ASSESSING USERS' NEEDS AND SATISFACTION OF FINE ARTS LIBRARIES IN BANGLADESH

By

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Thesis submitted to the Department of Information Science and Library Management, University of Dhaka for the degree of Master of Philosophy (M.Phil.)

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SUPERVISOR'S CERTIFICATE

This is to certify that the thesis entitled **"Assessing users' needs and satisfaction of fine arts libraries in Bangladesh"** submitted by Mohammad Shakaought Hossain Bhuiyan, Reg. No. 173, Session 2016-2017 for the degree of Master of Philosophy (M. Phil) in the Department of Information Science and Library Management, University of Dhaka under my supervision and that this study in whole or in part has not been previously submitted for any award including a higher degree to any other university or institution.

Dhaka

April, 2021

Professor Dr. M. Nasiruddin Munshi

Supervisor

DEDICATION

Dedicated to
our beloved son

Erfan Hossain Bhuiya

DECLARATION

I hereby proclaim that this thesis entitled **"Assessing users' needs and satisfaction of fine arts libraries in Bangladesh"** submitted to the University of Dhaka for the award of the degree of Master of Philosophy (M. Phil) in Information Science and Library Management is of my own innovative work which is the result of investigation. The entire research work was carried out by me under the supervision and guidance of **Dr. M. Nasiruddin Munshi,** Professor, Department of Information Science and Library Management, University of Dhaka.

I supplementary declare that this thesis has not been earlier submitted in partial of in full by me for any Degree or Certificate to any university or institution.

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LIST OF ACRONYMS/ABBREVIATIONS

Acronyms	Elaborations
ALA	American Library Association
AM	Ante Meridiem
AACR	Anglo American Cataloguing Rules
BFA	Bachelor of Fine Arts
CAS	Current Awareness Service
CC	Colon Classification
CUL	Chittagong University Library
DDC	Dewey Decimal Classification
DL	Digital Library
DSpace	Digital Signal Processing and Control Engineering
DUL	Dhaka University Library
E-Journal	Electronic Journal
E-mail	Electronic Mail
E-Resources	Electronic Resources
FAL	Fine Art Academic Library
HTML	Hyper Text Markup Language
ICT	Information Communication Technology
ISLM	Information Science and Library Management
IT	Information Technology
JKKNIUL	Jitya Kabi Kazi Nazrul Islam University Library
JNUL	Jagannath University Library
JUL	Jahangirnagar University Library
LAB	Library Association of Bangladesh
LCC	Library of Congress Classification
LIS	Library and Information Science
LMS	Library Management System
MFA	Master of Fine Arts

MPhil	Master of Philosophy
OPAC	Online Public Access Catalogue
PDF	Portable Document Format
PhD	Doctor of Philosophy
PM	Post Meridiem
RUL	Rajshahi University Library
SDI	Selective Dissemination of Information
SMUCTL	Shanto-Mariam University of Creative Technology Library
SPSS	Statistical Packages for Social Sciences
UDC	Universal Decimal Classification
UGC	University Grants Commission
UODAL	University of Development Alternative Library
Wi-Fi	Wireless Fidelity
WWW	World Wide Web

ABSTRACT

Purpose: Information is the most valuable asset in the contemporary age and it is very essential for information searchers. University library delivers information and other resources to its users. Information needs and satisfaction of the users' are completely rest on the performance of the library. Users' satisfaction of the fine arts academic libraries depends on the library services, library systems, library facilities, infrastructure and skilled library personnel. This study has tried to assessing users' needs and satisfaction of fine arts libraries in Bangladesh. The scope of this study is 07 (seven) public universities and 02 (two) private universities where existing fine arts faculty, institute, discipline and departments. This study has been showed for assessing needs, finding current status of resources and services of fine art academic libraries in Bangladesh, level of users' satisfaction and recommendations for overcoming the existing situations.

Methods: Survey method is used in this study for collecting data and information. For showing this study two sets of questionnaire were designed. One set of questionnaire was organized for the survey of the library resources and another set of questionnaire was for the library users.

Results: The findings of this study shows that users of selected fine arts libraries using varieties library materials for their required information. Among these mentionable items are text books, reference books and periodical articles. 47.9% (percent) users are satisfied with text books. 57% (percent) users are satisfied with reference books. 29% (percent) users are satisfied with periodicals and 18% (percent) users are satisfied toward manuscripts. In this condition, the users are not fully satisfied with the materials available in the library. 30% (percent) users are satisfied towards overall services provided by the library. The users are partially satisfied regarding the library services. In this study, the researcher proposed two model plan regarding information needs

and users satisfaction to fulfill the information needs and bring up satisfaction of the fine art users. Finally, this study recommended that regarding administration the authority should establish full-fledged fine art academic library, increase sufficient fine art collection, library budget, and appointment skilled professional staff and take necessary initiatives for library automation. Besides, regarding the library services the authority should arrange proper arrangement of reading materials, increase library hours, ICT facilities, arrange regular orientation program and user friendly library staff for enlightening the satisfaction level of the users of fine arts academic libraries in Bangladesh.

Keywords: Assessing Needs, Users' Satisfaction, Fine Arts Academic Library, Public University, Private University, Bangladesh

Chapter One: Introduction

1.1 Prologue

The term 'Fine Art' refers to an art from adept mainly for its artistic value and its beauty rather than its practical value. Fine art is engrained in drawing and design based works such as painting, printmaking and sculpture. It is often distinguished with 'applied art' and 'crafts' which are both traditionally seen as practical activities. Fine art academic library is recognized as a collection of national implication. Its resources provide cover art history, art theory, drawing and painting, contemporary art, photography, printmaking, new media, illustration art and design etc.

A fine art library attached to any educational institution is known as fine art academic library. The main purpose of academic library is to function as a supplementary to parent institution in carrying out its teaching programme effectively. The library is measured as the 'soul' of a university and it is the center of wisdom for higher education. Meanwhile the university library is dedicated to offer an outstanding service for its users, it has to progress an on-going discussion with the users. On the other hand, academic libraries have to expand the excellence of their facilities to continue in this instable modest environment. (Adeniran,2011) mention that academic libraries are libraries involved to academic institutions of learning to assist teaching and research needs of students and staff. Knowledge about the users and their information needs is a precondition for planning, organization and development of any library facility. The primary objective of an academic library is user satisfaction and it is framework with formal higher studies. Academic libraries are an essential part of teaching and research. Teaching and research be contingent upon the library and successes in teaching and research are not probable without the library (Ranganathan, 2012).

The term 'information' is derived from the Latin words 'formatio' and 'forma'. Both terms bear more or less the same sense, i.e. giving form to something and establishing of a pattern. The Latin synonym of information is 'news'. Some thesauruses therefore define information as an action of telling or the fact of being stated of something new, brainpower or knowledge. Therefore, information is that which complements to our awareness or sympathetic of some topics, problems or events. In the wider sense, information may be defined as the factual data, concepts and other facts originating from any section of civilization that are known as being of value, sometimes gathered on a regular basis, organized in some approach, transmitted to other and in some expressive fashion. (Begum, 2011) in her study defined information is the real manifestation of knowledge. Knowledge bring the key for all humanoid progress, it and still will continue to play the most leading role in any significant progress of civilization. The definitions so far discussed deliberate on some concepts like facts, data, knowledge, wisdom etc. Information plays an important part in teaching, research and development. (Bruce, 2005) highlighted that information plays a significant role in our regular professional and individual lives and we are continuously challenged to take care of the information that we want for work, fun and daily decisions and tests. In response to this challenge, individuals create an adapted subset of the information that they can use when they are faced with information needs.

The term 'information need' being an intangible term is difficult to define, separate and measure. Information need is a condition in which assured information subsidized to the achievement of a genuine or authentic information purpose. It is a relationship obtainable between information and purpose. Information need is one of the basic concepts in Library and Information Science, yet the concept is still not well understood. Nor is there clear arrangement on how information needs should be measured.

Understanding this concept is critical for a discipline like Library and Information Science, which is highly focused on meeting users information needs (Waseem Afzal, 2017). Information need is a concept that conquers a significant position in Library and Information Science research and practice. Information need of a user leads to an interaction between a user and information professional and also between user and an information resource. According to Krikelas (1983) in Williams (2009) edition definite, information need as the appreciation of the presence of doubt in decision making. Information need is also refers to the range to which information is necessary to solve difficulties as well as the degree of expressed satisfaction or displeasure with the information. According to Miranda and Tarapanoff (2008) information needs as a state or process started when one observes that there is a gap between the information and knowledge available to resolve a problem and actual explanation of the problem. Information competencies are defined as the competences developed to reach the explanation of a problem by searching for new information or knowledge that could fill the perceived gap. Begum (2011) in her study well-defined, information need as the gratitude of the actuality and ambiguity. Crawford (2003) designated information need to be very challenging to define and measure but it involves intelligent process which may tasks different levels of reflection and hereafter may not be perfect even not the inquirer himself. Wilson (2000) lectured that information needs are discriminatory by a variability of factors such as the array of information sources accessible, the uses to which the information will be set, the contextual, motivation, professional engagement and specific characteristics of user. Other features are socio-political, financial, legal and supervisory systems nearby the users as well as the significances of information use. The value of sources of information presented to the users is also significant because suitable sources are maximum likely to get beneficial information.

Taylor (2008) observed that information needs remains an individual and insensitive conditions. He stated four stages of information need that a different passes through before he or she makes official meets with an information professionals. These levels are primitive need, sensible need, dignified need and cooperated need. Information need is a specific or collections desire to trace and find information to satisfy a mindful need or insentient need.

User satisfaction has been the principal objective of libraries and library professionals. In academic library there are various types of users with different types of expectations. In addition, new technologies, databanks and more inventive systems for retrieving information have prepared the library more problematical and stimulating for library professionals and users alike. The plenty of resources accessible and the difficulty in being capable to evaluate these resources also make difficulties for users. The incapability to easily recognize the definite use of a library's facilities because of the new tools and the trouble to entrance information sources can all subsidize to user displeasure among academic library users (Kassim, 2009). Applegate (1997) defines user satisfaction as "a personal, emotional response to a library facility or product". Richardson (2002) defines "User satisfaction pertains to the process of the transfer. The user must be satisfied that librarian has provided good services and exhausted all necessary opportunities to discover an answer to the enquiry". Aina (2004) explained that through users studies, libraries are well placed to identify those who use their services, what their information needs are, and what services needs well likely meet the information needs. (Islam, 2014) stated users' satisfaction is a measure of how produces and services provide by libraries meet the expectations of a user's and readers. By interpretation, satisfaction levels from a number of contacts or encounters that an individual experiences with an individual organization passion to form an impression of service quality for that person. The united experiences of many persons create an organization's reputation for service quality (Hernon and

Altman, 1998). Zeithman and Bitmar (2000) defined "users' satisfaction as the means which users determine that a product or service meet the required needs and expectations. If the products or services do not meet their needs or expectations, it is therefore assumed that they are dissatisfied with the product or services". Okorodudu (2012) stated that users' satisfaction of library information properties and facilities is a way in which users judge the adequacy of the library information resources and services filtered to them and also if their expectations are provided to them. Library user satisfaction implies how users feel after using the information resources and services and their willingness to return to the library when next they need information. In a nutshell, users' satisfaction could be considered as the satisfaction users derive from the library by using the various types of information resources and services to fulfill their information needs for their numerous daily activities. Thus the ability of excellence information resources and services in libraries do have a significant encouragement on users' satisfaction. When users are satisfied with library information resources, they not only come back but express well of the library to other users. It is therefore important to investigate users' satisfaction with library information resources and services in order to assure that users' information needs are frequently being seen.

In the context of present situation of library and information sector and the changing the demand of library's users, it is very needed to assess the information needs and users' satisfaction. This study has tried to assess the users' need and satisfaction of fine arts libraries in Bangladesh. It has collected empirical evidences from different types of users and other aspects of the library to achieve this purpose from selected fine art academic libraries of Bangladesh. Faculty members, library users, library staff, library services, library collections, library infrastructure and users' satisfaction have treated as main variables in this research.

1.2 Background of the study

Fine art education in Bangladesh has been started with university level from fifty (50) years ago. According to (UGC-website 2020) at present there are 46 (forty six) public and 107 (one hundred and seven) private universities in Bangladesh. Keeping pace with the time and demand, at present 07 (seven) public and 02 (two) private universities are providing fine art education in Bangladesh. As a result, fine art academic libraries are built in these respective universities. But there should have a proper assessment how to meet up the user's needs and demand through these fine art academic libraries. The university libraries are the mother house of research. The users are becoming benefited by using the university libraries. This is the pioneering study in Bangladesh to assess the fine art libraries. In future, this title can be studied more comprehensive. I hope it is possible to assess the users' needs and satisfaction of fine arts libraries in Bangladesh.

1.3 Statement of the problem

Recently 07 (seven) public and 02 (two) private universities are running fine art education in Bangladesh according to needs. Those universities are running fine art education with for the demand of fine art students but all these libraries have not adequate collection, sufficient professional skilled manpower and quality services. The superiority of a library has conventionally been measured by its collection size and numerous calculations of its uses (Ahmed and Soeb, 2009). Instead of rapid expansion, the quality of education is declining and the users are deprived of quality library services. There are no adequate books and other reading materials. It is commonly said that maximum of the universities are failed to deliver excellence library services for users and readers. There are no adequate library resources, spaces and facilities for the users, no professional and experience librarian or library personnel (Islam, 2014). Considering above analysis, the researcher has decided that it is necessary to take an attempt to assessing users' needs and satisfaction of fine arts libraries in Bangladesh.

1.4 Objectives of the study

The objective of this study is to assessing users' needs and satisfaction of selected fine arts academic libraries in Bangladesh. The particular objectives of this study are as follows:

- To identify the present situation of resources and services of the selected fine art academic libraries in Bangladesh.
- To find out the assessing needs of the fine art library users.
- To assess the users satisfaction level in the selected fine art academic libraries in Bangladesh.
- To find out the problems faced by the users to use the fine art library resources and services.
- To provide a number of recommendations to minimize the existing situation of the assessing needs and users satisfaction aforesaid surveyed libraries in Bangladesh.

1.5 Scope of the study

Right now there are 46 (forty six) public and 107 (one hundred and seven) private universities in Bangladesh (UGC-Website, 2020). There are 07 (seven) public universities and 02 (two) private universities existed in the country those who have fine art academic libraries. For the completion of research, this study was limited to 07 (seven) public university and 02 (two) private universities around the country.

These university libraries are:

Public University:

1. University of Dhaka (DU)
2. University of Rajshahi (RU)
3. University of Chittagong (CU)
4. Jahangir Nagar University (JU)
5. Khulna University (KU)
6. Jagannath University (JNU)
7. Jatiya Kabi Kazi Nazrul Islam University (JKKNIU)

Private University:

1. University of Development Alternative (UODA)
2. Shanto-Mariam University of Creative Technology (SMUCT)

Table-1: Total number of universities for the study

Serial No.	Name of the University	Year of establishment	Type
01.	University of Dhaka	1921	Public
02.	University of Rajshahi	1951	Public
03.	University of Chittagong	1966	Public
04.	Jahangirnagar University	1970	Public
05.	Khulna University	1991	Public
06.	Jagannath University	2005	Public
07.	Jatiya Kabi Kazi Nazrul Islam University	2006	Public
08.	University of Development Alternative	2002	Private
09.	Shanto-Mariam University of Creative Technology	2003	Private

1.6 Significance of the study

This study is very significant because yet not has been conducted on Assessing needs and users' satisfaction of fine art libraries in Bangladesh. Recently in our country, few public and private universities are providing fine art education. As a result, these universities established fine art academic libraries. So it is very essential to investigate the satisfaction level of users using these libraries. This study will be helpful to identify the number of fine art libraries in Bangladesh and also identify the sufficient collection of libraries existed or not. The outcomes of this study will be supportive to assess users' needs of fine art academic libraries and satisfaction level of users in Bangladesh.

1.7 Chapter plan of the thesis

The text of the thesis has been structured in the following seven chapters including appendices and References:

The chapter plan of the thesis as shown in figure- 1.

Chapter One
Introduction

Chapter Two
Literature review

Chapter Three
The present scenario of fine art academic libraries in Bangladesh

Chapter Four
Methodology

Chapter Five
Data collections, Data analysis and Findings

Chapter Six
Proposed two model plans

Chapter Seven
Recommendations and conclusion
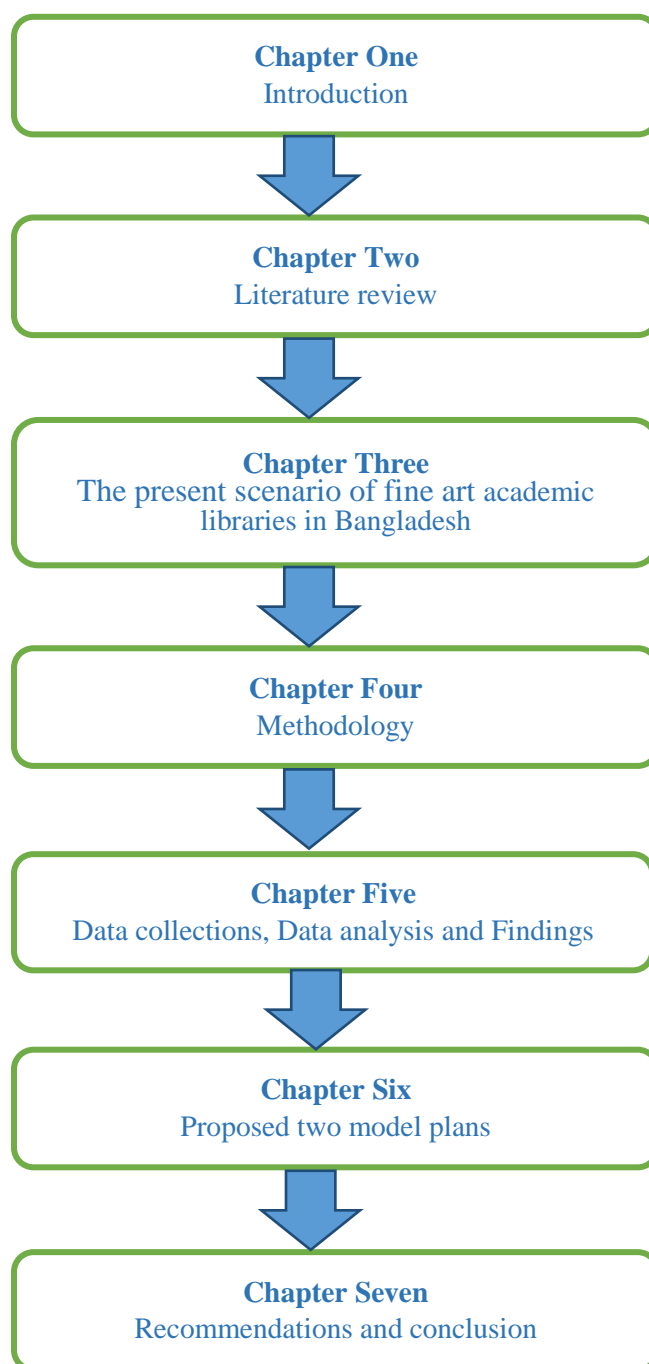
Figure-1: Chapter Plan of the thesis

Chapter One: Introduction

This chapter includes prologue, background of the study, statement of the problem, objectives of the study, scope of the study, significance of the study and chapter plan of the thesis.

Chapter Two: Literature review

It contains the review of literature consisting of introduction, concept of needs, concept of needs assessment, concept of information needs, concept of users' satisfaction, national literature review and international literature review.

Chapter Three: Present scenario of fine art academic libraries in Bangladesh.

This chapter focuses introduction, present condition of seven public university fine art libraries, present condition of two private university fine art libraries and summary.

Chapter Four: Methodology

It includes introduction, research framework and design, research site, population and sampling, methods of data collection and methodsof data analysis.

Chapter Five: Data collections, Data analysis and Findings

This chapter focuses data analysis, discussions, presentations and major findings of this study.

