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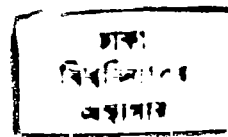
Users Attitude Towards the Resources and Services of Dhaka University Library : A Survey

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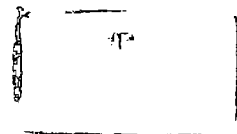# Users Attitude Towards the Resources and Services of Dhaka University Library : A Survey

**Thesis Submitted to the University of Dhaka for the Degree of
Masters of Philosophy
in
Library and Information Science**

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December 2000
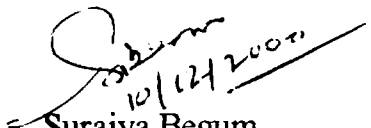
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CERTIFICATE

I have the pleasure to certify that the Thesis entitled "Users Attitude Towards the Resources and Services of Dhaka University Library: A Survey", submitted by Bilkis Begum, for the degree of Masters of Philosophy in Library and Information Science, University of Dhaka, is her original work carried out under my supervision and guidance and is worthy of examination.

Dhaka
10th December, 2000.

Suraiya Begum
Supervisor.

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DECLARATION

I do hereby declare that this Thesis entitled "Users Attitude Towards the Resources and Services of Dhaka University Library: A Survey", submitted to the University of Dhaka for the award of the degree of Masters of Philosophy in Library and Information Science is of my own and has not at any time been previously submitted to this University or any other University / Institution for award of any degree or Diploma at this level.

B. Begum 10/12/2000

Bilkis Begum

PREFACE

The aim of the present work is to give a comprehensive description of the "Users Attitude Towards the Resources and Services of Dhaka University Library : A Survey.

The entire gamut of the study has been discussed under five broad chapters. Chapter I - Introduction, Chapter II - Development of the Dhaka University Library, Chapter III - Review of Related Literature, Chapter IV - Presentation and Discussion of Analytical Descriptive Data, Chapter V - Conclusions.

Specific recommendation such as improving the provision of current and up-to-date materials, provision of adequate funds, inter-library lending, staff training, job description, monitoring and self-evaluation exercises, restructuring / improving physical facilities, specalised information services, computerization of the library services.

This explorative study, however, provides new directions and basic claues in a magnitude in which the Users Attitude Towards the Resources and Services of Dhaka University Library : A Survey.

ACKNOWLEDGEMENTS

I would like to offer grateful thanks to all the faculty members and students of Dhaka University for their cooperation in the survey process. Without their participation, this research project could not have been undertaken.

I am also thankful to Md. Belal Uddin, a computer professional in providing an excellent format, data entry, designing and page settings in Unoserve Documentation for this thesis.

I feel indebted to my Father-in-law Ayub Ahmed, elder and younger brother who share with me the troubles and extended their understanding, patience and moral support in completion of this work.

I thank them all very much indeed.

Bilkis Begum

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CHAPTER - I

INTRODUCTION

Introduction

Modern society is a information based society where information as a resource plays a vital role in development and progress. Libraries and Information Centers play a dynamic role in the management and dissemination of information as a resource.

In the present era of information explosion publication deluge, literature flood, and technological revolution, it has been increasingly felt, in library circles, that the better the services to users, the greater would be the organizational satisfaction. This is simply because, a library being a service institution is meant for users irrespective of the magnitude and desire. It is, therefore, necessary that the information generated at any point and on any subject be acquired, processed, organized, and be disseminated expeditiously to its appropriate users for their optimum use[1].

Libraries have been useful for all in general and are considered to be indispensable for universities to such an extent that these have dubbed as "central organ" (UGC, UK) and "heart" (Kothari Commission) of university[2]. The library's one-way traffic, from the outside to the library, is no longer true at the present time. Instead, its function has expanded to create a two-way traffic, that is from the outside to the library and from the library to the outside, with the latter as the most important function.

The present day library system follows an entirely different pattern from that of the past both its organization and its activities are inspired by, and directed at one basic objective. That of collecting and preserving knowledge for an adequate public[3]. The idea is not keep the books on the shelves, but to allow their use and active circulation. In speaking of functional role of the libraries have been performing, and focusing on, only one activity: the collection and preservation of materials, which

he refers to as an "archival" function. He believes that the functions and working of today's libraries go beyond that passive act of collection building and development and include other functions and activities, namely, research, information, education, and recreation. Besides their archival functions, libraries should concentrate especially on performing their three most important functions : research, information and education[4].

This concept or notion of library services makes it necessary for librarians and information managers to analyse the needs of their users and the role of the libraries in meeting these needs. Libraries or information delivery systems should attempt to meet the information needs of the user population by careful analysis of their information environment in order to serve the community effectively and actively. Libraries are one of few institutions that have been designed to facilitate individually received information and communication, and these institutions have no value in society unless they are used properly[5].

One common goal uniting the university libraries is "to provide access to the human records needed by member of the higher education community for the successful pursuit of academic programmes"[6]. Presumably, the access referred to should be provided as conveniently and rapidly as possible to library users. This grand and some what imprecise function is certainly difficult to achieve, because it is an ideal[7]. The fact that it is an ideal, however, does not detract from its utility as a preferred future state toward which the university library and librarians should strive, nor does it decrease the fervour with which various writers decery the failure of library to reach it.

Louis R. Wilson and Maurice F. Tauber Outline the six functions of institution of higher learning as :

a)   Conservation of Knowledge and ideas,

b)   Teaching,

c)   Research,

d)   Publications of results of their investigation,

e)   Extension and service to the community in the from of adult education and experiment stations and

f)   Interpretation of the results of their investigations to the society[8].

The University Library is a primary supporter of academic programmes. It directs it activities toward the fulfillment of these support functions. Peyton Hurt describes the functions of a College Library as "an integral part of the whole College, deriving significance from its functions in the larger institution which it serves[9]. Unlike a business enterprise which must show a profit, the university library requires periodic reviews of its facilities and services for the purpose or measuring its efficiency.

The tools used to determine a library's achievements, failures, and elements of strength and weakness include reports - annual, semi-annual, or monthly and records such as circulation records, records of reference work, records of use of periodicals, and cost records. These annual reports and records, however, while useful as checks of the routines and activities, may lack the perspective and breadth of view that are frequently discovered through surveys of library conditions[10].

The Univeristy library survey has become a well-established tool and an essential part of library administration. Since the mid- 1930's at least thirty full-scale surveys by outside experts have been made in advanced nations on university libraries, and unrecorbed surveys would probably double that number.[11]

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An examination of those surveys reveals that two methods have frequently been used in evaluating libraries. One is by comparing the surveyed library with similar libraries. Such factors as book collection and expenditures are compared. The other, probably the most effective way of measuring the work of a library, is to examine it in relation to a set of standard[12].

As a newly independent country, Bangladesh needs, almost as a priority to build a self-generating society, skilled manpower, whose expertise in different fields of knowledge and activity can be drawn upon in solving our own problems and in improving our economy and intellectual potential. The universities can contribute to the expansion of knowledge and increase the availability of trained personnel of the country's needs through teaching and research in the departments[13].

Hence, it is essential that first, the library builds and maintains a "working" library, oriented around the reasonably clear needs of students and faculty members and the materials most likely to be used in support of current research and teaching : and secondly, the library acquires, keeps and services a collection of "permanent records" in which many future needs are anticipated[14]. The librarians should develop, organize, and maintain collections and provide information and reference services necessary to meet university needs.

There were no trained librarians in Bangladesh until 1951 when Mr. Fazle Elahi, who joined as the Librarian of Dhaka University in 1951, felt the need of trained librarians. He started, on his own inititative, the first certificate course in librarianship to train people in the art of librarianship. This was the first undergraduate programme in librarianship. The Department of Library Science was established in 1959, by Mr. M.S. Khan, Librarian of the University of Dhaka. With the authority to grant a Diploma in Library Science. A one year Master's degree programme was inaugurated in 1962.[15] The Dhaka University Library Science Department is the first and the only library school in Bangladesh offering a post-

graduate course. From the year 1975-76 session, another two-year Master's degree programme was started. "In this programme, the first year is called Preliminary M.A., which is practically equivalent to the diploma programme in content and quality."[16]

A thesis is a requirement of the post-graduate Master's programme in Library Science. This requirement makes it necessary for the students to investigate the aspects of library operations in Bangladesh. A two - year M.Phil. programmes by the University of Dhaka in 1976; the launching of a doctoral programme by the University in 1979; the establishment of the Department of Public Libraries within the Ministry of Cultural Affairs in 1983; the establishing of the new building for the national library in 1985; and the opening of the 3-year Bachelor's (Honours) programme in Library and Information Science in 1988 by the University of Dhaka.[17] University of Rajshahi also launched a 3 - year Bachelor's Degree (Honours) course in 1993.

Over the last two decades, a good number of various types of libraries were established in the country. But due to the lack of proper initiative by the government and concerned authorities, the scenario of whole library and information system of the country is almost traditional.[18]

In the year 1979, Mr. Stephen Parker, and UNESCO expert and library consultant, undertook a survey of public libraries in Bangladesh and submitted his report to the Government of Bangladesh.[19] A few surveys of Bangladeshi public and special libraries have been undertaken by Bangladeshi nationals. But no attempt has ever been made to survey the university libraries in Bangladesh till today. Recognizing the fact that a library has a central and critical importance in a university, the government department concerned with higher education in Bangladesh with the assistance of the British Council has formulated at set of standards for university libraries to assist university administrators, librarians, and others in evaluating and

improving university library services and resources. This seminar on university library administration in Bangladesh was well attended by the library educationists, university librarians, librarians of the national libraries, librarians of the various organizations of Bangladesh and representatives of the Library Association of Bangladesh. The seminar on "University Library Administration" which was held as stated before, under the auspices of the British Council, Dhaka, in March, 1986 strongly felt that there should have some kind of standards and drafted a set of standards entitled as "Recommendations of the Britsh Council Seminars on University Library Administration in Bangladesh.[20]

Users study

There are no generally accepted definitions on use-studies.[21] However, a library use study is defined as any study that deals with the use of library, in any or all of its aspects, by its patrons or its staff.[22] These studies are primarily conducted to improve the existing conditions of the library systems and services. While users constitute one of the most significant trio of the library system, all directions towards improvement of a library system mostly concentrate upon them.[23]

The term "user" becomes one of the most prominent terminologies on which, the very existence of the whole library system depends upon. If one asks
- "what for the collection ?"
- for whom the library is meant ?
- Why so much furniture ?
- Why cataloguing ... classification to be done ?
- Why so much information services are to be undertaken in the library ?

The only answer to all these questions is perhaps, the "users". It is, therefore, more transparent that the whole spectrum of the library system is directed towards users. Unless a given library system assesses the actual information requirements of its

potential users and understands their reading tastes so as to make the library user - friendly and purposive, the whole efforts and energy employed in building up the libray becomes futile. In order to create a good library and information environment to make the library services more effective and meaningful to the tune of its target audience, library researchers have now started their research activities more towards users and their needs, than any other field of librarianship. Such research activities are often termed as "user studies".[24]

A Conceptual Framework of 'User Study'

A librarian is usually resonsible to answer certain crucial quesitons relating to library's effectiveness, choice and suitability of library materials, library's collection, the degree of use and non-use of library materials and services, and the extent to which the users are satisfied with the library services. Professionals would, therefore, agree that thorough knowledge about the users and their information needs is a prerequisite for planning any library system. Thus, studies about users and their information needs are becoming imminent on the part of library policy makers, planners and administrators. Such studies which fall funder the ambit of LIS research are popularly termed as "User Studies".[25] The role of the library as a social and service institution fulfilling the information needs of the society for its upliftment as a whole is being widely recognized world over. Although librarian's role is not underestimated, he is primarily concerned with the needs of the users for whom the whole concept of the library exists. User studies are, therefore, seldom considered as stigma of library usage.

