

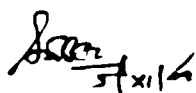
UNIVERSITY OF DHAKA
Department of Information Science and
Library Management

Information Management in Print Media
Libraries: Problems, Concepts and
Practices in Bangladesh

A Thesis Submitted in Partial Fulfilment of the M. Phil Degree

by
Examination Roll No. 11
Registration No. 240
(Session: 2003-2004)

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October 2009.*

Acknowledgements

This research worker is indebted to scores of persons and institutions during the last 6 years who contributed considerably to accomplishing the present work. Though it is not possible to mention all of their names, the following institutions and individuals are specifically adverted to express sincere gratitude:

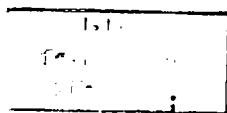
Dr K. M. Saiful Islam, Professor, Department of Information Science and Library Management, University of Dhaka, and the supervisor of the present thesis for his sagacious guidance and supervision in all the stages of this work to complete.

Barbara P. Semonche, Library Director at the University of North Carolina-Chapel Hill, School of Journalism and Mass Communication who is the founder of Newspaper Division of *Special Libraries*, and Editor of *News media libraries: a management hand book* cordially helped this researcher to find relevant literature and considered this work to be of immense importance beyond America and Europe.

Safiq Rehman, Founder Editor of *Jaijaidin*, from whom the researcher first got practical knowledge of how to build up a modern print media library and its necessity to journalists during 2003-2005 when this investigator worked in his organization. Also his further affectionate inspiration helped better comprehension of the subject.

Nomanul Haq, Reference Editor, *The Daily Ittefaq*, regarded as the pioneer of print media library in Bangladesh, whose keen interest, effort and encouragement enabled this investigator to complete the historical part of this study. 448519

This researcher is also thankful to those journalists, writers and information scientists who always co-operated to collect data from all the divisional towns in Bangladesh and all the news librarians in newslib-groups for sharing their ideas. Finally this worker is thankful to Vancouver Public Library and University of British Columbia Library, Canada; Chartered Institute of Librarians and Information Professionals,



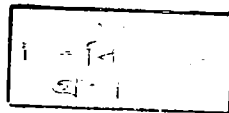
UK; Dhaka University Library and the Ministry of Information, Bangladesh which extended co-operation in collecting large number of literatures.

Dhaka

October 20, 2009.

A. B.

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Chapter I

Introduction^I

Statement of the problem

Print media is considered as the guardian of democracy. In a democratic society, media plays a very important role. Even in the process of democratization of a society, media has significant role. So, media is called the 'third parliament'. As print media has a big role in making a society accountable, informative and democratic, it is beyond question that it has big responsibility. Authentic and quality news must be provided. The quality of news nowadays widely depends on the efficient information system of media libraries. Since the readers now do expect more than the mere description of an event, a well planned library information system can ensure authentic and quality news by providing background information and related other valuable information quickly as and when necessary. Only observation of spot can not ensure expected level of authenticity. In the 'follow up report', 'analytical report' and many other reports, the reporters require various information about a particular event. For example, if a reporter wants to report on the recent earthquake, or terrorism, he/she might require different type of information like-- 'when and where did the last earthquake take place?', 'what about the casualties?'. In subject, 'Terrorism' many pertinent questions may have to be addressed, viz. 'information about the terrorist groups', 'past activities of the terrorist groups', 'number of members', 'their ages, addresses', 'family background', 'any political force behind, if any', etc. Libraries need to quickly respond to these cases. Information management practice in media libraries can only ensure the service that can provide the right information at the right time. In the developed countries, the question of media libraries is taken seriously. They give priority to developing an effective as well as efficient library information system.

Print media are in the business of information. They collect, analyze, process, present and sell information about current affairs and matters of current interest. For this reason they tend to assume that, as institutions and companies in the information business, they are good at information management. They are, indeed, very good at gathering information from a wide range of sources and processing it into attractive packages that can be sold in the particular medium of paper. Comparatively few print media, however, proceed any further with the information at their disposal, storing and reusing it to extract the maximum commercial and corporate benefit from it. Many print media do not possess an archive of any kind: and many of those that do make no attempt to design and manage the archive so that it can develop into a major corporate resource, and not remain merely a convenient editorial tool.²

Assuming that information management is as important as financial, resource or personnel management, the present study tries to find out the current position and trend of information management practice in print media libraries of Bangladesh.

In Bangladesh, especially in the last decade the print media had been revolutionized. Not only the quantity of newspapers has been increased but also some qualitative changes in contents, presentations, and illustrations of print media have taken place. This change occurred after the fall of the military regime of General H. M. Ershad in 1990. Then the caretaker government changed the 'media act'. And under the act, media got extensive freedom in expressing their opinion. This was the driving force behind the media revolution. Now in Bangladesh, there are 515 print media, among them 139 national daily, 325 local daily, 62 weekly, 23 fortnightly and 28 monthly.³

Although the changes in the public media sector in Bangladesh was declared, no remarkable change in the print media libraries was spectacular. It is a matter of regret that print media libraries have still remained to be a neglected sector. No print media in Bangladesh, except one or two, has taken pragmatic or realistic steps in order to modernize their library information system, although it is impossible to develop a modern media without a proactive and dynamic information management practice in

terms of the standard of 21st century. Another important thing is that no systematic study has yet been pursued either by any individual or any organization in order to assess the information management service in the print media libraries in Bangladesh, or the nature of the problems those libraries are suffering from, and how to overcome them.

This study attempts to find out the present status of print media libraries of Bangladesh as also investigate the factors on which the quality of information management service in print media library depends. The study works with seven variables, such as; *background information service, information access system, accurate and consistent information, co-operation of library personnel, library resources, service on time, and reference service* in order to assess *quality information management service* in print media libraries. The study also encompasses the relationship between human resource practice and information management service in the print media libraries of Bangladesh. This type of study is important for both journalists, current writers and library personnel in that it will firstly help provide quick information, and secondly, give them insight and better understanding to develop library information system and information management practice in their organization.

Hypotheses

The major hypothesis formulated at the outset of the research for this work held that the existing phenomenon of the information management service of the print media libraries in Bangladesh is inadequate. Minor hypothesis emphasized that existing conditions and practices are unequal for establishing a sound, effective and quality information system in print media because of:

- i) limited demand of information from journalists
- ii) indifferent human resources practices
- iii) organizational culture affecting the performance of library personnel
- iv) budget constraint.

Purpose of the study

The main purposes and objectives of the study are:

- i) To depict the status of information management practice of the print media libraries in Bangladesh.
- ii) To identify the factors that influence in building quality information management service in print media libraries.
- iii) To assess the impact of human resource practice on information system in print media libraries.
- iv) To draw the trend of using information technology in managing information in print media.
- v) To identify the nature of problems existing in information management in the print media libraries, and recommend measures for development.

One of the purposes of the study is to measure the performance of the information system of the print media libraries in Bangladesh. In order to identify the problems associated with the satisfactory performance of media libraries, some questions emanated. These questions associated with the research are as follows:

- i) What factors influence the overall performance of the quality information management service in print media libraries?
- ii) Is there any relationship between motivational factors and overall performance of the library workers?
- iii) How does budget affect the library services?
- iv) How does the HR practice influence information workers to serve in a better way?

It is important to administer a research for the development of the print media libraries that will ultimately develop the quality of our print media sector. From this point of view, this study has special significance, as it deals with such a sector that is neglected for long, although it is significantly related to our national interest. The

endeavor through this study is to depict the overall condition of the print media libraries, identify the problems and find out potential solutions.

Although the purpose of the study is clearly academic, it will help especially those people who are related to the print media. It will help also the policy maker of the print media in order to understand their particular problem and definitely indicate the ways to overcome the problems existing in this sector. The study is expected to enhance awareness among the media personalities about the role of media libraries in reaching their organizational goals.

Another significant facet of the study is that it will be a guide line for the future researchers working in this sector.

Scope of the work

The study basically focuses on two dimensions of information management in print media libraries in Bangladesh—The first dimension is that what factors influence the quality of information management service and how human resource practice in print media influences quality information system. Seven variables, as stated above, were deliberately selected in order to assess the factors that influence in developing quality information management service. And the quantitative assessment is strongly supported by statistical analysis of the responses of 252 journalists. Qualitative research technique has been used for the later part of the study. Data have been collected from 61 print media, among them 26 national daily, 24 local daily, 5 weekly, 3 fortnightly and 3 monthly based on the divisional towns in Bangladesh.

References

¹ Most of the statistics and data were drawn from Questionnaire (Appendix-II) and personal interviews with the journalists and librarians.

² Arundale, Justin. Information management in newspaper. *Information technologies for newspaper publishing in Asia and the Pacific* / ed. by Belinda Hopkinson. Paris: UNESCO, c 1997. p.72. (Communication and development series).

³ Bangladesh. Ministry of Information. Department of Films and Publications. Annual report of magazines and periodicals, Dhaka: The Department, 2007. 15 p.

Chapter 2

Research Methodology and Strategy^I

Quantitative and Qualitative Approach

Approaches followed in this study were both quantitative and qualitative. Some parts of the study are exploratory and the rest parts are quantitative. Although the study did not attempt to test any hypothesis in a quantitative way, statistical techniques were used in order to quantitatively assess the current situation of the print media libraries in Bangladesh. A trend of the problems obtaining in this area has also been drawn. The study also examined some probable solutions within the limited scope of the work.

Statistical techniques were applied in order to quantify different parameters used in this research'. A psychometric scale, namely 'Likert Scale', was used in order to specify the level of agreement of the respondents with eight parameters. These eight parameters were used to evaluate the performance of the existing systems as well as facilities available in the print media libraries. Two different statistical analytical techniques such as, Multiple Regression Analysis and ANOVA were used to measure the level of quality information management service rendered by the print media libraries in Bangladesh.

Both primary and secondary types of information have been used in pursuing the study. Secondary data have mainly been used in order to develop the conceptual framework of the study. Primary data, on the other hand, have been used for depicting the present situation of the media libraries of Bangladesh. Along with this, some potential solutions have also been examined under the light of primary data.

Data Collection

This researcher used different ways in order to collect data related to a specific study. A wide range of data collection methods were applied in order to support the study.

Data both from primary sources and secondary sources have deliberately been collected by using multiple techniques, such as structured observation, interview, questionnaire method, literature search, etc. Statistical techniques were used in order to quantify different parameters used in this research. A psychometric scale, namely 'Likert Scale', was used in order to specify the level of agreement of the respondents with eight parameters. These eight parameters were used to evaluate the performance of the existing systems as well as facilities available in the print media libraries. Multiple Regression Analysis and ANOVA were used to measure the level of quality information management service rendered by the print media libraries in Bangladesh.

Both primary and secondary types of sources were used in conducting data collection. Secondary sources were mainly used in order to develop the conceptual framework of the study. Primary sources, on the other hand, were used for depicting the status of the media libraries of Bangladesh and examine potentials solutions.

Primary sources

Data from primary sources can be considered as the blood stream of a research project. At the time of beginning this study (January, 2009), there were 515 print media of different types in Bangladesh². A probability sampling method was used and 61 organizations were selected as sample for primary sources to conduct the study (mentioned in Appendix-1).

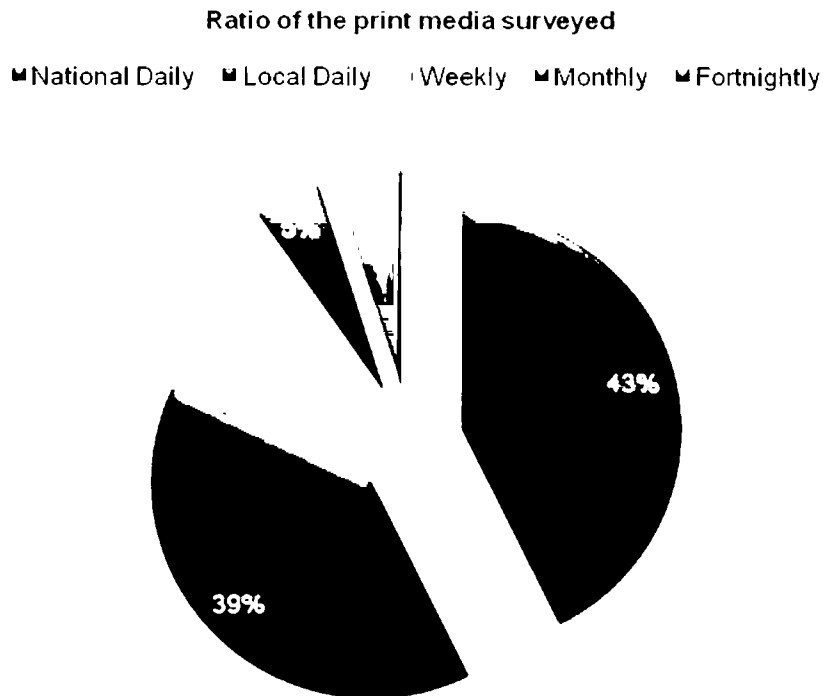


Figure 1. Ratio of the print media surveyed

This means, the probability of inclusion in the survey was $61/515$ (n/N , where n is the sample size and N is the sample frame size) i.e. 1 in 9 organization were surveyed. In the study, the following ways were used to collect mainly primary data:

a. Structured observation

Several print media libraries were visited in order to understand how they were functioning, what type of services they provided and what type of problems they faced in providing services. In the study, observation had a significant role.

Here structured observation technique was used. The reason behind using this technique was that it allows system or behavior to be observed directly. To do this, at first an observation schedule was developed to strike immediately what was needed to conduct the study and record everything immediately as well as systematically.

In observation, sampling method was also applied. It was because it was not possible to observe each and every single individual who used print media libraries. Fifteen library personnel and 60 users of 25 different print media libraries were observed.

Type of organization	Number of observant	Designation
National dailies	1	Reference editor
National dailies	12	Librarian
Weeklies	1	Librarian
Fortnightly	1	Librarian
National dailies	5	News editor
National dailies	10	Senior staff reporter
National dailies	12	Junior staff reporter
National dailies	13	Sub-editor
Weeklies	3	Staff reporter
Fortnightly	2	Staff reporter

Table 1. List of observant in the study

In observation strategy, 'focal sampling method' was used. That meant, a specific individual and his/her activities were observed for a set period of time and everything that went to the interest of the study was recorded.

b. Interview

Interview was an important technique in this research. It is entirely different from observation and questionnaire method. It provided insight to the researcher about the problem. Interview of the personnel who work in the print media libraries were taken. Through interview, the problems regarding the existing system of the print media libraries were tried to explore.

Type of organization	Number of interviewer	Status
National daily	7	Editor
National daily	1	Reference editor
National daily	7	Librarian
National daily	4	Library assistant
Local daily	1	Editor
Local daily	1	Librarian
Weekly	1	Editor
Weekly	1	Librarian
Monthly	1	Editor
Fortnightly	1	Librarian

Table 2. List of interviewer in the study

Moreover, an intensive interview was also conducted with a view to understand the position of the users about the services provided by their respective library.

c. Questionnaire

A carefully designed questionnaire was distributed among a sample group consisting 286 persons. Among them 252 were from users' group and the rest ones were library professionals. The questionnaire was designed in such a way that the quality of the existing information system could be specifically measured. Two sets of questionnaire were designed—one for library workers (mentioned in Appendix II) and the other for the users of the print media libraries (mentioned in Appendix III). In the questionnaire for librarians, questions related to the existing system, the problems they usually faced were asked. Questionnaires for users, on the other hand, questions were put to reveal the type of their need, the frequency of usage, the quality of the service. In order to assess the quality of service provided by the print media libraries, eight variables were used. The items were applied to measure on a 7 point 'Likert type' scale. In the measurement, scale 1 indicated strong disagreement and scale 7 indicated greatly agreed. The respondents selected the appropriate point that best indicated how they would describe the attributes being rated. It was tried to determine the problems in the existing system through some other type of questions. The questionnaire also tried to seek opinions related to overcome the existing problems and how to develop a superior system. Journalists and library professionals within Dhaka city were surveyed through personal visits to the newspaper offices. Surveys made outside Dhaka city was conducted through mail.