Chapter Six: Model plan for Information needs and users' satisfaction

This chapter includes introduction, objectives of the model plan, benefits of the model plan, model plan for information needs, model plan for users' satisfaction, conclusion.

Chapter Seven: Recommendations and conclusion

The last chapter includes introduction, problem finding of the study, recommendations, limitations of the study, suggestions for future research and conclusion of the thesis.

Chapter Two: Literature Review

2.1 Introduction:

Literature review itself is information. As a part of the process of understanding the general problem and its contexts review of relevant literature is a process of scientific investigation for selecting conceptual and relevant thoughts on given aspects of study and other relevant area. A complete review of related literature has become an important part of any investigation as it identifies the new problems and gaps in the zone of research. It also delivers a basis for theoretical framework of the study and interpretation of findings (Uddin, 1998). Again, it can be value to researchers by helping them to regard their studies as contribution to a larger topic. In short, literature review helps researcher to understand the research problem, its scope and limitations. It helps researcher when to start research work. Significantly it gives an opportunity to avoid duplication of research efforts.

The review of literature thus becomes a link between the research proposed and the studies already done (Kumar, 2009). Hart (1993) notes that without a review of literature one will not be able to acquire an understanding of his or her topic, of what has already been done on it, know it has been researched and what the key issues are.

2.2 Concept of Needs:

Needs are basically the differences between your present accomplishments and your wanted accomplishments. Thus, needs most frequently represent discrepancies-often deficits-between our goals and the results of our present performance.
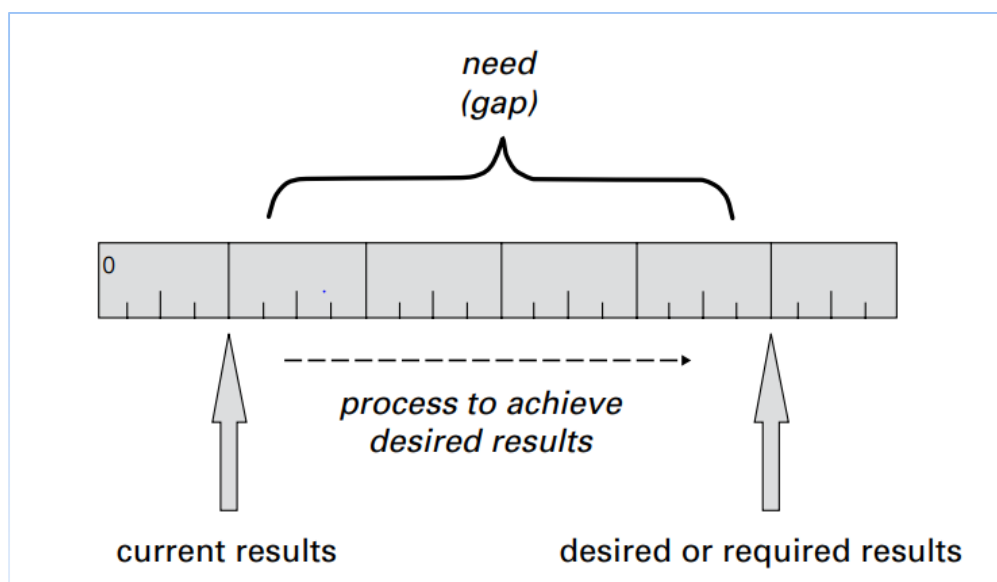
Source: Based on Kaufman, Oakley-Brown, Watkins and Leigh (2003) and Watkins (2007)

Figure-2: Relating needs to discrepancies between what is (Current Results) and what should be (Desired Results)

2.3 Concept of Needs Assessment:

A needs assessment is simply a tool for making enhanced decision (Watking, R.; West Meiers and Visser, Y (2010). A needs assessment in terms of *gaps in results* (Kaufman, Oakley-Brown, Watkins and Leigh (2003). The assessment of library services quality in the higher education context has been dramatically changed to be focused on users' expectations and needs, marketing, thereby, increasing the level of the satisfaction (Brophy 2000; Nitecki and Hernon 2000; Nartensen and Gronholdt 2003; Brophy 2006; Kassim 2009; Kiran 2010). The library is further expected to support university plans for better student

retention and reduction of dropout's rate. In order to perform these activities, libraries constantly need to reassess their services to ensure they meet the needs of all stakeholders (Becker, Hartle and Mhlauli, 2017).

2.4 Concept of information needs:

The concept of information needs was coined by an American information scientist Robert S. Taylor in his article "The Process of Asking Questions" published in American Documentation. Need is a mental process when something is demand, wanted or needed out of necessity. Information need is the difference between what you know and what you need to know to complete a task. Information need is also one of the needs to be satisfied out of professional responsibilities. According to Kumar (2008), "information needs vary from function to function, from environment to environment, from discipline to discipline and even from age to age". Wilson (1994) noted that information needs vary in relation to the subject fields of users' their educational background and years of experience or function performed. According to Mezbah-Ul-Islam and Gausul Hoq (2005), to fulfill the user needs in right time it is necessary to know the user information needs first.

Some examples of information needs in the Library and Information field:

1. There is a demand of reference books as observed by the library staff.
2. In an academic library, most of the survey revealed that majority of the users like to read text books.
3. In a public library, most of the users look for recreational books.
4. In an academic library, researchers often want to read new publications.
5. Most of the users need digital libraries in 21st century.

2.5 Concept of users' satisfaction:

The concept of user satisfaction in the library literature as well has changed to include a wider focus on the users' perception of the library. User satisfaction is the most important indicator for assessing the effectiveness of any system or service (Mezbah-Ul-Islam, 2003; Alemna, 1999). There are two viewpoints regarding the evaluation of user satisfaction. One is indirect method or objective where user satisfaction is studied without taking users' opinions as valid indicators, and another is the subjective or user-oriented approach that refers to the measures based on user opinions or attitudes related to the quality of a system (Mezbah-Ul-Islam, 2003; Stecher, 1975). According to Elliot (1995), satisfaction is "the emotional reaction to a specific transaction of service encounter". Customer (user) satisfaction represents the degree of which a library has met the user's needs and expectations (Cooper & Dempsey, 1998). Oliver (1981) defined "satisfaction is the emotional reaction following a disconfirmation experience which acts on the base attitude level and is consumption-specific". Applegate (1997) defines user satisfaction as "a personal, emotional response to a library service or product". User satisfaction is a function of the customer's assessment of service quality as suggested by Zeithaml*et.al* (1993). Getty and Thompson (1994) defined satisfaction as a "Summary psychological state experienced by the consumer when confirmed or disconfirmed expectations exit with respect to a specific service transaction or experience". Satisfying users' needs in the academic libraries has been the principal objective of libraries and librarians (Kassim, 2009). Martenson (2003) emphasized the fact that the user satisfaction is created as an interactive result of electronic resources, collections of printed publications, technical facilities, library environment, the human side of user services and user value. Various methods have been used in assessing the satisfaction level of buildings performances; satisfying the users in the prime concern of every modern library. Hence it is mandatory on the part of the libraries to measure the

satisfaction of the users in order to provide better services. To measure the user satisfaction, standardized and appropriate tools are necessary (Shika*etal.*2012). User information needs and satisfaction are key parts to be considered by any functional library as users are the target of information service suppliers (Adekunjo, Adepoju and Anuoluwapo, 2015). The user is the key person in services provided by company, institution or organization. Therefore, it is significant to focus on the users of library and doing utmost to make them satisfied. Understanding the user needs is half the battle won in providing information services in an academic library. The success of any information system depends considerably on how best the system design is based on a close and accurate understanding of the users. The performance of any library can be judged on the basis of the extent of satisfaction of the users (Nawarathne, I.M. and Singh, Ajay Pratap 2013). Islam (2014) stated users' satisfaction is a measure of how products and services provide by libraries to meet the expectations of a user and readers. Users are likely to be satisfied when their perception on services provided exceeds their expectations. Satisfaction remains the pleasure, fulfillment and happiness gained when one fulfilled his/her desired need, expectation and better services (Aragawa, K. A 2015). Iwhiwhu and Okorodudu (2012) stated that users satisfaction of library resources and services is a way in which users judge the adequacy of the library's information resources and services rendered to them and also if their expectations are provided to them. Library user satisfaction implies how users feel after using the information resources and services and their willingness to return to the library when next they need information (Ikenwa and Adegbilero-Iwari, 2014).According to Ijikhuamhen, Aghojare and Ferdinand (2015), the level of using the library depends on users' satisfaction with the available information resources and services rendered to them. Thong and Yap (1996) stated that user satisfaction is considered as reliable criteria for determine library effectiveness. Therefore it is very important for the library to keep their

users safety. Kassim (2009) stated user satisfaction has been the principal objective of libraries and library professionals. In academic library there are various types of users with different types of expectations. In addition, new technologies, databanks and more advanced systems for accessing information have made the library more intricate and stimulating for library professionals and users alike. The plenty of resources obtainable and the complexity in being capable to evaluate these resources also make difficulties for users. The inability to easily recognize the specific use of a library's facilities because of the new technologies, and the difficulty to contact information sources can all donate to user displeasure between academic library users.

After end of the above discussion about information needs and users satisfaction, the researcher's own views, ideas and concept about information needs and users satisfaction is mentioned below:

Demand, requirement and needs are the same terms. It is difficult to define both 'needs' and 'information needs'. T. D. Wilson has suggested using information behavior in place of information needs. On the other hand, it is preferred to use demand in place of need. Karl Marx stated that human being is a creature of need. When any user demand for something in the using of library materials, there is a need behind his/her demand. Generally we can say that demand is considered expression of need. Information needs differ from user to user, library to library, group to group, environment to environment, society to society and time to time conditioned by the purpose and functions. Types and nature of information needs differ according to users demand, requirement, purpose and situation.

Users are the most and dynamic component of an academic library. In an academic library, users are the students, teachers and researchers. There are

different types of users in academic library and they expect different types of services. The main purpose of academic library is to provide the satisfactory services to the users. The better performance of any academic library depends on users' satisfaction. The ultimate purpose of library and librarians are to satisfy the users. We can evaluate an academic library by the satisfaction of its users. To understand users' satisfaction, we mean that according to the expectation of users how much services a library can provide. In another way, we mean user satisfaction is any user how much satisfied after using the library resources and services. Again when users need of information from the library, then they will come spontaneously to the library or not. Users' satisfaction of fine art academic library is an affirmative feelings of users after getting his/her specific required information from the available resources in the library. Users' satisfaction involved with library resources, staff performance and both physical and online infrastructural development.

2.6 Literature review: National

Islam (2014) conducted a study on assessing information needs and user satisfaction of private university libraries in Dhaka city. He shows that private university libraries in Dhaka city use the library for their required information and services regarding general books and reference books, research purpose, searching periodicals articles, using IT facilities and audio-visual materials, teaching, recreation, current information, conference/seminar proceedings, periodicals, Current Awareness Services (CAS), bibliographic services, indexing and abstracting services, reprographic facilities. The users are not fully satisfied regarding reference and text book materials, provided IT facilities, subscription rate of foreign journals, using computer in the daily operational activities, library systems. Users are partially satisfied regarding provided services. To fulfill information needs and bring up satisfaction of the

users, this study has proposed two model plan. One model plan has designed for information needs and another one has designed for users' satisfaction.

Shobhanee (2020) conducted a study on assessing service quality of East West University library: a LIBQUAL study. The study revealed that as a private university library the desired expectations are high which affected service adequacy and service superiority scores. Statistically significant differences were found by gender and individual user group. The results of this study, points to a need for the library and university authority to continuously review library services as a way to ensure their continued optimal usage and service delivery for the betterment of the user.

Hossain (2012) conducted a study on measuring service quality and satisfaction on user-focused marketing in academic libraries of Bangladesh. He explored that private university libraries are more capable of meeting their user's needs at a large scale rather than public university libraries in this country. Users of public university libraries are also found as disappointed at a big scale. To explore the grounds of these consequences two general factors were identified. One is related to user's own matter and this is "user's service expectation is too high". Another is related to library side, i.e. lack of employee's and management's response toward user's needs that is acknowledged as "3-party communication gap".

Uddin (2002) recommended that the collection of standard books, research journals, reports etc. should be increased in the agricultural libraries of Bangladesh in order to meet the information needs of the agricultural scientists and researchers.

Karim (2018) revealed that maximum students are not satisfied with the current performance of their residential hall libraries. He also recommended some

investigative guidelines for refining the present library performance at the University of Dhaka.

Hossain and Islam (2012) conducted a study on understanding perceived service quality and satisfaction: a study of Dhaka University library, Bangladesh. The results of the study shows that "library hours" is the only service item which is the exclusive acceptance and ensured optimum satisfaction of the users while other items fall short of meeting the users need.

Wahab (1995) presented an article on "need for information and literature support: user's expectation". The article highlighted the information needs of the teachers of the Bangladesh Agricultural University. He identified the area of satisfaction of the teachers and mentions some problems, which made obstacles to provide better services to the teachers. Researcher recommended some suggestions for improvement of the library facilities to cater better services of the university.

2.7 Literature review: International

Alia and Kanwal (2010) in their study "Service quality of University of the Punjab's Libraries: an exploration of users' perceptions" showed that assessment of service quality is a continuous process and it should be repeated with regular intervals for feedback. Measurement of service quality is a first step of total quality management (TQM) program, improvement of library. Services in the light of assessment is a next step of this process, Developing countries are in the initial stage of assessment of service quality unlike developed countries who are applying principles of TQM in their management programs.

Kiran (2010) revealed that academic staff perceives the quality of library services to be just above average. Library staff are considered quite helpful

able to instill confidence in library users. Academic staff also believes that the library has a positive impact on their teaching, learning and research. The overall satisfaction with the library services received a satisfactory rating.

Kumar (2013) in his study an attempt is made to investigate the information need and information seeking behavior in social services researchers of M.B.P.G. College Haldwani, Uttarkhand. It was conducted of the research scholars to know the answer of questions such as collection of library, overall effectiveness of the library, organization of the material, services of the library, use of internet, search engines, information resources, need of information, purpose of information etc. The study recommends orientation programs for research scholar to make awareness of e-resource and better utilization of the library services. Researcher also recommended that library should join some consortium for more resources and services.

Mohindra and Kumar (2015) showed a study on user satisfaction regarding quality of library services of A.C. Joshi Library, Panjab University, Chandigarh. The study revealed that library environment and library services had impact on the level of users satisfaction by 26.2% based on the regression analysis. The level of quality of different attributes, i.e. library environment, library collection, library staff and library services were at satisfaction level. 57.7% of users visit the library daily. About 34.5% users consult the library staff once a week. The daily frequency of users visiting the library WebPages on the university website was only 23.2%. Researchers observed that there is major difference in levels of library attributes across user of different streams. It was also noted that the status of students has no association with library attributes except the significant difference in their satisfaction level. It was also observed that majority of the respondent's i.e.71.49% of the opinion that library attributes are helpful towards their academic success.

Adeniran (2011) has examined the user pleasure with academic library services: academic staff and users perceptions. The findings of this study revealed that user's satisfaction is a function of quality of staff and services of a library. The study also revealed that provision of relevant information materials, access point and conducive environment for learning, teaching and research lead to an increase in the use of library.

Hiller (2001) conducted and he focused the results have revealed significant variation within and between users groups, concerning library satisfaction, use, priorities and importance.

Nawarathne and Singh (2013) try to know the difference in satisfaction among the different categories of users. The study found that on an average the library users are quite satisfied with the services, infrastructure, location, space, collection and information of the library as a whole.

Gunasekera (2010) was undertaken to assess library user satisfaction with current information services and resources while identifying user needs. He found that the undergraduates are overall satisfied with available library resources, services and facilities. He further found that library resources and services are not being fully utilized by undergraduates. Based on these findings, researcher suggested that a comprehensive information literacy program should be conducted to encourage awareness and use of automated information resources.

Shika*et al.* (2010) conducted a study on user's satisfaction assessment in academic library performance and found that users were satisfied with17 out of the 22 elements of performance. Finally, a plan of action was developed and

recommended to improve the performance of the main academic and research library of Universiti Teknologi Malaysia (UTM).

Chauhan and Kumar (2013) focus the personal assistance used by the respondents, major problems that hinder them from using the library, their satisfaction with infrastructure facilities etc.

Osaze, Aghojareand Omosekejimi (2015) conducted a study on assess users' satisfaction on academic library performance: a study and the study revealed that the defendants were highly satisfied with the library services, infrastructure/place/space and collection/information of the library as a whole. The study also exposes that, many of the respondents visit the library for more availability of internet connectivity in the library.

Kassim (2009) showed that on the average, the respondents were only quite satisfied with the library services, infrastructure/place/space, collection/information in the library as a whole. The respondents were relatively most satisfied with infrastructure/place/space (M=3.41), followed by collection/information (M=3.27) and library services users (M=3.18) in that order. The results also showed significant differences on the satisfaction on services, infrastructure/place/space and libraries collection/information among the respondents of the three faculties.

Restoum and Wade (2013) showed that (a) a statistical significance of students' ability to find and use the information; (b) a relationship between students' expectations and received materials; (c) students were satisfied with library services' quality in terms of accessibility; (d) a relationship between providing the newest and valuable collections and students' satisfaction; (e) the most difficulties facing students were a lack of time and the ability to visit libraries;

and (f) the main services for students were borrowing books and reference services.

Gudiand Paradkar (2018) focuses upon the measurement of satisfaction level of students and faculty members with library resources. Researchers collect relevant data, a total of 660 questionnaires were distributed among students and faculty members of which only 509 (77.12%) questionnaires were duly received back. The study revealed that the users are mainly satisfied with print resources such as reference books, text books, journals and their back volumes; while amongst the e-resources they were satisfied by e-journals, e-books, e-data bases.

Kumar *et al.* (2010) identify the level of use of library facilities by users and emphasize pleasure with overall functioning of library and suggested to provide nascent information to users, multiple copies of documents at IIT, Delhi library.

Seneviratne (2006) while assessing user satisfaction: a case study at PGIM Branch Library at Peradeniya found that most of the users were moderately satisfied with the print collection and the researcher concluded that, changes in user behavior need to be assessed at regular intervals on a continuous basis to satisfy the users and execute the changes as per user needs.

Adam (2017) conducted a study on assessment of library service quality and user satisfaction among undergraduate students of Yusuf Maitama Sule University (YMSU) library and he found that the general observation of undergraduate students towards the use of amenities, resources and facilities of the YMSU, city campus is vastly satisfactory. Researcher also suggested that YMSU administration should keep on continuing the high level of user satisfaction by refining on providing present and related information resources,

contemporary facilities and appropriate services that would meet the need and anticipations of users. In addition, in order to endure user's high level of satisfaction, there is a want to statement all the problems identification by the undergraduate students.

Saikia and Gohain (2013) investigate the use of library resources, user's satisfaction in library resources and services and information seeking behaviors of the students and research scholars of Tezpur University. The study revealed that library is plying a vibrant role to meet multidimensional demands of students and research scholars for information and knowledge. Researcher manipulated that user direction is necessary to help library users to meet their information needs and make users conscious of the accessible library resources and facilities.

Verma and Laltlanmawii (2015) conducted a survey regarding satisfaction with library services by U.G. students of government Hrangbana College, Aizawl and the study resolved that users are quite satisfied with library collection and services.

Oak (2016) found that users seek information from varied sources and also expecting the quick delivery of information sources specially IT based information resources. Users in present scenario seek information from a variety of information sources and expecting the delivery of IT based resources and service from the library for the easy and quick access to information.

Tiemo and Ateboh (2016) showed that users were satisfied with the lending facilities of library, regeneration of library materials and longer hours of internet services in the library. They also revealed that users were displeased with the limited reference materials in their various subject areas, national and international journals because they were not up to date.

Salauddin (2018) conducted a survey on perceived user pleasure with library resources and service performance at the Tagore library, University of Lucknow and he suggested that for any reliable library effectiveness study, all factors associated with user satisfaction should be investigated together.