Realising the magnitude of the concept user study, several information researchers / scientists have defined this phrase in their own ways. The phrase "user studies" refers to the diagnostic studies for discovering the casual relationship between the user of information, and the information system.[26] User studies according to Lahiri, however, are often investigated as attempts to understand, to justify, to explain or to

expand library usage and consequently, to gain more knowledge about the process of communication concerning to their libraries and their respective clientele.[27]

However, have expressed a different denotation of the concept of user studies.[28] According to them, the user studies are hardly restricted to actual or potential users alone, as several such studies have also been made of non-users who are said to constitute nearly 70% of the population even in a developed country like, U.S.A. User studies, in fact, were originated with the perception that, by understanding users' need and information-use, one could design an effective information system. Today, user studies are well refined using more sophisticated sociological techniques and focussing more on system-oriented studies as background research is primarily related to cognition and behaviour.[29]

Why of User Studies

The question as to why user studies are necessary, remains mostly undebated among the scholars. Without providing satisfactory reasons for conducting user studies, it seems the study would remain incomplete. The reasons for conducting user studies are varied and many. The following are some of the important reasons for which user studies are undertaken in libraries and information centers.

i.   to know the users and ther information needs;

ii.   to identify the levels and kinds of user needs;

iii. to identify the approach, perception and information seeking behaviour of users in the parent library environment;

iv.   to identify, by the results, the real strength and weaknesses of the existing library resources and services;

v.   to specify the limitations or problems which might appear to discourage the use of the library;

vi.   to understand the level of involvement and participation of the users in building a good library environment; and

vii. to improve the library system as a whole.

On the otherhand, Sangameswaran foresees five vital reasons that make user studies exigent.[30] They include

(a)   to identify the potential users and to categorise them;

(b)   to identify their information requirements by the class of information needed and the level and type of communication media required;

c)   to identify the existing resources and services so as to achieve comprehensiveness of information even without unwanted duplication of efforts and finances;

d)   to evaluate various existing services in relation to their utility to their users so as to effect suitable modifications and to introduce new services as and when necessary; and

e)   to achieve overall improvements in the parent library system from the feedback obtained.

The foregoing reasons are quite pragmatic in achieving the preordained goals of a given library system of any class, and to make the library environment more user-friendly and purposive. The basic necessity of undertaking such a study on users is, to know who are they, what are their information requirements, and what are suitable methods available to provide need based services to derive their optimal satisfaction.

Another factor that is led by the above is to determine the future demands for library development. Because, present problem will throw light upon the future prospect. Moreover, any investigation into the current problems will definitely forecast the possibilities of future requirements of the users which in turn will help the library planners to bring suitable reforms.

Users and the Five Laws of Library Science

Dr. S.R. Ranganathan in his philosophy of library science has accorded immense importance to the users. He has incorporated the concept of "user" in a hidden manner in his Five Laws of library science. Because, these five laws centre round the user and the use of information. One can, therefore, describe the art of putting recorded knowledge or information to work / the use by the application of the following five laws of library service propounded by Dr. Ranganathan retaining the basic philosophy intact.

1. Information for *use*.

2. Every *user* his / her information.

3. Every information its *user*.

4. Save the time of information *user;* and

5. An information system is a growing organism.

In the first law, he has categorically emphasised that information is to be utilized and exploited for its best use by the user. There is a clear indication of encouraging the use of information by the librarian for the user.

The second law, on the otherhand, stressed the need of potential users for their specific information requirements at individual level. It refers to strategic aspects of the authority to develop proper organization of information system and services so as to provide the required information to all its users.

It is the information specialist, as the third law says, to promote effective use of information as custodian, agent and interpreter for the potential users. It denotes the right information for the right users at a right point of time.

It is an accepted obligation on the part of the information organization to develop proper and adequate mechanism so as to ensure maximum speed and effectiveness in providing right and appropriate informaiton to its users just to save their time which is the real motive of the fourth law.

The fifth law, however, says that, an information system is a growing organism - that incalculates the trio of information organization - the specialist, the user, and the information proper which is one of the most important constituents of the information system. The growing number of users give pace to the growth of information to an extent beyond one's expectation.

It seems that, Ranganathan's five laws of library science give adequate weightage to users because, they constitute as the most vital and primary component of the system for which, the whole information system is destined. Again these laws offer an excellent framework for understanding conceptual studies on user and its associated concepts.

The 'use' and the 'user' concept as reflected in the five laws, give much impetus and new dimensions to the problem of the library user in particular. This force, therefore, has propelled the researchers in the field to know more about their users and to devise new methods and techniques for understanding them and implementing the strategic outcomes towards proper improvement of the existing conditions and developing new systems and techniques for their libraries best suited to their emerging needs.[31]

Trends in User Study

Researchers in the Library and Information Science, as the time marches, have laid much emphasis on user studies, particularly in the field of LIS research. As a result, the research literature in the field of Library and Information Science, particularly during the last decade, witnessed a spectacular growth in all its ramifications. During the 1930s, when early research on user studies were undertaken, the scope then was mostly limited to inside thelibrary. But taking into consideration the variety of users in multidisciplinary field, such studies were undertaken concerning to the problems of the users beyond the library premises. The same phenomenon can be exemplified through an illustration in which, two such studies i.e. one concerning to inside the library or other outside the library of the University of Colorado were undertaken. They study concerning outside the library i.e., Student Union is a better represented study of library use compared to the study made within the library premises.

Library being the centre of information for both science and social science research, researchers have stressed the need for developing an effective communication setting so as to make a sound system for free-flow of information. To practise the same, communication, as a scientific method of dissemination, was adopted to provide a comprehensive description of all facts of the subjects concerned. APA Project of scientific informaiton exchange in Psychology, for instance, applied several methods and techniques to bring out a comprehensive picture of the free-flow of information in Psychology and of the characteristics of all major media used to acquire and disseminate informaiton in the concerned field. This study was more concerned with the participants who were seeking specific information through their attendance, their success in obtaining it, and the nature of information they sough.

Another well known trend is the recognition of the social role of the scientific communication as reflected in the studies of invisible college. Since the information

generators are also among the principal users, the system continuously fed back on itself. With the adoption of system approach to the study of scientific communications, inter-relations and interdependence of various methods of communication system too have received increased attention.[32]

N.G. Satish in his work "Attitude towards Information ...." mentions one definite trend that is, however, discerned towards comprehensive description of all facts of scientific communication in particular disciplines.[33] The major trend in the communication research which he maintains include - growing awareness of social characters and social organization of scientific communication as reflected in the studies made by Derek J. De S. Price and donald De B. Beaver, on invisible college; and defining the role of scientific meeting and enhancing its effectiveness as a means of information exchange.

Early models of user studies are more related to the document seeking and library use. Researchers used to confine their work on the practical aspects of library usage by the users. The centre of their attention was more of the library than that of the user. All the early models of user studies were primarily concerned with document seeking or library use than with the characteristics of behaviour which might usefully descriminate among information users and provide guidance to service planning. On the otherhand, Wilson also recognises the necessity of identifying the ends served by the information seeking behaviour within the wider contact of users' totality of experiences or users life-world centred upon the individual as an information user.[34] He feels much of the user studies in the past have suffered from a concentration as the means by which people discover information, analysed in terms of how the users ought to have been seeking information.

However, during the later period, there was a shift in the focus. The behaviour of the users and the coverage received utmost attention in most of the studies. Information user, as an organizational user, influenced the whole spectrum of

information environment and was taken as a model of study. "Information Requirement of Social Scientists (INFROSS)," a study taken at Bath University can be accepted as a remarkable example in the field of user studies.[35] This study, in fact, gave a new direction to the problem associated with the user study especially in social sciences having identified the deep understanding of the behavioural pattern of the social science users.

Another study conducted at the Bath University in 1973 on 'Design of Information Systems for Social Science Project', a milestone in analysis of the requests made to the National Children's Bureau Questions and Answers Service, is a user evaluation of an information Service in Social Welfare.[36] This study, in fact, had shown that while 65% of the enquirers were for information in a great variety of particular subjects, less than 35% of users, on the otherhand, asked for references, various research findings and statistics.

A three-phased research project on Information needs and Information Services in local authority Social Science Department (INISS) undertaken in 1975 to experiment the multifaceted problems of the users aptly concludes that, specialization of information services according to the scheduled work roles where common needs can be discerned is desirable and information services should be integrated in the organizations communication pattern.[37]

The foregoing studies have, therefore, established the fact that a morecomprehensive description of all facts of scientific communication in a given discipline becomes the prerequisite for every information system. The scholars in present trend should, therefore, agree that user studies primarily be concerned with the document seeking approach of the library users rather than their behaviour.[38]

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1.1 Purpose of the Study

The library is mainly a service organisation attempting to serve readers by locating needed information quickly and easily and furnishing it in a manner that the readers needs.

The purpose of the library is to provide the right information to the right user at the right time in the right form. This implies that a library has to plan develop and organise its resources and services in such a way that it should facility easy retrieval of the needed information as quickly as possible and with minimum effort.

A well-established library with an all round and up to dated collection suitable for study and research is a pre-requisite for higher education. The library, which is an indispensable part of any university, is the store house of the world's knowledge. The library, towards which all services are directed. Their attitudes reflect the extent to which the efforts of the librarians has been successful in developing the resources and services of the university library to meet their needs.

1.2 Significance of the Study :

A few surveys have been conducted to asses the effectiveness of library services in Bangladeshi universities. However, standards have ever been used in conducting these surveys. In addition changes have taken place in Bangladeshi university libraries in response to the demands made upon the universities by the expansion of undergraduate and graduate programmes and by increased faculty research. This expansion has important and immediate implications for library administration, facilities and resources. This study, therefore, attempts to investigate the changes and new developments which relate to the effectiveness of Dhaka university library, and evaluate them with regard to the set of "Standards for University Libraries".

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The findings and recommendations from this study should hopefully, lead to a clarification of many problems in library administrative organization, and in the formulation of long-range planning and policy making to encourage co-operative efforts Dhaka university library, so that the total system is geared to the satisfaction of user needs.

1.3 Scope and Limitations of the Study :

Every study has two vital constraints : The Theme and Finance. This ultimately completes a users / researchers to limit the scope of his investigations for making. The study more precise, specific and time bound.

The present study "Users Attitude towards Resources and Services of Dhaka University Library : A Survey" will as far as practicable make every effort to show the Myriad aspect of University Library and services.

Thus the scope and limitation of the present can be summarized as under :

1. The present study aims to consider to extent to in which only the users attitude towards the resources and services in Dhaka University Library of Bangladesh.

2. The present study covers in its survey scope only the Dhaka University Library of Bangladesh but don't consider the College, School, Polytechnic Libraries.

3. The present investigation includes in its survey scope only those Dhaka University Library System functioning within the territorial jurisdictions of Bangladesh but not any other country.

4. The present investigation will include in its scope only the extent to or service areas in which the users attitudes towards the resources services in the Dhaka University Library of Bangladesh.

1.4   Statement of the Problem :

The relationship between scholarship and libraries has been from the earliest times a most intimate one : the two are utterly inter dependent. Scholarship is not simply related to books, it is based on them. Librarianship therefore has emerged today as a user-oriented profession. This study is an attempt at investigating how far this concept of the lirbary and librarianship exists today in the Dhaka University Library. Library management is a subject concerning problems of different dimensions like ever-increasing enrolments and inadequacy of funds. Besides, a traditionally conservating approach of authorities towards library matters stalemates motivation, team spirit, technical expertise and high management standards. Books and periodicals are expensive and, with the great increase in the total university population, it is important that services should be organized in the most effective and economical way possible. The present study seeks to make a comprehensive survey of the situation and deals with a wide range of topics connected one way or another with Dhaka University Library. Since an investigation to be truly comprehensive has a necessity to consider the environment in which a research problem is embedded, the study has been turned to meet this requirement.

1.5   Objectives of the Study :

The main objective of the present study is to discover the patterns of use and the level of awareness of users towards the library resources and services in order to determine the success of services and identify what adjustment are needed in service strategy in the library.