The questionnaires were pre-tested and finally survey was conducted on 286 library professionals and journalists. Here is a list of respondents among whom questionnaires were distributed:

Type of organization	Type of respondent	Number of respondent	Status
National daily	Journalist	46	Editor
National daily	Journalist	129	Reporter
National daily	Librarian	25	Library staff
Local daily	Journalist	6	Editor
Local daily	Journalist	42	Reporter
Local daily	Librarian	4	Library staff
Weekly	Journalist	3	Editor
Weekly	Journalist	10	Reporter
Weekly	Librarian	2	Library staff
Monthly	Journalist	3	Editor
Monthly	Journalist	4	Reporter
Monthly	Librarian	2	Library staff
Fortnightly	Journalist	4	Editor
Fortnightly	Journalist	5	Reporter
Fortnightly	Librarian	1	Library staff

Table 3. List of respondent in the study

Since conducting the study with the entire population is nothing but impossible, this survey designed the sample in such a way that the sample represents the entire population. Two hundred and eighty six respondents were included from 12 different groups, such as editors of national dailies, reporters of national dailies, library staffs of national dailies, editors of local dailies, reporters of local dailies, library staffs of local dailies, editors of weeklies, reporters of weeklies, library staffs of weeklies, editors of monthlies, reporters of monthlies, library staffs of monthlies, editors of fortnightlies, reporters of fortnightlies, library staffs of fortnightlies.

Sixty-one print media were primarily selected in order to administer the study. As the study was interested in finding out the existing problems in information system in the print media libraries as well as assessing the quality of information management service provided, both library workers working in the print media libraries and users of different groups were included in the survey. Probability sample technique was used in sampling. At the time of the survey (July, 2009), there were, 1,272 journalists employed in those 61 print media³. Among them 252 were taken as sample.

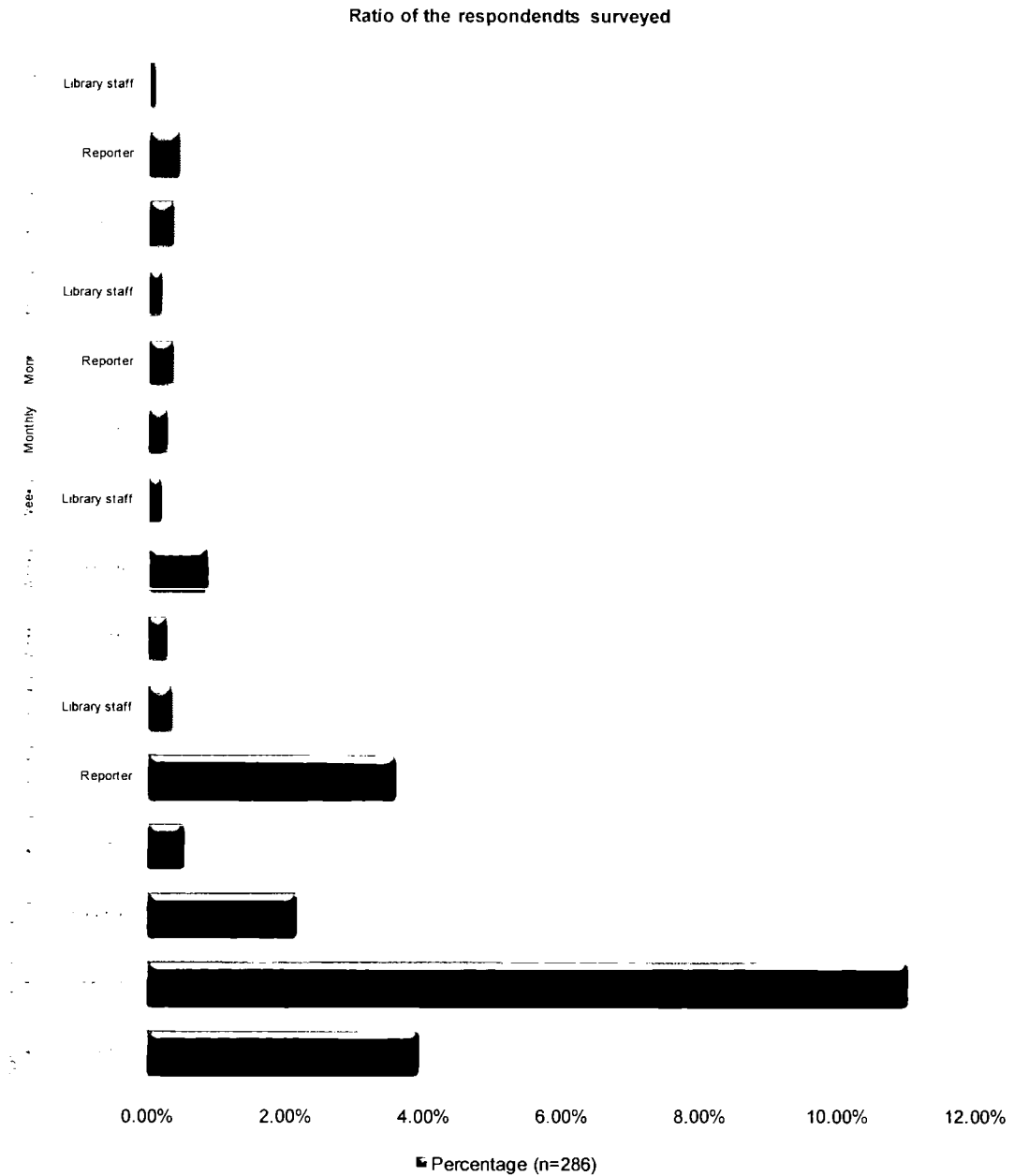
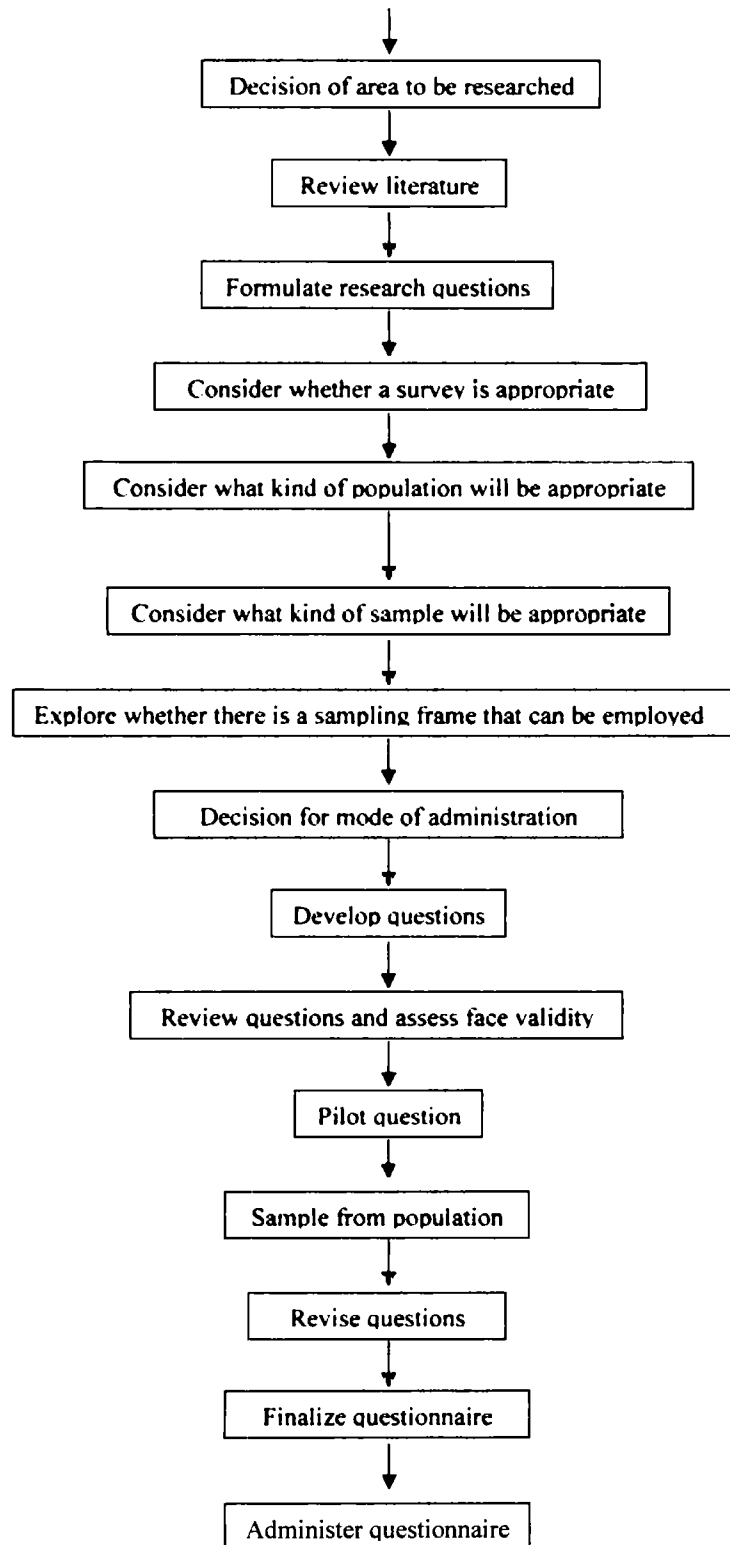


Figure 2. Ratio of the respondents surveyed

This means the probability of inclusion in the survey is $286/1272$ (n/N , where n is the sample size and N is the population size) i.e. 1 in 3 persons were surveyed. In this study, 'population' refers to all journalists and all library members of those 61 print media of Bangladesh. The survey was conducted on the print media based on the divisional towns in Bangladesh, i.e., Dhaka, Chittagong, Barisal, Sylhet and Rajshahi.

Multiple steps were followed in conducting the questionnaire survey. The basic steps which were followed in the survey have been shown in the following figures:



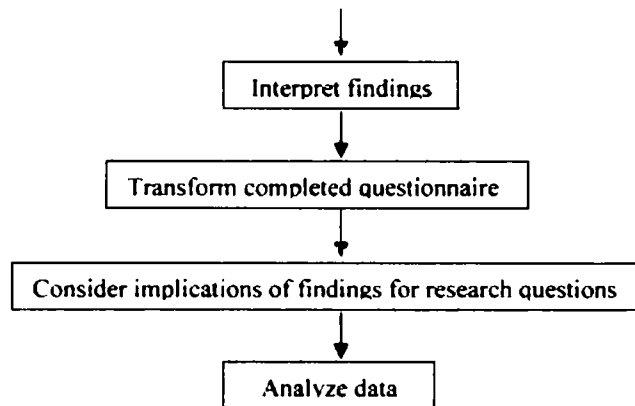


Figure 3. Steps followed in the survey

Secondary sources

Secondary sources of data help develop the theoretical structure of a study. It also gives insight of a particular problem and it is crucial for a researcher in order to conduct a research successfully.

A fairly heterogeneous set of secondary sources of data were used in order to develop the study. Here not only published materials were used, but also unpublished materials were also taken in support of the study. Documents and archival records were used for depicting the historical development of print media libraries.

Books, articles, journals, magazines, daily newspapers and other relevant materials were also used in order to serve the purpose of the study. The quality of documents was carefully examined before using such kind of documents. In order to assess the quality of documents, the following criteria prescribed by John Scott⁴ were followed:

Authenticity: Is the evidence genuine and of unquestionable origin?

Credibility: Is the evidence free from error and distortion?

Representativeness: Is the evidence typical of its kind, and, if not, is the extent of its untypicality known?

Meaning: Is the evidence clear and comprehensive?

Organizational documents both from public domain and non-public domain were also examined in order to collect information in support of the study. Some of these

documents were in public domain, but some of them were from non public domain such as minutes of the meetings, inter-office memo, policy statements, unpublished reports and manuals for new recruits. These documents were collected to build up a clear phenomenon and describe the history of the print media libraries.

Strengths and Weaknesses of the Study

Each individual study has some strengths as also weaknesses. Like other studies, this study also contains strengths and weaknesses. These are as follows:

Strengths

- i) It is an empirical study. Intensive data from different types of print media libraries were collected. Side by side, day-to-day activities of several print media libraries were been carefully observed. It helped develop insight in understanding the functional side of the system established in those libraries. Close interview with both professionals as well as users help understand the nature of the existing problems and the satisfaction level of users.
- ii) Quantifying the variables (where necessary) was another important strength of the study. In order to quantify the parameters used to measure performance, different statistical techniques were deliberately used.
- iii) The study was based on strong theoretical ground. In a separate section, the theoretical aspect of the study was discussed in depth. It is beyond question that no successful and effective study is possible without strong theoretical background.
- iv) In data collection, both primary sources of data and secondary sources of data were been collected. In collecting primary data, different survey techniques, such as questionnaire method, interview techniques, observation technique and discussion with different groups related with the study were used. Secondary sources, on the other hand, were collected from different libraries of Bangladesh, UK, USA and Canada. It is important that using information

from secondary sources authenticity was examined to draw a more realistic picture.

- v) As 'Structured observation technique' was used in the study, it provided more reliable information about 'Information management in print media libraries in Bangladesh' and it also gave greater precision about information. No doubt it makes the study more reliable and establishes validity.

Weaknesses

- i) Sampling technique was used in order to conduct the study. It is because it was not possible to conduct such a study with the entire community of journalists and writers. This is the weakest point of the study. Lack of fund, time constraint, and lack of manpower are the main reasons why sampling method was used, rather than working with the entire community.
- ii) In some cases, approximate data were used instead of the exact figure. Unavailability of exact data from the authentic source was the main reason behind this step.
- iii) The dailies published from Dhaka city were only considered to be nationally significant. Communication with other newspapers published from outside Dhaka has been conducted through mail only. There are thus some weaknesses in depicting the condition of those print media due to lack of first hand information and sources.
- iv) Data collection in a developing country like Bangladesh is very tough. In most of the cases, it was observed that people are not sufficiently responsive. Moreover, they were very quite reluctant to answer the questionnaire. Sometimes they filled up a questionnaire without paying sufficient attention. It is also noteworthy that in some cases they answered questions without understanding what they were indeed asked to do. These aspects no doubt have cast negative shadow on the study to some extent,

although efforts were made to overcome these limitations, whenever possible.

- v) When respondents could understand that they are being observed, they started behaving differently (The word 'abnormally' implies here that they do not behave what they usually do). As 'structured observation' was one of the strategies of this study, it had some negative impact on the study.
- vi) In writing historical background of the print media libraries in Bangladesh, the study depended largely on conversation with some senior librarians and journalists. It was because no documentary evidence is available in this regard. The question of authenticity and credibility could, therefore, be raised against those data.

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- ³ Bangladesh. Ministry of Information. Press Institute Department. *Telephone guide*, Dhaka: The Department, 2008. 619 p.
- ⁴ Scott, John. *A matter of record: documentary sources in social research*. Cambridge, UK: Polity Press, 1990. 200 p.

Chapter 3

Theoretical Framework

Library has a significant role in producing authentic and quality news. For this very reason, library has become an inseparable part of print media all over the world. Nowadays the functions of newspapers are not limited to presenting events only. Its function has gone beyond the boundary of presenting news. In building public opinion, modern newspapers have a significant role. So, many changes have already been taken place. Not only style and presentation of news have been changed, but also the scopes as well as arena of news have also significantly been transformed. Today's news reporting requires more than depicting an event.

Information Management Approach in Print Media Libraries

The "information management" approach implies regarding the library as a service whose value is measured in terms of its contribution to the productivity and quality of the print media as a whole.' The traditional approach views print media library as an archive of news clipping, bound newspapers of the past issues and of some other resources. This view does not orient modern library services with the overall performance of a particular print media. They are only confined with what materials are collected, how they are indexed and at last how they are preserved. 'Information management' refers to the sharing of information inside and outside of an organization. In order to share information with the member of an organization, libraries collect, process, store, retrieve, and disseminate information. These are the conventional function of a library. That is, Information management in print media libraries encompasses all the activities related to collecting, processing, and storing information, and retrieving or disseminating information, when it is necessary. As the 'information management' approach considers the print media library as a service, from this point of view, it deals with judging the value and comparative importance of information. In order to find out comparative importance of information, it is also necessary to study the information seeking habit of journalists. The bigger task of the

librarians is not only finding the answers to questions, but discovering what questions need asking and then packaging the data and analysis in ways to be most effectively used.² Like any library, the print media library is an information system made up of many subsystems.³ And those subsystems are designed in such a way that it can serve according to the necessity of its users.

What is 'information system'?