Maina,*et.al.* (2017) recommended that (a) library and librarians to be information communication technology compliant; libraries must be automated and librarians trained on how to use library management system. This will promote usage and improve satisfaction. (b) marketing strategies; library staff to undertake intensive campaigns to sensitize their users and tell them about available resources. (c) library users must be trained on emerging trends on library usage to foster their satisfaction. They also suggest that the both library staff and users to embrace automation, better marketing resources and user training to be done.

Ranganathan and Babu (2013) conducted a user satisfaction of engineering college faculty and students: a case study of library and information Centre of B.M.S College of engineering, Bangalore. The overall response was 86.4% students of different disciplines regarding the library resource, services, infrastructural facilities, internet and computerization of library services etc. The study was found that 74.1% respondents were satisfied with the overall facilities and services in their engineering college library. The study also suggested that the library authorities should educated the users regarding the library services like current awareness service, interlibrary loan service, news clipping service provided to the users. Researchers also suggested that library management should take necessary steps in improving the overall facilities and services in the library.

Mairaj and Naseer (2013) conducted a study on library services and user satisfaction in developing countries: a case study and they showed that a library

with an adequate collection and better physical facilities is considered more effective in satisfying users. A library is required not only to improve its collection, services and facilities in response to the changing needs of library users in a rapidly changing information age, but it is also should continue taking their feedback to discover the effectiveness of the resources and services offered. Library users were satisfied with most of the services of the PIC library, especially the library collection and its organization, reference and circulation services, staff attitude, cooling and heating system.

Sriram and Rajev (2014) identified that all the services provided by the academic library have significant impacts on the Sur University College users' satisfaction. The findings and suggestions of this study provide effective insights for library to take essential steps to strengthen the existing services and facilities are provided in the academic library of Sur University College. But, still the users, managers and the management may suggest more services based on the requirements and purposes with respect to international benchmarking.

Singh and Kuri (2017) have conducted a study entitled "user's satisfaction with library resources and services: a case study of IIT libraries in India. The study suggested that the IIT libraries need to provide more web 2.0 technologies for better delivery of services. There must be a constructive plan which will integrate training programme for library users as well as staff for effective utilization of resources and services. A regular feedback from the faculty and students will also go a long way in improving the library services and their satisfaction can be meeting effectively.

Suresha (2016) have examined and analyzed the users' satisfaction with library properties and services among the faculty members and pupils of St. Claret Degree College, Bangalore. The study demonstrates the satisfaction level of

users to various library resources and facilities provided by the college library. The results of the study initiate that a large number of defendants were satisfied with library resources and services. It also founds that the books had become a most widely used resources and circulation services was emerged most preferred service. Some suggestions have been given by the respondents to make about the library resources and services more effective and efficient manner.

Soon, Hasbi and Ahmed (2013) investigate users' pleasure on the library information resources, abilities and services for learning and research works at a public university. This study reflected the needs of good library information resources, facilities and services to ensure user's satisfaction for learning and research.

Amin and Shoid (2017) have conducted a study entitled conceptualizing user satisfaction toward a library quality at Malaysia Nuclear Agency library. The study gives an overview of a library quality that Malaysia Nuclear Agency library is supposed to have to satisfy its users and at the similar time meet the user needs and demands. In addition, this study will help the library to improve and increase its library quality in order to ensure it can provide excellent and good library quality for its users. Therefore, it will encourage the users to come and visit the library regularly and it will also show the success of the library in delivering and providing its services for the users.

Prabakaran and Lakshmi (2018) have examined the user's satisfaction in library facilities, resources and services of the arts and science colleges' library in Trichirappalli. The study showed that out of 150 respondents, majority of 59 (39.3%) respondents stated that 'bibliographic service' is 'very important' and it was found that 51.3% respondents are in 'very important' option for the

service of 'current awareness' whereas in 02.0% of the respondents are considered it is 'not at all important'. 57 (38%) are 'satisfied' with collection of 'thesis/dissertations' and 60 (40%) of respondents are 'satisfied' with 'e-database' resources and only 6 (4.0%) are 'not at all satisfied'. Researcher suggested that college library should carry out user studies at steady intervals, in order to identify user's information needs and their information meeting performances.

Geetha*et al.* (2016) found that 98 (100%) students of PESITM College and 96 (100%) students of JNNCE College were found using the library, majority 44.89% of students from PESITM college used the digital library services as compared to JNNCE college students 15.62% and comparatively 69.38% of PESITM students were found using inadequate audio-visual materials as compared to JNNCE students 79.16%. The study found that majority of the students from the two colleges studied does not use more resources and services; this may be due to lake of awareness about library resources and services. This study suggested that there is a need for digitization in order to provide quick access of information.

Kumar and Rajan (2015) carried out a study on user satisfaction on library services in Anna University with special reference to engineering colleges in Coimbatore, Tamil Nadu: a study. The study indicates that 55.25% of respondents are satisfied with the functioning of the library, 70% of respondents found the library timing convenient, 78.75% of them felt that the lending period is sufficient, 40% of the respondents visit the library weekly. The study recommended that college libraries should adopt appropriate techniques to provide the best information services.

Gurikar and Gurikar (2015) conducted a study to know the available information sources and its usage pattern among the research scholars in

different faculties in several departments of the Karnataka University library. The study showed that 71.06% of research scholars use reference services and bibliography services more frequently, research scholars use the strategy of browsing through shelves 78.35%, and consulting bibliography 41.7% are most commonly used search strategies among science scholars. The study concluded that almost all scholars visit the library to consult the material and borrow books for their research. Researcher suggested that libraries and librarians should initiate to procure and disseminate e-resources to its users.

Chapter Three: The present scenario of fine arts academic libraries in Bangladesh

3.1 Introduction:

Fine art education in Bangladesh has been started with university level from fifty (50) years ago. In 1969, fine art subject treated as a subsidiary subject with the Bengali department in the Chittagong University. In 1970, fine art has been started as an independent department in the Chittagong University. In 2010, the fine art department was changed into as an institute in the Chittagong University. The fine art college which was affiliated by the University of Dhaka changed into an institute of Dhaka University in 1983. In the later in 2008, the fine art institute of Dhaka University changed into fine art faculty in the Dhaka University which was recognized the first fine art faculty in Bangladesh. Besides, the Rajshahi fine art college started as an independent department of the Rajshahi University which was turned in to faculty in 2015. The Khulna art college was turned in to an institute in the Khulna University in 2009. In 2019, fine institute of Khulna University turned in the name of fine art discipline school. Besides, fine art education is running as an independent department in the Jahangirnagar University, Jatiya Kabi Kazi Nazrul Islam University and Jagannath University. Fine art education is running in the graduate and post-graduate level of University of Development Alternative (UODA) and Shanto-Mariam University of Creative Technology (SMUCT) which are the private universities in Bangladesh. The opening procedure of the fine art department is going on in the Islamic University Bangladesh. The present scenarios of fine art academic libraries are given below:

3.2 Faculty of fine art at University of Dhaka:

The institute of Fine Art was established in November 15, 1948. It was then called the Government Art institute. The founding of the institute was part of a longer and ongoing movement in the field of art. The institute was established with great enthusiasm and dedication in Dhaka, the capital of the then East Pakistan under the leadership of Zainul Abedin who was already an acclaimed artists in undivided India. The institute is the oldest and foremost art institute of Bangladesh giving formal degree in the field of art. In 1948, the institute started off with four departments. The departments are the Foundation, Drawing and painting, Graphic design and the Print making departments. In 1955 the Oriental Art department, in 1962 the Ceramic department, in 1965 the Sculpture department and in 1972 the Craft department was formally inaugurated. Classes of the institute began on November 15, 1948 in the decrepit old building of the National Medical College situated in Jonson Road of Old Dhaka, in the beginning of the academic programme of the institute was a five year certificate course, a two year foundation course followed by a three year certificate course. In 1951 the institute shifted to a house in Shegun Bagicha. On February 5, 1954 the foundation stone of the institute's own building was laid in Shahbag. In 1954 the first batch of five female students were admitted to the institute. In 1956 the institute moved to its own premises in Shahbag. In 1963 the Government Art Institute was upgraded to a first class degree college and named East Pakistan College of Arts and Crafts. The earlier five-year certificate course was replaced by a five-year degree course comprising of a two year Pre-degree course leading to a three year Bachelor of Fine Art degree. After the liberation of Bangladesh in 1971 the college was renamed the Bangladesh College of Arts and Crafts. In 1978 the Post Graduate (MFA) course was introduced. On 01 September 1983 the Government College was integrated into the University of Dhaka as an institute and named Institute of Fine Art. From 1992-1993 session a four- year honours degree course was

introduced in place of the former traditional degree course. In 2008, the institute was included in the Fine Art Faculty of the University of Dhaka. The Director of the institute was appointed ex-officio Dean of the Faculty. At present in this faculty have 8 departments, 60 teachers and 950 students.

3.2.1. Faculty of fine art library at University of Dhaka:

The faculty of fine art at University of Dhaka has a well-equipped and enriched library which is the pioneer of the fine art libraries in Bangladesh. This library established in 1948 and at present the library situated at first floor with 2,200 square feet floor spaces of Lecture Theater Building. It is the full-fledged fine art academic library with large special collections covering all fine art subjects of fine art faculty at University of Dhaka. At present, 02 (two) professional Deputy Librarians and 05 (five) non-professional staffs are working in this library. The faculty of fine art library remains open daily from 9:00 AM to 5:00 PM excluding weekly and government holidays.

The present collection of this library is 10,800 copies of text books, 2,500 copies of reference books, 1,000 copies of catalogs, 500 copies of portfolios, 350 copies of theses and 250volumes bound journals. These collections can meet up the demand of fine art discipline users. The budget allocation per year of this library is 65,000 (Sixty five thousand) taka for purchasing books and other library materials. This library generally provides services to the students, teachers, researchers and artists. This library has separate reading room facilities for students and teachers.

Fine art faculty library has a well-equipped Archive and Cyber Center called Abinta Cyber Center and Archive. The cyber center has 15 (fifteen) computers for internet browsing for the students and teachers with free of charges. Fine art related old rare collection also available in this archive. There has been links

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between art and cultural institutions all over the country. There is also photocopy and scanning facilities available in this archive. The main aim of Faculty of Fine Art Library is to provide services among the students, teachers, researchers and artists of Dhaka University.

3.3. Faculty of fine art library at Rajshahi University:

Department of Fine Art in the Rajshahi University was turned into a faculty in 2015. Fine Art Faculty library also established in 2015 in the Rajshahi University. This library was started with the collection of departmental seminar library. This library situated in the fine art faculty building with 500 (Five hundred) square feet floor spaces. At present the collection of this library is Books-2700, Catalogs-1200, Theses-550 and Journals-200. 01 (One) professional and 02 (two) non-professional staffs are working in the library. Daily average 60-70 users using this library among them students, teachers, researchers and artists. Wi-fi facility available in this library. The library remains open each day from 9:00 AM to 5:00 PM excluding government and weekly holidays.

3.4. Institute of fine art library at Chittagong University:

In 2010, department of fine art was changed in to as a fine art institute in the University of Chittagong. The fine art institute library of Chittagong University was started in 2010 with the collection of fine art departmental seminar library. The present collection of this institute library is 7,360 volume books, 750 volume catalogs and 13 volumes of theses. At present 03 (three) non-professional staffs are working in this institute library. The budget of this library is 30,000 (thirty thousand) per year for purchasing books and other library materials.

3.5. Departmental seminar library at Jahangirnagar University:

Fine art department seminar library of Jahangirnagar University started at 2012 with 1000 square feet floor spaces in the department building. The timing hour of this seminar library is 8:30 AM to 4:00 PM. The present collection of this seminar library is 500 volumes of text books and reference books. 1200 volumes of bound catalogs and 600volumes of bound journals. The library is open shelving system and daily average 10-15 users using the seminar library. Fine arts students, teachers, researchers and artists of Jahangirnagar University are the main users of this library. At present 01(one) professional staff is working in the library.

3.6. Khulna University library:

Khulna University central library was established in 1991. This library has own two storied modern building with 16,800 square feet floor spaces. Khulna University central library has a rich collection of 40821 text books, 1510 reference books, 15217 e-books, 5635 journals and 360 audio-visual materials. The collection of this library consist of books and periodicals related to the of all disciplines. At present this library has circulation section, processing section, reference section, procurement section, reserve section, e-resources section and muktijuddah corner etc. The timing hours of this central library are 9 AM to 7:30 PM from every Sunday to Thursday. It is open at 9:00 AM and closed in 5:00 PM in every Saturday. Friday is weekly holiday.

To meet the rising demand of users, professionally qualified personnel are liable for taking care of the Khulna University central library and its contents including the selection, processing and organization of the library materials and the distribution of information, directions and loan services to meet the users need. At present 18 personnel working in this library. Among them 5 professional staffs and 13 non-professional staffs. Daily average 850 users use

this library. Khulna university central library provides varieties services among the library users such as reference, reading, photocopy services, news clipping, Current Awareness Service, Selective Dissemination of Information services, audio-visual services, printing services and internet facilities etc.

Khulna University central library has launched a Muktijuddah Corner from March, 2010 at it's the east-South corner of 1st floor. The corner consists of a good number of publications related to history of liberation war of Bangladesh. This corner is contain 2652 books of 979 titles.

3.7 Jatiya Kabi Kazi Nazrul Islam University (JKKNIU) library:

The first cultural university in greater Mymensingh named Jatiya Kabi Kazi Nazrul Islam University (JKKNIU) was established in 2007. Fine art department started this university in 2009 but yet this department has not been established departmental seminar library. JKKNIU has a well-furnished and modern library called JKKNIU central library. Fine art students of this university using the JKKNIU central for their study. Central library collect fine art resources like other departmental resources. JKKNIU central library started its journey in September, 2009 with 4000 square feet floor spaces and 25,000 volumes of books. At present total collection of books are 32000, different institutional journals are 53 and theses 15. Total fine art collections of this library are 500 volumes of books. At present 17 professionals manpower working this central library. This library has also 21 computers with high speed internet connection. Daily 250 users are using the central library. KOHA software uses this library for database management systems. This library remains open each day at 9:00 AM to 8:00 PM excluding government holidays.

3.8. Jagannath University library:

Jagannath University has a modern and well-equipped library called Jagannath University central library. Aiming to provide continuous educational opportunities and full-fill the university's mission, Jagannath University central library started its journey from the beginning of the university in 2005. With the all collection of former Jagannath College library, it has turned into Jagannath University central library. This library has a 5,000 square feet floor spaces with nice infrastructural facilities. It has been designed to meet the information, research and curriculum needs of students, teachers and staff members for research and development activities. At present 07 officers and 08 supporting staffs are working in the library. Among the personnel 07 professional and 08 non-professional staffs. This library remains open daily at 8:00 AM to 8:00 PM excluding government holidays. Services and users support provided by the 09 (nine) sections from this library. Jagannath University central library has a rich collection i.e. 31,000 copies of books covering all the discipline of this university. The journal collection consists of 3,500 volumes of bound journals. Jagannath University central library has launched e-Library with 110 laptop computer and 20 desktop computers. The collection of e-Library is 1,50,000 e-books, 50,000 electronic journals and 1500 audio-visual materials. Daily average 500 users visit the library and nearby 500 to 800 users make use of its circulation facilities. Near about 500 to 700 students got access to textbooks and reference service facilities. Among the mentionable services of this library is reading service, reference service, e-journal service, Current Awareness Service (CAS), Selective Dissemination of Information (SDI) service, circulation service, reading service and cataloguing service etc. This library has a Muktijuddah Corner consists of a good number of publications related to history of liberation war of Bangladesh. This corner contains 2520 volumes of books.

3.9 Shanto-Mariam University of Creative Technology (SMUCT) library:

Shanto-Mariam University of Creative Technology (SMUCT) library was established in 2003 with 3500 square meter floor spaces. . This is the central library of SUMCT. 05 (five) professional and 05 (five) non-professional skilled staffs are working in this library. This library remains open daily at 9:30 AM to 8:00 PM excluding government holidays. Present collection of this library is Text and Reference books-12500, Megazines-675, Journals-784. At present member of this library is students-2700 and teachers-47. Average daily 350 users are using the library. Students can borrow 02 books and teachers can borrow 05 books at a time. Circulation service, Reference service, Current Awareness Service (CAS) service and Selective Dissemination of Information (SDI) service are available in this library. As a cyber-facility there are 08 (eight) computers available with high speed internet connections. Students and teachers can take print facilities from this cyber center.

3.10 University of Development Alternative (UODA) library:

University of Development Alternative (UODA) has a modern and enriched academic library well-known as UODA Central library. The library has approximately 5000 square feet floor spaces. The library can accommodate over 300 users at a time in its furnished reading area and daily average more than 250 users use this library. At the present time 08 officers and 09 supporting staffs are working in the library. UODA central library remains open daily from 9.0 AM to 6.0 PM excluding weekly and government declared holidays. The library has 20,000 copies of books covering various subjects' areas including fine arts. The journal collection contains of 450 volumes of bound journals. All journals are arranged alphabetically on the shelves. The library also receives a large number of publications every year as a gift. These are in the form of bulletin, research paper, reviews, magazines etc. The

reference collection can only be used within the library. It consists mainly of encyclopedias, dictionaries, handbook, manual, almanac and other institutional reports etc. UODA library has a cyber-center with 10 computers with internet browsing facilities. The library is accessible to all students and faculty members within the university. Apart from the main central library, there are also exist seven additional libraries in each of the seven campus buildings, which house books relevant to each field.

3.11 Summary

This chapter summarizes the present condition of fine arts academic libraries in Bangladesh. The researcher observe that only the University of Dhaka has a complete fine art library among the selected seven (07) public and two (02) private universities in Bangladesh. Faculty of fine art at Rajshahi University has been established a fine art library in a small range. Besides, Institute of fine art at Chittagong University has been established fine art institute library in a small scale. Jahangirnagar University has been established a fine art departmental seminar library with a very small collection. On the other hand, there is no fine art library at Khulna University, Jatiya Kabi Kazi Nazrul Islam University (JKKNIU), Jagannath University. The fine art students of these universities used university central library to serve their needs of library purpose.

Chapter Four: Methodology

4.1 Introduction:

Based on the research gap, this research tries to assessing users' needs and satisfaction of fine arts libraries in Bangladesh. This research fully follows a survey method. By providing questionnaires to the respondents to express their attitudes and feeling regarding users satisfaction.

4.2 Research framework and design:

To achieve the research objectives, accumulate both qualitative and quantitative data from primary and secondary sources of information. Primary data was collected through two sets of structured questionnaire. One set of questionnaire (Appendix-2) was design for the **library survey** which was filled up by the Librarian/Administrator. This set of questionnaire includes 07 (seven) broad categories of variables related to identify library resources. Another set of questionnaire (Appendix-3) was design for the **library users** to assess their satisfaction towards the library resources and services. This set of questionnaire also includes 38 (thirty eight) broad categories of variables which were related to understand satisfaction level of the users.

4.3 Research site:

According to University Grants Commission annual Report 2019, there is a total 153 universities (public, private and international) in Bangladesh. Among those university which has fine art departments to consider for this research. Based on the criteria, following 07 (seven) public university and 02 (two) private university libraries have been selected for this research. The selected public universities are: University of Dhaka (DU), University of Rajshahi (RU), University of Chittagong (CU), Jahangirnagar University (JU), Khulna University (KU), Jagannath University (JU), Jatiya Kabi Kazi Nazrul Islam University (JKKNIU). The selected private universities are: University of Development Alternative (UODA) and Shanto-Mariam University of Creative Technology (SMUCT).

4.4 Population and sampling:

The population of this research includes faculty members, students, researchers, artists, administrative staffs and library personnel from all the selected universities. The sample was drawn from the above selected university libraries. 121 (One hundred twenty one) sample library users from different categories such as faculty members, students, researchers, artists, library personnel, administrative staffs have been selected for the interview through a structured questionnaire.

