the book covers are worm eaten or torn out, etc.
- 12. The binding section doesn't follow the international binding standard.
- 13. The library does not arrange regular workshops and seminars for the continuing education of its staff.
- 14. Though the library has a rich collection of online journals but they are not properly utilized due to lack of creation of awareness among the users which is the library's responsibility.
- 15. The library does not introduce or initiate many modern and necessary information services yet i.e. bibliographical service, SDI service, indexing and abstracting service, inter library loan, etc.
- 16. The methods used for the preservation of old manuscripts are not up to the standard.
- 17. The amount of fee imposed for the internet browsing is discouraging the users.
- 18. The library management does not concentrate enough to the visually impaired resource center to make it more effective for the concerned users.
- 19. There is only one digital camera in the reprography section but no scanner which makes the users deprived of the adequate reprographic facilities.
- 20. The old and rare books and even the M Phil. and Ph. D theses along with specialized collections are in such a backward place and in a bad condition that users can hardly access them.
- 21. The users to some extent can not have borrowers ID card because of the incomplete rule and regulations as there is a problem of session jam in the university because of uneven circumstances.

Chapter-VIII Recommendations and Conclusion

Recommendations:

Instead of all the limitations the Dhaka University Library is trying its best to serve their users by maintaining a minimum standard. Since the birth of the library the library has got almost all of its chief librarian from different disciplines except from the Information Science and Library Management. They have tried their best for the betterment of the library systems and services but above all they can not overcome their limitation of lacking subject knowledge. It is a matter of hope to the user of the library that the current and previous chief librarian of the library is from the Department of Information science and Library management. They have already took some important measures such as recruitment of staffs having background in Library and Information Science; introducing new library website and library automation software, institutional repository, open journal system, etc. which are already mentioned in the earlier chapter.

Here are some recommendations that seeks the kind consideration of the library authority which the author thinks may be helpful for the better future of the library.

Acquisition Section

- 1. There should be allocation of adequate budget for the procurement of books and other reading materials.
- 2. The acquisition section should start performing their functions automatically by using the acquisition module of the software.
- 3. The accession register should be maintained automatically.
- 4. The senior staff member should share their experience with the junior ones.
- 5. The procedure of purchasing books and other reading materials should be made easy.

Processing Section

- 1. The processing section should make a decision to use either 22^{nd} or 23^{rd} edition of DDC to avoid ambiguities.
- 2. They should follow the MARC 21 format.

- 3. They should use the Cutter figure for author mark.
- 4. The staff should be trained on the use of bibliographic standards.

Circulation Section

- 1. The circulation section of the main library should go for the automatic issue and return by using the circulation module of the software.
- 2. They should use the exact Browne and Newark Charging System before being fully automated.
- 3. The staffs should be trained on the operating of the barcode scanner and the software.
- 4. The section should address the library authority about the inadequate borrowing facility of the arts, social science and business studies faculty students.

Reference Section

- 1. The library management should recruit qualified personnel for the post of reference librarian.
- 2. The user orientation programme and Ask a Librarian should be provided by this section.
- 3. The reference materials should be procured on the basis of user needs.
- 4. There should be provision of reference module in the library automation software.

Other Sections

- 1. The major sections of the library (i.e. acquisition section, circulation section) should be accommodated in spacious rooms and should be equipped with required furniture's and equipments.
- 2. The automation project should integrate the functions of all the sections of the library.
- 3. The library should realize in case of new recruitment that the personnel must have sufficient subject knowledge and IT skill.
- 4. The library management should concentrate on the development of skills of the existing staff by arranging regular training programmes.

- 5. The library should make user study every year or every two year to assess the demand of its legitimate users.
- 6. The library should adopt proper marketing strategy to market its product and make the irregular users as a habitual user of the library.
- 7. The library should develop new services and innovative user-centered techniques to provide the old services to the users that will be able to attract the users' attention.
- 8. The library should digitalize its existing materials and collect digital reading materials in a large scale.
- 9. The library should develop full text databases for digitalized reading materials to provide access to its user in its digital resources.
- 10. The library should offer internet browsing facilities for free.
- 11. The library should initiate electronic document delivery services through its reprography section.
- 12. The library should take initiative to form information network among the public university libraries of Bangladesh so that the users can enjoy inter library loan facilities.
- 13. The manuscript collections should be fully digitized by using CD-ROM technology so that the researcher can easily access them without any threat of being damaged by heavy use.
- 14. Since the library has a good number of users who are conducting research so it may develop computerized SDI services for the researcher.
- 15. The library should form a maintenance section to carry out stock verification and other type of maintenance activities.
- 16. The library should concentrate to increase the facilities for the visually impaired students.
- 17. The library should create awareness among the users to properly utilize its online journals and be highly beneficent from it by maintaining the rules for access.

- 18. The library should provide borrowers ID card to all its users in the limited possible time and remove all legal barriers to it.
- 19. The administrative activities of the library should also be automated by using the administration module of the library automation software.
- 20. The library should take initiative to ensure 100 percent responses of the departments for the user orientation programme.
- 21. The library should take feedback from the user to assess the efficiency of the services provided by the staff and on the basis of this feedback appraise the staff and the services to initiate moderation.

Conclusion:

Dhaka University Library is the soul agent of the 35, 000 users; comprising of faculty members, students, researchers, staffs of the university and approved members of other academic communities. The main purpose of the library is to fulfill the academic and research needs of its user community through acquiring standardized information resources and disseminating those information resources to the right users through appropriate information services. The library performs all its functions to attain this objective. So it is a great opportunity for the 4th year 8th semester students of the Department of Information Science and Library Management to join in an internship programme in the Dhaka University Library and earn practical knowledge about the library operations in practice. This practical experience will help them a great deal when they will found them selves in the Library and Information Science profession.

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