In this study, investigation is confined to "Resources and Services" which are the two major area in the discipline of Library and Information Science. The present

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study aims to asses the attitudes of teachers and students towards the adequacy of resources and services of Dhaka University Library

The main objectives of the study were to look at :

1. The adequacy of library collections available to the students, teachers, researchers and library staff.
2. The extent of library use and the information needs of the students.
3. The satisfaction with the library services provided.
4. The major problems in using the library and
5. The measures needed for improvement of existing library facilities.

1.6   Formation of the Hypothesis :

The study was conducted to test five hypothesis as follows :

1. This is a significant different in the attitudes to student towards the procurement of the library material.

2. This is a significant difference in the attitudes to student towards the organization of library resources.

3. This is significant difference in the type of document used most often by the students.

4. This is a significant difference in the attitude of the students towards photocopying services.

5. This is a significant difference in the attitude of the students towards the use of card catalogue.

1.7   Methodology :

This study is based on a mass survey of University Library in Bangladesh. According to Herbert Folder, the mass survey is a systemic study by which "many aspects of a number of institution are reviewed"[39].

The study was confined to the critical analysis of the users attitudes towards the resources and services of Dhaka University Library. A survey of Arts and Science Library of Dhaka University. The questionnaire method was employed for the collection of data. A total of 325 questionnaires (Appendix) were distributed of which 205 were returned by the students, teachers, researchers and administrative staff.

This study will be undertaken the following method for evaluation of development of university library :

1. **Literature Search :** The researchers will make though research on Dhaka University Literature which will include primary, secondary, tertiary and non-documentary sources.

2. **Personal Contact :** The researcher will make personal contract, correspondence, visits with students, teachers, administrative staff etc.

3. **Survey :** The present study will be adopted survey method for evaluating of development of University Library. The survey will be conducted with the help of structured questionnaires supported by observation and interviews.

1.8   The Sampling Procedure :

The data was collected primarily by means of questionnaires sent to faculty members. Students from Dhaka University offering undergraduate, graduate, post-graduate and doctoral-level studies. To prevent unconscious biases, provisions, were made to include only full-time faculty members of the ranks of professor, associate professor, assistant professor and lecturer. The student population included undergraduate, graduate and post-graduate students.

1.9   Organization of the study :

Chapter - I   :   Introduces and explains the purpose of the study.

Chapter - II   :   Describes the background, history, and the administrative
                    organization of the Dhaka University Library.

Chapter - III :   Reviews related literature.

Chapter - IV   :   Presents and discusses the analytical and descriptive data
                    in relation to the Draft Standards for University Libraries
                    of Bangladesh.

Chapter - V   :   Summarizes the findings and conclusions of the investigation.
                    This chapter also presents recommendations for the improve-
                    ment of Dhaka University Library.

1.10 Definitions of Terms :

In order to fully understand the concepts presented in the body of the thesis. The following definitions have been used.

University :

The educational institution comprising an undergraduate college of liberal arts and sciences, professional schools, and graduate college or school which provides programmes for study and research beyond the levels of the baccalaureate and first professional degrees[40].

University Library Survey :

"A scientific collection and analysis of data pertaining to the operation of a particular library[41]". For the purpose of improvement of those operations and establishment of a plan for growth according to the goals and objectives of the library and the university.

Facilities :

The library building containing facilities for housing its resources. Space for administration of these resources by staff, and quarters and furnishings for their utilization by patrons.[42]

Financial Support :

The sources of library funds, allocation from current operating funds of the university, endowments, grants, gifts and fees collected from the students.

Inter - Library Co-operation :

The co-operation occuring across jurisdicational boundaries between or among libraries that operate under separate fiscal authorities.[43] "The aim of inter-library

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cooperation is not merely to improve services or to save money, but rather to assure the maximum use of available resources".

Personnel :

The body of librarians, supportive employees and part-time assistants who develop, organize and maintain the library collections and provide reference and information services to meet the university's needs.

Administrative Organization :

The overall adminstrative structure, usually consisting of line staff and auxiliary agencies or departments through which the management and control of cooperations and personnel is accomplished.[44]

Administrative Operations :

The task of planning, providing, co-odinating, directing, evaluating, and controlling all available efforts and resources of a library for the accomplishment of the objectives and policies which are designed by, and handed down from, the university.

Faculty Member :

A professional university or college teacher of the ranks of professor, assoicate professor, assistant professor and lecturer, who teaches on a full-time basis at an institution of higher learning.

Readers' Services :

The service operation concerned with the use of library materials. The readers' service include reference assistance. circulation, inter-library loan, photocopying, and instruction in the use of the library[45].

Students :

A person at undergraduate, graduate or postgraduate level, and who is studying or undergoing instruction at a college, polytechnic or university.

Information :

A set of disconnected facts or events or patterns of stimuli that reduces uncertainty[46]. Information is a compound idea or the meaning derived from data and is valuable for the decision-making process[47].

Information Need :

An essential derive for the body of knowledge and information on the execution of a purpose. An urgent desire for knowledge required in the performance of duties and responsibilities.

User :

The term "user" will refer to the total population of the university library where the evaluation exercises are to be conducted.

Technical Services :

The operations concerned with acquisition, cataloguing, classification, binding and the total preservation programme.

Library Standards :

Something set up and established by the library authority as a rule for the measurement of qualitative and quantitative value of a library.

Collections :

The recorded information in both print and non-print formats, needed to support the university's instructional and research programmes and made available through the university library.

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CHAPTER - II

Development of the University Library

2.1   Growth and Development of the Dhaka University Library

Dhaka University (DU) was established in 1921 by an Act XVIII of 1920 which is properly known as the Dacca University Act[1]. The object of this Act was "to establish and incorporate a unitary teaching and residential university at Dacca, to provide for instruction in such branches of learning as it may think fit, and to make provision for research and for advancement and dissemination of knowledge[2].

The university of Dhaka formally opened on July 1, 1921 with three faculties, namely, Arts, Science and Law and with thirteen teaching departments of English, Sanskrit, Bengali, Arabic and Islamic Studies, Persian and Urdu, History, Economics and Politics, Philosophy, Mathematics, Physics, Chemistry, Law and Education. This new university became the second university in the province of Bengal, sixty-five years after the establishment of Calcutta University in 1857. The longstanding demand of the Muslims of the eastern part of undivided Bengal was finally fulfilled.

The library started functioning along with the functioning of the university. It had, at its inception, about 18,000 books inherited from the library of the Dhaka College and Dhaka Law College.

The library now has over five lac eighty thousand books and journals. Moreover, it has around thirty thousand name manuscripts. For scholars engaged in research, the library also has microfilms and microfiches of rare books and valuable manuscripts it continues to grow steadily because of books and manuscripts donated by enlightened citizens as well as acquisitions made through its own resources. Thus last year 7218 books and 325 periodicals were added to the library's collections. The budgetary allocation for the Dhaka University Library last year was Tk. 102.00 lacs.

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The Dhaka University Library comprises of three buildings : the administrative building. The main library building, and the science library building. The administrative building has the administrative offices, a book acquisition section, a book processing section, a reprographic division, a book binding section, a manuscripts division, and a seminar section.

The ground floor of the main library building consists of the circulation desk. The reference room. The bound periodicals room. The newspaper reading room, a rare books reading room. The Muktijudho (war of liberation) cell. The U.N. collections, and the American Studies Corner. The computing division of the library which officers internet browsing facilities for students and faculty members and an on-line catalogue is also located in the ground floor. The Mezzanine floor of the library displays current journals.

The first floor of the library includes reading rooms and books of 13 disciplines viz. Sociology, Statistics, Political Science, Economics, Law, History, International Relations, Biography, Geography, Journalism, Anthropology, Social Welfare, and Public Administration.

The second floor of the library consists of reading rooms and books of 14 disciplines, viz. Library and Information Science, Philosophy, Psychology, Religion, Linguistics, Business Administration, English, Bengali, Islamic History and Culture, Arabic, Urdu and Persian, Sanskrit and Pali, Islamic Studies.

The science library building consists of a circulation desk, reading rooms for students and faculty members, a reprographic section, a reference section, a reading room for current journals, and a seminar section. It also stacks books of 21 disciplines viz. Computer Science, Microbiology, Pharmacy, Biochemistry, Physics, Applied Physics and Electronics, Chemistry, Applied Chemistry and Chemical Technology, Statistics, Applied Statistics, Geography and Environmental

Science, Geology, Mathematics, Nutrition and Food Science, Botany, Zoology, Aquaculture and Fisheries, Soil, Water and Environment, Psychology, Clinical Psychology, and recently established in Genetic Engineering and Biotechnology.

The library offers all services, including reading room, photocopy, readers' guidance. General text books can be borrowed for home reading by faculty members for a stipulated period. Students of the faculties and departments located in the main campus (known as the arts campus) can borrow books for home reading from the seminar section only. They are offered a full reading room use service for other holding (books, journals, periodicals etc.). They all have access to photocopy services.

The current catalogue in maintained in card format and can be approached by author, title, and subject. There are also an historical 'sheaf catalogue' for older materials.

From the annual reports of the Dhaka University it was revealed that in the beginning books were not catalogue and were entered in a register. During the session of 1923-24 "Sheaf Catalogue" was introduced[3].

The sheaf catalogue still exists for books which were received upto 1952. Books acquired after 1952 were entered into card catalogue, and the library has been maintaining a dictionary catalogue since then the library books were catalogued according to Anglo-American Cataloguing Rules (ALA) from 1927-28 session and now the library follows AACR - II Codes[4].

The Dewey decimal classification was introduced to classify books during 1952-53 session and subsequently new arrivals have been classified according to that system[5].

It is interesting to note that the "open access system" was introduced in 1934-35. It proved to be successful as the volume of book issue increased tremendously and the library became very popular[6]. It had, however, to be withdrawn due to heavy loss of important books and valuable journals. The library returned to a "closed access" system which is still continuing[7].

The Dhaka University library collection is the largest university collection in Bangladesh[8]. It is also the largest library in many respects - namely in respect of collection, of user population and of library professional as well as non-professional staff. This library has also the largest number of manuscript collection. Totaling about 2500. The library collection is also enriched with several donations from many important personalities[9].

"Special mention may be made of the donations of the Zaminder of Baliadi, Dacca, Khan Bahadur Kazimuddin Siddique whose donations are estimated at about 6.756 items of manuscripts alone, in addition to other materials like rare and valuable books[10]. The reprography section of the Dhaka University provides microfilming facilities. It has microfilm readers as well as microfiche readers.

Though the science library is part of the main library, it is located in a separate building near the science faculty campus. At the beginning, the science library was in the physics block of the Curzon Hall. But later on, the building proved to be very inconvenient, and a new building was created. The science library shifted to its new building in the early part of the year 1982[11].

The Dhaka University Science Library is headed by one Deputy Librarian and is assisted by the other staff. All the works of acquisition and processing are however done by the main library.

The Science Library receives books and journals belonging to science and biological sciences faculties. The science library, like the main library, receives a considerable number, of gifts which contribute a large part of the book stock. The science library also has a closed access system like the main library. The students and teachers borrow books from general section.

The Dhaka University Library is followed the modified Browns charging system for issuing books. For the teaching staff a modified Newark system is being followed.

There are 50 Departments / Institutions and have 23,551 students 1,159 teaching staff in the University. The ratio of students and faculty members at the Dhaka University.

Teachers can borrow ten books for four weeks and students one book for two weeks. The library has a closed access system for student users, and an open-access system for teachers and researchers.

The Dhaka University Library is the largest library in Bangladesh. It is a treasure house of rare books, manuscripts, and periodicals, but it also attempts to stock the latest books and periodicals published in Bangla and in English.