4.5 Methods of data collection:

Data has been collected from the selected fine art academic libraries. Related with present study, the data and information gathered from primary and secondary sources of information. One structure questionnaire were prepared and distributed to the librarians/library administrators to collect library resources information. Another structure questionnaire distributed to the users to assess user's satisfaction. Most of them returned the filled-out questionnaire and received data was analyzed properly.

4.6 Methods of data analysis:

For the analysis of data, 22 versions of SPSS have been used for this research. To entry data and coding option have been used after the receiving of all completed questionnaires. Both parametric and non-parametric statistical tools were used to prepare a meaningful conclusion from the collected data. Percentage values of the survey materials are introduced to analyze and discuss. Finally, tables, figures, graphs and pie-chart were used to define and represent the outcomes of the survey.

Chapter Five: Data collections, Data analysis and Findings

Introduction:

The determination of this chapter is to investigate the data and describe the current situation of fine arts libraries of Bangladesh as well as evaluate the satisfaction levels of library administrators, professionals and library users towards the existing library systems and its facilities. Presently there are 46 (forty six) public, 107 (one hundred and seven) private universities in Bangladesh (UGC-website, 2020). Among them, 07 (seven) public and 02 (two) private university libraries have been selected for this study those libraries are related to fine art. The researcher visited most of the selected libraries and distributed questionnaire-1 among the academic librarians to collect data for fulfills the research purpose. The primary data were collected from 121 library users of the nine selected university libraries through the questionnaire-2 to reveal the existing condition, satisfaction level and actual conditions of fine arts university libraries of Bangladesh. Table 1 showed the selected university libraries and their status for the study.

Table-2: Selected university libraries

Library Name	Category	Established year	Type of library	Library user	Library staff
DU Fine Art Faculty Library	Public	1966	Academic	1075	06
CU Central Library	Public	1966	Academic	23000	65
RU Central Library	Public	1953	Academic	3800	41
JU Central Library	Public	1971	Academic	21300	47
JnU Central Library	Public	2005	Academic	20800	31
KU Central Library	Public	1991	Academic	1730	17
JKKNIU Central Library	Public	2006	Academic	5180	17
SMUCT Central Library	Private	2003	Academic	5800	10
UODA Central Library	Private	2002	Academic	835	05

Demographic information of librarian/ library administrator

The primary data were collected from 09 (nine) librarians/ library administrators and 121 (one twenty one) library users of selected fine arts academic libraries through the questionnaire-1 & 2 to reveal the existing scenario and problems of fine arts libraries of Bangladesh as well as evaluate the satisfaction level of library users.

Table-3: Demographic information of librarian/library administrator (n=9)

Variable	Class	Frequency	Percent	Valid %	Cumulative %
Category of university	Public	7	77.8	77.8	77.8
	Private	2	22.2	22.2	100.0
Gender	Male	6	66.7	66.7	66.7
	Female	3	33.3	33.3	100.0
Designation	Assistant Librarian	1	11.1	11.1	11.1
	Deputy Librarian	4	44.4	44.4	55.6
	Additional Librarian	1	11.1	11.1	100.0
	Librarian	3	33.3	33.3	88.9
Experience age group	1 - 5 years	1	11.1	11.1	11.1
	6 - 10 years	4	44.4	44.4	55.6
	11 - 15 years	3	33.3	33.3	88.9
	Above 15 years	1	11.1	11.1	100.0

Table 3 shows the demographic information of librarian/ library administrators where 7 respondents (77.8 percent) were from the public university and 2 (22.2 percent) were from the private university. Among the respondents, 6 (66.7percent) were male and 3 (33.3 percent) were female respondents. The greater portion of respondents were Deputy Librarian 4 (44.4 percent), Librarian 3 (33.3 percent), Additional librarian 1 (11.1 percent) and Assistant librarian 1 (11.1 percent). The big number of respondents were from the experience age group of 6-11 years 4 (44.4 percent), 11-15 years 3 (33.3 percent), 1-5 years 1 (11 percent) and above 15 years 1 (11 percent).

Table-4: Demographic information of library user (n=121)

Variable	Class	Frequency	Percent	Valid %	Cumulative %
Designation	Professor	2	1.7	1.7	1.7
	Associate Professor	4	3.3	3.3	7.4
	Assistant Professor	6	5.0	5.0	12.4
	Senior Lecturer	2	1.7	1.7	14.0
	Lecturer	9	7.4	7.4	21.5
	Post-graduate student	37	30.6	30.6	52.1
	Under-graduate student	58	47.9	47.9	100.0
	Admin Staff	3	2.5	2.5	4.1
Gender	Male	70	57.9	57.9	57.9
	Female	51	42.1	42.1	100.0
Age group	20 and Below	9	7.4	7.4	7.4
	21 - 25 years	57	47.1	47.1	54.5
	26 - 30 years	36	29.8	29.8	84.3
	31 - 35 years	5	4.1	4.1	88.4
	36 - 40 years	2	1.7	1.7	90.1
	41 and above	12	9.9	9.9	100.0
Academic Qualification	BA	67	55.4	55.4	55.4
	MA	49	40.5	40.5	95.9
	M. Phil	1	.8	.8	96.7
	PhD	2	1.7	1.7	98.3
	Post-Doctoral	1	.8	.8	99.2
	Diploma	1	.8	.8	100.0

Table 4 demonstrated the demographic information of library users. It is found that the greater proportion of the respondents 58 (47.9 percent) are under-graduate students, followed by 37 (30.6 percent) are graduate students, 9 (7.4 percent) are Lecturers, 6 (5.0 percent) are Assistant Professors, 4 (3.3 percent) are Associate Professors, 3 (3 percent) Admin staffs, 2 (2 percent) are Professors, and 2 (2 percent) are Senior Lecturers. Among the respondents, 70 (57.9 percent) were male and 51 (42.1 percent) were female. The highest number of the defendants were from the age group of 21-25 years 57 (47.1 percent), and then 26-30 years 36 (29.8 percent), 41 and above years 12 (9.9 percent), 20 and below years 9 (7.4 percent), 31-35 years 5 (4.1 percent) and 36-40 years 2 (1.7 percent). Among the respondents, the academic qualification of the highest proportion is BA 67 (55.4 percent), and then MA 49 (40.5 percent), PhD 2 (1.7), M. Phil, Post-Doctoral and Diploma 1 (.8 percent) respectively.

Table-5: Frequency of library use by the respondents (*n=121*)

	Frequency	Percent	Valid Percent	Cumulative Percent
Every day	36	29.8	29.8	29.8
Once a week	46	38.0	38.0	67.8
Twice a week	7	5.8	5.8	73.6
Once a month	4	3.3	3.3	76.9
Occasionally	28	23.1	23.1	100.0
Total	121	100.0	100.0	
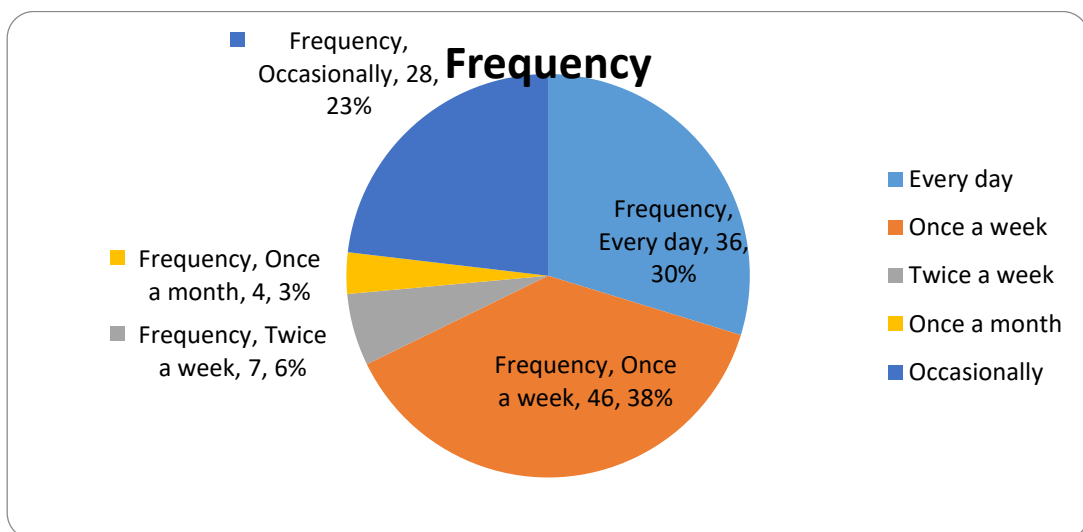
Figure-3: Frequency of library use by respondents

The respondents (*n=121*) were asked to mention their frequency of going to use the library. Table 5 and figure 3 demonstrated the frequency of library use by the users. The highest proportion 46 (38.0 percent) goes to library once a week. 36 (29.8 percent) goes to library every day, 28 (23.1 percent) goes occasionally, 7 (5.8 percent) twice a week and lowest proportion 4 (3.3 percent) goes to library once a month.

Table-6: Respondent's spent duration for studying in the library (*n=121*)

	Frequency	Percent	Valid Percent	Cumulative Percent
1- 2 hours	43	35.5	35.5	35.5
3 - 4 hours	21	17.4	17.4	52.9
Not sure	57	47.1	47.1	100.0
Total	121	100.0	100.0	

Table 6 demonstrated the respondent's time duration spent per day in the library for studying. The big proportion 57 (47.1 percent) users are not sure about their time they spent. 43 (35.5 percent) respondents spent 1-2 hours, 21 (17.4 percent) users spent 3-4 hours per day.

Table-7: Library collections of selected libraries

Library Name	Textbook	Reference Book	Theses	Periodicals	Manuscript	Audio-visual	Reports	Portfolio	Catalogue
DU fine art faculty library	10000	3000	500	200	-		200	1000	1000
CU library	250000	70000	1400	75000	600	1400	500	500	100
JKKNIU library	38000	800	200	04	-	-	-	-	-
JnU library	110000	10000	5500	200	28	-	600	-	-
JU library	30000	10000	100	-	-	500	500	-	-
KU library	40000	10000	5000	3000	-	400	2000	-	-
RU library	320000	72000	1550	81000	650	2100	960	700	300
SMUCT library	15357	200	1200	300	400	-	-	-	-
UODA library	16900	500	500	-	-	10	590	-	-

The library administrator (n=9) were asked to mention their library collection of selected university libraries indicating the library collections. Table 7 demonstrated the library collections such as textbooks, reference books, theses, periodicals, manuscript, audio-visual, reports, portfolio and catalogue of selected libraries.

Table-8: Library automation system

Types	Frequency	Percent (%)	Valid Percent	Cumulative Percent
Manual	4	44.4	44.4	44.4
Automated	1	11.1	11.1	55.6
Partly automated	4	44.4	44.4	100.0
Total	9	100.0	100.0	
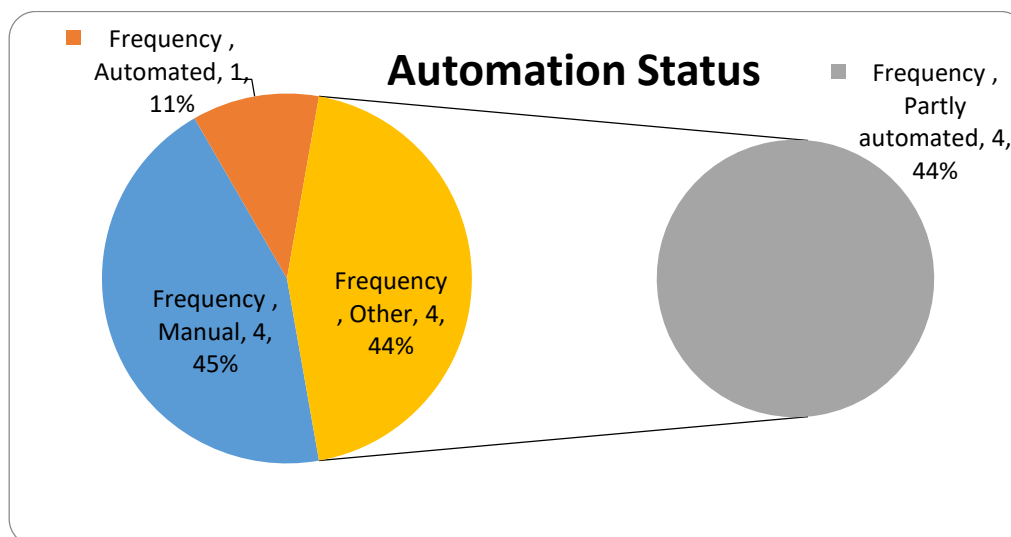
Figure-4: Library automation system

The library administrators were asked to mention their library status whether it is manual, automated or partly automated. Table 8 and figure 4 revealed the library status. 4 (44 percent) administrators told that their libraries are manual, while 4 (44 percent) and 1 (11 percent) respondents told that their library partly automated and automated.

Table-9: Status of training program for library staff

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	7	77.8	77.8	77.8
No	2	22.2	22.2	100.0
Total	9	100.0	100.0	

Table 9 demonstrated the training program organized for library staffs. The largest group 7 (79 percent) university library organized training program where 2 (22 percent) university libraries don't arrange any training program for their library staffs.

Table-10: Status of library automation software

Name of Software	Frequency	Percent	Valid Percent	Cumulative Percent
KOHA	5	55.4	55.4	55.4
No software	4	44.6	44.6	100.0
Total	9	100.0	100.0	

Table 10 demonstrated the automation software status of selected libraries. Those fine art libraries are fully automated or partially automated are using KOHA library automation software.

Table-11: Classification scheme

Scheme	Frequency	Percent	Valid Percent	Cumulative Percent
DDC	9	100.0	100.0	100.0

Table 11 demonstrated the classification scheme used in the selected university libraries. The table showed that selected all university libraries are using Dewey Decimal Classification (DDC) scheme.

Table-12: Cataloguing code used in the selected libraries

Cataloguing code	Frequency	Percent	Valid Percent	Cumulative Percent
AACR-2	8	88.9	88.9	88.9
Both AACR-1 & AACR-2	1	11.1	11.1	100.0
Total	9	100.0	100.0	

Table 12 demonstrated the cataloguing code used by the selected university libraries. The table showed that the largest portion 8 (89 percent) libraries are using AACR-2 rules, and lowest 1 (11 percent) is using both AACR-1 & 2 rules.

Table-13: Status of institutional repository software

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	3	33.3	33.3	33.3
No	6	66.7	66.7	100.0
Total	9	100.0	100.0	

Table 13 illustrated the status of institutional repository software. The table showed that the largest proportion don't use any repository software and the lowest proportion 3 (33 percent) maintain intuitional repository software for preservation of intellectual output of the university.

Table-14: Source of finance for the library budget

	Frequency	Percent	Valid Percent	Cumulative Percent
Government	2	22.2	22.2	22.2
UGC	5	55.6	55.6	77.8
Parent Body	2	22.2	22.2	100.0
Total	9	100.0	100.0	

Table 14 revealed the source of finance state of selected university libraries. The highest proportion 5 (56 percent) university libraries are financed by UGC, 2 (22 percent) financed by government and 2 (22 percent) university libraries are financed by parent body.

Table-15: Status of library services provided by the selected libraries

Library Name	Reference service	CAS	SDI	Referral	Indexing	Abstracting	Reprography	Computer service	Inter-library loan
DU fine art faculty library	✓	✓	✓	✓	×	×	✓	✓	×
CU library	✓	✓	✓	✓	✓	✓	✓	✓	×
JKKNIU library	✓	✓	✓	✓	×	×	×	✓	×
JnU library	✓	✓	×	✓	×	×	✓	✓	×
JU library	✓	✓	×	✓	×	×	✓	✓	×
KU library	✓	✓	✓	✓	✓	×	✓	✓	✓
RU library	✓	✓	✓	×	✓	✓	✓	✓	×
SMUCT library	✓	✓	×	×	×	×	✓	✓	×
UODA library	✓	✓	✓	×	×	×	✓	✓	×

Table 15 demonstrated the status of library services provided by selected fine arts libraries.

Table-16: Status of library automation features or services

Library Name	Acquisition	Cataloguing	Circulation	Serial Control	Current content
DU fine art faculty library	×	✓	✓	×	✓
CU library	×	✓	✓	×	✓
JKKNIU library	✓	✓	✓	✓	✓
JnU library	✓	✓	✓	×	×
JU library	×	×	×	×	×
KU library	×	✓	✓	×	×
RU library	×	✓	✓	×	×
SMUCT library	✓	✓	✓	✓	✓
UODA library	×	×	×	×	×

Table 16 showed the library automation features or services provided by selected fine arts libraries.

Table-17: Use of Information Technology (IT) in selected libraries

Library Name	Computer	Scanner	Reprographic equipment	Audio-visual equipment	Printer
DU fine art faculty library	14	01	02	-	02
CU library	35	3	5	1500	5
JKKNIU library	21	02	02	-	05
JnU library	20	05	02	-	15
JU library	130	01	02	200	10
KU library	10	01	04	10	03
RU library					
SMUCT library	18	02	-	-	04
UODA library	20	10	5	100	10

Table 17 revealed the status of use of Information Technology (IT) services provided by selected fine arts libraries.

Table-18: Library budget of last five years

Library Name	2018-19	2017-18	2016-17	2015-16	2014-15
DU fine art faculty library	65,000	65,000	65,000	65,000	65,000
CU library	41,00,000	41,00,000	37,74,000	35,60,000	40,61,535
JKKNIU library	31,00,000	19,00,000	16,00,000	14,00,000	12,00,000
JnU library	43,00,000	43,00,000	41,00,000	41,00,000	41,00,000
JU library	25,00,000	20,00,000	20,00,000	25,00,000	20,00,000
KU library	30,00,000	25,00,000	20,00,000	15,00,000	10,00,000
RU library	53,00,000	50,00,000	50,00,000	45,00,000	45,00,000
SMUCT library	80,000	80,000	75,000	75,000	70,000
UODA library	70,000	70,000	65,000	65,000	60,000

Budget is the most important part for the development of library. Table 18 illustrated the last five years library budget of selected nine (09) fine arts libraries.

Table-19: Purchasing system of reading materials by selected libraries

	Frequency	Percent	Valid Percent	Cumulative Percent
Invitation quotation	5	55.6	55.6	55.6
Direct purchasing	1	11.1	11.1	66.7
Both Invitation and Direct purchase	3	33.3	33.3	100.0
Total	9	100.0	100.0	
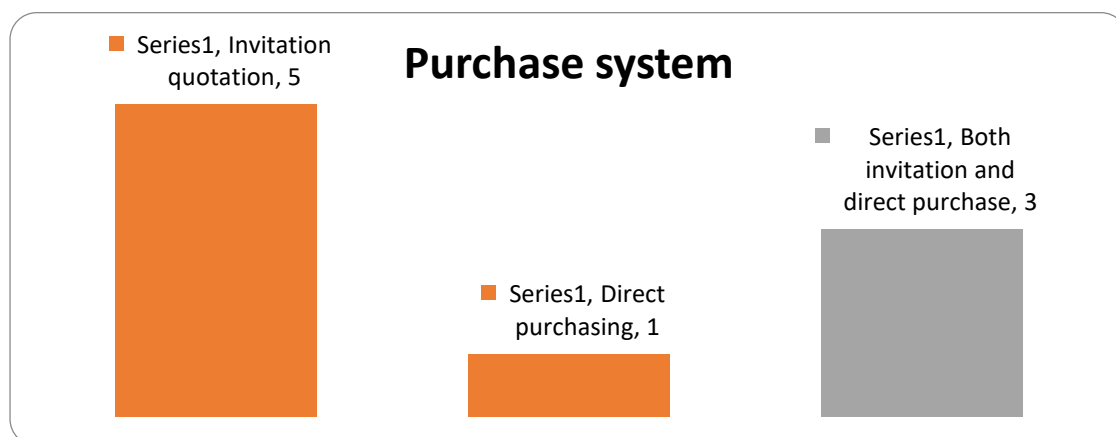
Figure-5: Purchasing system of reading materials

The purchasing system is the integral part of the library. Table 19 and figure 5 showed that 5 (55.6 percent) university libraries purchase the reading materials inviting quotation, 3 (33.3 percent) universities purchase through invitation and direct purchasing system and 1 (11.1 percent) do it through direct purchasing.