A system is a set of interdependent and interrelated subsystems working as a whole. Fagen defines system as "a set of objects together with relationships between the objects and between their attributes."⁴ Von Bertalanffy refers to a system as a set of "elements standing in interaction."⁵ According to Kast and Rosenzweig, system is "an organized, unitary whole composed of two or more interdependent parts, components, or subsystems, and delineated by identifiable boundaries from its environmental suprasystem."⁶ Hanna says, "A system is an arrangement of interrelated parts. The words arrangement and interrelated describe interdependent elements forming an entity that is the system. Thus, when taking a systems approach, one begins by identifying the individual parts and then seeks to understand the nature of their collective interaction."⁷

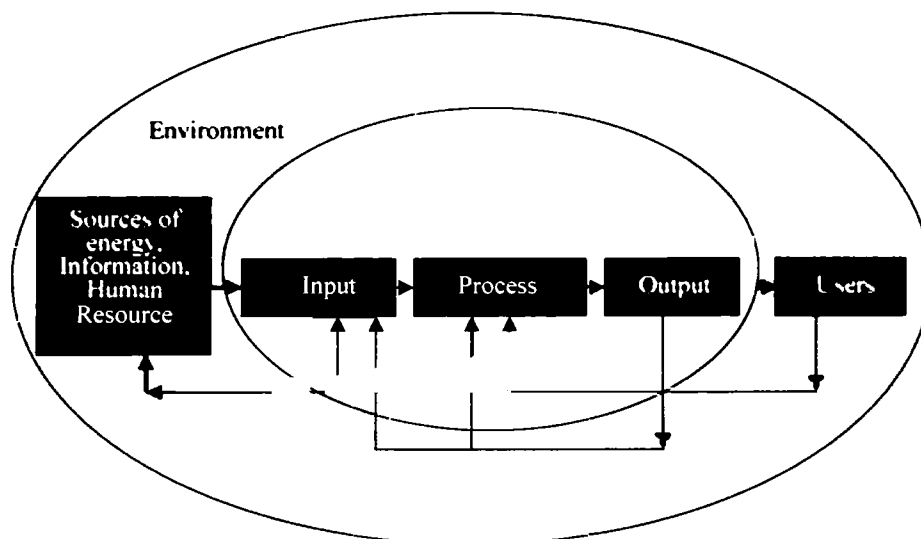


Figure 4. A system in interaction with its environment⁸

That is, system denotes interdependency, interconnectedness, and interrelatedness among elements in a set that constitutes an identifiable whole or gestalt.⁹

All organizations are open systems and all open systems are input-throughput-output mechanisms. Systems take inputs from environment. Transformations are then taken place and at last, outputs are come out.

In the light of the conception of 'system', an 'information system' can be defined technically as a set of interrelated components that collect (or retrieve), process, store, and distribute information to support decision making and control in an organization.¹⁰

A general 'information system' contains information about event, people, places and other information needed by a particular organization. The term 'information' refers to reshaped data that provides clear meaning and it is useful to human being. In contrast, 'data' refers to raw facts before they are organized.

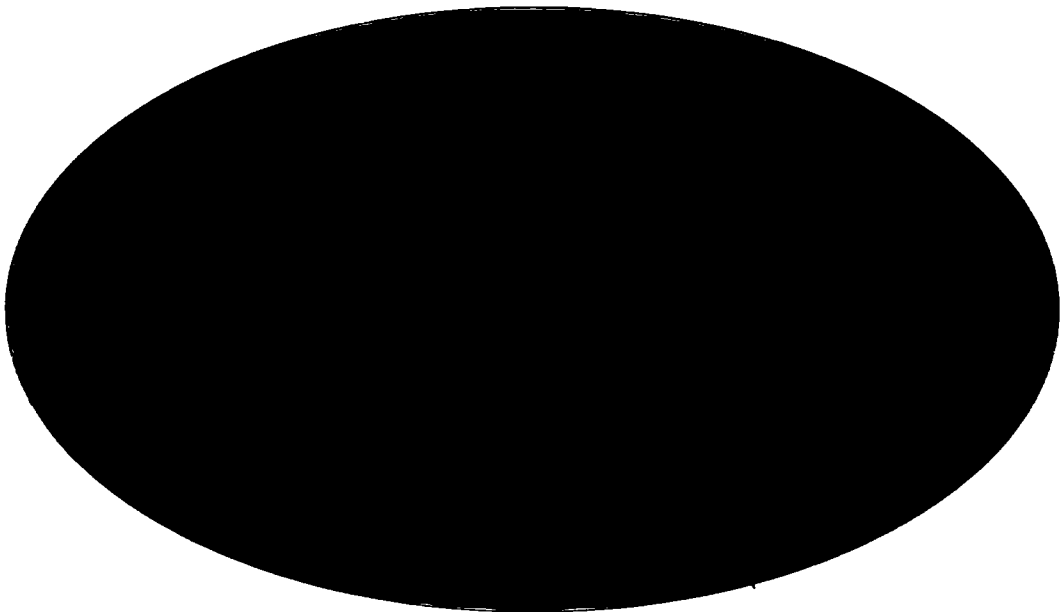


Figure 5. Information systems are more than technology'

But an 'information system' doesn't necessarily refer to technology; rather it is something more than technology. In a broad sense, the term Information Systems (IS) refers to the interaction between people, processes, and technology. This interaction can occur within or across organizational boundaries. An information system is not

only the technology an organization uses, but also the way in which the organization's people interact with the technology and the way in which the technology works with the organization's business processes. Information systems are distinct from information technology in that an information system has an information technology component that interacts with the people and processes components.

What is 'print media library'?

Print media libraries are framed in different names by different authors in different times, i.e. news morgue, newspaper reference library, newspaper office library, newspaper library, news library, news media library and print media library. Although they may be titled differently, the services they provide are similar. Print media libraries are of different types serving newspaper daily, weekly, fortnightly, monthly, quarterly and even yearly (when it is called 'annual').

Originally, no doubt, an editor used to keep at hands a few books and a box or scrapbook containing clippings of interest or value to him. Later he may have made collections of biographical material for use chiefly in preparing obituaries. This purpose gave to the reference collection the name "morgue," which it still retains in print media parlance.¹² "Yesterday's news was dead news; therefore the only proper term for the final resting place of such dead news was the morgue".¹³ It reminded one of a storage room rather than a library. Generally it was a hidden back room that could not be used for any other purpose. In most cases it was jammed to overflowing with junk other than library paraphernalia. The aisles were narrow and there was scarcely any room for the worker's desks. Very rarely did the morgue enjoy the luxury of a window to permit daylight or ventilation. It was a "morgue" in every sense of the term.¹⁴ The role of librarian was to try to guess where people might want to dig up old information and make sure a copy of any appropriate story was filed that way.¹⁵

But the modern print media libraries are vastly different from the typical morgue of the past century. 'The media' for want of a better word, find it necessary to maintain a system of rapid reference to news gone by, and to store facts for its own use.¹⁶ News

libraries are libraries of current information, not easily to be found in general collections.¹⁷

An ideal print media library is a store house of all facts needed by all divisions of the organization, and the material should be organized in easily and readily accessible form so that information can be supplied quickly and in good shape.¹⁸

The main collection of these libraries contain databases, clipping files, news magazines, newspapers, tapes of broadcasts and ready reference books, photographs, articles or tapes of stories that went to air. Depending on the type of library, some collections may more extensive, and include general works on a wide range of subjects.

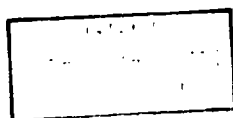
A print media library's primary mission is to provide accurate, comprehensive information for the news staff effectively and rapidly. This includes more than fact checking; it involves going beyond ready reference toward broader and deeper research services.¹⁹ Information work in the media industry is centered around two main areas. First, librarians help provide content for what is published or broadcast by their parent company. This might be fact checking, in-depth information research, providing research sources online, finding archive or pictures clearing stills for use. Second, they help to process, maintain and organize what is produced by the organization, so that this material can be found again and possibly commercially exploited".²⁰

Print media library information system and information management service

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From the above discussion about 'Information system' and 'Print media library', it can be inferred that 'Print media library information system' is an information system that interacts with journalists, writers, librarians and processing technology related to gathering information, storing, retrieving, and disseminating information to support the organization.

Print media library is different from other types of special library. So, simply coping, transplanting and adapting techniques will not ensure the success of a media library. One of the objectives of a print media is that it presents news in such a way that it



attracts the readers to buy it. So, library members should be conscious about the journalistic significance of information. Moreover, library members must evaluate the authenticity of sources in order to ensure quality information service. But Information system of a print media library is a combined and interrelated work of library members, journalists and management. So, if the management wants to commit itself to an improved news operation, an improved library information system, as an integral part of the news operation, must be included in that operation. The cost can be surprisingly low, the benefits and qualitative results will be immense as the information system grows. Print media library information system is generally designed keeping in mind the basic objectives and functions which are as follows:

1. Provide right and authentic information

“In the newspaper industry, where the business is dissemination of information, there is no more importance business than making that information complete and accurate. And that’s the business of the newspaper library”.²¹

All the information are not news, but all news is information of course. So, we can assume that information needs some criteria to be fulfilled to be news. Here a question arises - what news is or what differentiate news from mere information. “The most significant information characteristics of news are as follows:

- i) *Change*: News changes continuously and many items have potential for regeneration.
- ii) *Immediacy*: If not available immediately, its value begins to decrease sharply.
- iii) *Impermanence*: After initial dissemination, its interest tends to decrease rapidly.
- iv) *Near-obsolescence*: Potential for re-use tends to drop close to zero but seldom disappears entirely.
- v) *Authority*: Projection via the media carries implications of authoritativeness, calling for reliability of sources.

- vi) *Universality: News involves a potentially infinite relevant information world*".²²

News can be spurious. It may be propaganda. In order to make news authentic or to understand what is authentic news or propaganda, the library need to provide authoritative, reliable and right information to the journalist and current writers. This is the first objective of a print media library. So, it is beyond question that authentic sources, of information are the foundation of the objective of that library. This issue is being carefully considered and planned accordingly. Generally, print media use both internal and external sources, i.e. newspapers, radio-tv news, journalist in person, press institute, public library, internet, etc. Types of material they contain include clippings files, bound files of daily newspapers, books, journals, periodicals, pamphlets, audio-visual materials, photos, photo negatives. The format of materials varies according to the nature of organization. Some of them contain those types of material in paper- based, some may contain computer-based or microform. There is no stubborn rule of what type of materials a print media library should contain. As the nature of print media changes over time, the resources of their libraries should continuously be adjusted with the ever changing need.

2. Finding out the right information need for right person

Journalists' resource requirements need to be understood. Generally journalists' resource requirements are being categorized and sub-categorized according to their demand with alphabetical headings. This is the main stream of print media library system and the most difficult job for the librarians. In any event the theoretical classification and hierarchies for subjects in their academic aspects are of little use when they appear as current affairs.²³ Journalists want to get an overview of a subject; rather getting details. They might need a single piece of information. The difficulty is that one is to search one small fact into a large number of information. They also need 'non-news' information. This type of requirement is being met from books, encyclopedia, journals, and other materials. Bibliographic databases can help locate

specific information in time. Generally, journalists and writers use library for following reasons:

- to check dates, spellings, status, etc.
- to check past treatment of story of subject
- to help resolve discrepancies in background information
- to avoid duplication of coverage
- for background research before starting story
- to keep track of other publications' treatments
- to help select and identify people to interview
- for leisure reading
- to help get story angles and ideas
- to assign stories and editorials to others
- to check previous editorial page positions.²⁴

Need of information is not a constant thing; rather it changes over time. Print media libraries need to be able to recognize and respond to these changing information needs. Moreover, the part of a news librarians' duty is to teach journalists how to get the most out of the available resources, and persuade them to ask the right questions in the right way. When they will be more specific in searching information, a great deal of editorial and library time will be saved. The libraries that are involved in day-to-day editorial plans and decisions are able to meet the demand of information effectively.

3. The right way of delivering information

Various delivering techniques are being adapted to provide the right information to the right person including manual and non-manual. Different people work in a different way and they use different types of materials in order to accomplish their task. Moreover, different work environment require different temper and media of delivered information. So, taking this factor into account, the right way of delivering information needs to be chosen. For example, it is right to send a softcopy through e-mail or using internal network, when a writer is writing a story. But it will be inappropriate, when a journalist traveling by train or plane want to read on a specific

subject. Sometimes journalists need information when they are on the way to workplace from their assignment. Information is provided over the mobile phone in that case. Besides this, there is a question of individual preference. Some journalists prefer soft copy, while others do not. So, in delivering information, individual preferences need to be considered.

Computer based technique has one great advantage over paper based technique. "The advantage is that it can easily be manipulated and moved around. Moreover, it can be-

- sent to a journalist's computer workstation
- printed out locally
- printed out remotely via a computer network
- sent electronically to a remote terminal
- stored locally for a remote user to access
- sent by data-fax
- sent by electronic mail
- sent by telex
- downloaded to a floppy disc".²⁵

In the case of manual technique, the delivery options are more limited. But paper based format is still in demand in editorial department as it is easy to get.

Delivering information does not necessarily mean that information will be provided in documentary form. It can be delivered through phone or any other media in non-documentary form. The matter of consideration is that it has fulfilled the demand of writers properly.

4. Provide information in right time

Information is required to provide when it is necessary. Perhaps a piece of information has little or no value, if it is delivered after the time is over. Journalists work under time pressure. For that reason, "most media librarians are accustomed to working to very tight deadlines, often matters of minutes where some information or archive may

be needed for immediate transmission".²⁶ So, the information system are being developed in such a way that it is able to provide service on time.

To sum up, information management in print media library can for convenience be defined as being the process of delivering the right information, to the right person, in the right quantity and medium, at the right time. No part of the process can be neglected, and the librarian, with a skilled knowledge of sources and retrieval processes, should have a professional part to play in every stage.²⁷

Competitive Landscape of Print Media Libraries

The role of newspaper libraries is changing over time, especially after the invention of information technology. Two forces are being activated behind this changing role—one is technological development and the other is economics. Technology changes the rule of game. Due to the introduction of new technology, the old fashion of storing and retrieving information has been replaced by the new technology. As a result, sophisticated technology has been made possible in building effective information system in the print media libraries. These techno based libraries allow journalists to access into huge information with less effort. The economics of publishing has also been changed due to the technological advancement. New printing technology has reduced the cost of publication.

In business, cost-effectiveness is one of the major issues of consideration. It is because no print media will be willing to invest in library information systems, unless good return is ensured. But the main problem regarding this issue is that the returns or benefits from investment in libraries of their own are intangible. It is not possible to quantify the benefits they get. Even investment in library does not by itself guarantee good returns.

Investment in libraries alone can not make print media more effective. They also require supportive values, structures, training of reporters and management staffs, behavioral patterns in a certain print media and other complementary assets. As no

tangible return is possible to be shown, libraries remain under pressure to clarify, justify and rationalize their function and purpose.

Although acute problems are visible regarding investment in library infrastructure, tremendous change in terms of using information technology in print media libraries. Many print media libraries have taken initiative to automate their library. This no doubt reduces costs by cutting back staff and space requirements. The facilities offered are not limited in cutting cost; rather it enhances tremendously the effectiveness of the library information systems in print media libraries. Introduction of internet has given access to the world of information and previously no one could even imagine in accessing into such amount of information.

Journalists and writers are not sufficiently skilled in retrieving information from different sources. It is also not expected that journalists themselves will search information for their requirement, as it will not ensure the effective use of their time. Herein lies the rationale of efficient information system in print media libraries. Use of information technology in print media libraries has become a must due to the same reason. Publicly available computer based database has made it possible in accessing to a greater number and range of publications than any newspaper. This can be clearly seen in the USA, where databases such as NEXIS have created on-line national newspaper archives in a country where there is no such thing as a true national newspaper.

This is one of the important aspects of information technology that has changed the conventional shape of information systems of print media libraries. Even the basic conception of media library has also been changed.

In the past, a newspaper was considered as a well-indexed archive. And they offered resources and gained a competitive advantage over its rivals. But now the situation has entirely been changed. Today, as more news sources become available electronically, now is the time to build co-operative database. This is the way to gain economies in information organization and management. And in future, it is almost certain that competitive advantage will not depend on the amount of in-house

materials, rather it will largely rely on the efficient information system that will select and disseminate information from outside. That is, the concept of archive has been replaced by the concept of efficient information system electronically.