The library is open from Saturday to Wednesday from 8.00 a.m. to 9.00 p.m. on Thursday the library is open from 8.00 a.m. to 5.00 p.m. The library is closed on Fridays. While the library intends to serve all students and faculty members of the University of Dhaka. Scholars from outside the University and Overseas Scholars can utilize library resources after seeking the permission of the University Librarian.

2.2   The Use of Computers in Bangladesh

Bangladesh entered into the computer era in 1964 with the installation of an IBM 1620 machine at the Atomic Energy Centre at Dhaka. Institute of Statistical Research and Training (ISRT) installed IBM 101 Statistical Machine in 1964. Commercial application of computer was initiated by Janata Bank with an IBM 1401 in 1967 followed by Adamjee Jute Mills Ltd. in 1970. The Government use of computer began in 1973 with the procurement of an IBM 360/30 machine for the Bureau of Statistics. Bangladesh University of Engineering and Technology (BUET) started its computer application in 1968 by offering courses in Numerical Methods and Computer Programming, acquiring IBM 029 Data Entry Machines.[12]

Computer systems now have been introduced to several Ministries and many other government department and private sector establishments. It has been pointed out, however, that over 45 medium and larger-sized computers are currently used in Bangladesh.[13] In addition, microcomputers are used extensively at different offices, organizations, and institutions and at personal level.

The 1980s are considered the beginning of the automation era as far as libraries and information centres in Bangladesh are concerned. The International Center for diarrhoeal Disease Research, Bangladesh (ICDDR,B) Library and the Agricultural Information Center (AIC) are pioneers in creating bibliographic data bases on specialized fields using microcomputers.[14] Very recently, in view of the changing attitudes of information user in getting specific information, a number of libraries and information centres of the country have taken initiative to establish a proper system for providing desired information to their user by using automation facilities.

Therefore, a basic survey is carrie dout to study the extent of computer applications and use in libraries and information centres in Bangladesh. The main objectives of

the study are to look at : the extent of computer use in library functions and services; problems hindering library automation; and future plans.[15]

2.3   Computerization of Dhaka University Library :

A total computerization programme of the library has been approved by the University Authority. A projected named Dhaka University Automation Project (DULAP). The system has been set up in November 1998, and completed in June 2000, funded by UNDP, Bangladesh and the University of Dhaka, the following phases have been completed by the target dates :

a)   Procurement of requisite hardware.

b)   Procurement of an internationally recognized library software.

c)   LAN Networking of the main library and the science library.

d)   Reading facilities of CD-ROMS.

e)   Creation of a database with -

    i)   Catalogue entries of books with 1980 plus imprint dates.

    ii)   Catalogue inputs of recommended readings.

    iii)   Catalogue entries of books with ISBN.

    iv)   Catalogue entries of Rare Books.

f)   Making the database available at various points throughout the two libraries. and

g)   Offering full internet facilities by -
    i)   Developing Dhaka University web.page.

    ii)   Offering internet facilities for R & D to faculty members, researchers, students and staff.

    iii)   Enabling the Dhaka University Library catalogue to become on-line, as the catalogues of library of Congress, British Library and many others are.

An internationally recognized library software has been installed in this project. The software consists of several modules named, acquisition, catalogue, serials, circulation, database, easy search, GOPACK and internet access. Set up and utilities.

The objective of the project was to establish a computerized system for most operations of the library. The project having completed its objectives, the most important tasks are :

a)   Training of the staff in the operation and use of computers and bearing conversant with the software.

b)   Bar coding of lending stocks.

c)   New style borrowers card with bar codes.

d)   Journal lists.

e)   Complete manuscript lists.

f)   Maintaining book budget automatically in the main server and administration PC. and -

h)   Many such details will be accomplish by the library as the automation programme now belongs to the library.

The student are now using OPAC terminals both at the main are science libraries.

A total system for introduction automation at all levels of the library is now ready. Talking to the persons to the response for above. It is understood that in another in three years time will be fully automated.

Acquired facilities upon completed phases :

-   Catalogue browsing from the OPAC by author, joint author, editor, subject, corporate name, series, accession number, ISBN, date and so on.

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- Catalogue browsing for the above information from any PC. with internet connection from anywhere in the world.

- Preparing Dhaka University Library for offering CD-ROM reading facilities as the trend now is to publish electronically in digitized formats.

- Becoming ready for disseminating information about Dhaka University Library's special collections world wide.

- Becoming ready for storage and retrieval of rare manuscripts in digitized formats.

- Issuing one single identity and borrowers card in digitized format for students, researchers, faculty members and staff, and

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

2.4 Internet Services of Dhaka University Library :

Internet services to faculty member and research students have already began in December, 1998. This has been specially organized to support the research and development activities.

At this stage, students have been provided with one internet browsing in the main library, we would soon increase the number for them.

Policy with internet is very simple : (i) use internet for research and development (ii) no diskette copying at this stage (iii) no e-mail or personal use of the internet will be possible.

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CHAPTER - III

Review of Related Literature

3.1   Library Survey in Bangladesh

Review of Related Literature

An enthusiastic research beginner, inspite of his / her subject affiliation, is required to go through the research findings of similar works, if any, done previously. Such an exercise seems to be a boon for the scholar not only to carry out his research work more scientifically and efficiently, but it also adequately guides the scholar from where to start and how to start the present research, besides reflecting the trend of the subject and helping to check the duplication of the efforts.[1]

However, literature on "Users Attitude Towards the Resources and Services of Dhaka University Library" is not very replete. Having surveyed a number of available sources - both printed and electronic databases, it is found that there are very scanty research works and publications on users of Dhaka University Library in general and their attitude the resources and services in particular.

The purpose of discussing this literature is to provide some basis for indentifying variables that should be considered in determining the factors that have effected change in the users attitude towards the resources and services of Dhaka University Library.

The study undertaken by Umesh Chandra Sharma on *"The Informeter - Measuring Library Cost Effectiveness"* shows that, the book is an endeavour to discuss the theoretical and practical aspects of cost-effectiveness of libraries with the help of a novel tool and method devised. The measure benefits of library services in countable form and thereby can be of help in determining the cost effectiveness of an individual library or a group of libraries.

The product of libraries is a set of services, and derivation of benefits in libraries is mainly reflected in user's satisfaction. The book, being a product of genuine research the field of library and information science, would help the practicing librarians, teachers, researchers and students / users of library administrators in determining library effectiveness and would enable them to increase the output or benefits of library services to the optimum level for the same cost.

The findings of the work *"University Library History : An International Overview"* by James Thompson has revealed that, The true phenomenon of twentieth century higher educaiton has been the development of university libraries. Though their roots in the western world go back medieval times, only in the present age, indeed only in the last four or five decades, have they blossomed. Library literature in Bangladesh has of late, gradually been growing and covering various aspects, but there appears to be no work specially dealing with university libraries, although they have forged ahead of all over kinds of libraries.

Back in the seventeenth century, in the days of Francis Bacon and John Milton, scholars took all knowledge to be their province. It was generally taken for granted that a single human brain could comprehend and hold all learning. To-day, that delusion has vanished, as knowledge has been broken down into more and more minute compartments and specialities. The burden of storing total human knowledge has been shifted to books - millions of books in great libraries ..... It may be fairly stated that an adequate library is not only the basis of all teaching and study, but is an essential condition for research, without which additions are unlikely to be made to the sum of human knowledge.[2] "The library is the heart of the university"[3]; no other single non-human factor is as closely related to the quality of graduate education.

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"The library is the core of university"[4]. As a resource it occupies the central and primary place, because it serves all the functions of a university - teaching and research, the creation of new knowledge and the transmission to posterity of the learning and culture of the present and the past.

"The library is the heart of all the university's work, directly so, as regards its research work, the indirectly as regards its educational work, which derives its life from research work .... Both for humanistic and scientific studies, a first class library is essential in a university"[5]. It is true that scientific research needs a library as well as its laboratories, while for humanistic research the library is both library and laboratory in one.

If the library is well-organized, this aim can be reached and the efficiency of the administration can be judged.[6] C.C. Williamson, in his pioneer study on library educaiton, recommended that courses of library administration be included in library school curriculum to reflect subjects such as personnel management and the general principles of organization and management.[7]

The Report of the Indian Educaiton Commission Observed; "The educaiton system must produce young men and women of character and ability committed to national service and development.[8]

"The library plays a role of central and critical importance in the instruction and scholarly life of the university.[9] University libraries reflect the development of the universities of which they are a part. These libraries, integral parts of the institutions they serve, design their collections and services to meet instructural programmes of the particular institution. Karl Jaspers describes the university as a "community of scholars and students engaged in the task of seeking truth.[10] For Lord Annan "it exists first to promote through reflection and research the life of the

mind; second, to transmit high culture to each generation. Whatever is thought to be intellectually important and of concern to society it teaches to new students.[11]

Libraries in British Universities are likely to know by heart the oft-quoted statement of the University Grants Committee in its report of 1921. "The character and efficiency of a university may be gauged by its treatment of its central organ the library. We regard the fullest provision for library maintenance as the primary and most vital need in the equipment of a university".[12]

The conventional function of a university library have been more or less the same in their character and are generally in conformity with the educational objectives of a university. The basic objectives of a university library consists of conservation, expansion and dissemination of knowlege. Moreover, a university library acts as a supplement to the teaching and research activities by conserving and disseminating knowledge through conventional and contemporary techniques. In order to perform its functions and workings effectively, a university library is concerned with the organization of its resources and developing such working conditions as would enable it to extend its services to its readers. Usually every university library plays a double role - academic as well as administrative "The place of the library in the university community is partly academic and partly non-academic. It operates as an intellectual activity and yet it has many aspects that are of a purely routine or business nature.[13]

The basic aim of a university in brief is the pursuit of knowledge. The three aims of a university may be summed as follows : "The first, is to add to knowledge by research and reflection; the second, is to teach certain subjects as an intellectual discipline and the third is to enable the student to mature as a person and as a citizen.[14] A university library is closely associated with these aims. It is a practical service institution and accountable for every aspect of its performance. "The fundamental role of the library is educational. It should not be operated as a mere

store house of books attached to a reading - room, but as a dynamic instrument of education.[15]

Gelfand, Goldhor, Lancour and Havard - Williams all are of opinion that university library had to pass three stages of development. "The first of these stages was the *storehouse* period of librarianship". Libraries served as warehouses, containing books carefully stored for indefinite preservation. The second stage of library development is the service period. The 3rd strategy of development is on the educational functional of the library.[16]

It must be recognized once and for all that university libraries provide an absolutely fundamental service which affects the whole of the university and without which it would cease to function as a centre for teaching and research.[17]

It has also been stated that "The prime function of a university library is to provide facilities for study and research for the members of its own institution.[18] A university library provides the books and journals needed by teachers and students of its own university, it acquires these materials so that they are usable and retrievable -- recording, arranging, maintaining; and it creates the amenities for their use -- adequate accommodation, liberal hours of opening and services such as photocopying.[19] According to Nigel cox, the functions of a university library fall under five headings : namely control, archive, service cooperation and research and development.

Control : covers ordering, accessioning, cataloguing, circulation, stock-taking.
Archive : is building up the necessary collection.
Service : is the professional guidance and assistance offered to users.
Cooperation : is the need to link with, and contribute to the local and national network of library resources; and

Research and development : is the library staff's activity in perfecting the techniques of librarianship.[20]

Paul Buck visualizes the functions of a university library in line with Cox.[21] Buck includes resources, retrieval of information, coordination, and staff capability. He also summarizes the above functions and concludes with one term namely *'responsiveness'* by which he means the *'alertness'* and *'flexibility'* which are essential for a university library to perform its job effectively.

Thomas Party is of opinion in his Report of the Committee on Libraries : "In the period since the war the most fundamental change in attitude in university libraries has been from the inward-looking conservative method to an out-ward looking organization geared more directly to the needs of the readers.[22]

The Second World war with its world-wide effect on all human activities also had its impact on university libraries.