Table-20: Subscription method of periodicals

Methods	Frequency	Percent	Valid Percent	Cumulative Percent
Local purchasing	2	22.2	22.2	22.2
Through agents	3	33.3	33.3	55.6
Mixed system	4	44.4	44.4	100.0
Total	9	100.0	100.0	
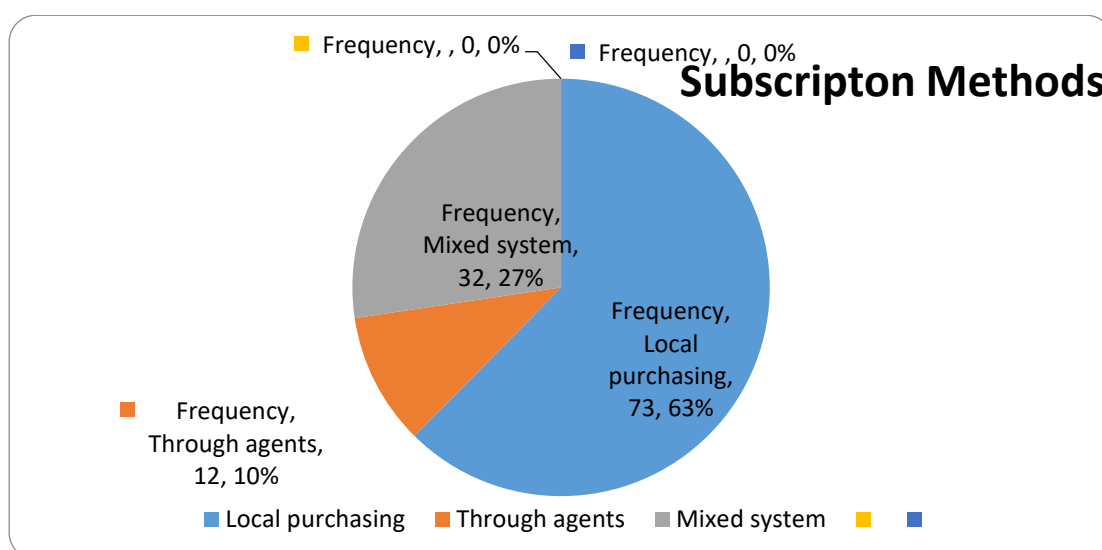
Figure-6: Subscription methods of periodicals

Table 20 and figure 6demonstrated the subscription methods of periodicals where 4 (44.4 percent) fine art library subscribed the periodicals from mixed method system, 3 (33.3 percent) subscribed through agents and 2 (22.2 percent) fine art libraries subscribed these by local purchasing.

Table-21: Purpose of library use by respondents (n=121)

Purpose	Frequency	Percent	Valid Percent	Cumulative Percent
Reading general books	51	42.1	42.1	42.1
For research purpose	41	33.9	33.9	76.0
Searching periodical articles	12	9.9	9.9	86.0
Using IT facilities	7	5.8	5.8	91.7
Using audio-visual materials	5	4.1	4.1	95.9
For preparing class lecture	1	.8	.8	96.7
Recreation	4	3.3	3.3	100.0
Total	121	100.0	100.0	

Table 21 illustrated that a considerable number of library users 51 (42.1 percent) came to library for reading general books, then 41 (33.9 percent) came for research purpose, 12 (9.9 percent) came for searching periodical articles, 7 (5.8 percent) for use of IT facilities, 5 (4.1 percent) for audio-visual materials, 4 (3.3 percent) for recreation and 1 (.8 percent) for preparing class lecture.

Table-22: Information frequently look for in the library

Items	Frequency	Percent	Valid Percent	Cumulative Percent
Reference information	47	38.8	38.8	38.8
Current information	28	23.1	23.1	62.0
Conference proceedings	3	2.5	2.5	64.5
Seminar papers	11	9.1	9.1	73.6
Textbooks	32	26.4	26.4	100.0
Total	121	100.0	100.0	
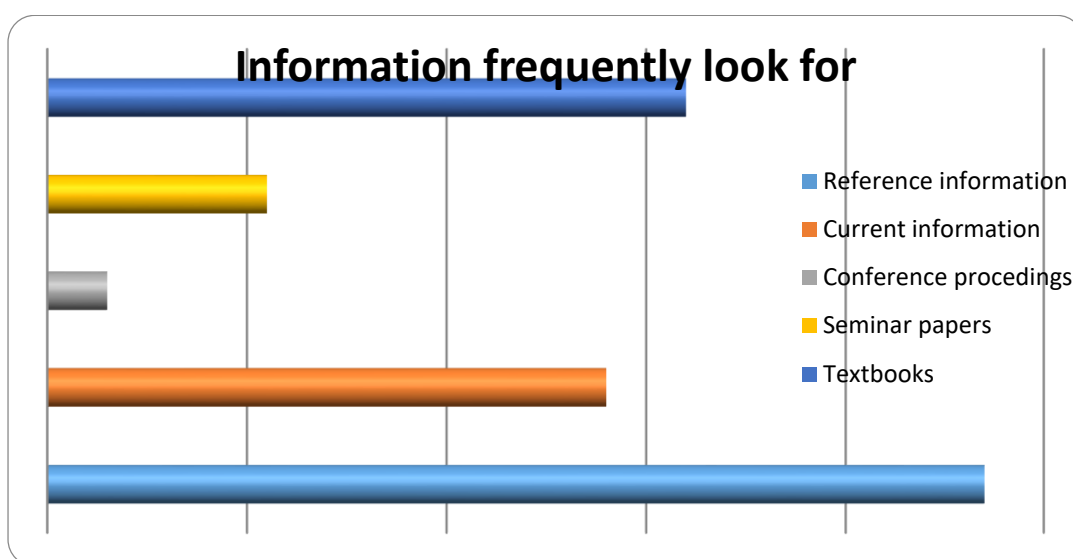
Figure-7: Information frequently looks for in the library

Table 22 and Figure 7 demonstrated the information which is looked for frequently by the users. The big proportion 47 (38.8 percent) looked for reference information and the lowest proportion 3 (2.5 percent) for conference proceedings. 28 (23.1 percent) looked for current information, 32 (26.4 percent) looked for textbooks and 11 (9.1 percent) looked frequently to seminar papers.

Table-23: Awareness of indexing and abstracting services

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	53	43.8	43.8	43.8
No	68	56.2	56.2	100.0
Total	121	100.0	100.0	

Researcher wanted to know user's the awareness of them towards indexing and abstracting services. Table 23 demonstrated the awareness status of respondents toward indexing and abstracting services. Table 23 showed that the large proportion 68 (56.2 percent) is not aware of indexing and abstracting service and lowest proportion 53 (43.8 percent) is not aware about indexing and abstracting service.

Table-24: Knowing of use of index and abstracts

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	51	42.1	42.1	42.1
No	70	57.9	57.9	100.0
Total	121	100.0	100.0	
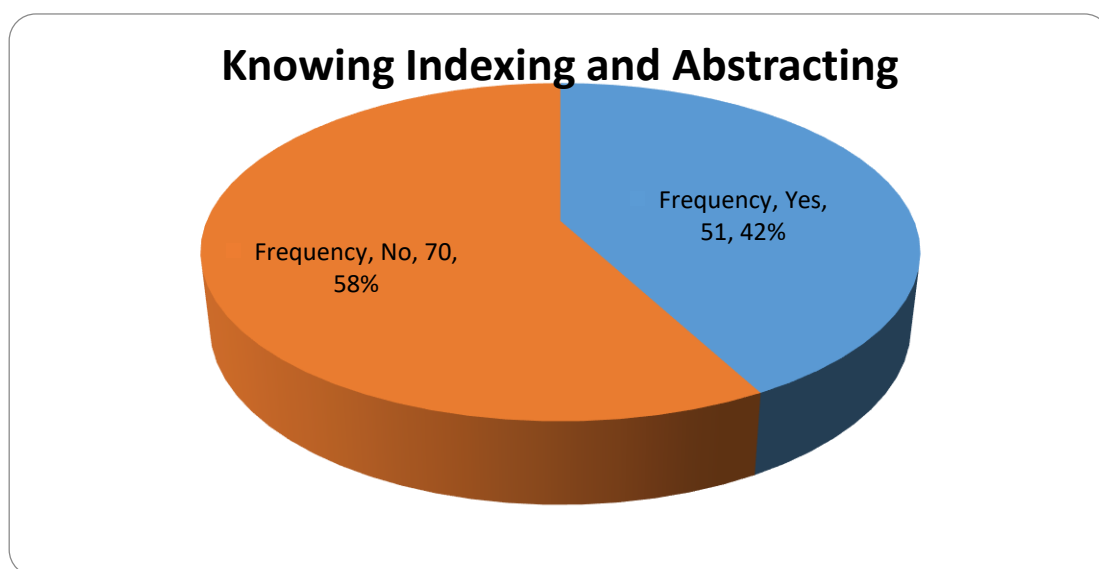
Figure-8: Knowing of use of indexes and abstracts

Among the respondents 70 (57.9 percent) don't know how to use index and abstract and 51 (42.1 percent) know how to use and get indexing and abstracting services (Table 24 and Figure 8).

Table-25: Priority basis information services of the respondents

Services	Frequency	Percent	Valid Percent	Cumulative Percent
Reference and Retrieval service	77	63.6	63.6	63.6
CAS & SDI service	9	7.4	7.4	71.1
Indexing and Abstracting services	3	2.5	2.5	73.6
Bibliographical services	8	6.6	6.6	80.2
Audio-visual services	16	13.2	13.2	93.4
Using periodicals	8	6.6	6.6	100.0
Total	121	100.0	100.0	
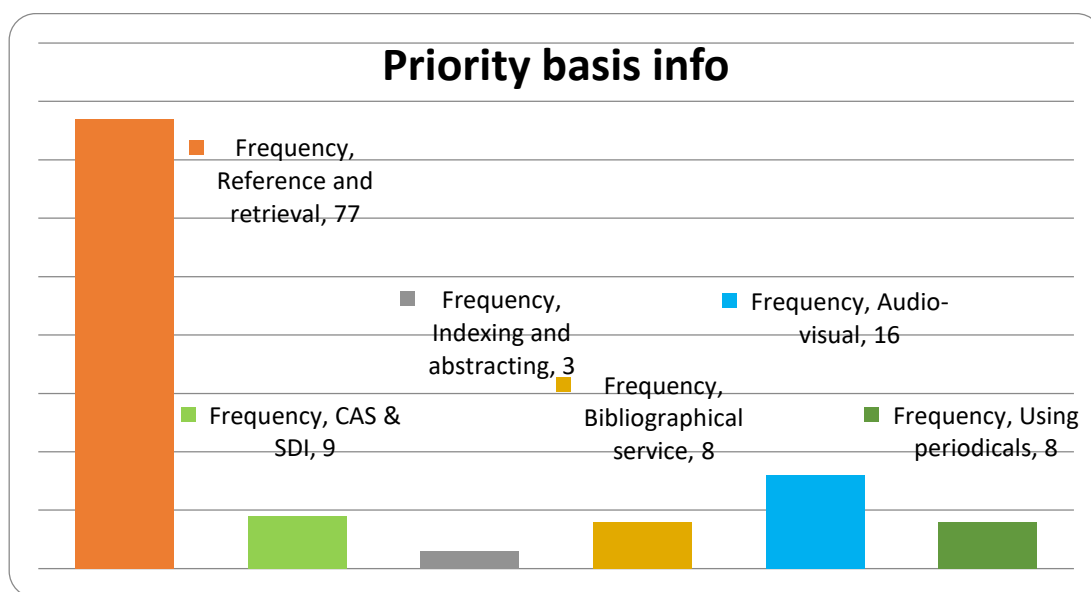
Figure-9: Priority basis information searched by the users

Table 25 and Figure 9 stated the priority basis information services searched by the users. The big proportion 77 (63.6 percent) searched reference and retrieval services as priority basis and the lowest proportion 3 (2.5 percent) searched indexing and abstracting services. Among the respondents 16 (13.2 percent) searched audio-visual service, 9 (7.4 percent) for CAS & SDI service, 8 (6.6 percent) looked for bibliographical service and 8 (6.6 percent) for using periodicals.

Table-26: Availability of information services to the users

	Frequency	**Percent**	**Valid Percent**	**Cumulative Percent**
Yes	90	74.4	74.4	74.4
No	31	25.6	25.6	100.0
Total	121	100.0	100.0	
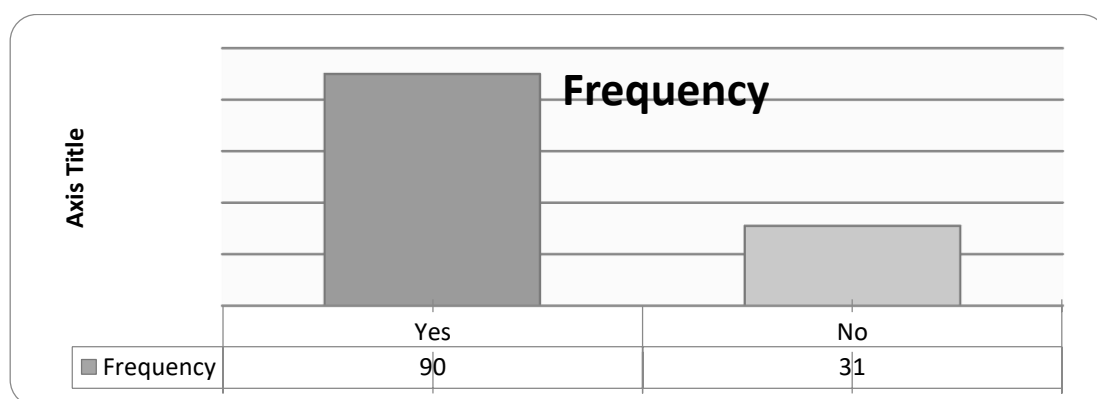
Figure-10: Availability of information services to the users

Table 26 and Figure 10 stated the availability of information searched by the users. The big proportion 90 (74.4 percent) stated that they find the information accurately and the lowest proportion 31 (25.5 percent) stated that they don't find the information timely.

Table-27: Status of free access to the library items

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	90	74.4	74.4	74.4
No	30	24.8	24.8	99.2
No Comment	1	.8	.8	100.0
Total	121	100.0	100.0	

Table 27demonstrated the access facility of library users to the library materials. The largest group 90 (74.4 percent) users are expressed that they have free access to library reading materials and 30 (24.8 percent) told that they have no free access to library reading materials, 1 (8.0 percent) has no comment regarding the issue.

Table-28: Satisfaction level of users towards text book

	Frequency	Percent	Valid Percent	Cumulative Percent
Fully satisfied	25	20.7	20.7	20.7
Satisfied	58	47.9	47.9	68.6
Marginally satisfied	26	21.5	21.5	90.1
Fully dissatisfied	5	4.1	4.1	94.2
No comment	7	5.8	5.8	100.0
Total	121	100.0	100.0	

Satisfaction level

Figure-11: Satisfaction level of respondents towards textbook

Table 28 and Figure 11illustrated the satisfaction level of library users towards reading materials of university libraries. The largest group 58 (47.9 percent) users are pleased with textbooks of the library and the smallest group 5 (4.1 percent) is fully dissatisfied with the present textbooks. 26 (21.5 percent) are marginally satisfied, 25 (20.7 percent) are fully satisfied and 7 (5.8 percent) were remain free to comment regarding textbooks.

Table-29: Satisfaction level of users towards manuscript

	Frequency	Percent	Valid Percent	Cumulative Percent
Fully satisfied	8	6.8	6.8	7.6
Satisfied	18	14.9	14.9	21.5
Marginally satisfied	38	31.4	31.4	52.9
Fully dissatisfied	5	4.1	4.1	57.0
No comment	52	43.0	43.0	100.0
Total	121	100.0	100.0	

Table 29 showed the satisfaction level of library users towards manuscripts of university libraries. The largest group 52 (43.0 percent) users didn't do any comment towards manuscripts of the library. 38 (31.4 percent) is marginally satisfied with the present manuscripts. 18 (14.9 percent) are satisfied, 8 (6.8 percent) are fully satisfied and 5 (4.1 percent) are fully dissatisfied with manuscripts.

Table-30: Satisfaction level of the respondents towards periodicals

Satisfaction level	Frequency	Percent	Valid Percent	Cumulative Percent
Fully satisfied	7	5.8	5.8	5.8
Satisfied	29	24.0	24.0	29.8
Marginally satisfied	61	50.4	50.4	80.2
Fully dissatisfied	7	5.8	5.8	86.0
No comment	17	14.0	14.0	100.0
Total	121	100.0	100.0	
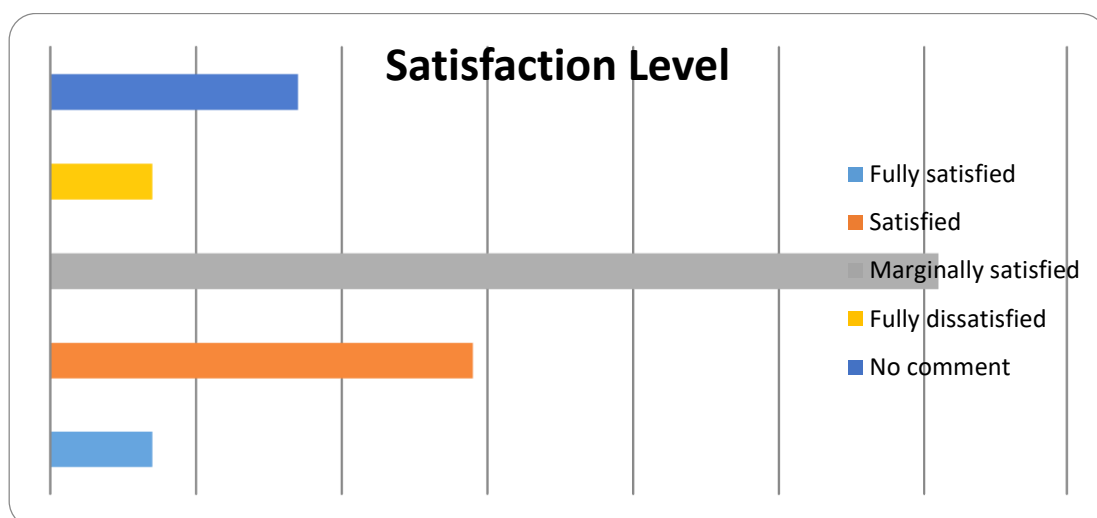
Figure-12: Satisfaction level of respondents towards periodicals

Table 30 and Figure 12 showed the satisfaction level of library users towards periodicals of fine art libraries. The largest group 61 (50.4 percent) users are marginally pleased with periodicals of the library and the smallest group 7 (5.8 percent) is fully dissatisfied with the present periodicals. 29 (24.0 percent) are satisfied, 7 (5.8 percent) are fully satisfied and 17 (14.0 percent) has no comments to periodicals.