Organizational Culture of Print Media

Organizational culture refers to a system of shared meaning held by members that distinguishes the organization from other organizations.²⁸ That is, the culture of an organization is the characteristic spirit and belief demonstrated within it, for example, in the norms and values that are generally held about how people should behave and treat each other, the nature of working relationships that should be developed, and the attitudes to customers and to change that are conveniently held. Although essentially a 'soft' concept, it is an important way of understanding what is going on and how things could be developed.²⁹

The culture of a print media reflects their over all performance. The way tasks are accomplished, the dynamics of performance, interpersonal relationships, etc. are determined by the organizational culture. So, to understand information needs of a print media, its problems or anything else, librarians ought to understand the organizational culture practiced by that particular organization. The entire job of a print media is actually a team work and it requires intensive co-operation to do the job successfully. Team spirit is a vital factor in order to boost up library member morale. So, the organizational culture of a print media should be democratic.

Human Resource Practice in Print Media

The success of an organization greatly depends on human resource management of that organization. Resource and technology are of course important, but it is human being that make the organization—its resource and technology—functional. So, we can easily infer that human resource policies practiced in print media libraries, of necessity, have significant influence on the quality of information system. The study focuses on the following areas to identify the human resource practice in the print media libraries in Bangladesh:

1. Recruitment and placement

Personnel planning and recruiting in print media libraries should be carefully designed. It is because an efficient information service largely depends on the right man at the right place. Again, the right man at the right place is the product of a successful personnel planning and recruitment. Personnel planning are the process of deciding what positions the media organization will have to fill, and how to fill them. It embraces all future positions, from maintenance clerk to editor.³⁰

2. Training and development

Training is very important in this ever changing techno-world. To cope with the challenges offered by the information world, an information worker needs to be up-to-date. This is the rationale why continuous training programme is crucial.

3. Performance appraisal and performance management

Performance management is very important in order to ensure the best outcome of human resource. Performance appraisal means any procedure that involves

- i) setting work standards,
- ii) assessing the employee's actual performance relative to those standards, and
- iii) providing feedback to the employee with the aim of motivating him or her to eliminate performance deficiencies or to continue to perform above par.³¹

On the other hand, performance management is a process that unites goal setting, performance appraisal, and development into a single, common system whose aim is to ensure that the employee's performance is supporting the organization's strategic aims. The distinguishing feature of performance management is that it explicitly measures the employee's training, standard setting, appraisal, and feedback relative to how his or her performance should be and is contributing to achieving the organization's goal.³²As performance management supports the organization's strategic goals, print media needs to consider the issue of performance management seriously and as well human resource factor to develop an effective library information system.

'Quality Information Management Service' in Print Media Libraries in Bangladesh: a conceptual model

The study investigated the variables affecting quality information management service in the print media libraries in Bangladesh. Seven independent variables have been identified that are likely to affect the quality of information management service in print media libraries of Bangladesh. The independent variables are:

- i. 'background information service'
- ii. 'information access system'
- iii. 'accurate and consistent information'
- iv. 'service on time'
- v. 'reference service'
- vi. 'co-operation of library personnel' and
- vii. 'resources'.

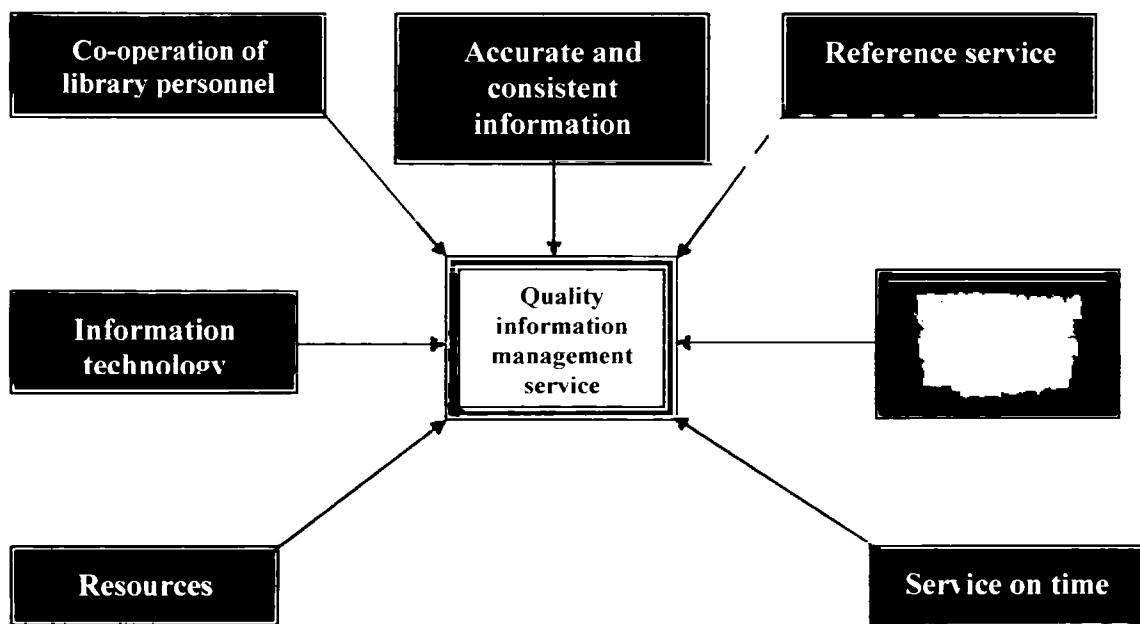


Figure 6. Conceptual model for 'quality information management service' in print media libraries in Bangladesh

Providing background information is very important in ensuring of quality information service in print media. A Journalist's main function is to make a news item

resourceful. In order to make news resourceful and descriptive, he/she often needs background information of a particular news item or subject. Without background information, news can not be rich, authentic and comprehensive. That is why frequently journalists ask for background information for establishing rich foundation shorn of productivity. Consequently 'background information service' claims serious attention in measuring quality of library information system of print media libraries.

'Service on time' is another important variable in measuring 'quality information management service'. No information is valuable at all, if it is not provided on time. Even valuable information possesses no value, if it is delayed known, or when the time is over. So, timeliness in providing service can definitely be an important variable in measuring the quality of service.

Quality of information management service largely depends on what type of technology is being used in providing service. Still now most of the print media libraries use old techniques, although some national dailies are using modern information technology. Modern information technology has made it easier to reach the desired information promptly.

Technology changes the rules of game. The advent of information technology has replaced the old information system. Moreover, information technology has made library information system more efficient, fast and effective. More specifically to say, information technology has changed the entire conception of information system. Now-a-days, the use of information technology is a major determinant factor of 'quality information management service'.

Technology and resources alone can not ensure 'quality information management service', unless people behind technology and resources are not qualified efficient and co-operative. From this point of view, co-operation of library personnel has significant value in developing an effective information service. So, in this study, 'co-operation of library personnel' has been taken as an important variable.

'Resource' is another important factor. If a library is not resourceful, how will it be able to meet its users' ever changing demand? So, the study includes 'resource' as a determinant of ensuring 'quality information management service'.

The study also includes two other variables in determining 'quality information management service'—one is 'reference service' and the other is 'accurate and consistent information'. These two factors are important in a sense that these two factors are correlated and pre-requisite of building a quality information service. Moreover, in case of print media library, they possess extra values.

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Chapter 4

Print Media Libraries in Bangladesh^I

From the very outset, the print media in Bangladesh maintained library information system, although those were not automated or complete. Truly to say, it was hard to define them as library. They bound their previously published issues and arranged them chronologically and when references were needed, volumes were searched to find specific information which is a tremendous task. Sometimes other newspapers were also preserved.

In the Pakistan period (1947-1971), this type of store was named a library. And in the Bangladesh period (1971-), print media libraries or reference cells started getting modern form. So, the relationship between a library and a print media in Bangladesh is quite distinct.

During the last phase of Pakistan period, two print media introduced library in their organization. One of them was *The Pakistan Observer* (presently *The Bangladesh Observer*) and another was *The Daily Ittefaq*.

The library of *The Bangladesh Observer* was established in 1967 which was attached to *The Bangladesh Observer Group of Publications* which also assisted its other publications, i.e. daily *Purbodesh*, weekly *Chitrali* and daily *Watan*. In *The Bangladesh Observer*, a manual library information system was followed with a strong logistic support. The first librarian of that library was Mr. Ruhul Amin. *The Bangladesh Observer* started its library with a view to be pre-alerted and examined how another print media present news at the time of liberation war and following the same method *The Daily Ittefaq* started its library in 1969. The library was known as news morgue. Its first librarian was Nomanul Haq designated as Editorial assistant cum Indexer. Now he is the Reference editor and regarded as pioneer in the field of print media library in Bangladesh. Newsclippings of *The Daily Ittefaq* started with the supervision of Khandokar Abdul Hamid (Columnist *Spastabhashi* of *The Daily*

Ittefaq) and Shaid Sirajuddin Hossain (Executive editor of *The Daily Ittefaq*). Newsclippings were taken from all leading newspapers including East and West Pakistan. Unfortunately, in 1971, at the time of liberation war, Pakistan Army destroyed all valuable classified clipping files, monthly bound files and valuable photographs. In 1972, *The Daily Ittefaq* started its library again and took an initiative to recollect their destroyed copies from *Library of Congress* in 1975. This was the year 1997 when *The Daily Ittefaq* started digitizing filing system developing searchable software named PROSEARCH supported by the vendor DOCUMENTA.

The libraries of the *Bangladesh Times* and *Dainik Bangla* were established in 1974. It preserved only their own newspaper. In 1984, *The Daily Sangram* started its library; still it has a large volume of paper based newsclippings and trying to develop a software for both print and video news. *The Daily Inqilab* established its library in 1986. Its collection is still vast. It also maintains subject wise clipping files but information retrieval system is not rich. News librarian works in a dark room and a large loose number of papers are just kept on shelves without preservation. *Daily Dinkal* started its library in 1990 which is also now inactive. Another remarkable library was established in *The Daily Sangbad* known as Syed Nur-uddin Pathagar in 1975. But it started full pledged library service from 1991. Adila Bakul was its first librarian who had a great contribution to adopting a rich paper based library information system. The library served also the users of other print media also. She left in 2004 and since then, there has been no library staff. *The Daily Janakantha* established its library in 1998. Though it follows manual system, the library is better organized. *The Daily Independent* established its library in 1997 and introduced a self developed automated system for newsclippings in 2004.

The library of *Prothom Alo* came into being in 1998. At the time of introduction, it followed manual system. From 2003 it became subscriber of commercial database vendor named RYANS. From 2006 it began to serve their journalists by using the software named E-media Desk provided by commercial database vendor ASD (*Advanced software development company*). Journalists in their organization have

end-user-access. Recently, library software has been developed for its own house to maintain books, pamphlets and periodicals. The name of the software is PALIS. It serves both manual and computerized system. *The Daily Star* established its library in 2001 and developed an in-house database system supporting by *DOCUMENTA*. It also provides end-user-access to their journalists. Facilities of paper based service are limited there. *The Daily Jugantor* established its library in 2000 from the very inception. It maintains a well organized manual library system. *New Age* maintained a manual organized library system from 2003, and now planning to develop an in-house database system. *The Daily Jaijaidin* started its library from last part of 2003 before the organ came to market. It only maintains computerized system. The name of database used is E-media Desk supported by the commercial database vendor *ASD* since 2006. But End-user-facility is not provided now. An organized library is also visible in *Daily Amader Shomoy* though its system is manual. The library has nicely decorated reading room for its users. *Amar Desh* has also a small but organized paper-based library system since its beginning in 2004.

From 1967 to 2007, a significant growth of print media library has developed but the phenomenon is that they did not flourish at the same phase or speed as did the print media in Bangladesh. True to say, the gap is spectacular. Of course the situation is changing, but in a sluggish way.

Though most of the print media now has a library but the quality of service of those libraries is not satisfactory. Lack of staff is an important facet of one of the many problems existing in the print media libraries. Most of the print media libraries are run by either one or at best two staff members. And the libraries are run by non-professionals and their salary structure is very poor in terms of both external labor market and internal pay practice. And their career path is not well defined. Day after day, they work in the same post with the same job without any clearly defined status and prestige. Promotion is also another important motivational factor. Employees want to be promoted and consider that promotion is the official acknowledgement of their activities. Although career path for journalists are clearly defined in most of the

print media, the opposite scenario is found in case of library workers. Very few print media libraries have clearly defined career path for its library members.

Discriminatory human resource policy hurts the employee morale severely. It destroys team spirit. In the print media of Bangladesh, it is seen that management follows discriminatory compensation system, although they all work for achieving the same goal. Specially, very few print media in Bangladesh follow wage board and the compensation of the library personnel is very discriminatory and frustrating in comparison to other departments.

Lack of team spirit is another common problem. Participation of employees from every department in decision making process is very important in a sense that it accelerates the process of democratization of the organization. How much a particular organization is democratic can be judged by the participation of its employees in the decision making process. Although media promotes democracy, it is a matter of sorrow that the democratic culture in most of the print media in Bangladesh has not yet been developed. Even library personnel have very limited scope in participating in the editorial meetings.

Learning opportunity is also very limited. So, very little incentives are left in order to be innovative, and consequently, for their career and professional development. However, there are some silver linings. The year 1985 was a milestone for news librarianship. Within numerous constraints, the status of news librarian was established in 4th Wage Board Award as working journalists in newspaper industry in Bangladesh. The job responsibilities, designation and salary structure were defined in this act. Two posts were selected for them, i.e. reference editor/chief news librarian (Grade-II) with same rank and status of chief reporter or joint news editor and news librarian (Grade-III) with rank and status of reporter or sub-editor.²

Information technology has already been initiated in most of the print media libraries but it is limited in a sense that separate database or personalized software in order to maintain information system is inadequately available. Commercial software is used in order to serve special purpose of users. But the library members are not sufficiently

educated in new technology to make it a modern automated institution. To overcome this obstacle, no training programme from management has also been initiated. Education on modern print media library system is not also initiated in professional academic field.

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- ¹ Most of the data and statistics are based on Questionnaire (*See Appendix II and Appendix III*) and personal visits.
- ² Bangladesh. Ministry of Information. *The Bangladesh Gazette: extraordinary copy*, Dhaka: The Ministry, 22 May 2008. p.2886.

Chapter 5

Data Analysis and Findings

1. Quality of information management service in print media libraries: data analysis[†].

In order to measure quality of information management service in print media libraries of Bangladesh, multiple regression technique (mentioned in Appendix IV) has been applied. *Background information service*(X₁), *Information access system*(X₂), *Accurate and consistent information*(X₃), *Service on time*(X₄), *Reference service*(X₅), *Co-operation of library personnel*(X₆), and *Resources*(X₈) are taken as independent variables, while *Quality information management service*(X₇) is taken as dependent variable. Regression results are shown in Table 1. In the table, all the significant variables are shown with their respective regression coefficients (β s) and computed users' t statistics along with their respective significance levels have also been shown. Results of the regression analysis reveals that out of seven control variables, five such as *Background information service*, *Information access system*, *Accurate and consistent information*, *Co-operation of library personnel* and *Resources* have statistically significant effects on the effective and efficient library information system of the concerned print media embodied in the study.

X₇ = Dependent variable

R² = 0.925

Adjusted R² = 0.923

F = 431.327 which is significant at .000 level

n = 252

Coefficients (a)

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	8,998E-02	,213		,423	,673
	X ₁	,280	,042	,281	6,683	,000
	X ₂	-,292	,044	-,317	-6,611	,000
	X ₃	,301	,057	,276	5,254	,000
	X ₄	-,090	,055	-,084	-1,628	,105
	X ₅	-,080	,037	-,043	-2,145	,033
	X ₆	,164	,030	,181	5,493	,000
	X ₈	,683	,039	,691	17,345	,000

a Dependent Variable: X₇

Table 4. Regression results

Background information service, Information access system, Accurate and consistent information, and Co-operation of library personnel, Library resources have been found to be statistically significant and positively related to *Quality information management service* in print media libraries. The result shows that all five variables-- *Background information service, Information access system, Accurate and consistent information, and Co-operation of library personnel, Library resources*-- are the most important components and these variables ensure *Quality information management service* in the print media libraries. Similarly, among other two variables, such as *Service on time* and *Reference service*, the latter shows significant result. That is, this variable is also important in ensuring *Quality information management service*. This statistical finding indicates that *Reference service* deserves more attention in order to improve the *Quality library information management service* in print media libraries in Bangladesh. Though the significance level of *Service on time* is comparatively less than others, it also has to be addressed with equivalent focus for getting better service in print media libraries in Bangladesh.