The university library as an institution and the profession of university librarianship are undergoing a revolution. It is of the nature of revolution that basic and sometimes violent, changes take place all within a short time. Crowned and uncrowned heads usually fall, and though one would greatly deplore the idea of heads of libraries going the way of some heads of state there is a way of some head of the state, there is a philosophysimmering away in a well-known American Centre of learning which envisages even that. We will, however, console ourselves that this cannot happen here, or at least that the library revolution that a French one.[23]

Now universities are open to public assessment. As a result, it is essential for librarians to justify their performances and functions.

Wilson and Tauber further suggested that functions of the unviersity as conservation of knowledge and ideas, teaching, research, publication, extension, and service and interpretation. Although the emphasis is on teaching and research, the library is the core of a university.[24]

Aims considered libraries a storehouse of materials and believed that they played little more than a passive role in the research process. [25] To put it crudely, library services are accepted as a means of meeting simple needs.

The university libraries are now facing a new situation. The unprecedented expansion and complex procedures which university libraries of to-day experience in the functioning of libraries are unexpected. The tremendous increase in the number of students at the undergraduate and post-graduate levels, the information revolution, the proliferation of new subject areas and the explosive situation of new and valuable books and periodicals in English and other languages are some of the chief factors to be reckoned with in the organization and functioning of the university libraries to meet the new demands made on them.

Librarians in general, and academic librarians in particular, have to contend with three factors which tend to undermine their effective performance : information explosion, inflation, and impending budget reductions. Evidently, it would be unrealistic for libraries to expect the same pattern of support to continue when national economies throughout the world are caught in a state of depression.[26]

The university libraries to which quantitative measures might be applied are so complex, so diverse in the programmes they support, and so different from each

other that it is extremely difficult, if not impossible, to devise a common statistical measures which could be applied to all of them.[27]

This problem is further complicated by the character and inadequacy of the currently available data. Herman Fussler, for example, observes that "libraries, like universities, tend to have very inadequate analytical data on their own operations and performance. Such data, especially as they relate to costs and system responses to user needs, are critically important in any effort to improve a library's efficiency and responsiveness.[28]

The Booz, Allen and Hamilton study for the Association of Research Libraries of the various problems faced by the librarians in university libraries management points out that the ideal functions of the university libraries would depend on the consequence of gradual development rather than the result of analysis of requirements and consideration of alternatives.[29]

The value of the university library, however, primarily, depends on the extent to which it attains its objectives. "It was assured that library development is influenced by factors immensely wider than the librarians" professional concerns.[30] This is supported by Gelfand who states "Librarians alone cannot remove those and similar obstacles".[31] Besides it is true that "merely stating aims and giving generous grants does not by itself normalize the situation and solve all the problems.[32] The success of a university library lies in motivaiton, team-spirit, excellence in technical expertise and high management standards on behalf of the librarian and his staff members. The librarian with his professionally skilled and superior staff is capable of controlling the internal factors, also has to manage external factors, as well.[33]

An examination of library literature shows that librarians are becoming increasingly aware of the need to apply techniques and tools developed in other fields in order to make the management of libraries more efficient. A significant development in this

respect is the increasing tendency of librarians to critically examine library operations like acquisitions, cataloguing, classification and the provision of public services, with a view to improving the overall efficiency and effectiveness of the library services. In other words, the modern trend tends to emphasize the aim and objectiveof the library, so that the effectiveness of every operation is viewed from its contribution towards the overall objectives of the instruction. As the pace of technology increases, the volume of publication grows, and budgets are not increased the manager requires more accurate information to accomplish his task.[34] "This made necessary for fruitful coordination of various library units within each of the university and by inter-university cooperation.[35]

The study by the L. Jolley on *"The functions of the university library"* shows that, a University library is expected to be the centre of knowledge where every reader has the right to attain the truth by international process. The library, therefore, has to stock conveniently organized collection of books, periodicals, and other non-book materials for research. study and for advancement of knowledge "The real task of the librarian which is also one of the main tasks of the university is to train the student to train himself. Therefore, "the primary effort of a librarian should be directed towards making books and other library materials accessible and easily used.[36] A university librarian should be of dynamic personality and "The pattern of leadership desirable in supervisory position should be based upon behaviour that emphasises cooperation, participation, consultation and satisfaction for the egoes of the rank and file, even though a strong leader may have subdue his natural desire for self assertion and self display.[37]

One of the earliest articles on the duties of a librarian was written by Edith Clarke in 1889 in which she pointed out that it was impossible for one person to administer and control library materials and recommended the delegation of responsibility and care of books to assistants[38] W.W. Bishop in 1910 based his plea for a centralized library system on efficient and economical supervision and cost. He expanded this

plea further by saying that studies should be made of the cost factors and personnel factors before any decisions were made as to the structure of the organization.[39]

The numerous articles that have been written on this topic point out the tremendous problems that librarians have encountered not only in establishing the identify of the university library but in organizing the library to effectively carry out its programmes. Librarians have been further handicapped by the organization, structure of the parent institution which limited the power and authority of the librarian to re-organize the administrative structure of all the libraries that made up the university library.

McAnally and Downs point out other problems that have had and will continue to have, a tremendous influence upon the university librarian in developing the functional structure for the university library. They are "proliferation in university management, changes in the world of learning and research, the information explosion, hard times and inflation, planning and budgeting, technology, changing theories of management, unionization, and increased control by state boards.[40]

As late as 1900, there were only a few hundred college and university librarians whose main duties involved the mechanics of keeping the books. "Early University librarians, lacking a well-educated staff capable of participation in policy decisions about library affairs or the educational role of the libraryin the institution, tended to develop vigorous chief librarians of an autocratic type".[41] The tremendous growth of under-graduate programmes and overall enrollments after World War II brought on larger and better educated staff with larger library collections.

Dewey felt that in any size in any place the important factor is leadership. The librarian has to play a leadership role in organizing a library.[42] The university library is a part of the total university organization and the organizational structure of the parent university may influence the growth and development of the

organizational structure of the library. University librarians are also characterized hy a high degree of individuality, particularly with respect to policies, programmes, responsibilities and traditions.[43]

As with all institutions, universities and their libraries have experienced considerable change over time. Further changes are taking place now and others clearly lie ahead. Particularly noteworthy is the increasing sense of interdependence and commitment of coordination among universities generally. Gelfand observed, "Even the largest libraries must engage in co-operative activities to augment their resources, for today it is impossible for any library to be absolutely comprehensive in all fields".[44] With regard to university libraries, the following developments are particularly important : the growth of inter-library cooperation, especially resource sharing : the strengthening and expansion of service programmes,[45] such as bibliography instruction; the increasing importance of recorded information in non-print formats; the application of automated systems to library operations and the growth of machine-readable data bases; the closer interaction between librarians and faculty and the improved status of librarians and put them at per with the teaching departments.[46] Within the universiyt, there is increased stress on the effectiveness and efficiency of operators. "It should be noted that these remarks apply to every size of library".[47]

The general assumption is that the primary obligation of a university library is to meet the instructional and research needs of the students and faculty at the university. However, no university library can acquire all of the recorded information that its clientele may final useful. An attempt is made, therefore, to recognize the mechanisms being developed to promote co-operative access to scholarly information, to identify the current limitations of interdependence, and to enumerate the factors which are essential in maintaining an environment in which instruction and research can flourish.[48]

The academic library is not an independent organization but an integral part of the parent institution which has an administrative structure that affects the organizational structure and the library.[49]

In 1967-1968, Raymond Kilpela conducted a survey of the larger university libraries in the United States to determine the type of administrative structure that was used in each library. The replies showed that the majority of the libraries were utilizing the bifurcated structure of organization. He also found that nearly all of the universities surveyed had departmental libraries with varying degrees of co-operation and supervision by the central library. "The typical large university library therefore is a highly decentralized structure composed of numerous divisions and / or departments".[50]

Various other articles appear in library literature that explain many of the problems that librarians face in trying to plan an affective functional structure.

The government of the university library began in faculty hands, passed to a Library Committee composed of the Chairman and a faculty committee, to the Librarian. and then as the library became fragmented, back to faculty control.[51]

Librarians are already feeling the impact of impending budgetary restrictions and have been searching for new methods and alternative procedures for providing more effective library services as well as to develop quantitative measures of their effectiveness, for the purpose of justifying their budgets.

A consequence of both these concerns is the interest shown on cost-benefit and cost-effective studies in various aspects of library operation and service. While such studies will provide quantitative measures on the operating costs of certain operation and services of a library, they cannot represent true measures of the

library's effectiveness. Being basically a service institution, the primary concern of a library is to maximize patron need satisfaction.[52]

On the relationship of the library to the aims of the University a number of noble things have been said from time to time. "Carlyle's declaration that the true University is a collection of books, is an encouraging, if over-simplified starting point".[53]

The literature *"University libraries of India* by C .G. Viswanathan on, it is true that scientific research needs a library as well as its laboratiories, while for humanistic research the library is both library and laboratory in one". All universities and other institutions of higher learning aim and engage in achieving :

(i)   the convenience of knowledge and ideas,

(ii)   their transmission through teaching; and

(iii)   expansion of knowledge by research, publication, extension service and interpretation.

The study undertaken by S.M. Zahed Ahmed on *"Adequacy of Reading Resources and the Satisfaction of the Information Needs of the Faculty Members : A Case Study of Dhaka University Library"* shows that, users use libraries mainly for the background materials and for obtaining specific items of information.University library is able to provide the needed - support to meet the information and literature needs of the faculty members. The information which users obtain from libraries are used mainly for recent publication, current journals, CD - ROM import facilities, etc. Her study has indentified further that users prefer to consult more informal sources of information rather than using the libraries in a desired manner as researchers use.

Philip Rzasa and Norman R. Baker on *"Measures of library effectiveness for a university library"* shows that the primary goal of the library is to maximize user need satisfaction. They further point out that "The primary measures of the effectiveness of a library must adequately reflect satisfaction of user needs".

The literature *"Satisfying the information needs of the faculty members of the arts and social sciences : A Case Study of the Dhaka University Central Library* by S.M. Zabed Ahmed on that Dhaka University Library holds one of the finest scholarly collections in the region. But the central library faces criticisms from various sectors, particularly from the faculty members of the arts and social sciences. This study examines information needs and the satisfaction of the faculty members of the arts and social sciences of the Dhaka University in using the central library.

The study on *"New Trends in Higher Educaiton : The Impact on the University Library* by R.W. Lyman that "The library is the heart of the University; on other single non-human factor is as closely related to the quality of graduate education.

In the process of literature search, the investigator tried to collect literature available on the subject comprehensively. It was found that, some articles which are of most relevant to this study. However, the work of Umesh Chandra Sharma as *"The Informeter : Measuring Library Cost-Effectiveness"*, L. Jolley work as *"The Functions of the University Library"* and S.M. Zabed Ahmed work as *"Adequacy of Reading Resources and the satisfaction of the Information Needs of the Faculty Members : A Case Study of the Dhaka University Library"*, etc. are some of the useful studies which too remained unavailable for review.

3.1 Library Surveys in Bangladesh

The first library survey in Bangladesh was made by Mr. Stephen Parker who surveyed the public libraries in Bangladesh and submitted his Report (Parker Report) to the Government of Bangladesh in 1979.[54] Previous to this in 1958, there had been the Key Report on the library situation in Pakistan.[55] This report had included the libraries of East Pakistan now Bangladesh. However, no attempt has yet been made to survey the university libraries in Bangladesh. There is an imperative need to undertake such a survey in order to assess the functions and workings of the university libraries.

The importance of the university library is gradually being recognized. In March 1986 a series of seminars on university libraries were arranged by the British Council in Bangladesh as part of its continuing programme of cooperation with academic institutions and with the library profession. The seminars were held in the libraries of Dhaka, Rajshahi and Chittagong Universities from March 20 - 30, 1986.