Table-31: Satisfaction level of respondents towards reference book

	Frequency	Percent	Valid Percent	Cumulative Percent
Fully satisfied	16	13.2	13.2	13.2
Satisfied	69	57.0	57.0	70.2
Marginally satisfied	25	20.7	20.7	90.9
Fully dissatisfied	3	2.5	2.5	93.4
No comment	8	6.6	6.6	100.0
Total	121	100.0	100.0	
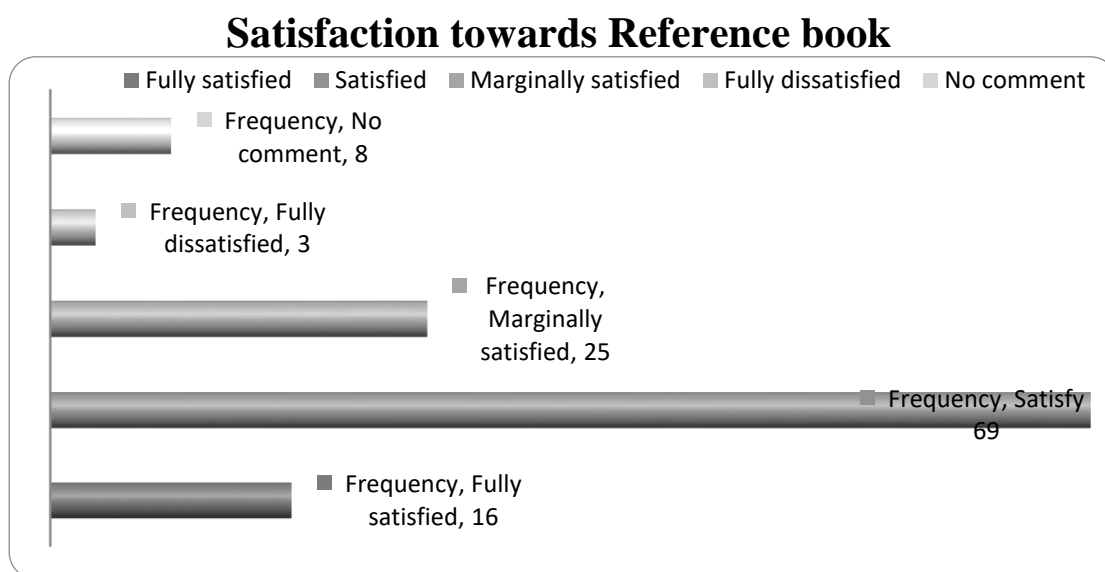
Figure-13: Satisfaction level of respondents towards reference book

Table 31 and Figure 13 showed the satisfaction level of library users towards reference book of selected fine art libraries. The largest group 69 (57.0 percent) users are happy with reference book of the library and the smallest group 3 (2.5 percent) is fully dissatisfied with the present reference book. 25 (20.7 percent) are marginally satisfied, 16 (13.2 percent) are fully satisfied and 8 (6.6 percent) has no comments to reference book.

Table-32: Satisfaction level of users towards audio-visual services

	Frequency	Percent	Valid Percent	Cumulative Percent
Fully satisfied	6	5.0	5.0	5.0
Satisfied	24	19.8	19.8	24.8
Marginally satisfied	34	28.1	28.1	52.9
Fully dissatisfied	7	5.8	5.8	58.7
No comment	50	41.3	41.3	100.0
Total	121	100.0	100.0	

Table 32 demonstrated the satisfaction level of library users towards audio-visual materials of university libraries. The largest group 50 (41.3 percent) has no comments regarding the matter. 34 (28.1 percent) is marginally satisfied with the present audio-visual services. 24 (19.4 percent) are satisfied, 7 (5.8 percent) are fully dissatisfied and 6 (5.0 percent) are fully satisfied with audio-visual services.

Table-33: Satisfaction level of users towards photocopy services

	Frequency	Percent	Valid Percent	Cumulative Percent
Fully satisfied	22	18.2	18.2	18.2
Satisfied	55	45.5	45.5	63.6
Marginally satisfied	16	13.2	13.2	76.9
Fully dissatisfied	13	10.7	10.7	87.6
No comment	15	12.4	12.4	100.0
Total	121	100.0	100.0	

Table 33 showed the satisfaction level of library users towards photocopy services of selected libraries. The largest group 55 (45.5 percent) users are pleased with photocopy facilities of the library and the smallest group 15 (12.4 percent) has no comments with the photocopy services. 22 (18.2 percent) are fully satisfied, 16 (13.2 percent) are marginally satisfied and 13 (10.7 percent) are fully dissatisfied with photocopy services.

Table-34: Satisfaction level of users towards computer services

	Frequency	Percent	Valid Percent	Cumulative Percent
Fully satisfied	12	9.9	9.9	9.9
Satisfied	61	50.4	50.4	60.3
Marginally satisfied	14	11.6	11.6	71.9
Fully dissatisfied	11	9.1	9.1	81.0
No comment	23	19.0	19.0	100.0
Total	121	100.0	100.0	

Figure-14: Satisfaction level of users towards computer services

Table 34 and Figure 14 showed the satisfaction level of library users towards computer services of fine art libraries. The largest group 61 (50.4 percent) users are pleased with photocopy services of the library and the smallest group 11 (9.1 percent) are fully dissatisfied with the computer services. 23 (19.0 percent) has no comment, 14 (11.6 percent) are marginally satisfied and 12 (9.9 percent) are fully satisfied with computer services.

Table-35: Satisfaction level of users towards indexing and abstracting services

	Frequency	Percent	Valid Percent	Cumulative Percent
Fully satisfied	5	4.1	4.1	4.1
Satisfied	13	10.7	10.7	14.9
Marginally satisfied	19	15.7	15.7	30.6
Fully dissatisfied	11	9.1	9.1	39.7
No comment	73	60.3	60.3	100.0
Total	121	100.0	100.0	

Table 35 illustrated the satisfaction level of library users towards indexing and abstracting services of selected libraries. The largest group 73 (60.3 percent) users have no comments regarding this service. 19 (15.7 percent) are marginally satisfied with the indexing and abstracting services. 13 (10.7 percent) are satisfied, 11 (9.1 percent) are fully dissatisfied and 5 (4.1 percent) are fully satisfied with indexing and abstracting services.

Table-36: Lending procedure of the selected university library according to users

	Frequency	Percent	Valid Percent	Cumulative Percent
Systematic	86	71.1	71.1	71.1
Unsystematic	7	5.8	5.8	76.9
Satisfactory	28	23.1	23.1	100.0
Total	121	100.0	100.0	
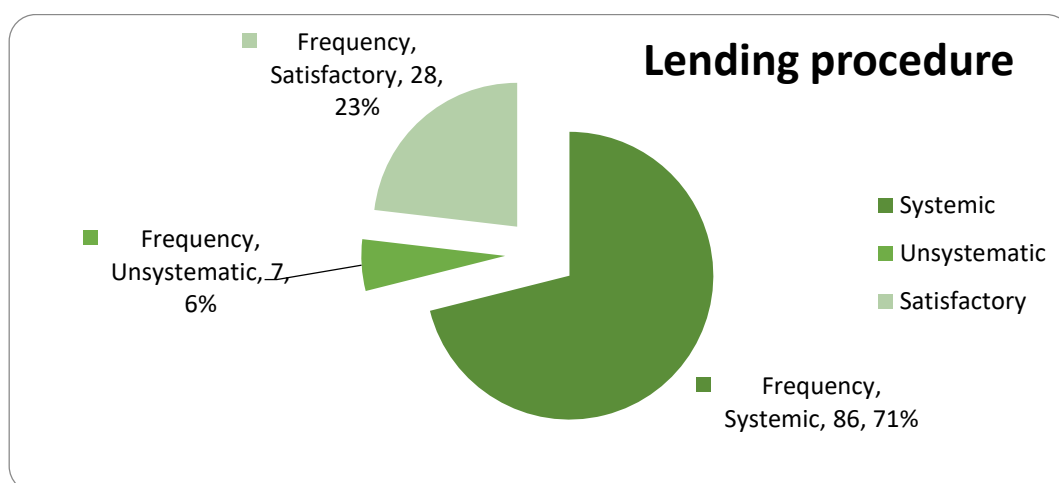
Figure-15: Lending procedure of selected university libraries

Researchers wanted to know the lending procedures provided by library authority. Among the respondents, 86 (71.1 percent) seems that lending procedure is systematic, 28 (23.1 percent) expressed as satisfactory and lowest proportion 7 (5.9 percent) told that it is unsystematic (table 36& figure 15).

Table-37: Felt more books allowed on loan at a time

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	83	68.6	68.6	68.6
No	38	31.4	31.4	100.0
Total	121	100.0	100.0	
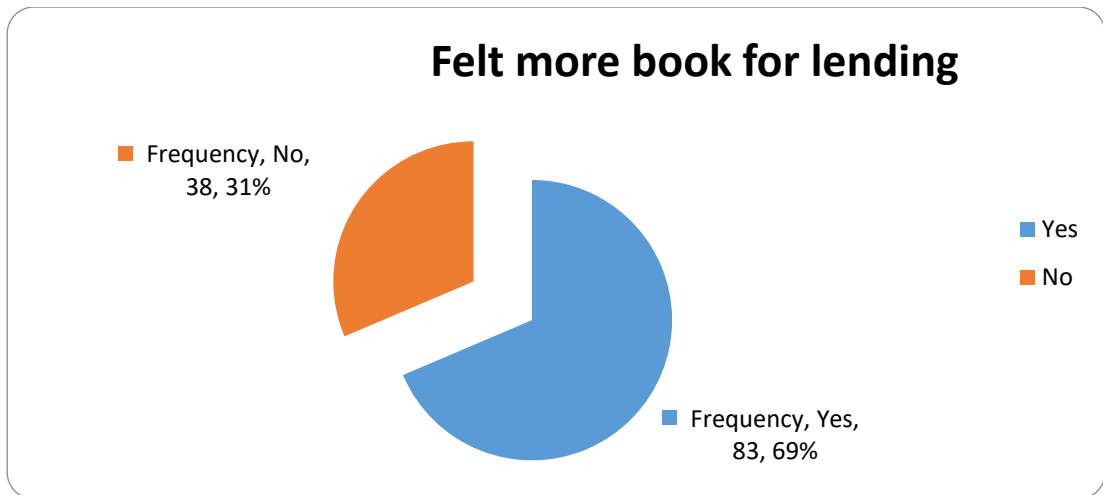
Figure-16: State of thinking for books allowed on loan at a time

Table 37 and Figure 16 demonstrated the users feeling on allocation of more books in loan period at a time. Among the respondents, the highest proportion 83 (68.6 percent) felt library should allow more books and lowest proportion 38 (31.4 percent) felt no need to increase more books in lending time.

Table-38: Felt more subjective books should be procured

	Frequency	**Percent**	**Valid Percent**	**Cumulative Percent**
Yes	103	85.1	85.1	85.1
No	18	14.9	14.9	100.0
Total	121	100.0	100.0	

Table 38 demonstrated the users feeling on more subjective books to include in the library. Among the respondents, the highest proportion 103 (85.1 percent) felt library should increase more fine arts books and lowest proportion 18 (14.9 percent) felt no need to include more subjective books in the library.

Table-39: Satisfaction status with rules and regulation of the library

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	92	76.0	76.0	76.0
No	29	24.0	24.0	100.0
Total	121	100.0	100.0	
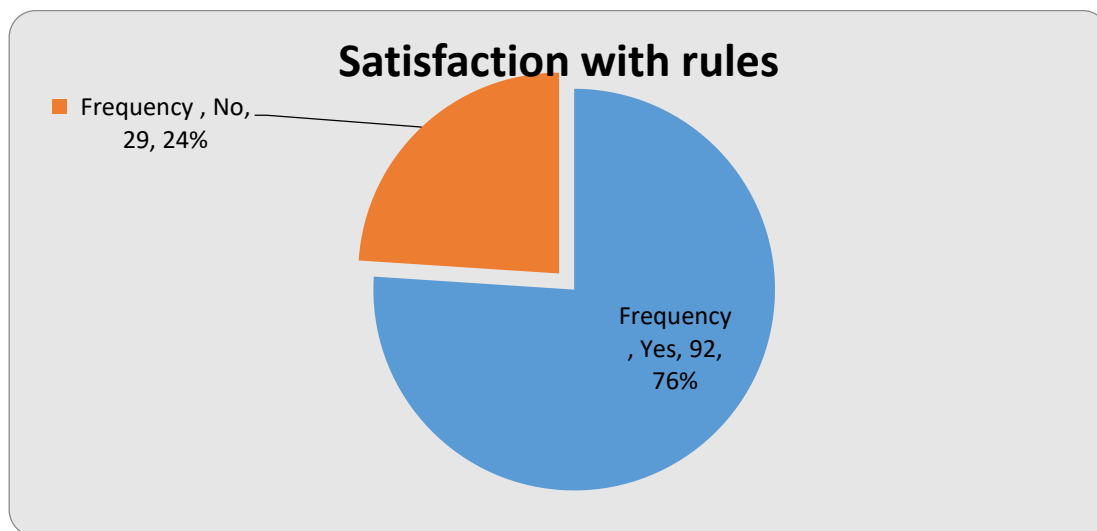
Figure-17: Satisfaction levels of respondents toward rules and regulation of library

Table 39 and Figure 17 demonstrated the satisfaction status of library users towards rules and regulation of the library. The larger group 92 (76.0 percent) are pleasant and on the other hand the smaller group 29 (24.0 percent) are not satisfied with the rules and regulation of the library.

Table-40: Satisfaction level with services provided by the library

	Frequency	Percent	Valid Percent	Cumulative Percent
Highly satisfied	18	14.9	14.9	14.9
Slightly Satisfied	30	24.8	24.8	39.7
Satisfied	37	30.6	30.6	70.2
Dissatisfied	27	22.3	22.3	92.6
Very dissatisfied	9	7.4	7.4	100.0
Total	121	100.0	100.0	

Table 40 illustrated the satisfaction level of library users towards overall services provided by selected fine art libraries. The largest group 37 (30.6 percent) users are satisfied with overall service. 30 (24.8 percent) are slightly satisfied, 27 (22.3 percent) are dissatisfied, 9 (7.4 percent) are very dissatisfied and only 18 (14.9 percent) are highly satisfied with overall services provided by library.

Table-41: Asking status of respondents to the library staff

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	111	91.7	91.7	91.7
No	10	8.3	8.3	100.0
Total	121	100.0	100.0	

Table 41 illustrated the asking status of library users to library staff. The larger group 111 (91.7 percent) asked the library staff regarding library services and on the other hand the smaller group 10 (8.3 percent) didn't ask library staff for help or service.

Table-42: Helpful status of library staff

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	108	89.3	89.3	89.3
No	13	10.7	10.7	100.0
Total	121	100.0	100.0	
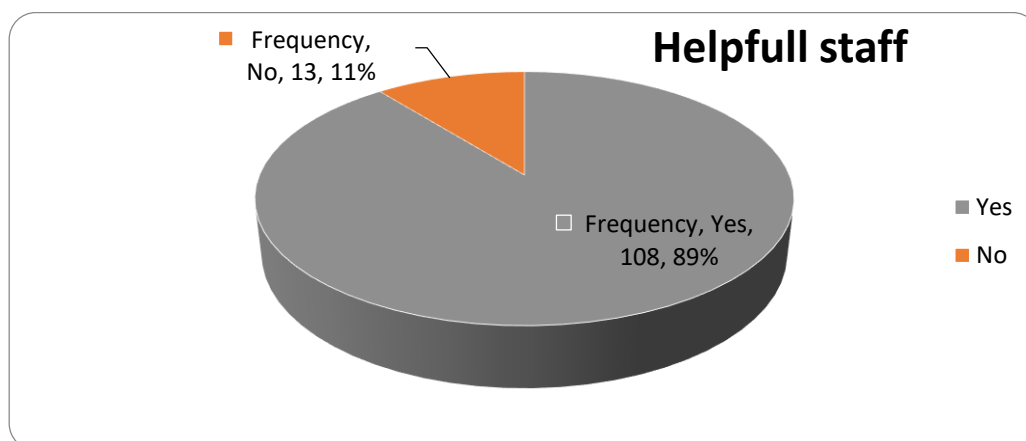
Figure-18: State the helpfulness of staff

Among the respondents, the larger group 108 (89.3 percent) told that the library staffs are helpful to them and on the other hand the smaller group 13 (10.7 percent) expressed that staffs are not helpful to them (Table 42 and figure 18).

Table-43: Status of reading room facilities of the library

	Frequency	Percent	Valid Percent	Cumulative Percent
Fair	77	63.6	63.6	63.6
Poor	14	11.6	11.6	75.2
Good	27	22.3	22.3	97.5
Very good	2	1.7	1.7	99.2
Excellent	1	.8	.8	100.0
Total	121	100.0	100.0	
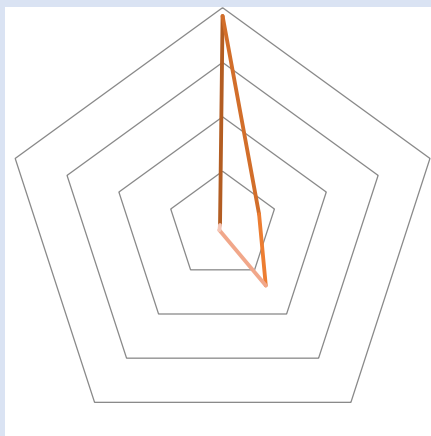
Figure-19: Reading room facility of selected libraries

Researchers wanted to know the status of reading room, lighting and air-condition facilities provided by library authority. Among the respondents, 77 (63.6 percent) seemed that reading room facility is fair, 27 (22.3 percent) expressed as good, 14 (11.6 percent) seemed it poor, 2 (1.7 percent) told it very good and lowest proportion 1 (.8 percent) told that it is excellent (Table 43and figure 19).

Table-44: Status of lighting facilities of the library

	Frequency	Percent	Valid Percent	Cumulative Percent
Fair	73	60.3	60.3	60.3
Poor	12	9.9	9.9	70.2
Good	32	26.4	26.4	96.7
Very good	3	2.5	2.5	99.2
Excellent	1	.8	.8	100.0
Total	121	100.0	100.0	
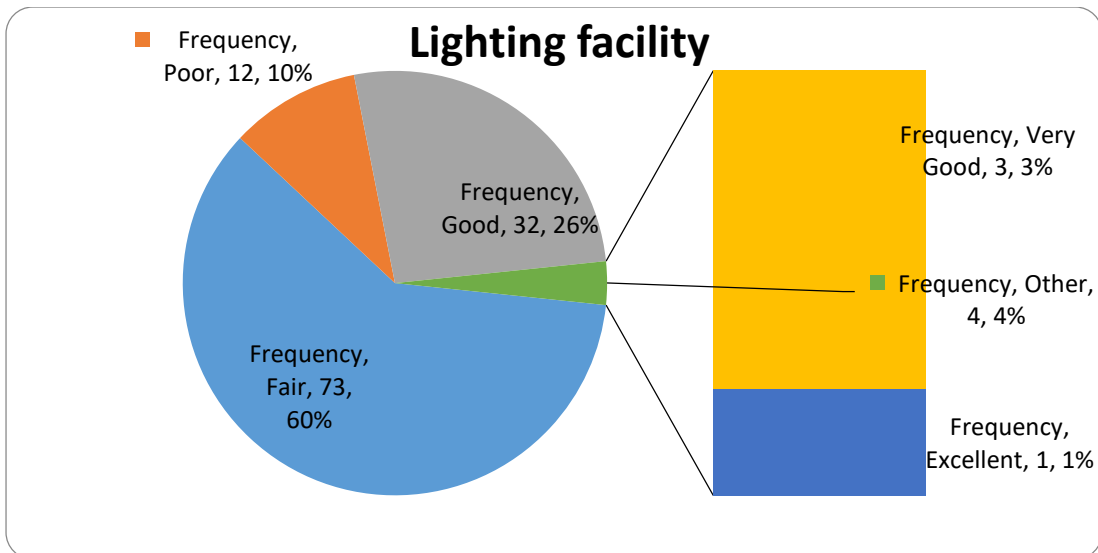
Figure-20: Lighting facility provided by the selected libraries

Table 44 and Figure 20 showed the status of lighting facilities of the selected fine art libraries. Among the respondents, 73 (60.3 percent) told that lighting facility is fair, 32 (26.4 percent) expressed it is good, 12 (9.9 percent) expressed it poor, 3 (2.5 percent) told it very good and lowest proportion 1 (.8 percent) told that it is excellent.