The result in ANOVA (Table 2) indicates that 92.5 per cent of the variation in the dependent variable can be explained by variations in the independent variables i.e. 7.5

per cent is due to 'something-else'. And those are not included in the model. The significance of F value indicates that there has been a zero per cent chance that the Adjusted R² value is zero.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,962(a)	,925	,923	,5070

a Predictors: (Constant), X8, X5, X6, X2, X1, X4, X3

ANOVA(b)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	776,003	7	110,858	431,327	,000(a)
	Residual	62,712	244	,257		
	Total	838,714	251			

a Predictors: (Constant), X8, X5, X6, X2, X1, X4, X3

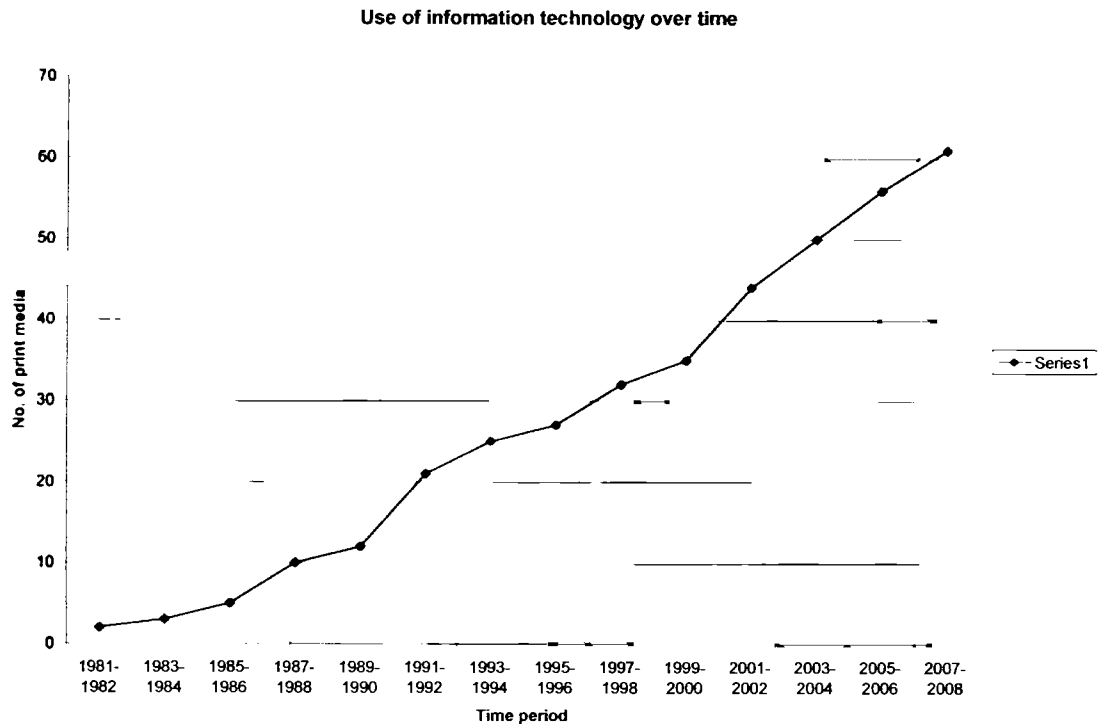
b Dependent Variable: X7

Table 5. ANOVA for regression

2. Use of information technology in print media: trend analysis

Information technology is nowadays being widely used in managing information. Especially the concept of library as well as the horizon of its activities has vastly been changed due to the advent of information technology.

The chart (Fig.5) shows that less than five print media introduced information technology in their organization within the period of 1981-1985. During early-'90s, more than ten print media started using information technology. During mid '90s, more than 25 print media introduced information technology and at late '90s, it crossed 30. The chart also shows that during the decade of 2000s, the trend of using information technology was increasing and up to 2008, 61 print media used information technology in managing information.



$n = 61$

Figure 7. Trend of using information technology in print media libraries over time

From the above chart, it is also found that the use of information technology started in early '90s. Between the period of 1980-1990, the use of information technology grew significantly and after 1990, the trend of using information technology accelerated tremendously. Here it was observed that the curve was increasing at increasing rate. And during 1994-1995, although the curve was increasing, it was increasing at a decreasing rate. After 1995, the curve again started increasing and continued up to 1997. In 1998, it was found a slight decreasing rate and the following year again the curve started rising at increasing rate and up to mid-2010s, no significant variation was seen. After that, although the use of information technology grew, the growth pattern changed its trends. The chart shows that after mid-2000s, the curve was increasing at decreasing rate.

3. Budget constraint

Budget is the pre-requisite of any kind of development activities. Budget constraint is a major problem in the development and smooth operation in print media libraries in Bangladesh. Most of the print media libraries do not have any separate budget. As a result, no long term development plan is possible. From the study, it was revealed that no single print media has separate budget for its library.

4. Limited demand of information

In the capitalist world, demand and supply determine the value of a particular thing or service. The less demand, the less value—this is the rule of game of the capitalist world. The quality of information service largely depends on nature of demand of information as well as the frequency of demand.

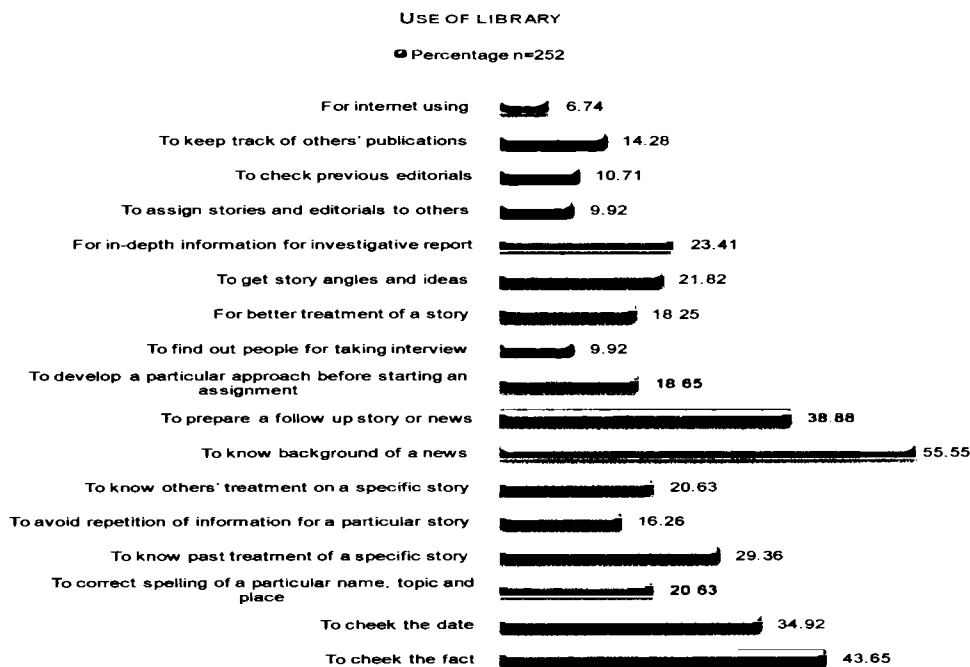


Figure 8. Use of library

The study found that frequency of using library by the print media personnel was very poor. The usage and type of information is also very limited and stereotyped. The

following tables show clearly the frequency of using library of our sample population and the nature of demand of information

The above bar diagram (Fig.8) shows that journalists usually use library for checking the fact, checking the date, correcting spelling of a particular name, topic and place, knowing past treatment of a specific story, avoiding repetition of information for a particular story, knowing others' treatment on a specific story, knowing background of a news, preparing a follow up story or news, developing a particular approach before starting an assignment, finding out people for taking interview, getting story angles and ideas etc.

The study found that significant areas of using library of writers were to know the background of news, check the fact, prepare a follow up story and check the date. Fifty five percent of the journalists use library in order to know the background of news, 43.65% for checks the date, 38.88% in order to prepare a follow up story. On the other hand, only 10.71%, 9.92%, 16.26% journalists said that they use library in order to check previous editorials, find out people for taking interview and avoid repetition of information for a particular story respectively, which reflected the poor use of library.

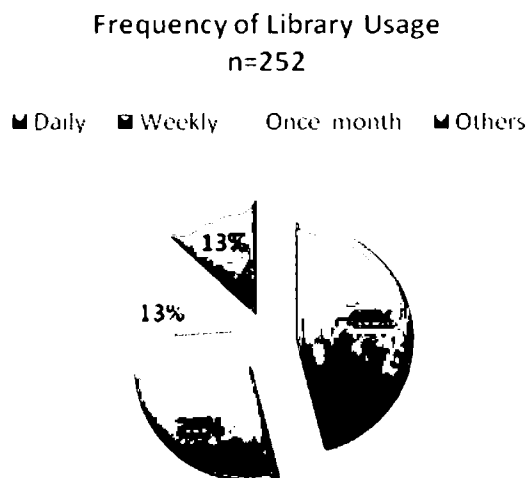


Figure 9. Frequency of library usage

From the pie chart (Fig.9), it is shown that only 46% uses library on daily basis. That is, less than half of total respondents answered that they used library on daily basis. And 28% of the sample answered that they used library once a week. Moreover, 13% responded that they only used library more than once a month. Rest of the respondent said they use library when necessary.

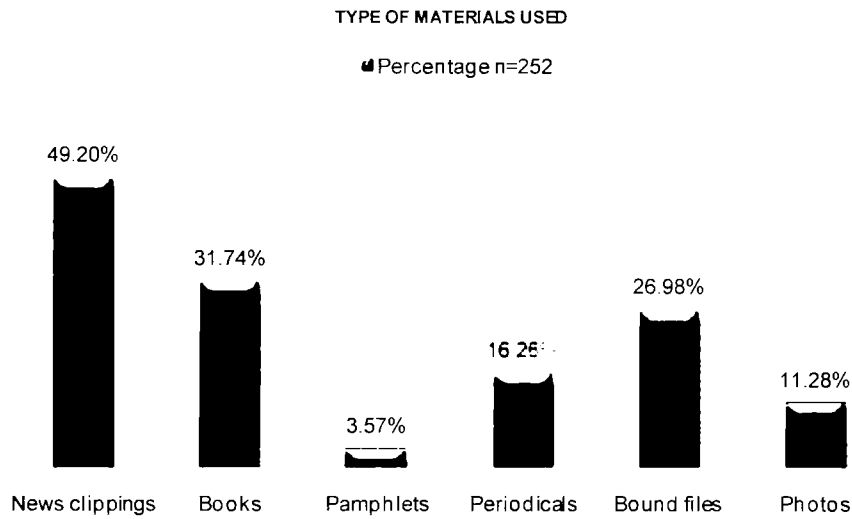


Figure 10 Type of materials used by readers

The study investigated what types of materials are being used by journalists. The results reveals that journalists usually use six types of materials, i.e. news clippings, books, pamphlets, periodicals, bound files, and photos. The above graph (fig.10) shows that 49.2% journalists use newsclipping files, 31.74% use books, 16.26% periodicals while only 3.57% use pamphlets.

5. Limited scope of promotion

In the study, it was found that out of 61 print media; less than 10 print media libraries (Fig.11) have clearly defined career path and rest of the media libraries have no clearly defined career path.

The study also reveals that there is no clear hierarchical ladder in most of the print media libraries. De-motivation is its logical consequences. No doubt the existing situation casts a negative shadow over the performance of library members. The worst

thing is that management is even not aware of the matter. Significant and organized movement is also absent in order to change the situation.

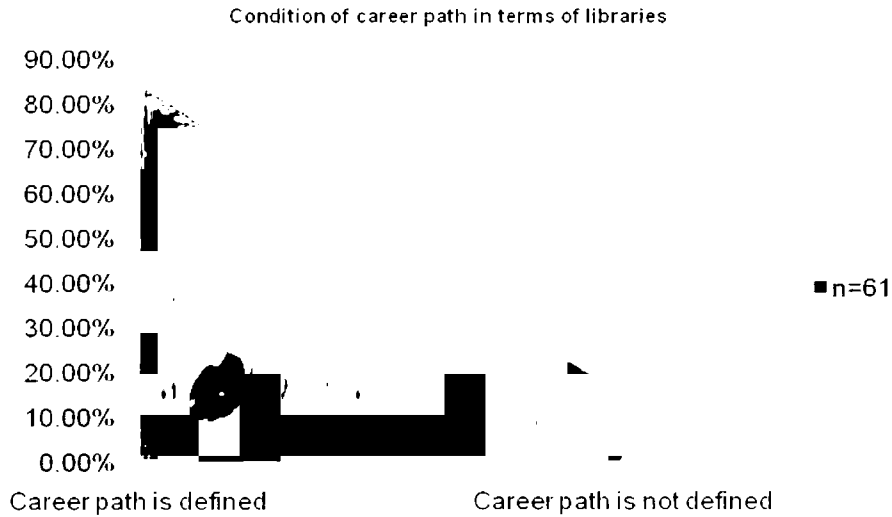


Figure 11. Condition of the career path in terms of libraries

Promotion is a very important factor in employee motivation. It also keeps the employee morale high. The following chart (Fig.12) shows that, year after year, library members have been working in the same post with the same designation. Out of 61 print media, the study got only one (*New Age*) where one promotion was seen in 2007. It casts negative impact on employee morale and incentive, and thus creativity.

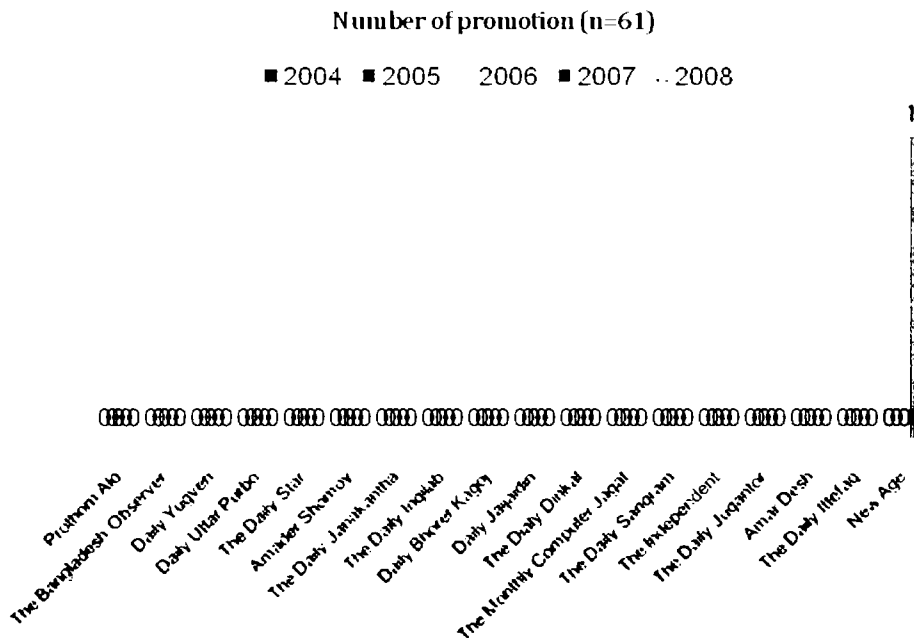


Figure 12. Number of promotion between 2004-2008

No good information system can be expected, unless its members were motivated. Dissatisfied members generate only unsatisfactory service. Modern studies have already revealed this truth. Where no career path is clearly defined, no clear incentive is visible in order to be self-motivated by its members and no good information service can be expected. In an organization with such situation, members will work only for daily survival. No innovative endeavour will emerge.

6. Discriminatory human resource policy

The HR practice in the print media of Bangladesh is very discriminatory. Very few print media actually follow wage board. And no unitary policy is being followed in promotion, other facilities and determining compensation. Compensation package differs from section to section.

Organization type	Designation	Salary range (BDT)
National daily	News editor	30,000-80,000
National daily	Reference editor/chief news librarian	15,000-60,000
National daily	Reference/library assistant	3,000 – 8,000
Local Daily	News editor	3,000 – 16,000
Local Daily	Librarian	2,000 – 2,500
Weekly/Fortnightly/Monthly	No post for news editor	
Weekly/Fortnightly/Monthly	Library/reference assistant	3,000-5,000

Table 6. A comparative position in terms of financial compensation practice

From the above table, it is found that there is a huge salary gap between library and other news professionals. In case of national dailies, where news editors' draw BDT 30,000-80,000(\$442-\$1,177) per month, reference editor/ chief news librarian' draw only BDT 15,000-60,000(\$ 221-\$883), @ \$1=Tk.68/-. That is, no news editor of national dailies draw less than BDT 30,000, but in case of chief news librarian/reference editor, the lower range is only BDT 15,000. When we examine the salary of reference/library assistant, the salary range of reference/library assistant of national dailies becomes BDT 3,000-8,000. In case of local dailies, where news editors' salaries vary from BDT 3,000-16,000, librarians' salaries vary from BDT 2,000-2,500. That is, in terms of financial compensation, the local dailies do not follow any standard rules and regulations.