The seminars were well attended by the senior university librarians and the library educationists of Bangladesh. The seminar entitled *Recommendations of the British Council Seminars on University Library Administration* concluded with seven recommendations.[56] The recommendations regarding the university libraries were presented under following heads, namely :

1. Professional activities and cooperation;
2. Resources;
3. Personnel;
4. Reader services;
5. Technical services;
6. Building, furniture and equipment;
7. Finance and budgeting.

This was the first seminar held in Bangladesh on the university library, and the recommendations are well thought out. It these recommendations were implemented the situation of the university libraries would dramatically improve. The seminars put great emphasis on professional activities and cooperation among libraries and were optimistic about the improvement of the university libraries if the recommendations were followed.[57]

Samples were draw from the population of :
a)   Teacher;
b)   Researcher;
c)   P.G. Student;
d)   U.G. Student;
e)   Administrative Staff.

The questionnaires were were pretested in July, 2000 at the Dhaka University Library to determine the clarity and accuracy of the questions.

An analysis of documents from primary and secondary sources was made.

A review of the literature related to library functions, user, needs, need satisfaction, cooperative activities to ensure added service was gathered and examined to indentify the functions, working and administrative set - up.

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CHAPTER - IV

Presentation and Discussion of Analytical Descriptive Data

0.4.1   Analysis and Interpretation

0.4.2   Findings

Analysis and Interpretation

The purpose of this chapter is to present and analyses the data obtained through the library survey of Dhaka university.

Triumph of any user study (of given library and information systems and a given catagory of users) primarily depends on a well-controlled and well-represented sample, and a well - defined methodology of collecting data. The cruicial task before the investigator is, therefore, to determine the size of the sample to be investigated and the methodology to be employed for collecting data. The study population surveyed in the instant investigation exclusively covers 205 users including teacher, researcher, P.G. student, U.G. student, administrative staff.

Out of 325 questionnaires mailed, a total of 205 users (teachers, researchers, P.G. student, U.G. students, administrative staff) responded. Thus, have a response rate of 63% which is little far from the expectations of the investigator.

The investigator also personally contacted several users, even in a few cases more than ten times. So as to ensure timely-collection of data required for the study. After verifying the filled-in questionnaire, it was again found that some of the questions in the questionnaires remain unanswered by a quite few respondents. As these have been excluded from the analysis, the total number of responses may not necessarily be 205 in all the cases consistently.

Table - 1

University Library User's Surveyed (Categorywise)

Status	Number of Respondents	% of Respondents
Teacher	29	14.14
Researcher	22	10.73
P.G. Student	66	32.19
U.G. Student	80	39
Administrative Staff	6	2.92
Others	2	1.0
Total	**205**	-

The above Table - 1 clearly depicted that respondents are teacher 29 (14.14%), researcher 22 (10.73%), P.G. student 66 (32.19%), U.G. student 80 (39%), administrative staff 6 (2.92%) and others 2 (1.0%). The total number of respondents are 205. Out of 325.

Table - 2

Distribution of time length used by the users

Frequently of Use	Number of Respondents	% of Respondents
Less than 6 months	30	14.63
More than one year	42	20.98
2 - 5 years	86	41.95
5 - 10 years	18	8.70
More than 10 years	29	14.14

The study has depicted a clean picture concerning the length time the users are using the university library. The users are teachers / researchers / students. This study shows that are 14.63% using more than one year; 20.98% one year; 41.95% are using 2 - 5 years; 8.70% using 5 - 10 years and 14.14% using the university library more than 10 years as envisaged in Table - 2.

Table - 3

Status of users visits

Frequently of use	Number of Respondents	% of Respondents
Every day	34	16.58
Once a week	32	15.60
Twice a week	82	40
Once a month	12	5.85
Occasionally	45	21.95

The responses given for frequency of the library visit by students, teachers, researchers, administrative staff are listed in Table - 3. The table shows 16.58%, visit the library everyday, 15.60% once a week 40.00% visit twice a week; 5.85% visit the library once a month and 12.95% visit occasionally.

Table - 4

Respondents spent time on reading in the library

Use of time	Number of Respondents	% of Respondents
1 - 2 hours per day	85	41.46
3 - 4 hours per day	25	12.19
Not sure	95	46.34

The figures in Table - 4 shows that 85 (41.46%) spent in the library on reading. 1 - 2 hours per day; 25 (12.19%) 3 - 4 hours per day and 95 (46.34%) spent reading in the library for uncertain time.

Table - 5

Distribution of Respondents by the purpose of using the library

Purpose of use	Number of Respondents	% of Respondents
Teaching	65	31.70
Scholarly writings	54	26.34
Self knowledge	109	50.73
Prescribed course	122	59.51
Research	82	40
Recreation	-	-
Others	-	-

Note: Number of responses 205 as respondent have exercise more than one option.

It is evident from the above analysis that users within purpose use the library are; teaching 31.70%; scholarly writing 26.34%; self knowledge 50.73%; prescribed course 59.51% and research 40.00%.

Table - 6

Respondents satisfied by library collections for information requirements.

Use of Library Collection	Number of Respondents	% of Respondents
Most adequately	6	2.92
Adequately	26	12.68
Satisfactorily	52	25.36
Less Satisfactorily	36	41.95
To some extent	35	17.07

Table - 6 clearly shows that library collections are being used by teachers, students, researchers and the library's collections meet the information requirements of 2.92% (6) respondents most adequately, 12.68% (26) adequately; 25.36% (52) satisfactorily ; 41.95% (86) less satisfactorily and 17.07% (35) to some extent.

Table - 7

Procedures through which the respondents by are known to new publication acquired.

Publication of Library	Number of Respondents	% of Respondents
Display in the library	29	14.14
List of additions	32	15.6
Library catalogues	48	23.41
Informally through	86	41.95
Other students/ researcher	-	-
Informally through the	-	-
librarian / library staff	-	-
Others	10	4.87

Table - 7 show that, publication acquired by the library are known to the users through display in the library 14.14%; list of additions 15.60%; library catalogue 23.41%; informally through other students / researchers / teachers 41.95% and any other source 4.87.

Table - 8

Use of Library resources

Name of Library Resources	Number of Respondents	% of Respondents
Books	122	59.51
Periodicals	42	20.48
Newspapers	35	17.07
Research reports	-	-
Others	6	2.92

Table - 8 indicates the library resources use most often by the users. Books are used by 59.51%; periodicals by 20.48%; newspapers by 17.07% and research by 2.92%.

Table - 9

Information resources needed had already been borrowed

Borrowed of Information Resources	Number of Respondents	% of Respondents
Often	40	19.51
Sometimes	152	74.14
Regularly	13	6.34

The study of the Table - 9 shows that 19.51% often find the necessary books have already borrowed, 74.14% sometimes 6.34% regularly find.

Table - 10

Frequency of using the library catalogues for finding books.

Opinion	Number of Respondents	% of Respondents
Yes	152	74.14
No	53	25.85

In response to question about, using the library catalogues for finding books are 74.14% responded affirmatively, and 25.85% responded negatively.

Table - 11

Opinion about the library classification.

Classification	Number of Respondents	% of Respondents
Easy to understand	122	59.52
Difficult of understand	83	40.48

Table - 11 shows 59.52% (122) think that catalogues are easy to understand and 40.48% (83) think it difficult to understand.

Table - 12

Procedure of the book lending.

Methods of Book Lending	Number of Respondents	% of Respondents
Systematic	96	46.82
Satisfactory	27	13.17
Unsystematic	82	40

The study Table - 12 shows that, 46.82% library user think the procedure of the book lending systematic, 13.17% think satisfactory and 40.00% think it unsystematic.

Table - 13

Need for more books on loan at a time.

Opinion	Number of Respondents	% of Respondents
Yes	157	76.58
No	48	23.41

The above Table - 13 shows that 76.58% of the library users allowed book on loan at a time think that they are satisfied and 23.41°o respondents think that they were not satisfied.

Table - 14

Procurment of books on specific subject.

Opinion	Number of Respondents	% of Respondents
Yes	156	76.09
No	49	23.90

Table - 14, clearly depictes thatwith the books on subject procured 76.09% respondents are satisfied and 23.90% respondents are not satisfied.

Table - 15

Priority of specific publication.

Opinion	Number of Respondents	% of Respondents
Yes	162	79.03
No	43	20.97

Table - 15 shows that, the library to acquire publication of specific interest are recimmended by 79.02% respondents and 20.97% respondents do not recimmended it. 7902% are satisfid with the publication of specific interset and 20,97% are noy satisfied indicated that they were not satisfied.

Table - 16

Rules and Regulations of the Library.

Opinion	Number of Respondents	% of Respondents
Yes	45	21.95
No	160	78.04

The figures in Table - 16 show that, with the rules and regulations of the library 21.97% respondents are satisfied and 78.04% respondents are not satisfied.

Table - 17

Services of the library.

Services of Library	Number of Respondents	% of Respondents
Reference service	134	65.36
Bibliographical service	42	20.48
Abstracting and indexing services	35	17.07
Current awarness service	54	26.34
Selective dissemination of information(SDI) services	-	-
Photocopy services	110	53.65
Others	-	-

Note: Number of responses 205 as respondents have excrecised more than one option.

The study show that, the library services on, reference service 65.36%, bibliography service 20.48%, abstracting and indexing services 17.07%, current awareness services (CAS) 26.34% and photocopy services 53.65% followed the Table - 17.

Table - 18

User satisfiction of library services.

Opinion	Number of Respondents	% of Respondents
Yes	70	34.14
No	135	65.85

Table - 18, shows that, the library services provided are 34.14% respondents indicated that they are satified and 65.85% respondents indicated that they were not satified.

Table - 19

Use of library resources

Opinion	Number of Respondents	% of Respondents
Yes	156	76.09
No	49	23.90

Table - 19 indicates that for, reading materials 76.09% ask library staff for help and they satisfied and 23.90% are not satisfied.

Table - 20

Attitude of library persinnel

Opinion	Number of Respondents	% of Respondents
Yes	123	60
No	82	40

The study show that Table - 20 indicates, library staff are helpful to the 60% users. to 40% (82) respondents.

Table - 21

Reading facilities of the library.

Opinion	Number of Respondents	% of Respondents
Adequate	35	17.07
Fair	73	35.60
Poor	97	47.71

The figures in Table - 21 show that reading facilities of the library on, 17.07% (35) adequate; 35.60% (73) fair and 47.31% (97) poor.

Table - 22

Lighting facilities of the library.

Opinion	Number of Respondents	% of Respondents
Adequate	32	15.6
Fair	92	44.87
Poor	81	39.51

The figures in Table - 22 on, the lighting facilities of the library shows that are 15.60% (32) think it adequate; 44.87% (92)think it fair; and 39.51% (81) think it poor.

Table - 23

Air-condition and ventilation facilities of the library.

Opinion	Number of Respondents	% of Respondents
Adequate	32	15.60
Fair	65	31.70
Poor	108	53.68

On analysis, it is found that Table - 23 on, Air-Conditioning and ventilation facilities of the library and opinion are 15.60% (32) adequate; 31.70% (65) fair and 52.68% (108) poor.

Table - 24

Orientation programme of the library.

Opinion	Number of Respondents	% of Respondents
Yes	42	20.48
No	163	79.51

The figures in Table - 24 on, library orientation programme are respondents 20.48% (42) are satisfied and 79.51% (163) respondents are not satisfied.

Table - 25

Automation of a library.

Opinion	Number of Respondents	% of Respondents
Yes	200	97.56
No	5	2.44

The above Table - 25 shows that, the library should be automated according to97.56% (200) respondents and 2.43% (2) indicated that they do not support it..

Table - 26

Computerization of the library.

Opinion	Number of Respondents	% of Respondents
Yes	40	19.51
No	165	80.49

Table - 26 is on, the users using microfilm, computer, e-mail, internet. The users 19.51% (40) respondents indicated that they are satisfied and 80.48% (165) respondents indicated that they are not satisfied.

Table - 27

Library Collection.