Table-45: Air condition and ventilation facilities of the library

	Frequency	**Percent**	**Valid Percent**	**Cumulative Percent**
Fair	45	37.2	37.2	37.2
Poor	36	29.8	29.8	66.9
Good	34	28.1	28.1	95.0
Very good	5	4.1	4.1	99.2
Excellent	1	.8	.8	100.0
Total	121	100.0	100.0	
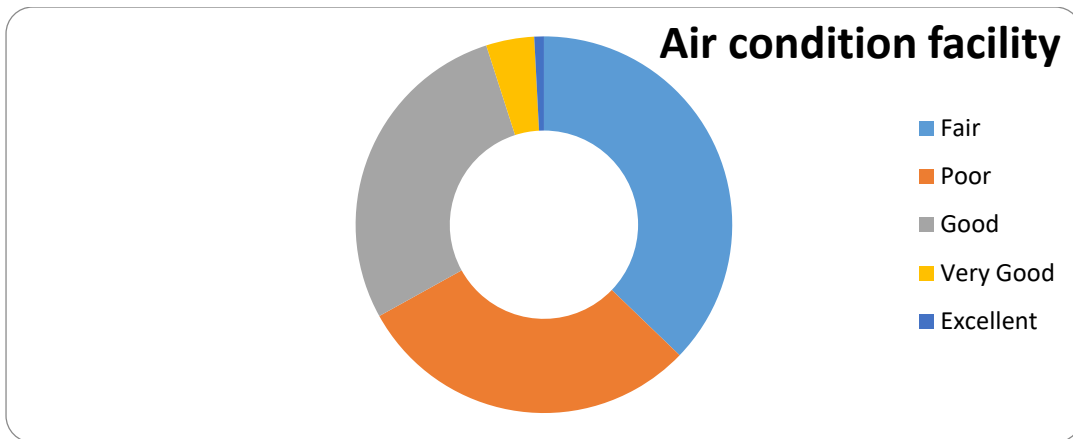
Figure-21: Air condition facility of selected fine art libraries

Table 45 and Figure 21 demonstrated the air-conditioning and ventilation facilities of selected fine art libraries. Among the respondents, 45 (37.2 percent) told that air condition facility is fair, 34 (29.8 percent) expressed it is good, 36 (29.8 percent) expressed it poor, 5 (4.1 percent) told it very good and lowest proportion 1 (.8 percent) told that it is excellent.

Table-46: Recommendation of library automation

	Frequency	**Percent**	**Valid Percent**	**Cumulative Percent**
Yes	117	96.7	96.7	96.7
No	3	2.5	2.5	99.2
No Comment	1	.8	.8	100.0
Total	121	100.0	100.0	
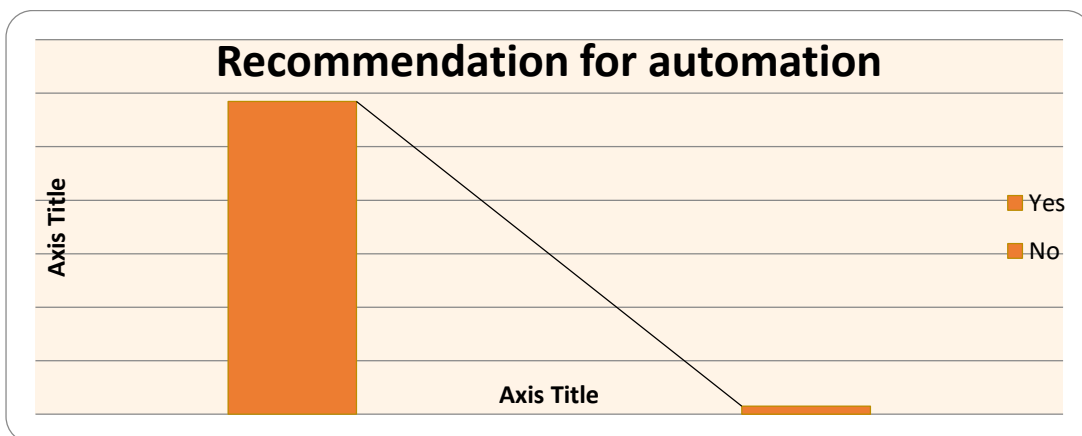
Figure-22 : State of recommendation for library automation

Table 46 and Figure 22 stated library automation recommendation provided by users. Among the respondents, 117 (96.7 percent) commented library should be automated, 3 (2.5 percent) opined that library need not to be automated and 1 (.8 percent) remained reluctant to comment on the issue.

Table-47: Satisfaction level with behavior and activities of the library staff

	Frequency	Percent	Valid Percent	Cumulative Percent
Fully Satisfied	35	28.9	28.9	28.9
Slightly Satisfied	38	31.4	31.4	60.3
Satisfied	40	33.1	33.1	93.4
Dissatisfied	8	6.6	6.6	100.0
Total	121	100.0	100.0	

Table 47 stated the satisfaction level of library users towards library staff behavior. The largest group 40 (33.1 percent) users are satisfied with staff behaviors. 38 (31.4 percent) are slightly satisfied, 35 (28.9 percent) are fully satisfied and only 8 (6.6 percent) are dissatisfied toward library staff behavior.

Table-48: Status of catalogue used by users for findings books

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	60	49.6	49.6	49.6
No	61	50.4	50.4	100.0
Total	121	100.0	100.0	

Table 48 illustrated the status of catalogue used by users for finding books. Table 48 showed that the larger part 61 (50.4 percent) don't use catalogue to search reading materials and the smaller part 40 (49.6 percent) use catalogue searching.

Table-49:Level of Satisfaction status of library users regarding collections

	Frequency	Percent	Valid Percent	Cumulative Percent
Most adequately	7	5.8	5.8	5.8
Adequately	37	30.6	30.6	36.4
Satisfactorily	55	45.5	45.5	81.8
Poorly	17	14.0	14.0	95.9
Very poorly	5	4.1	4.1	100.0
Total	121	100.0	100.0	
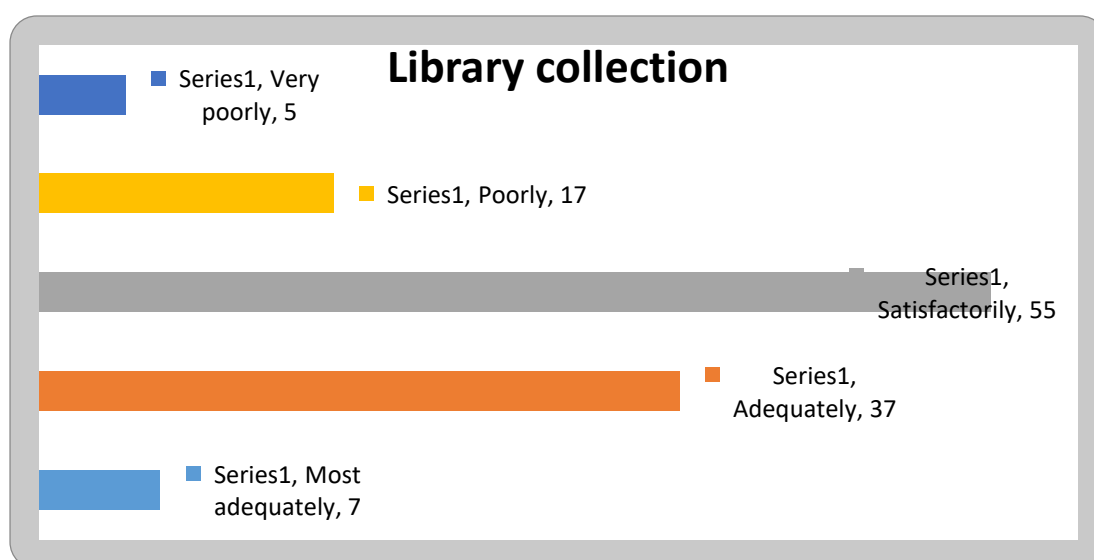
Figure-23: Meet the demand status by library collection

Table 49 and Figure 23 illustrated the meeting the demand status of library collection. The largest group 55 (45.5 percent) users felt that the collection meet their demand satisfactorily, then 37 (30.6 percent) felt adequately, 17 (14.0 percent) felt poorly, 7 (5.8 percent) felt most adequately and the smallest group 5 (4.1 percent) felt the collection meet the demand very poorly.

Table-50: The skill status of library staff according to users (*n=121*)

	Frequency	Percent	Valid Percent	Cumulative Percent
Poor	38	31.4	31.4	85.1
Fair	21	17.4	17.4	53.7
Good	44	36.4	36.4	36.4
Very good	16	13.2	13.2	98.3
Excellent	2	1.7	1.7	100.0
Total	121	100.0	100.0	
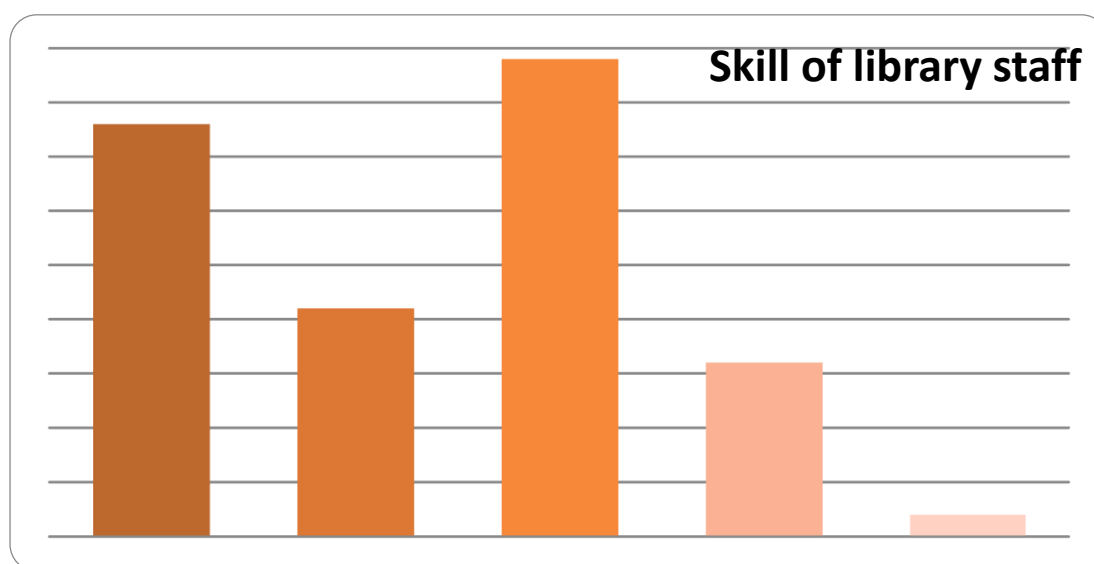
Figure-24: The skill status of library staff

Table 50 and Figure 24 showed the skill status of library staff in providing library services. The largest group 44 (36.4 percent) users seemed it good, 38 (31.4 percent) seemed it poor, 21 (17.4 percent) felt it fair, 16 (13.2 percent) felt it very good and 2 (1.7 percent) felt it excellent.

Table-51: Media for knowing new arrival of the library

Media	Frequency	Percent	Valid Percent	Cumulative Percent
Through library staff	60	49.6	49.6	49.6
Through friends	39	32.2	32.2	81.8
Through professionals	7	5.8	5.8	87.6
Through technical meeting	5	4.1	4.1	91.7
Myself	9	7.4	7.4	99.2
Through website	1	.8	.8	100.0
Total	121	100.0	100.0	

Defendants were asked to remark the media by which they got information of the new arrival in the library. Among the respondents, 60 (49.6 percent) mentioned library staff, 39 (32.2 percent) mentioned through friends, 9 (7.4 percent) told myself, 7 (5.8 percent) told through professionals, 5 (4.1 percent) mentioned through technical meeting and lowest proportion 1 (.8 percent) told through website (Table 51).

Table-52: Problems faced by library users

Problems	Frequency	Percent	Valid Percent	Cumulative Percent
Insufficient reading sources	34	28.1	28.1	28.1
Lack of proper information services	28	23.1	23.1	51.2
Inconvenient working hours	9	7.4	7.4	58.7
Lack of proper organization of resources	11	9.1	9.1	67.8
Behavior of library staff	8	6.6	6.6	74.4
Lack of adequate cleanliness	9	7.4	7.4	81.8
Insufficient IT facilities	22	18.2	18.2	100.0
Total	121	100.0	100.0	
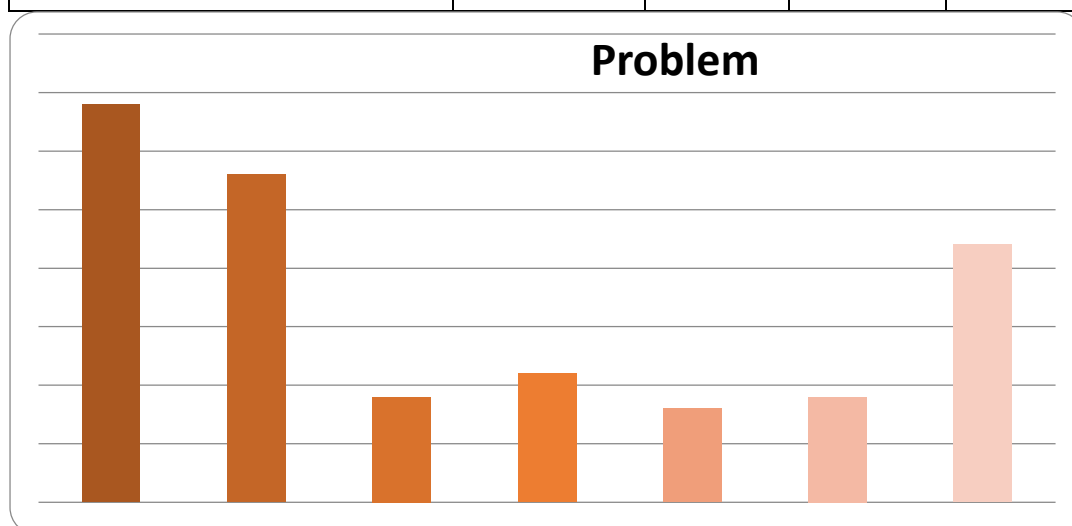
Figure-25: Problems faced by respondents

Table 52 and Figure 25 illustrated the problems faced library users in the library. The largest group 34 (28.1 percent) expressed that there are insufficient reading materials, 28 (23.1 percent) told there is lacking of proper information services, 22 (18.2 percent) told insufficient IT facilities, 11 (9.1 percent) found lack of proper organization of the library resources, 9 (7.4 percent) felt library hour is inconvenient working hours, 9 (7.4 percent) faced dirtiness of the library and 8 (6.6 percent) felt misbehave of library staff.

Table 53. Recommendations given by selected library users (*n=121*)

Recommendation	Frequency	Percent	Valid Percent	Cumulative Percent
Should be more books in the library	37	30.6	30.6	30.6
IT facilities should be increased	6	5.0	5.0	35.5
Staff training is essential	6	5.0	5.0	40.5
The resources should be organized properly	2	1.7	1.7	42.1
Library budget should increased	2	1.7	1.7	43.8
Should ensure infrastructural development	1	.8	.8	44.6
Need extra qualified staff	4	3.3	3.3	47.9
Library hour should be increased	1	.8	.8	48.8
Should increase periodicals	6	5.0	5.0	53.7
Library should be fully automated	34	28.1	28.1	81.8
Need more skilled professionals	2	1.7	1.7	83.5
Arrange individual study room	4	3.3	3.3	86.8
Provide more e-book resources and online service	6	5.0	5.0	91.7
Need more updated books	4	3.3	3.3	95.0
Should include Graphic design book	4	3.3	3.3	98.3
Library card should be mandatory	2	1.7	1.7	100.0
Total	121	100.0	100.0	

Table 53 demonstrated the recommendation provided by library users for library authority. The largest group 37 (30.6 percent) recommended that library should procure more subjective books in the library, 34 (28.1 percent) recommended library should be automated, 6 (5.0 percent) told staff training is essential, 6 (5.0 percent) mentioned IT facilities should be increased 6 (5.0) indicated library should provide e-book and online services, 6 (5.0 percent) uttered library should increase periodicals, 6 (5.0 percent) mentioned library needs more updated books, 4 (3.3 percent) expressed library should purchase graphic design book, 4 (3.3 percent) recommended library should have individual study room, 2 (1.7 percent) told library resources should be organized properly, 2 (1.7 percent) mentioned library budget should be increased, 2 (1.7 percent) expressed library need more skilled library professionals, 2 (1.7 percent) recommended library card should be mandatory for users, 1 (0.8 percent) suggested library should ensure infrastructural development, 1 (0.8 percent) recommended that library hour should be increased.

Conclusion

This study was conducted among 09 (nine) academic librarians and 121 (one twenty one) library users of selected 07 (seven) public and 02 (two) private university libraries of Bangladesh those have fine art subject/department. It is found that most of the selected universities have no complete fine art libraries. Only the University of Dhaka has a complete and well-equipped fine art library. In these circumstances, which university has no fine arts libraries, central library of these university provide the library services among the fine art students for their needs. There are existing so many problems in the selected fine art libraries in providing library services to the users for their satisfaction.

Chapter Six: Conceptual Framework and Model Plan

6.1 Introduction

The chapter refers to a model plan for fine arts academic libraries of Bangladesh to accomplish the library functions easily and effectively, replicating the findings of this research as well as the literature review in the concerned field.

A conceptual model plan is a representation of an explanatory theory. According to Jarvelin and Wilson (2003), a conceptual model provides a working policy, a scheme comprising general, major concepts and their interrelations. To provide maximum satisfaction of the users regarding information needs the library should introduce an effective policy and ideal model. It is necessary to build a system that could meet information needs and expectations of their individual users (Islam, 2014)

6.2 Objectives of the model plan

Based on the survey result, the following objectives have been selected for the proposed model plan:

a) To develop adequate fine art library resources;
b) To develop adequate fine art library services;
c) To develop adequate fine art library facilities;
d) To develop a comprehensive system to get easily access in fine art academic library swiftly;
e) To help the students, faculties and researchers for teaching and research activities;
f) To enhance the fine art library users satisfaction level;
g) To introduce the users and library staff with the automation system;
h) To develop an automated fine art library;
i) To make sure open access to the all resources of fine art library.

6.3 Benefits of the model plan

Expectable benefits of the proposed model plan will be as follows:

a) Will be ensure an effective library services for the fine arts library users;

b) All kinds of fine arts resources and research outputs will be properly arranged;

c) Will be ensure automated library systems;

d) It will be ensure skilled and qualified library staff;

e) Infrastructural facilities of fine arts library will be ensure;

f) Will be ensuring maximum utilizations of fine arts library materials.

6.4 Model plan of information needs and users' satisfaction

Grounded on the literature review and in the view of previous discussion, a model plan of information needs and a model plan of users' satisfaction are proposed in the figure number 26 and figure number 27 respectively.

Information Needs of Fine Arts Library Users

Primary Needs

Secondary Needs

Tertiary Needs

Library Resources and Services

Library Systems:

- Automated system
- Quality Arrangements
- Qualified Staff
- Library networking
- Resource sharing

Software and Databases

Koha

DSpace

Infrastructural Facilities:

- Separate library Building
- Adequate Space
- Air-conditioning
- Lighting & ventilation
- Separate teachers Corner
- Cyber Center
- Discussing Room
- Toilet facilities: ladies and gents

Fine Art Library Resources:

- Text Books
- Reference Books
- Journals
- Thesis
- Portfolios
- Periodicals
- Catalogs
- Audio-Visual Materials

Fine Art Library Services:

- Lending service
- Reference service
- CAS & SDI service
- Photocopy service
- Internet service
- Indexing & Abstracting service
- Computer service
- Cyber service

Meet Information Needs

Figure- 26: Model plan for users' information needs

Figure- 27: Model plan for users' satisfaction

6.5 Conclusion

The success in implementation of a model plan mainly depends on the methodical approach, economical competency and administrative provision from the concerned authority. Users are the most and dynamic component of an academic library. The whole systems of the library are introduced for the users. The better performance of any academic library depends on user's satisfaction.(Islam, 2014) stated the effectiveness and efficiency of the library totally depend on the satisfaction of users. Both public and private university libraries of Bangladesh are trying to meet the users' needs and satisfaction. In this situation an organized system is very necessary. All the selected fine art library authority of this study will be successful if they follow the above mentioned model plan for ensure their users' needs and users' satisfaction.