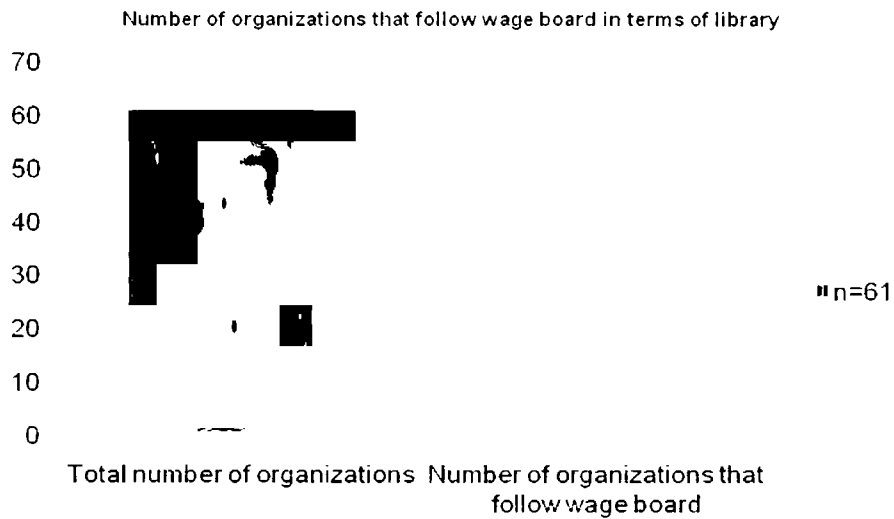


Figure 13. Number of organizations that follow wage board

It was noted here that only seven print media (*Prothom Alo, The Daily Ittefaq, Jugantor, New Age, Amar Desh, Jajaidin, The Daily Star*) library staffs receive salary under wage board.

7. Poor utilization of people

The study also revealed that human resource practice in the print media libraries is inappropriate and the existing practices need to be altered. There exists no strategic planning and only one or two persons in most of the cases convey the entire job. So they remain tightly busy with day to day activities, and consequently scope of development planning gets little or no attention.

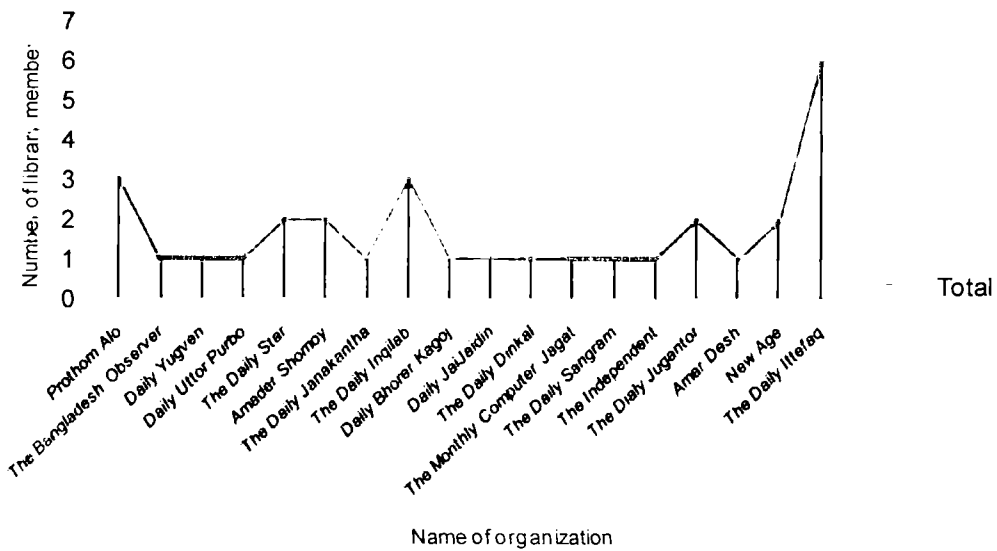


Figure 14. Number of library staffs

Here it is an important facet that 15 out of 22 print media each has only one library personnel in their respective library divisions. Three out of twenty two, each has two members for library division. *Prothom Alo* and *Inqilab* each has three members. And only in *The Daily Ittefaq*, there exists six library members. From this discussion, it can be inferred that every single print media library has definitely been suffering from lack of adequate manpower.

8. Employees turn over rate

Employees turn over rate is an indicator whether employees are satisfied with the human resource practice administered by a particular organization. If employees turn over rate is higher in a particular organization, it implies bad HR practice and low turn over rate shows the opposite picture. Here is a table that shows library employees turn over rate in 10 prime national daily print media of Bangladesh:

Name of the organization	Total number of library personnel in 2008	Number of personnel left in 2008	Newly joined personnel in 2008	Employee turn over rate
<i>Amader Shomoy</i>	1	0	0	0%
<i>Daily Bhorer Kagoj</i>	1	0	0	0%
<i>Daily Jai/aidin</i>	1	0	0	0%
<i>The Daily Janakantha</i>	1	0	0	0%
<i>New Age</i>	3	0	0	0%
<i>Prothom Alo</i>	3	0	0	0%
<i>The Bangladesh Observer</i>	1	0	0	0%
<i>The Daily Inqilab</i>	3	0	0	0%
<i>The Daily Ittefaq</i>	6	2	2	40%
<i>The Daily Jugantor</i>	2	0	0	0%
<i>The Daily Sangbad</i>	0	0	0	0%
<i>The Daily Sangram</i>	1	0	0	0%
<i>The Daily Star</i>	2	0	0	0%
<i>The Independent</i>	1	0	0	0%

Table 7. Employee turn over rate

From the above table, we can assume that the employee turn over rate is not too high in print media libraries. But it does not necessarily mean that the HR practice in print media libraries is satisfactory. As we know that Bangladeshi labour market is unstable in nature, a loose market is one where there are few problems in finding people of the required caliber and it is not hard to recruit and retain staff. The higher rate of unemployment makes the labor market in Bangladesh a losing concern. So, it will not be surprising that although HR practice in the print media libraries is poor, but employee turn over rate may even be low.

9. Lack of professionals

Another negative HR practice existing in the print media libraries is the greater number of non-professionals in comparison to professional ones. It is well known that the greater presence of professionals leads to the better quality of service or product,

no matter whether it is a service sector or an operational one. But in the print media libraries of Bangladesh, the survey revealed the presence of a significant number of non-professionals. The following figure reveals the picture regarding professionalism.

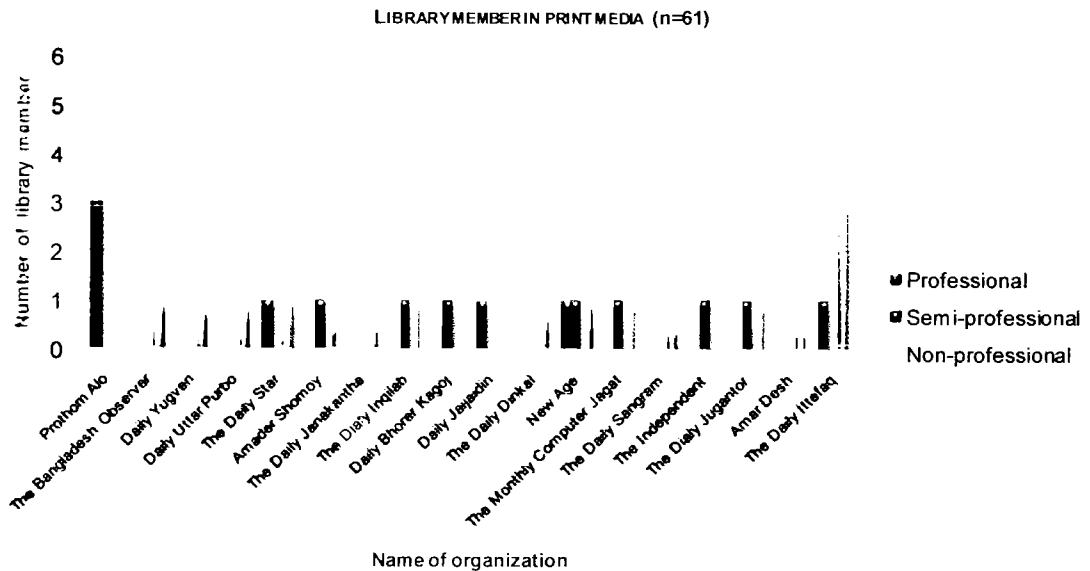


Figure 15. Professional and non-professional members in print media libraries

Among the thirty one library members, there are seven semi-professionals and nineteen non-professionals, while the number of professional members is only seven. That is, the total number of non-professional members exceeds the total number of professionals significantly. And summation of the number of professionals and semi-professionals are also slightly lower than the number of non-professionals. Now it can be assumed that print media libraries of Bangladesh are dominated by the non-professionals. This is not a good indicator in quality information service.

10. Participation of library personnel in budget making process

Participation of employees from different layers of an organization in budget making procedure is very important in a sense that it is an obvious indicator of how democratic the organization is. Modern organizations recently follow bottom up management practice, as it is more effective than bottom down decision making process. So, library personnel should be involved in the budget making process of print

media. Involvement of employees of different tiers in the budget making process also helps decentralize power and reduce autocracy turning the organization democratic.

In the case of print media in this study, it was found that there is no budget for library under a development plan. Library development entirely depends on the whims of management. Sometimes they allocate resources, if they wish and sometimes they do not. As there is no specific budget for library, the question of involvement of the library personnel in the budgetary process does not arise at all.

II. Autocratic nature of journalists

Though the print media is the mouth piece of democracy of a given society, internal character of print media in Bangladesh is not democratic. Journalists' autonomy and authority are reflected in answers given about types of library assistance they sought.

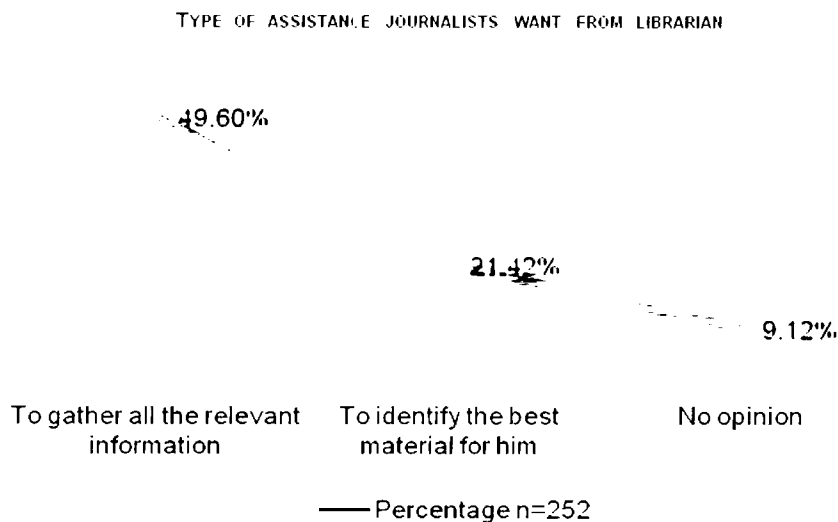


Figure 16. Type of assistance journalists want from librarian

The figure shows that only 21.42% journalists requested assistance from library staff to help identify the best material while 49.6% asked to gather all relevant information.

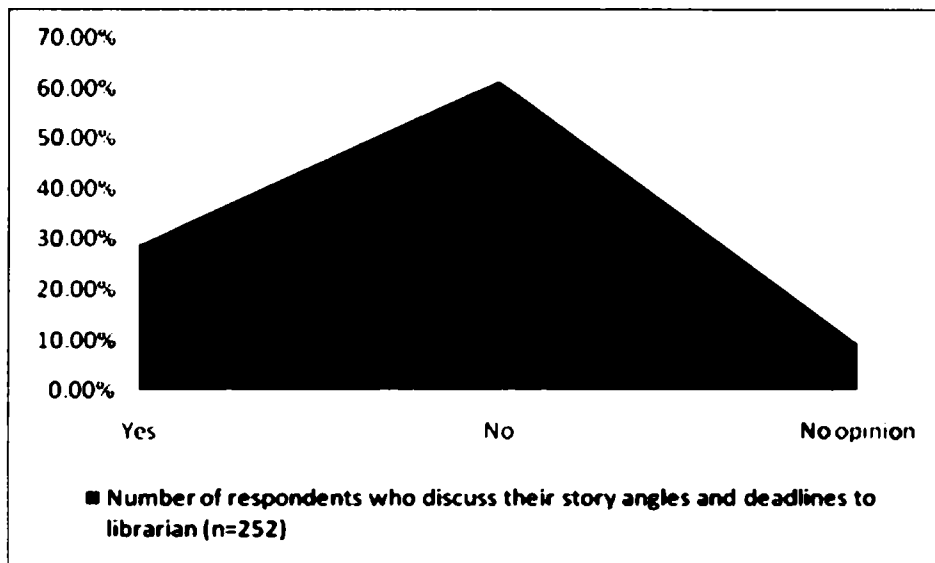


Figure 17. Number of respondent who discuss their story angles and deadlines to librarian

The above figure also represents the journalists' dominant responsibility. They consider that library may serve as a provider of information only; assessment and selection are not their part of job. Only 28.96% disclose their story angles and deadlines and share their nature of information need while 61.66% do not.

12. Limited scope of participating in editorial meeting

To provide right information, librarian first needs to understand the right information need of the users of their organization. Journalists may need different categories of information according to their assignment or interest. To understand their different information need, a culture should be developed in each media organization to meet the librarians with each department representative to sharing their needs at least once a week, as also invite the librarian to be present in the editorial meetings, so the librarian could understand the current topics or subjects of great interest on which he/she should be prepared to collect and preserve materials for immediate and future use.

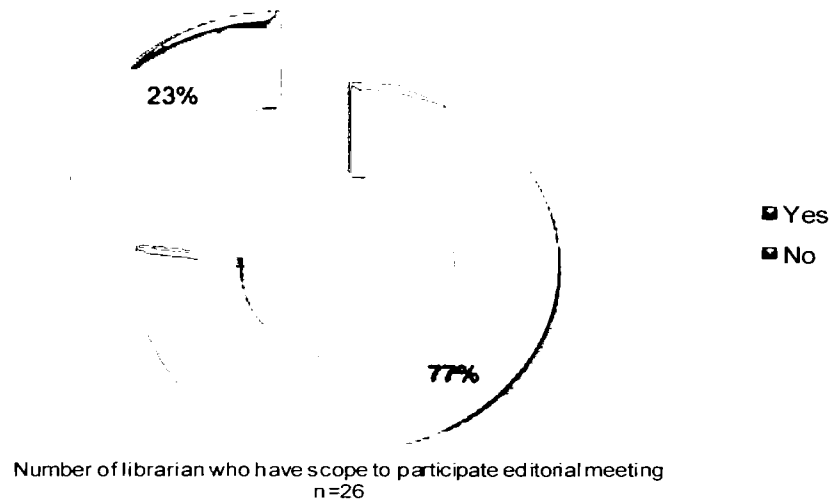


Figure 18. Number of librarian who have scope to participate in editorial meeting

But 77% librarians said that they have no scope in participating in editorial meeting or any other type of meetings with journalists to sharing their information needs. For that reason they could not understand the information needs of journalists and writers and consequently not able to provide ready reference service most of the time.

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¹Berenson, Mark L. Levine, David M., Krehbiel, Timothy C. Basic business statistics: concepts and applications. 11th ed. New Jersey: Pearson Education, 2009. 1014 p.

Chapter 6

Conclusion and recommendations

The study reveals that quality of information management service is greatly influenced by *background information service, information access system, accurate and consistent information, co-operation of library personnel, library resources, service on time, and reference service*. These variables were found statistically significant and positively related to *quality information management service* in print media libraries.

The study also finds that budget constraint, limited demand of information, limited scope of promotion, discriminatory human resource policy, poor utilization of people, employees turn over rate, lack of professionals, autocratic nature of journalists are the major hindrances in establishing effective information system.