	Number of Respondents	% of Respondents
Over 90% is used	15	7.31
Upto 90% is used	12	5.85
Upto 75% is used	22	10.73
Upto 50% is used	72	35.12
Upto 25% is used	52	25.36
Less than 25% is used	32	15.60

The study has depicted regarding the use of library's collection in general show the Table - 27 on, 7.31% (15) think over 90% collection is used; 5.85% (12) think upto 90% is used; 10.73% (22) think upto 75% is used; 35.12% (72) think upto 50% is used; 25.36% (52) think upto 25% is used and 15.60% (32) think less than 25% is used.

CHAPTER - V

Conclusions

0.5.1 Assesment of Findings

0.5.2 Suggestions

0.5.3 Recommendations

0.5.4 Conclusions

An analysis of the existing condition and programmes of library services in the University reveal that in most cases there are differences in library operations and services. The present study is primarily designed to reflect the magnitude of library use in its different dimensions by the users attitude towards resources and services.

Among other things, in this study the investigation is confined of 'Resources' and 'Services' which are the two major areas in the discipline of Library and Information Science. The present study aims to assess the attitudes of teachers and students towards the adequacy of resources and services of Dhaka University Library.

Results of study are succeinetly discussed in the following sections. The major findings of the investigation are summarized in the following paragraphs.

5.1   Assessment of Findings :

a)   The existing library services offered by the central library suffered from many constraints.

b)   There was inadequacy of recent publications and current journals.

c)   The information needs of the faculty members were not adequately met by the existing library services.

d)   There was an immediate need to train the library personnel and

e)   There was an urgent need to automate the library operations and services.

As far as library survey is concerned performance of university library generally fall between excellent to good under majority of items, viz. procedure of book lending. Information requirements, collection per member, rules and regulations of the library.

In this context (survey) however, the Dhaka University Library did not fair well in respect two items, viz. library staff and computerization. These require special attention of these library.

In regard to the attachement of users with visit the library of Dhaka University Library, it is found that 16.58% of the respondents pay visit to library everyday, followed by 15.60% visit as once a week, 40.00% of the respondents visit library only twice a week, 5.85% visit library once a month and 21.95% respondents visit library occasionally. Hence, it is evident that users are in need of information and used to visit library to consult library materials frequently unlike the other category of client etc., the improve their professional efficiency.

A majority of the students / teachers / researchers are found to have preferred to pay purpose use the library. I followed by 31.70% teaching purpose; 26.34% scholarly writing; 50.73% self knowledge; 59.51% prescribed course; and 40.00% research purpose.

While determining the user / teachers / researcher / students come to know a new publication acquired by the library. While 14.14% display in the library, 15.60% list of addtions; 23.41% library catalogues; 41.95% informally through other students / researcher / teachers and 4.87% any other source.

The study how long have been using the university library by the students / teachers ' researcher. This study shows that, 14.63% of the respondents used to spend less than 6 months; 2048% more than one year; 41.95% respondents used 2 - 5 one year; 8.70% respondents used 5 - 10 years; and 14.14% used more than 10 years.

The study has definite, the services are receive from the library; show that, 65.36% receive the reference service; 20.48% receive bibliography service; 17.07% abstracting and indexing services; 26.34% current awareness services (CAS); and 53.65% receive photocopy services.

The identifying the constraints that the respondents in using information in library, the study reflects some of the important problems. While finding time to look for information and absence of library fully automation are found to be extremely difficult problems, "getting information quickly", "materials in other languages", "inadequate library staff" and "inadequate reference service" are prioritised as considerable problems for them. Respondents, however, consider little problem to "obtain" up-to-date materials and "lack of proper financial and moral support from the parent institution". It, therefore, signifies that the respondents encounter a lot of problems in using library for their users study. However, the magnitude of such problems vary from one respondents to the other.

5.2 Suggestions

In the comparative analysis of the data on library conditions and operations of the six Dhaka University Library in Bangladesh, lack of cooperation among each other, deficiencies in financial support, personnel, collections, and physical facilities have been noted. Cooperative activities should be taken up, and these deficiencies need to be remedied. Recently, developed library practices which were being in use in other developed as well as under developed countries need to be implemented at the libraries of the Dhaka University Library in Bangladesh.

The library must be having adequate information, current awareness service, etc. They need adequate information to make their library. In order to ensure such a qualitative research, the role of the library and information centres assumes greater importance. Hence, library are essential institutions of knowledge to suffice the information need to the users attitude towards the resources.

Regarding library collections :

Library resources should be built upon curricula and research programmes in the university. New courses, especially at the under graduate and graduate levels, should be introduced into the university only after proper library resources have been provided.

Serious attention should be given to the storage of infrequently used materials through the acquisition of microfilm materials. Since the acquisition of infrequently used materials in microfilm will enable these libraries to speed building up the collections to meet the needs of students and faculty.

The subject content and curriculum areas of the library collections at the Dhaka University library should be evaluated (using standardized procedures and tools) in terms of the goals and objectives of the university with regard to curriculum and research needs. The results of the evaluations could then be used to identify appropriate collection building strategies.

Regarding personnel :

The number of professional library personnel the Dhaka University library should be increased in order to correlate with the size of enrolments and be in better relation to the size of non-professional staff as required by the *Draft Standards for University Libraries*. A sufficient number of professional library personnels will increase the degree of effectiveness of library services in Dhaka University library.

Regarding library facilities :

New library buildings should be built or facilities should be expanded in the Dhaka University, now, (2000) as these are below seating and space standards, and should plan space utilization in anticipation of future needs. Funding for this purpose should be sought by the librarians of Dhaka University library both from the government itself as well as from philanthropic and educational foundations.

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Appropriate library furnishings and equipment, ranging from comfortable seating to audio-visual machines and electronic data processing equipment, should be provided as needed to ensure the effectiveness of library services.

Regarding financial support :

The library in the university should be allocated at least 12 percent of the total university operating expenditures as recommended by *Draft standards for university libraries.* However, those university should not rely solely on appropriations. Attempts should be made to elicit the interest of alumni, the general public, and foreign foundations in supporting the programmes of the university library to enable this to fulfill their obligations and responsibilities.

A large portion of book funds should be placed under the management of the librarian. Professional librarians are in a position to supervise a well-balanced and comprehensive growth of library resources and to provide coverage of gaps in library collections.

A post of Chief Administrative Officer should be created in Dhaka University library. This officer will co-ordinate the functions of the university library and act as a liaison between the faculty and the students as well as between the library and other bodies.

The library administrators would remedy the above noted deficiencies and work for the improvement of university library services and resources.

Regarding further evaluation of the general library services in the Dhaka University library : the Bangladesh University Grants Commission or some other appropriate central body should conduct systematic surveys of the Dhaka University library regularly and periodically to identify and evaluate the range and quality of library services at this library and to upgrade and perfect the university library standards.

The library at the Dhaka University library should, in addition, regularly initiate and complete self-studies of their operations and services in order to identify weaknesses, build upon strengths, and further the planning process.

The recommendations listed above can be achieved only through the strong support from the government, the University Grants Commission and with the availability of funds, adequate staff, and a capable chief librarian of the library.

The problems bindering the use of library of the Dhaka University; according the librarians, were exchusive to four main reasons; the lack of funds, pricing system and the pruchase of books, lack of technically trained staff and improper library physical facilities.

These reasons are discussed in more details :

Lack of Funds :

The budget allocation for the Dhaka University Library is not sufficient. In current financial year 1997-98, for instance, out of total allocation of Tk. 5949.14 lac for the Dhaka University only Tk. 190.96 lac was earmarked for the library which is only 2.03%. For this reason, the Dhaka University library could not able to purchase new books, journals, etc. and offer satisfactory services to the users.

Pricing Systems and the Purchase of Books :

Dhaka University Library acquires maximum its books from abroad. But these books are costly and there is also the additional cost of handling and mark-up on importations. It usually collects books once in a year. As a result the time log between the order and receipt of the book and the processing tasks involved such as accessioning, cataloguing, shelving, it usually takes two-years to get a book and hance the books becomes outdated.

Lack of Technically Trained Staff :

At present the Daka University has a staff member of more than 200 including 40 being professionals. But many of these professional staff members suffer from low morale because they are virtually never involved in the decision making on issues relating to their work and properly qualified staff the quality of service can not be expected to improve.

Importance Library Physical Facilities :

The present Dhaka University has a student population of over 20,000 and some 1000 teachers. The library is facing great difficulty in copying with these huge university population. Besides a large part of the main libary is not usable (e.g. the auditorium). In addition, reprographic service is well organized and sometimes it takes 3 - 4 days to get photocopy of books or journals.

5.3   Recommendations

It seems from the above that both the users / teachers / researcher and the librarians are unhappy about the state of affairs. However, the following recommendations are made which will lead to the improvement of the library collection and services and thereby satisfy the information needs of teachers / students / researchers.

Provision of current and up-to-date materials :

The study established that there is the need for current and up-to-date materials. It is suggested that new books and journals be added to the library collection. Journals and periodicals should be purchased directly from the publisher. This will satisfy the users attitude since their tasks requires the use of current publications.

Provision of adequate funds :

The absence of up-to-date reading materials insufficient quantity affects the teacher and study programmes adversely and is one of the main cause sof the deteriorating condition of educational standards of the university. To overcome this problem and

to ensure that the current documents are available, it is suggested that an adequate fund should be made available to procure recent publication, journals and other information materials. A certain percentage of university's annual budget should be earmarked for library purposes which should be reviewed from year to year.

Inter-library lending :

Inter-library loan servce among the university and special libraries in Bangladesh should be introduced and strengthened. A formal agreement among the libraries should be made to ensure the contiunity in the provision of the service and access to materials. This will reduce some of the pressure on the limited library budget.

Staff training :

Existing staff should be trained so that an efficient system could be developed to meet the current and future needs. They should be well trained in modern library services, information technology, audio-visual media production and other similar activities.

Job description, monitoring and self-evaluaiton exercises

It is necessary to have specific job descriptions for every post with specific and unequivocal directions, and written code of conduct. Performance needs to be monitored and every members of staff should be given the opportunity for self - evalution of their activities.

Restructuring / Improving physical facilities :

The physical layout of the library needs restructuring / improving. The stack area of the library should be air-conditioned for the proper preservation of the library materials. Photocopy service is to be recognized for ease of access by all.

Specialised information services :

A directory of specialists and their specialized fields should be developed and maintained to meed the manifold needs of the faculty members. Special information services, like currect awareness services. indexing services, selective dissemination of information (SDI) services should be immediately initiated.

Computerization of the library services :

The present DUL is facing great difficulty in copying with the large university population with the conventional method. Computerization of the library processes is the only way of ensuring that the library will be able to perform its taks efficiently and improve its services to be faculty members and prospective users, both nationally and internationally.

Recommendations of the British Council Seminars on University Library Administration in Bangladesh Submitted to the Honourable Minister of Education, Government of the Peoples Republic of Bangladesh and the Chairman, University Grants Commission.

The University Librarians and the Library Educationists of Bangladesh Participating in the Seminar on "University Library Administration" held under the auspices of the British Council, Dhaka, March 18 - 20, 1986 strongly feel that there should be a set of standards adopted by the University Libraries of Bangladesh in respect of :

1.   Professional Activities and Cooperation.

2.   Resources.

3.   Personnel.

4.   Reader Services.

5.   Technical Services.

6.   Building, Furniture and Equipment.

7.   Finance and Budgeting.

And they put forward the following recommendations :

1. **Professional activities and cooperation :**

1.1   That the policy, standards and development of libraries in Bangladesh should be formulated by a National Advisory Committee on libraries, comprising professionals, senior teachers and academics and official representatives of Ministries concerned with libraries and information resources, and the UGC.

1.2   That the Division of Cultural Affairs, Ministry of Education, should provide the Secretariat of the National Advisory Committee.

1.3   That a special Section of University Libraries should be formed in the Ministry of Education responsible for advising a National Advisory Committee on all matters concerning university libraries.