Chapter Seven: Recommendations and Conclusion

7.1 Introduction

The fundamental issue of this chapter is to identify the main problems to develop and enrich the fine art library activities in selected public and private universities of Bangladesh. Depending on the sources of information, literature review and observation of the respected website, the present study is to discover the major problems of fine arts library in selected universities of Bangladesh. This chapter will present the actual problems, recommendations, future research with conclusion.

7.2 Problem findings of the study

This study exposed the succeeding problems:

1. Absence of established fine arts libraries.
2. Inadequate subjective and qualitative collection.
3. Inadequate library budget.
4. Insufficient Information Technology (IT) facilities.
5. Lack of skill manpower.
6. Behavior of fine arts library staff.
7. Inconvenient library working hour.
8. Lack of infrastructural facilities.
9. Absence of regular orientation program.
10. Lack of e-resources and online services.
11. Lack air-conditioning and ventilation facilities.

7.3 Recommendations

Considering the findings and observations the study suggests some recommendations to overcome the identified problems and for the enhancement of fine arts academic libraries of Bangladesh. This study has suggests the following recommendations for the enhancement of fine art library resources and services and to promote the use of information sources to bring out the highly satisfaction of the users. Actually, based on the literature review, conversation with the librarians, library professionals, users and authority of the universities, observations through field visit and data analysis, researcher would like to point out the following recommendations.

1. This study observes that among the selective universities, only University of Dhaka has a complete fine art library. A few universities have fine arts library in small range and in fundamental stage. The rest of the selected universities fine art students are using university central library to serve their purpose. This study recommends that those university existing fine arts departments, the authority should establish full-fledged fine arts library with separate library building. Besides, an experienced librarian also recruited from the opening of the fine arts library.

2. The collections of existing fine art libraries are not adequate. The university authority should collect/preserve sufficient subjective books and related reference books regularly according to the requirement and demand of faculty, students and researchers.

3. Skilled and trained-up professional manpower is very essential for better library services. This study recommends that the university authority should be appointed skilled and professional manpower for the fine arts library. As a result, library will be run smoothly and users will be benefited. Besides,

the authority should provide sufficient training for the library personnel to motivate and make them skilled manpower.

4. This study recommends that Information Technology (IT) should be introduced in the fine arts library for the purpose of library automation system. It will be very helpful for the library functioning and users will be benefited specially in time consuming. An automated library services are more preferable to any other traditional system.

5. The library budget is a tool for turning library dreams into reality. This study suggests that the university authority should be allocated sufficient budget for the fine art library for purchasing library materials to increase the collection. Besides, budget is essential for the development of library infrastructural facilities.

6. Organizing information refers to the arrangement of the information resources. This study recommends that the existing fine arts library resources should be organized based on an accepted classification scheme.

7. This study is found that the existing infrastructural development of fine arts library is too poor. Library infrastructure is essential tools to enhance the library's ability in delivering quality library services for its users. This study recommends that the infrastructural development of fine arts library should be increased. Besides, the authority should arrange individual reading room facilities for faculty, male and female students.

8. This study suggests that fine art libraries should include more e-books and online services for its users.

9. Library card gives the user to access of all the resources in the library. The study recommends the fine arts library authority should introduce library

card for users to use the library resources and borrowing the books and other library materials.

10. The air-conditioning and ventilation facilities of existing fine arts libraries are not good enough. Proper air-conditioning and ventilation facilities are very important for library materials and also its users. The study recommends that the authority should ensure the air-conditioning and ventilation facilities for fine arts libraries.

11. For improving better library services, this study recommends that the authority should arrange regular library orientation program for their users to aware and utilize about the library.

12. Fine art library hour is not convenient and library environment is not good. This study recommends that fine art library hour should increase and library environment should be user-friendly.

13. Library staff behavior is very important for library services and for library users. This study also recommended that behavior of fine arts library staffs should be user-friendly.

7.4 Limitation of the study:

❖ The public and private universities of Bangladesh which have existed fine art faculty, institute, discipline and department has been brought out the observation in this study. Researcher is found that only 09 (nine) universities have fine art subjects among them 07 (seven) public universities and 02 (two) private universities. Researcher also found that only University of Dhaka has full-fledged fine art faculty library with having rich collection and skilled manpower. The rest of the universities have no complete fine arts library.

❖ This study was confined within the assessing users' needs and satisfaction of fine arts libraries.

❖ The proportions of the sample both library survey and users satisfaction might have inadequate of this study.

❖ Besides, a limited questionnaire was used for assessing users' needs and satisfaction of this study.

7.5 Suggestions for future research

Future research can be defined as a systemic study of possible future events and circumstances. Based on the results and outcomes of this study, the succeeding suggestions are recommends for future research.

a) This study limited within the fine arts academic libraries. The same type of research may be taken up with the other libraries.

b) This study assesses users' need and satisfaction with a limited questionnaire. Another related study will be conducted with more questionnaires.

c) The area of this study selected only few public and private university libraries in Bangladesh. The same type study will be conducted with the more university libraries in Bangladesh.

d) Another research can be conducted to increase the sample area and respondents for betterment of assessing users' needs and satisfaction.

7.6 Conclusion

This study emphasized on the overall library activities on nominated public and private university fine arts academic libraries of Bangladesh. Libraries are the service oriented organization and play a vigorous role by supporting teaching and learning process of the organization by continually providing relevant and useful learning resources. University library is an academic type of library and academic libraries are facing two major intimidations: a global digital atmosphere and increasing competition. They must improve quality of their services in order to survive (Rowena, 2011). Users are the soul of the library and to achieve the satisfaction of users are one and only purpose of the library. Satisfaction of the users are depend on the assortments of the library, services of the library, infrastructure of the library, experience and trained personnel, environment of the library, towards attitudes of the apex body, proper arrangement of the library resources, sufficient budget allocation for the library, to use information technology and service quality (Islam, 2014).

This study was conducted among 09 (nine) academic librarians and 121 (one hundred twenty one) library users of 07 (seven) public and 02 (two) private university libraries of Bangladesh those have fine arts subject/department. The researcher have been taken an initiative to examine and assess the information needs and satisfaction level of the users on above said university libraries and found out the gap in this regard. This study found that most of the university has no complete fine arts academic library. Only University of Dhaka has a complete fine art faculty library with separate library building. In this circumstance, where there is no fine art library the university central library provides the services to fine arts students. There are a lot of problems in the library in providing library services to fine art students and faculty members. It is found that most of the university libraries are not fully automated.

The researcher suggests some recommendations and presented an ideal model plan about fine arts library and users satisfaction according to the findings of the study. If the university authority follows the above said recommendations the gap will be removed and the quality library services of fine arts academic library of Bangladesh will be ensured.

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To

Librarian/Library Administrator

…………………………………………………………

…………………………………………………………

…………………………………………………………

Subject: Fill up an M.Phil. research questionnaire

Dear sir/Madam

It is my pleasure to inform you that I have undertaken an M.Phil. Research work in the Department of Information Science and Library Management (ISLM) at University of Dhaka entitled "Assessing Users' Needs and Satisfaction of Fine Arts Libraries in Bangladesh" under the observation of the Professor Dr. M. Nasiruddin Munshi, Department of Information Science and Library Management, University of Dhaka. As a part of this research actively I am required to carry out a survey on the subject as a structured questionnaire which helps me to carry out my work.

I will be highly obliged if you could kindly spare a few minutes from your valued time to fill up the enclosed questionnaire. You are requested to return the filled up questionnaire to my address. Without your valuable assistance, the study will remain inconclusive.

The information provided by you will be used only for this research work and confidently.

Thanking you in anticipation.

Faithfully yours

(Mohammad Shakaought Hossin Bhuiyan)
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Department of Information Science and Library Management
University of Dhaka
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Questionnaire

M. Phil. dissertation research questionnaire on "Assessing users' needs and satisfaction of fine arts libraries in Bangladesh"

(Questionnaire for Library Survey)

[Please tick mark (√) where needed]

1. **Institutional/Library information**   …………………………………

    1.1.   Name of the library …………………………………………...

    1.2.   Year of establishment …………………………………………

    1.3.   Address ………………………………………………………..

    1.4.   Type of library ………………………………………………...

    1.5.   Name of the interviewer …………………………………………

    1.6.   Academic qualifications…………………………………………..

    1.7.   Position held …………………………………………………..

    1.8.   Experiences of the same position ………………………………..

    1.9.   Membership of the library users (total)

         1.9.1 Teachers   [   ]

         1.9.2 Researchers   [   ]

         1.9.3 Post-Graduate students   [   ]

         1.9.4 Undergraduate students   [   ]

         1.9.5 Others   [   ]

    1.10. Total library Staff:

         1.10.1 Professional   [   ]

         1.10.2 Semi-professional   [   ]

         1.10.3 Non-professional   [   ]

         1.10.4 Others (Please Specify)   [   ]

1.11. Status of the library personnel:

Sl. No.	Designation	No. of personnel	Qualification	Grade
01.	Librarian			
02.	Additional Librarian			
03.	Deputy Librarian			
04.	Assistant Librarian			
05.	Junior Librarian			
06.	Non-professional			
07.	Others			

1.12. Have any training program for library staff?

1.12.1. Yes

1.12.2. No

2. Library Collection:

2.1 Please mention the number of collection against each of the following:

2.1.1. Textbooks

2.1.2. Reference books

2.1.3. Theses

2.1.4. Periodicals

2.1.5. Manuscripts

2.1.6. Audio-visual materials

2.1.7. Reports

2.1.8. Portfolios

2.1.9 Catalog

2.2. How do you rate your present collection?

2.2.1. Adequate

2.2.2. Almost adequate

2.2.3. Inadequate

2.2.4. Poor

2.3. Number of journals that are subscribed from?

2.3.1. Local [   ]

2.3.2. Foreign [   ]

2.4. List the subject area where collections are in strong?

Sl. No.	Subject area	No. of collection
01.		
02.		
03.		
04.		
05.		
06.		
07.		
08.		
09.		
10.		

3. Library Users:

3.1 Total number of users using the library (daily)

3.1.1. Faculty [   ]

3.1.2. Artists [   ]

3.1.3. Researchers [   ]

3.1.4. Students [   ]

3.1.5. Others [   ]

3.2. **What is the user's attitude toward library?**

3.2.1. Positive [   ]

3.2.2. Negative [   ]

3.2.3. Indifferent [   ]

3.2.4. Comfortable in library [   ]

4. Library services:

   4.1. What type of services are provided by your library?

              4.1.1. Reference services   ☐

              4.1.2. Current Awareness Services   ☐

              4.1.3. SDI services   ☐

              4.1.4. Referral services   ☐

              4.1.5. Indexing services   ☐

              4.1.6. Abstracting services   ☐

              4.1.7. Reprographic services   ☐

              4.1.8. Computerized services   ☐

              4.1.9. Inter-library loan   ☐

              4.1.10. Others (please specify)   ☐

   4.2. Mention the library operation system.

              4.2.1. Manual   ☐

              4.2.2. Automated   ☐

              4.2.3. Partly automated   ☐

5. Use of Information Technology (IT) for services in the library.

5.1. Please write the name of hardware, software and other equipment available in your library.

Sl. No.	Name of hardware	Total Number
01.	Computer	
02.	Scanner	
03.	Reprographic equipment	
04.	Audio-visual equipment	
05.	Computer printer	
06.	Any other	

   5.1.7. The name of software used in the library   ☐

   5.1.8. Others (Please specify)   ☐

5.2. Have you introduced automation in your library services?

     5.2.1. Yes ☐

     5.2.2. No ☐

If yes, mention the services following:

     5.2.1.1. Acquisition ☐

     5.2.1.2. Cataloguing ☐

     5.2.1.3. Circulation ☐

     5.2.1.4. Serials control ☐

     5.2.1.5. Current content ☐

     5.2.1.6. Any other ☐

5.3. Have any institutional repository in your library?

     5.3.1. Yes ☐

     5.3.2. No ☐

5.4. Please mention the following services and facilities provided by your library.

     5.4.1. Internet searching ☐

     5.4.2. Email searching ☐

     5.4.3. Document searching ☐

     5.4.4. Print facilities ☐

     5.4.5. Others (please specify) ☐

6. Purchase and Processing systems of library materials.

     6.1. Mention the book purchasing systems.

     6.1.1. Invitation quotation ☐

     6.1.2. Appointing vendor ☐

     6.1.3. Direct purchasing ☐

     6.1.4. Others (Please specify) ☐

6.2.   Mention the subscription method of periodicals.

6.2.1.   Local

6.2.2.   Foreign

6.2.3. Through agents

6.2.4.   Direct from publishers

6.2.5.   Others (Please specify)

6.3.   Mention the use of classification scheme for processing library materials.

6.3.1.   Dewey Decimal Classification (DDC)

6.3.2.   Universal Decimal Classification (UDC)

6.3.3.   Library of Congress Classification (LCC)

6.3.4.   Colon Classification (CC)

6.3.5.   Others (Please specify)

6.4.   Mention the cataloguing code which are used for processing the library materials.

6.4.1.   ALA

6.4.2. AACR-1

6.4.3. AACR-2

6.4.4.   Others (Please specify)

7. Library Budget.

    7.1.   Please mention the detailed library budget and expenditure for the last five (05) years.

Sl. No.	Year	Percentage of expenditure of budget	Books	Periodicals	Others	Total	Remarks
7.1.1.	2018-2019						
7.1.2.	2017-2018						
7.1.3.	2016-2017						
7.1.4.	2015-2016						
7.1.5.	2014-2015						

    7.2.   Mention the sources of funding for the library budget.

    7.2.1.   Government

    7.2.2.   Foreign

    7.2.3.   University Grants Commission (UGC)

    7.2.4. Parent body

    7.2.5. Others (Please specify)

Thanking you.

Signature…………………………………

Date…………………………………………

Questionnaire

M.Phil. dissertation research questionnaire on "Assessing users'needs and

satisfaction of fine arts libraries in Bangladesh"

(Questionnaire for Users Survey)

[Please tick mark **(√)** where needed]

1. **Name of the users**…………………………………………...…………

2. **Status of the users:**

    2.1.   **Faculty Member**

        2.1.1. Professor

        2.1.2. Associate Professor

        2.1.3. Assistant Professor

        2.1.4. Senior Lecturer

        2.1.5. Lecturer

    2.2.   **Student**

        2.2.1. Post- graduate student

        2.2.2. Under-graduate student

    2.3.   **Researcher**

        2.3.1. Ph.D. Researcher

        2.3.2. M.Phil. Researcher

        2.3.3. Others

    2.4.   **Administrative Staff**

    2.5.   **Others** (Please Specify)

3. **Are you a member of the Library?**

        3.1. Yes

        3.2. No

4. Since how long have you been using the library?

4.1. Less than 6 months

4.2. More than one year

4.3. 2-5 years

4.4. 5-10 years

4.5. More than 10 years

5. Academic Qualification…………………………………………………

6. Age………………………………….

7. How frequently do you use the library?

7.1. Every day

7.2. Once a week

7.3. Twice a day

7.4. Once a month

7.5. Occasionally

8. How much time do you expend for studying in the library?

8.1.   1 -2 hours per day

8.2.   3- 4 hours per day

8.3.   Not sure

9.   For whatever purpose do you use the library?

9.1.   Reading general books

9.2.   For research purpose

9.3.   Searching periodical articles

9.4.   Using IT facilities

9.5.   Using Audio-Visual materials

9.6.   For preparing class lecture

9.7.   Recreation

9.8.   Others (Please specify)

10. **Which material do you normally look for in the library?**

   10.1. Reference information   ☐

   10.2. Current information   ☐

   10.3. Conference proceedings   ☐

   10.4. Seminar papers   ☐

   10.5. Textbooks   ☐

   10.6. Others (Please specify)   ☐

11. **Are you aware of Indexing and Abstracting services?**

   11.1 Yes   ☐

   11.2 No   ☐

12. **Do you know how to use Indexes and Abstracts?**

   12.1. Yes   ☐

   12.2. No   ☐

13. **Indicate your prerequisite of information services according to priority.**

   13.1. Reference and Referral services   ☐

   13.2. CAS & SDI services   ☐

   13.3. Indexing and Abstracting services   ☐

   13.4. Bibliographical services   ☐

   13.5. Audio-Visual services   ☐

   13.6. Using Periodicals   ☐

14. **Do you find available all the information services you have mentioned?**

   14.1. Yes   ☐

   14.2. No   ☐

15. Do you have free access to all of them in the library?

    15.1. Yes   [   ]

    15.2. No   [   ]

16. Are your information needs being most satisfactory?

    16.1. Yes   [   ]

    16.2. No   [   ]

17. Please rank your satisfaction/dissatisfaction of the following:

Sl. No.	Services/Materials	Fully Satisfied	Satisfied	Marginally Satisfied	Fully Dissatisfied	No Comments
17.1	Text books					
17.2	Manuscripts					
17.3	Journals					
17.4	Periodicals					
17.5	Reference book					
17.6	Audio-Visual Services					
17.7	Photocopy services					
17.8	Computer services					
17.9	Indexing services Abstracting services					
17.10	Required information					
17.11	Current Journal					
17.12	Reference services					
17.13	Document loan					
17.14	Inter library loan					
17.15	Micro film services					
17.16	Others					

18. Procedure of book lending in the library:

    18.1. Systematic   [   ]

    18.2. Unsystematic   [   ]

    18.3. Satisfactory   [   ]

19. Have you ever felt that you need more books than allowed on loan at a time?

19.1. Yes ☐

19.2. No ☐

20. Do you think that more books in your subject should be procured?

22.1 Yes ☐

22.2. No ☐ :

21. Are you satisfied with the rules and regulations of the library?

21.1. Yes ☐

21.2. No ☐

22. Are you satisfied with the services providing by the library?

22.1. Yes ☐

22.2. No ☐

23. If you not find the materials do you ask the library staff for help?

23.1. Yes ☐

23.2. No ☐

24. Is library staff helpful to you?

24.1. Yes ☐

24.2. No ☐

25. What is your opinion about the reading facilities of the library?

25.1. Adequate ☐

25.2. Fair ☐

25.3. Poor ☐

26. What is your opinion about the lighting facilities of the library?

26.1. Adequate

26.2. Fair

26.3. Poor

27. What is your opinion about the Air-conditioning and Ventilation facilities of the library?

27.1. Adequate

27.2. Fair

27.3. Poor

28. Does the library render any orientation program?

28.1. Yes

28.2. No

29. Would you recommend that the library should be automatic?

29.1. Yes

29.2. No

30. Have you used Microfilm, Computer, E-mailand Internet?

30.1. Yes

30.2. No

31. If yes, what is your experience?

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32. Are you satisfied with the behavior and activities of the library staff?

32.1. Yes

32.2.   No

33. Do you use the library catalogue for finding books?

33.1. Yes

33.2. No

34. How far the library collections meet your information?

34.1. Most adequately

34.2. Adequately

34.3. Satisfactorily

34.4. Poorly

35. Do you think that the library staff are sufficient skilled/expert to satisfy your information need and services?

35.1. Yes

35.2.   No

36. By what means do you know about new arrivals of the library?

36.1. Through library staff

36.2. Through friends

36.3. Through professionals

36.4. Through technical meeting

36.5. Others (please specify)

37. Please identify major problems of the existing information services of the library?

37.1. Insufficient reading sources

37.2. Lack of proper information services

37.3. Inconvenient working hours

37.4. Lack of proper organization of resources

37.5. Behavior of library staff

37.6. Lack of adequate cleanliness

37.7. Insufficient IT facilities

37.8. Others (please specify)

38. **Please give your suggestion/recommendation for improving about the library systems and services.**

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Thanking you.

Signature…………………………………………

Date……………………………………………….

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