The study was intended to provide some general factors about current information management practice in print media library in Bangladesh and examine disparate factors, but not to provide a holistic view. The findings of the study suggest that future research should examine and concentrate on the following areas:

1. Technology, especially information technology, has changed the entire gamut of information management and it has also enhanced the horizon of information service. Intensive research might be necessary to practically demonstrate on how information technology has reshaped the essence of information management service in print media libraries.
2. There is an intensive relationship between human resource management and performance of print media libraries. This area is still now unexcavated in the print media libraries of Bangladesh.
3. This study finds that print media library personnel are under utilized in terms of their skill and capability. More studies need to be conducted in order to find out why they are under utilized and how print media libraries can increase the quality of their productivity.

4. Although print media libraries have no formal budget, all the print media spend a substantial amount of money in order to run their library. A fully quantitative research may be administered on budget issue of print media libraries.
5. Although the necessity of a library in a print media has gone beyond question, its contribution on the overall performance of the print media is undefined and undetermined.
6. No co-operation among print media libraries in Bangladesh exists. Every individual newspaper runs its own information institution separately. It is obvious that it is mere wastage of time, resource and money. In the age of information technology, co-operation among print media libraries should be established. Effective steps should be taken to ensure this co-operation. Not only this, separate research – one is technical aspect, and another for non-technical aspect—may also be prosecuted.
7. The basic assumption behind recruiting non-professionals in the print media libraries of Bangladesh was that non-professionals were some how running to developing a library information system. But in reality the basis of this assumption was proved to be wrong. An intensive research would reveal how the recruitments of non-professionals affect the quality of information management service.
8. Organizational culture surely affects the performance of library personnel. How the culture of print media of Bangladesh affects the performance of library workers demands extensive research.

Print media lacking the process to ensure the accuracy and quality of their information products are not serving their customers well. As they are the path-finders of the nation, an immediate effort and willingness is required jointly from both the organization and the news librarian to actively participate in developing information management practice. Journalism industry and academic professional field should initiate a positive role and immediate attention is also needed from the government. The study provides basic data and findings for executing this noble endeavour.

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Appendix I

List of Print Media Surveyed

Serial Number	NATIONAL DAILY
SN. 01	<i>New Age</i>
SN. 02	<i>The Daily Dinkal</i>
SN. 03	<i>The Daily Star</i>
SN. 04	<i>Diner Sheshey</i>
SN. 05	<i>The Daily Naya Diganta</i>
SN. 06	<i>Amar Desh</i>
SN. 07	<i>Daily Manabzamin</i>
SN. 08	<i>The Independent</i>
SN. 09	<i>The Daily Sangbad</i>
SN. 10	<i>The New Nation</i>
SN. 11	<i>The Daily Inqilab</i>
SN. 12	<i>Amader Shomoy</i>
SN. 13	<i>Prothom Alo</i>
SN. 14	<i>The Daily Janakantha</i>
SN. 15	<i>Daily Bhorer Kagoj</i>
SN. 16	<i>The Daily Jugantor</i>
SN. 17	<i>Daily Jaijaidin</i>
SN. 18	<i>The Daily Sangram</i>
SN. 19	<i>The Daily Ittefaq</i>
SN. 20	<i>The Daily Samakal</i>
SN. 21	<i>The Financial Express</i>
SN. 22	<i>The Daily Bhorer Dak</i>
SN. 23	<i>Bangladesh Today</i>
SN. 24	<i>Dainik Destiny</i>
SN. 25	<i>The News Today</i>
SN. 26	<i>The Bangladesh Observer</i>

Serial Number	LOCAL DAILY
SN. 27	<i>The Daily Thatya</i>
SN. 28	<i>The Daily Anirban</i>
SN. 29	<i>Daily Probaha</i>
SN. 30	<i>The Daily Purbanchal</i>
SN. 31	<i>Daily Yugveri</i>

SN. 32	<i>Daily Uttor Purbo</i>
SN. 33	<i>Daily Sylheter Dhak</i>
SN. 34	<i>Daily Kazir Bazar</i>
SN. 35	<i>Daily Shyamol Sylhet</i>
SN. 36	<i>Daily Sabuj Sylhet</i>
SN. 37	<i>Daily Dakhinanchal</i>
SN. 38	<i>Daily Shahnama</i>
SN. 39	<i>Ajker Paribartan</i>
SN. 40	<i>Daily Barisal Protidin</i>
SN. 41	<i>Daily Ajker Barta</i>
SN. 42	<i>The Daily Azadi</i>
SN. 43	<i>Daily Karnafuli</i>
SN. 44	<i>Daily Suprobhat Bangladesh</i>
SN. 45	<i>Daily Sonali Sangbad</i>
SN. 46	<i>Raj Barta</i>
SN. 47	<i>Natun Provat</i>
SN. 48	<i>Daily Sun-Shine</i>
SN. 49	<i>Mukto Ghetona</i>
SN. 50	<i>Daily Lal Golap</i>

Serial Number	WEEKLY
SN. 51	<i>Sapthik - 2000</i>
SN. 52	<i>Dik Diganta</i>
SN. 53	<i>Banglar Mukh</i>
SN. 54	<i>Weekly Holiday</i>
SN. 55	<i>Mouchakay Dheel</i>

Serial Number	FORTNIGHTLY
SN. 56	<i>Anando Alo</i>
SN. 57	<i>The Fortnightly Kriralok</i>
SN. 58	<i>Binodon</i>

Serial Number	MONTHLY
SN. 59	<i>The Monthly Computer Jagat</i>
SN. 60	<i>Computer Barta</i>
SN. 61	<i>Dhaner Sheesh</i>

Department of Information Science
& Library Management
UNIVERSITY OF DHAKA



তথ্যবিজ্ঞান ও গ্রন্থাগার ব্যবস্থাপনা বিভাগ
ঢাকা বিশ্ববিদ্যালয়

LETTER OF INTRODUCTION

July 28, 2009

- 1 This is to introduce Anamika Biswas, a student of the M. Phil part II programme of the Department of Information Science and Library Management, University of Dhaka. She has been pursuing research work on a thesis captioned, *Information Management in Print Media Libraries: Problems, Concepts and Practices in Bangladesh* as a part of the M. Phil programme.
- 2 It would be greatly appreciated should you kindly extend co-operation by providing information required for preparing the thesis.
Many thanks for your kind co-operation and efforts.

Sincerely,

Prof. Dr. K.M. Saiful Islam
Supervisor.

UNIVERSITY OF DHAKA
 Department of Information Science & Library Management
 Questionnaire for M.Phil thesis on:
Information Management in Print Media Libraries: Problems, Concepts and Practices in Bangladesh

1.	In what type of print media do you work? <i>(Please tick in the appropriate box)</i>		
	<input type="checkbox"/> Daily newspaper <input type="checkbox"/> Monthly newspaper		<input type="checkbox"/> Weekly newspaper <input type="checkbox"/> Quarterly newspaper
1.a	Mention below the name and address of your newspaper : Name..... Address.....		
1.b	Please write down your designation and name of the department below under which you work : Designation Name of the Department		
1.c	How many people do work in your library?		
1.d	How many people does your library serve everyday?		
2.	What type of information do you usually manage in your library? <i>(You may mark more than one, if necessary)</i>		
	<input type="checkbox"/> Information for current events and matters of current information <input type="checkbox"/> Intra-house concealed information		<input type="checkbox"/> Information for historical and background editorial research <input type="checkbox"/> Managerial information
	<i>(Others, please specify)</i>		
2.a	What are the sources from where you collect information? <i>(You may mark more than one, if necessary)</i>		
	<input type="checkbox"/> Newspapers <input type="checkbox"/> Press Institute	<input type="checkbox"/> Radio-TV News <input type="checkbox"/> Internet	<input type="checkbox"/> Journalist in person <input type="checkbox"/> Public Library
	<i>(Others, please specify)</i>		

3. What type of resources do you have in your library? (You may mark more than one, if necessary)		
<input type="checkbox"/> Clippings <input type="checkbox"/> Periodicals <input type="checkbox"/> Bound files	<input type="checkbox"/> Books <input type="checkbox"/> Journals <input type="checkbox"/> Photos, photo negatives	<input type="checkbox"/> Pamphlets <input type="checkbox"/> Audio-visual Materials
(Other resources, please specify).....		

4. What are the methods you follow to organize and retrieve information? (You may mark more than one, if necessary)	
<input type="checkbox"/> Indexing <input type="checkbox"/> Classification	<input type="checkbox"/> Cataloguing <input type="checkbox"/> Database (computer based)
(Other methods, please specify).....	

4.a How do you apply the above mentioned methods for organizing the following materials? (Please response to the titles which are appropriate for you. You may add extra sheet)	
For Newspapers-	
Name of method and basic steps-	
For News clippings-	
Name of method and basic steps-	
For Books-	
Name of method and basic steps-	
For Pamphlets-	
Name of method and basic steps-	
For Periodicals-	
Name of method and basic steps-	

	For Journals-
Name of method and basic steps-	
	For Photos, photo negatives-
Name of method and basic steps-	
	For audio-visual information-
Name of method and basic steps-	
(For other materials, please specify).....	
.....	

5.	What are the methods do you follow for weeding materials? <i>(Please response to the titles which are appropriate for you. You may add extra sheet)</i>
	For Weeding Newspapers-
	For Weeding News clipping-
	For Wedding Books, Pamphlets, Periodicals-
	For Photos, Photo Negatives-
(For other materials, please specify).....	
.....	

6.	How do you preserve information?

7.	Would you please mention the number of resources which your library currently possesses?		
	<u>Name of Item</u>	<u>Number of item</u>	
	Computer		
	IPS		
	UPS		
	Printer		
	Photocopy machine		
	Fax machine		
	Microform reader		
	Book	Hard copy:	Soft copy:
	Periodicals, journal	Hard copy:	Soft copy:
	Clipping file	Hard copy:	Soft copy:

	Photo	Hard copy:	Soft copy:
	Photo negative		
	Map, Atlas		
	Audio-visual collection		
	Microform		
	Bound file		
(Other resources, please specify with number).....			
.....			

8. What are the mediums do you usually use to deliver information?
(You may mark more than one, if necessary)

For journalist in editorial House	<input type="checkbox"/> Paper(print /photocopy)	<input type="checkbox"/> Telephone	<input type="checkbox"/> Mobile phone	<input type="checkbox"/> Fax
	<input type="checkbox"/> Telex	<input type="checkbox"/> E-mail	<input type="checkbox"/> CD	<input type="checkbox"/> Floppy
	<input type="checkbox"/> Flash Drive	<input type="checkbox"/> PC to PC through LAN		
<i>(Others, please specify).....</i>				
For journalist remaining outside the editorial House and remote area	<input type="checkbox"/> Fax	<input type="checkbox"/> Telephone	<input type="checkbox"/> Mobile phone	
	<input type="checkbox"/> Telex	<input type="checkbox"/> E-mail	<input type="checkbox"/> Post	
	<i>(Others, please specify).....</i>			

9. What is the scenario of your library in terms of HR?

	Professional	Semi-professional	Non-professional	Total
Male				
Female				
				=

Signature: Date:

Name:

Contact No. E-mail:

*Information sought by Anamika Biswas, M.Phil Student(part-II), Dept. of Information Science and Library Management, University of Dhaka, Dhaka-1000
 Phone: 01714220263, E-mail: anamika.bangladesh@gmail.com*

Department of Information Science
& Library Management
UNIVERSITY OF DHAKA




তথ্যবিজ্ঞান ও গ্রন্থাগার ব্যবস্থাপনা বিভাগ
ঢাকা বিশ্ববিদ্যালয়

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1.	In what type of print media do you work? <i>(Please tick in the appropriate box)</i>						
	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;"><input type="checkbox"/> Daily newspaper</td> <td style="width: 50%; border: none;"><input type="checkbox"/> Weekly newspaper</td> </tr> <tr> <td style="border: none;"><input type="checkbox"/> Monthly newspaper</td> <td style="border: none;"><input type="checkbox"/> Quarterly newspaper</td> </tr> </table>	<input type="checkbox"/> Daily newspaper	<input type="checkbox"/> Weekly newspaper	<input type="checkbox"/> Monthly newspaper	<input type="checkbox"/> Quarterly newspaper		
<input type="checkbox"/> Daily newspaper	<input type="checkbox"/> Weekly newspaper						
<input type="checkbox"/> Monthly newspaper	<input type="checkbox"/> Quarterly newspaper						
1.a	Mention below the name and address of your newspaper Name..... Address.....						
2.	Please write your designation below:						
2.a	Please mention which department you work for :						
3.	Do you use your news library on a regular basis? <input type="checkbox"/> Yes <input type="checkbox"/> No						
3.a	If yes, how many times do you use library? <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;"><input type="checkbox"/> Daily</td> <td style="width: 50%; border: none;"><input type="checkbox"/> Once a month</td> </tr> <tr> <td style="border: none;"><input type="checkbox"/> Once a week</td> <td style="border: none;"><input type="checkbox"/> More than once a month</td> </tr> <tr> <td style="border: none;"><input type="checkbox"/> More than once a week</td> <td style="border: none;"><input type="checkbox"/> Others</td> </tr> </table>	<input type="checkbox"/> Daily	<input type="checkbox"/> Once a month	<input type="checkbox"/> Once a week	<input type="checkbox"/> More than once a month	<input type="checkbox"/> More than once a week	<input type="checkbox"/> Others
<input type="checkbox"/> Daily	<input type="checkbox"/> Once a month						
<input type="checkbox"/> Once a week	<input type="checkbox"/> More than once a month						
<input type="checkbox"/> More than once a week	<input type="checkbox"/> Others						
3.b	Why do you use your news library? <i>(You may mark more than one, if necessary)</i> <input type="checkbox"/> To check the fact <input type="checkbox"/> To check the date <input type="checkbox"/> To correct spelling of a particular name, topic and place <input type="checkbox"/> To know past treatment of a specific story <input type="checkbox"/> To avoid repetition of information for a particular story <input type="checkbox"/> To know others' treatment on a specific story <input type="checkbox"/> To know background of a news						

	<input type="checkbox"/> To prepare a follow up story or news <input type="checkbox"/> To develop a particular approach before starting an assignment <input type="checkbox"/> To find out people for taking interview <input type="checkbox"/> For better treatment of a story <input type="checkbox"/> To get story angles and ideas <input type="checkbox"/> For in-depth information for investigative report <input type="checkbox"/> To assign stories and editorials to others <input type="checkbox"/> To check previous editorials <input type="checkbox"/> To keep track of others' publications <input type="checkbox"/> For internet using
	(Please specify other reasons not covered above).....

4. What type of material do you usually use in your library? (You may mark more than one, if necessary)	<input type="checkbox"/> Clippings <input type="checkbox"/> Pamphlets <input type="checkbox"/> Bound files (Others, please specify)	<input type="checkbox"/> Books <input type="checkbox"/> Periodicals <input type="checkbox"/> Photos
4.a In what formats, do you usually get information? (You may mark more than one, if necessary)	<input type="checkbox"/> Hard (Other formats, please specify)	<input type="checkbox"/> Soft

5. What do you ask your library staff members' expertise for a particular story? (Please tick in the appropriate box)	<input type="checkbox"/> To gather all the relevant information	<input type="checkbox"/> To identify the best material for you
5.a Do you disclose your "story angles" and "dead lines" to the library staff, when you look for information?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

6.	Do you use database (computer-based) for searching information? <input type="checkbox"/> Yes <input type="checkbox"/> No <i>(If Yes, please answer to the following one)</i>
6.a	Do you have direct access to database from your workstation? <input type="checkbox"/> Yes <input type="checkbox"/> No <i>(If Yes, please answer to the following one)</i>
6.b	Do you feel any problem to search database from your workstation? <input type="checkbox"/> Yes <input type="checkbox"/> No <i>(If Yes, please answer to the following one)</i>
6.c	What are the problems of searching database from your workstation? <i>(You may mark more than one, if necessary)</i> <ul style="list-style-type: none"> ▪ Searching system is complex ▪ Takes longer time to find out a specific information that does not permit a journalist's reporting deadline ▪ Takes longer time to download information ▪ Dead web link ▪ Frequent system failure ▪ Journalists have not been trained to use the system (Other problems, please specify)
6.d	If you do not have direct access to database from your workstation, how do you search? <i>(Please tick in the appropriate box)</i> <ul style="list-style-type: none"> <input type="checkbox"/> Journalist may ask librarians to search database on their behalf <input type="checkbox"/> Journalists may search database within the library

7. Does your organization provide any kind of training on library usage? Yes No

7.a If Yes, the training program is conducted by-

- Library staff
- IT department
- Management
- Database vendor

8. Please specify the basic problems of your news library –
 (You may mark more than one, if necessary)

- Library is crowded and disorganized
- Library does not maintain enough copy of articles
- Hard copies of clippings are not properly organized
- Subject classification is inconsistent
- Clippings are misfiled and fall out of folders
- Photos, photo negatives are often missed
- Library does not maintain any automated news clipping service
- Library does not permit direct access to library database from journalist's workstation
- Long time gap for response
- Reference books are few and out of date
- Library staffs are non-cooperative
 - Unwilling to answer
 - Want to keep the precious material intact
 - Staffs are not skilled enough to meet the instant query
 - Want to control access to the files
- Lack of library staff members
- Lack of infrastructural facilities
- Library staffs are not properly trained to meet the instant query
- Limitation
 - Public access limitation
 - Time limitation
 - - Library is not opened for 24 hours
 - Resource limitation
 - - Do not have adequate information resource
 - - Do not have any loan system
 - - Need charge for photocopy, print
 - - Some materials are only for sale

(Please specify other problems for using your library not covered above)

.....