1.4   That the National Advisory Committee should take responsibility for all aspects for libarianship / information science development, in respect of school, college public and research libraries as well as university, in recognition of the inter-active nature of library services in Bangladesh.

1.5   The professional activities of university librarians should be facilitated by formation of the Bangladesh University Library Association.

1.6   The National Advisory Committee, should advise on appropriate development in library / information science training.

2. **Resources :**

2.1   Textbooks : The textbook is a basic instructural material used by students and teachers. Every student should have one textbook for each course of

study for each academic sesson. In addition, at least on supplementary textbook per 5 students is recommended.

2.2 Subject Reference Books : An adequate number of reference books for each course is recommended.

2.3 General Reference Books : Latest editions of all relevant reference materials including current bibliographics, indexing and abstracting services, etc. should be added annually for updating the Reference Collection and providing current reference service.

2.4 Periodicals : Provision should be made for adequate subscriptions for each department, and national inter-lending of journals policy be formulated.

2.5 Special and Audio-Visual Materials : Special and A - V Materials Division with an adequate colleciton should be established, maintained and continually enriched for special types of readers and for special instructional needs.

3. Personnel :

3.1 A minimum of <u>five</u> professional staff members should be appointed for each one thousand readers.

3.2 The ratio of professional and non-professional staff, not including the members of the lower subordinate staff (MLSS) should be 1.2.

3.3 The pay-scales, status and qualification requirements should be comparable with those of the faculty members.

3.4   Provision should be made for higher education and training of professional library staff and teachers of library science both at home and abroad. Since most of the University library personnel do not have foreign training the University Grants Commission and the Ministry of Education should be urged to take immediate necessary step in this regard.

3.5   In-service training should be arranged as a part of the staff development programme.

3.6   Professional study tours should be arranged for senior managerial staff members.

3.7   Job description should be maintained for all professional and non-professional staff members.

3.8   Selection and appointment of professional library staff should be made on the basis of required qualifications, experience and potentiality.

3.9   There should be adequate scope for promotion of staff members on the basis of ability, professional qualifications, resourcefulness and experience.

4.   Reader Services :

4.1   Effective reader services should be made available thorough :

a.   lending of textbooks to students.

b.   provision of required instructional materials for faculty members.

c.   provision of recommended and reference reading materials in the reading rooms.

d.   assistance to readers in finding and making available reading materials from their own library or from other libraries on inter-library loan according to specific needs of readers.

4.2   Regular orientation programme should be organized and adequate guides should be provided for effective use of the library.

4.3   Special attempts should be made to improve the quality of reference service by employing reference librarian / reference advisor for this purpose.

4.4   Since textbooks are generally beyond the purchasing capacity of students and not easily available in this country, rental library / book bank be instituted in all the universities of Bangladesh.

4.5   Union catalogues of book and periodicals holdings of the university libraries of Bangladesh should be compiled as early as possible.

4.6   Centralized facilities (such as, databank) for collection and dissemination of scientific information and research findings should be provided.

4.7   University libraries should participate in internaitonal exchange programmes to fill up gaps in library collections economically.

5.   Technical Services :

5.1   Attempts should be made to establish common standards for cooperative acquisition and centralized cataloguing and classification to facilities future cooperative activities through automation.

5.2   A liberal policy should be adopted for allocating adequate funds including foreign exchange to the universities.

5.3   Import restrictions should be waived in case of import of reading materials and library equipment by the universities.

5.4   Books, periodicals and instructional materials should be exempted from customs duties and all sorts of taxes.

5.5   Postal authorities should be urged to make a special arrangement in the foreign post office for safe receipt of books, journals and other reading materials for the universities and other research institutions.

5.6   To get a uniform exchange rate fixed by the booksellers a good offices committee should be established consisting of university librarians and the representatives of the Booksellers' and Publishers' Association, the University Grants Commission, the Library Association of Bangladesh, the Ministry of Education, the Ministry of Commerce, the Ministry of Finance, the office of the chief controller of imports and exports and the customs department.

5.7   Decision regarding computer applications to library services should be made by the University and national authorities after giving due consideration to capital investments, recurring costs, availability of spare parts, availability of trained personnel, etc.

6.   Building, Furniture and Equipment :

6.1   University library buildings should be functional and spacious, having adequate provision for future expansion, both horizontal and vertical.

6.2   The preliminary sketch of various departments and units and their included activities showing functional relationship of areas prepared by the librarian must be the precondition for architectural design and structure.

6.3   University library buildings should be either air-conditioned or designed for good natural ventilation.

6.4   Adequate precautionary measures must be taken for conservation and protection of library materials applying necessary mechanical devices.

6.5   Good lighting arrangement, soothing colour and pleasant interior and exterior decoration should be provided to create an inviting and congenial atmosphere for the readers.

6.6   The furniture should conform to modern aesthetic taste and be convenient for use.

6.7   Modern equipment including electronic ones required for facilitating library services should either be manufactured in the country or be allowed to be imported.

7.   Finance and Budgeting :

7.1   A minimum of 12 percent of the total budget of the university should be allocated to the university library.

7.2   A minimum of 60 percent of the total budget of the university library should be spent on the purchase and maintenance of library materials.

7.3   The remaining 40 percent should be spent on staff salaries and allowances.

5.4 Conclusions

The library is to provide the right information to the right user at the right time in the right form. This implies that a library has to plan, develop and organize its resources and services in such a way that it should facilitate easy retrieval of the needed information as quickly as possible and with minimum effort. A well established library with an all - round and up-to-date collection suitable for study and research is a pre-requisite for higher education.

The library which is an indispensable part of any university is the store-house of the world's knowledge. The students, researchers and faculty members of a university are the users of the library, towards whom all services are directed, their attitude reflect the extent to which the efforts of the librarians have been successful in developing the resources and services of the university library to meet their needs.

APPENDIX

Questionnaire

Users Attitude towards the Resources and Services of Dhaka University Library : A Survey

Part A.

1. **Name :**

    Professor / Dr. / Mr. / Ms ....

2. **Status :**

2.1	Teacher	☐
2.2	Researcher	☐
2.3	P.G. Student	☐
2.4	U.G. Student	☐
2.5	Administrative Staff	☐
2.6	Others (Please Specify)	

3. **Name of the Department, University and Organization** ....

4. **Field of Specializaiton** ....

Part B.

1. **Are you a member of the University Library : Yes** ☐ **No** ☐

2. **How long you have been using the University Library :**

2.1	Less than 6 months	☐
2.2	More than one year	☐
2.3	2 - 5 years	☐
2.4	5 - 10 years	☐
2.5	More than 10 years	☐

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3. **How frequently do you visit the library ?**

    ☐ Every day   ☐ Once a week   ☐ Twice in a week

    ☐ Once a month ☐ Occasionally

4. **How much time do you spent on reading in the library ?**

    ☐ 1 - 2 hours per day   ☐ 3 - 4 hours per day   ☐ Not sure

5. **Which library do you use most frequently ?**

    ☐ The University Central Library

    ☐ Departmental / Seminar Library

    ☐ Science Library

    ☐ Institutional Library

    ☐ None

6. **If you are not regular User of the library, please indicate the reasons.**

    6.1 ☐ Unsuitability of library working hour

    6.2 ☐ Library does not open on holidays

    6.3 ☐ Organization (classification, cataloguing, shelf arrangement etc.) is not satisfactory.

    6.4 ☐ Any other (please specify) ....

7. **For what purpose do you use the library ?**

    ☐ Teaching   ☐ Research

    ☐ Scholarly writings

    ☐ Self knowledge

    ☐ Prescribed course

    ☐ Recreation

    ☐ Other (please specify)

Part C.

1. **How for the library's collections meet your information requirements in respect of your area of study/research.**

    1.1 ☐ Most adequately

    1.2 ☐ Adequately

    1.3 ☐ Satisfactorily

    1.4 ☐ Less satisfactorily

    1.5 ☐ To some extent

2. **How do you come to know about a new publication acquired by the library ?**

    2.1 ☐ Display in the library

    2.2 ☐ List of Additions

    2.3 ☐ Library catalogues

    2.4 ☐ Informally through other students / researchers / teachers

    2.5 ☐ Informally through the librarian / library staff

    2.6 ☐ Any other source (please specify) ....

3. **Which type of library materials do you use most often ?**

    3.1 ☐ Books   ☐ periodicals   ☐ Newspaper   ☐ Research reports

    3.2 ☐ Others (please specify) ....

4. **Do you ever find that a book you want has already been taken out ?**

    4.1 ☐ Often   ☐ Sometimes   ☐ Regularly

5. **Do you use the library catalogues for finding books ?**

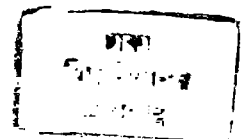   ☐ Yes   ☐ No   384754

6. **In your opinion is the library classification :**

    ☐ Easy to understand   ☐ Difficult to understand

7. **Procedure of book lending :**

    7.1 ☐ Systematic

    7.2 ☐ Satisfactory

    7.3 ☐ Unsystematic

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8. **Have you ever felt that you need more books than allowed on loan at a time ?**   ☐ Yes   ☐ No

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

☐ Yes   ☐ No

10. **Do you request/recommend tlie library to acquire publication of your specific interest ?** ☐ Yes   ☐ No

11. **If yes, the response of the library has been :**

11.1   ☐   Highly satisfactory.

11.2   ☐   Satisfactory

11.3   ☐   No satisfactory

11.3   ☐   Poor

12. **Are you satisfied with the ruels and regulations of the library ?**

☐ Yes   ☐ No

13. **What are the services you receive from the library ?**

13.1   ☐   Reference service

13.2   ☐   Bibliographical service

13.3   ☐   Abstracting and Indexing services

13.4   ☐   Current Awareness services

13.5   ☐   Selective Dissemination of Information (SDI) service

13.6   ☐   Photocopy services

13.7   ☐   Others (please specify) ....

14.   Are you satisfied with the services provided by the library ?

☐ Yes   ☐ No

15. **If you do not find the reading material do you ask library staff for help ?**

☐ Yes   ☐ No

16. **Is library staff helpful to you ?**

☐ Yes   ☐ No

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

17.1 ☐ Adequate

17.2 ☐ Fair

17.3 ☐ Poor

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

18.1 ☐ Adequate

18.2 ☐ Fair

18.3 ☐ Poor

19. **What is your opinion about the air-conditioning and ventilation facilities of the library ?**

19.1 ☐ Adequate

19.2 ☐ Fair

19.3 ☐ Poor

20. **Does the library render any orientation programme ?**

☐ Yes ☐ No

If yes is it : ☐ Adequate ☐ Not adequate

21. **Would you recommend that the library should be automated ?**

☐ Yes ☐ No

22. **Have you used Microfilm, Computer, E-mail, Internet ?**

☐ Yes ☐ No

22.1 **If yes, what is your experience ?**

....

....

23. **Please Indicate your opinion regarding the use of library's collection in general :**

23.1 ☐ Over 90% is used.

23.2 ☐ Upto 90% in used.

23.3 ☐ Upto 75% in used.

23.4 ☐ Upto 50% in used.

23.5 ☐ Upto 25% in used.

23.6 ☐ Less than 25% in used.

24. **Please indentify constraints and problems faced in rendering effective and efficient information services [Please tick in appropriate box's].**

☐ Lack of interest of the library staff

☐ Lack of adequate learning resources

☐ Lack of adequate space within the library

☐ Lack of knowledge of librarianship

☐ Shortage of professional staff

☐ Ignorance of the authorities about library and its services

☐ Negligence in using information

☐ Absence of information technology in the library

☐ Lack of knowledge in using informaiton technology

☐ Low salary and status of the library staff

☐ Negligence of authority

☐ Shortage of adequate funds

☐ Any other (Please mention) ....

25. **What is your suggestions for improving the Dhaka University Library?**

....

....

....

Name :

Position :

Address :

Signature :

Date :

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GENERAL BIBLIOGRAPHY

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