.....

.....

9. Please mark (✓) the range what fit the best

Parameters		Strongly agree	Moderately agree	Simply agree	Neutral	Simply disagree	Moderately Disagree	Strongly disagree
9.a	In providing background information, your library service is satisfactory							
9.b	Information access system of your library is satisfactory							
9.c	Library provides accurate and consistent information							
9.d	Most of the service is provided on time							
9.e	Effective journalism is not possible without a strong reference service							
9.f	Library staffs are cooperative, friendly and humble							
9.g	Existing information management services provided by your library is quite enough							
9.h	Your library has sufficient resources in order to fulfill your need.							

10. Please give some suggestions to improve the information management system in your news library:

.....

Signature:

Date:

Name:

Contact No.

E-mail:

Information sought by Anamika Biswas, M.Phil (II) Student, Dept. of Information Science and Library Management, University of Dhaka, Dhaka-1000.
 Phone: 01714220263, E-mail: anamika.bangladesh@gmail.com

Appendix IV

Regression Results

Independent variables:

- X_1 = Background information service
 X_2 = Information access system
 X_3 = Accurate and consistent information
 X_4 = Service on time
 X_5 = Reference service
 X_6 = Co-operation of library personnel and
 X_8 = Resources

Dependent variable:

- X_3 = Quality information management service

SUMMARY OUTPUT

Regression Statistics	
Multiple R	0.961888
R Square	0.925229
Adjusted R Square	0.923084
Standard Error	0.506967
Observations	252

ANOVA

	df	MS	F	Significance
				F
Regression	7	110.8575134	431.3268	1.7E-133
Residual	244	0.257015131		
Total	251			

	Coefficients	t Stat	P-value	Lower 95%	Upper 95%	Lower 95.0%	Upper 95.0%
Intercept	0.089984	0.422737014	0.672859	-0.3293	0.509264	-0.3293	0.50926422
X2	0.279733	6.683206923	1.57E-10	0.197288	0.362179	0.197288	0.36217894
X3	-0.29191	-6.611241285	2.38E-10	-0.37888	-0.20494	-0.37888	-0.2049361
X4	0.301321	5.2538034	3.25E-07	0.188351	0.414291	0.188351	0.4142914
X5	-0.09005	-1.628463099	0.104717	-0.19896	0.018871	-0.19896	0.01887079
X6	-0.08031	-2.144565891	0.032976	-0.15408	-0.00655	-0.15408	-0.0065475
X7	0.163995	5.492510984	9.94E-08	0.105183	0.222807	0.105183	0.22280651
X8	0.68272	17.3445001	1.87E-44	0.605187	0.760254	0.605187	0.7602535

RESIDUAL OUTPUT			PROBABILITY OUTPUT	
Observation	Predicted X1	Standard Residuals	Percentile	X1
1	5.04602	-0.092067238	0.198413	1
2	5.04602	-0.092067238	0.595238	1
3	5.04602	-0.092067238	0.992063	1
4	5.04602	-0.092067238	1.388889	1
5	5.04602	-0.092067238	1.785714	1
6	3.680579	-1.361574127	2.18254	1
7	3.39143	-0.783099252	2.579365	1
8	3.39143	-0.783099252	2.97619	1
9	3.39143	-0.783099252	3.373016	1
10	3.39143	-0.783099252	3.769841	1
11	3.39143	-0.783099252	4.166667	1
12	3.39143	-0.783099252	4.563492	1
13	6.848504	0.303084445	4.960317	1
14	6.848504	0.303084445	5.357143	1
15	6.848504	0.303084445	5.753968	1
16	6.848504	0.303084445	6.150794	1
17	6.848504	0.303084445	6.547619	1
18	6.848504	0.303084445	6.944444	1
19	6.848504	0.303084445	7.34127	1
20	6.848504	0.303084445	7.738095	1
21	6.848504	0.303084445	8.134921	1
22	6.848504	0.303084445	8.531746	1
23	5.034213	-0.068447218	8.928571	1
24	5.034213	-0.068447218	9.325397	1
25	5.034213	-0.068447218	9.722222	1
26	5.966682	0.066656841	10.11905	1
27	5.966682	0.066656841	10.51587	1
28	5.966682	0.066656841	10.9127	1
29	5.966682	0.066656841	11.30952	1
30	5.966682	0.066656841	11.70635	1
31	5.966682	0.066656841	12.10317	1
32	5.966682	0.066656841	12.5	1
33	5.966682	0.066656841	12.89683	1
34	5.966682	0.066656841	13.29365	1
35	5.122724	-0.245522021	13.69048	1
36	5.122724	-0.245522021	14.0873	1
37	5.122724	-0.245522021	14.48413	1
38	4.920865	0.158318437	14.88095	1
39	4.920865	0.158318437	15.27778	2
40	4.920865	0.158318437	15.6746	2
41	4.920865	0.158318437	16.07143	2
42	4.920865	0.158318437	16.46825	2
43	4.920865	0.158318437	16.86508	2
44	4.920865	0.158318437	17.2619	2
45	1.661546	0.677115625	17.65873	2
46	1.661546	0.677115625	18.05556	2

47	1.661546	0.677115625	18.45238	2
48	1.661546	0.677115625	18.84921	2
49	1.661546	0.677115625	19.24603	2
50	1.661546	0.677115625	19.64286	2
51	1.661546	0.677115625	20.03968	2
52	1.661546	0.677115625	20.43651	2
53	1.661546	0.677115625	20.83333	2
54	1.661546	0.677115625	21.23016	2
55	6.12731	-0.25469722	21.62698	2
56	6.12731	-0.25469722	22.02381	2
57	6.12731	-0.25469722	22.42063	2
58	6.12731	-0.25469722	22.81746	2
59	6.12731	-0.25469722	23.21429	2
60	3.220046	-0.4402262	23.61111	2
61	3.220046	-0.4402262	24.00794	2
62	3.220046	-0.4402262	24.40476	2
63	3.220046	-0.4402262	24.80159	2
64	4.405139	1.190084834	25.19841	2
65	4.405139	1.190084834	25.59524	2
66	4.405139	1.190084834	25.99206	3
67	4.405139	1.190084834	26.38889	3
68	4.405139	1.190084834	26.78571	3
69	4.405139	1.190084834	27.18254	3
70	4.405139	1.190084834	27.57937	3
71	4.405139	1.190084834	27.97619	3
72	5.802687	0.394746041	28.37302	3
73	5.802687	0.394746041	28.76984	3
74	5.802687	0.394746041	29.16667	3
75	5.802687	0.394746041	29.56349	3
76	4.918108	0.163833055	29.96032	3
77	4.918108	0.163833055	30.35714	3
78	4.918108	0.163833055	30.75397	3
79	4.918108	0.163833055	31.15079	3
80	3.951996	0.096038142	31.54762	3
81	4.918108	0.163833055	31.94444	3
82	4.918108	0.163833055	32.34127	3
83	4.918108	0.163833055	32.7381	3
84	4.918108	0.163833055	33.13492	3
85	4.918108	0.163833055	33.53175	3
86	4.918108	0.163833055	33.92857	3
87	5.200598	-0.40131929	34.3254	3
88	5.591413	-1.183187119	34.72222	3
89	5.591413	-1.183187119	35.11905	3
90	5.200598	-0.40131929	35.51587	3
91	5.200598	-0.40131929	35.9127	3
92	5.200598	-0.40131929	36.30952	3
93	3.272642	-0.545450442	36.70635	3
94	3.57341	2.854052299	37.10317	3
95	3.57341	2.854052299	37.5	3
96	3.955362	-1.911307765	37.89683	3

97	4.930281	0.139481288	38.29365	3
98	4.930281	0.139481288	38.69048	3
99	4.930281	0.139481288	39.0873	3
100	4.930281	0.139481288	39.48413	3
101	4.930281	0.139481288	39.88095	3
102	4.930281	0.139481288	40.27778	3
103	4.930281	0.139481288	40.6746	3
104	4.930281	0.139481288	41.07143	3
105	5.553726	0.892821433	41.46825	3
106	5.553726	0.892821433	41.86508	3
107	5.103691	-0.207445061	42.2619	3
108	5.103691	-0.207445061	42.65873	4
109	5.553726	0.892821433	43.05556	4
110	6.58487	0.830513302	43.45238	4
111	6.58487	0.830513302	43.84921	4
112	6.293695	-0.587569292	44.24603	4
113	6.293695	-0.587569292	44.64286	4
114	6.293695	-0.587569292	45.03968	4
115	6.58487	0.830513302	45.43651	4
116	5.390108	-0.780454509	45.83333	4
117	2.381697	3.237594972	46.23016	4
118	3.171294	-0.342692344	46.62698	4
119	3.171294	-0.342692344	47.02381	4
120	3.171294	-0.342692344	47.42063	4
121	3.854014	-1.708549667	47.81746	4
122	3.171294	-0.342692344	48.21429	4
123	3.854014	-1.708549667	48.61111	4
124	3.171294	-0.342692344	49.00794	5
125	3.171294	-0.342692344	49.40476	5
126	3.015111	-0.030231415	49.80159	5
127	5.001179	-0.002358594	50.19841	5
128	4.920865	0.158318437	50.59524	5
129	4.920865	0.158318437	50.99206	5
130	4.60182	0.79660368	51.38889	5
131	4.60182	0.79660368	51.78571	5
132	4.60182	0.79660368	52.18254	5
133	4.309914	1.380593173	52.57937	5
134	4.60182	0.79660368	52.97619	5
135	4.60182	0.79660368	53.37302	5
136	4.018009	1.964582667	53.76984	5
137	4.60182	0.79660368	54.16667	5
138	4.60182	0.79660368	54.56349	5
139	4.473909	1.052503973	54.96032	5
140	4.473909	1.052503973	55.35714	5
141	4.765814	0.468514479	55.75397	5
142	4.473909	1.052503973	56.15079	5
143	4.182003	1.636493466	56.54762	5
144	4.60182	0.79660368	56.94444	5
145	3.871682	0.256715173	57.34127	5
146	4.567184	-3.135325206	57.7381	5

147	4.567184	-3.135325206	58.13492	5
148	4.567184	-3.135325206	58.53175	5
149	4.567184	-3.135325206	58.92857	5
150	2.003054	-0.006110501	59.3254	5
151	2.685774	-1.371967824	59.72222	5
152	2.685774	-1.371967824	60.11905	5
153	2.003054	-0.006110501	60.51587	5
154	5.454086	1.092161089	60.9127	5
155	5.745992	-1.492439172	61.30952	5
156	5.745992	-1.492439172	61.70635	5
157	5.454086	1.092161089	62.10317	5
158	5.265684	-2.532140923	62.5	5
159	5.265684	-2.532140923	62.89683	5
160	5.265684	-2.532140923	63.29365	5
161	5.265684	-2.532140923	63.69048	5
162	4.59851	-1.197384622	64.0873	5
163	2.907812	-1.816178536	64.48413	5
164	5.283962	1.432514164	64.88095	5
165	5.119967	-0.240007403	65.27778	5
166	4.297043	1.406343435	65.6746	5
167	4.920865	0.158318437	66.07143	5
168	6.848504	0.303084445	66.46825	5
169	7.009132	-0.018269616	66.86508	5
170	3.711054	0.578069234	67.2619	5
171	3.711054	0.578069234	67.65873	5
172	3.711054	0.578069234	68.05556	5
173	3.711054	0.578069234	68.45238	5
174	3.711054	0.578069234	68.84921	5
175	5.966682	0.066656841	69.24603	5
176	5.966682	0.066656841	69.64286	5
177	5.966682	0.066656841	70.03968	5
178	5.966682	0.066656841	70.43651	5
179	5.966682	0.066656841	70.83333	5
180	4.592876	0.814496839	71.23016	5
181	5.474698	-0.949686324	71.62698	5
182	5.555012	0.890247413	72.02381	5
183	2.696481	0.607222512	72.42063	5
184	2.696481	0.607222512	72.81746	5
185	1.336637	-0.673480331	73.21429	5
186	1.336637	-0.673480331	73.61111	5
187	1.336637	-0.673480331	74.00794	5
188	1.336637	-0.673480331	74.40476	5
189	1.336637	-0.673480331	74.80159	5
190	1.336637	-0.673480331	75.19841	5
191	1.336637	-0.673480331	75.59524	5
192	1.336637	-0.673480331	75.99206	5
193	1.336637	-0.673480331	76.38889	5
194	1.336637	-0.673480331	76.78571	5
195	0.734231	0.531699962	77.18254	5
196	2.646381	-1.29315645	77.57937	5

197	4.083273	-0.16659729	77.97619	5
198	4.083273	-0.16659729	78.37302	5
199	4.75687	0.486407638	78.76984	5
200	3.379698	1.240982776	79.16667	5
201	1.854606	0.290877678	79.56349	5
202	2.848063	0.303967332	79.96032	5
203	2.735452	0.529257552	80.35714	5
204	2.899447	0.201168351	80.75397	5
205	2.899447	0.201168351	81.15079	6
206	2.899447	0.201168351	81.54762	6
207	2.899447	0.201168351	81.94444	6
208	2.899447	0.201168351	82.34127	6
209	1.424951	-0.850161734	82.7381	6
210	1.424951	-0.850161734	83.13492	6
211	2.307139	-2.615076644	83.53175	6
212	2.307139	-2.615076644	83.92857	6
213	2.307139	-2.615076644	84.3254	6
214	1.351052	-0.702318459	84.72222	6
215	1.351052	-0.702318459	85.11905	6
216	1.562644	-1.125630922	85.51587	6
217	1.353808	-0.707833077	85.9127	6
218	1.363542	-0.727305082	86.30952	6
219	1.443856	-0.887982113	86.70635	6
220	1.02338	-0.046774914	87.10317	6
221	1.7061	0.587978531	87.5	6
222	1.7061	0.587978531	87.89683	6
223	1.7061	0.587978531	88.29365	6
224	1.305553	-0.611292402	88.69048	6
225	1.305553	-0.611292402	89.0873	6
226	1.305553	-0.611292402	89.48413	6
227	1.305553	-0.611292402	89.88095	6
228	0.734231	0.531699962	90.27778	6
229	0.734231	0.531699962	90.6746	6
230	0.734231	0.531699962	91.07143	6
231	0.734231	0.531699962	91.46825	6
232	0.734231	0.531699962	91.86508	6
233	0.734231	0.531699962	92.2619	6
234	2.665237	0.66973083	92.65873	6
235	2.665237	0.66973083	93.05556	6
236	2.665237	0.66973083	93.45238	6
237	2.665237	0.66973083	93.84921	6
238	3.711054	-1.422541534	94.24603	7
239	2.745551	-1.491556968	94.64286	7
240	2.745551	-1.491556968	95.03968	7
241	2.745551	-1.491556968	95.43651	7
242	0.734231	0.531699962	95.83333	7
243	1.776999	0.446138649	96.23016	7
244	0.734231	0.531699962	96.62698	7
245	1.776999	-1.554472119	97.02381	7
246	0.814545	0.371022931	97.42063	7

247	0.734231	0.531699962	97.81746	7
248	0.853337	2.294027063	98.21429	7
249	0.853337	2.294027063	98.61111	7
250	0.853337	2.294027063	99.00794	7
251	2.337248	1.325909232	99.40476	7
252	2.337248	1.325909232	99.80159	7

SUMMARY OUTPUT							
Regression Statistics							
Multiple R	0.961888						
R Square	0.925229						
Adjusted R Square	0.923084						
Standard Error	0.506967						
Observations	252						
ANOVA							
	df	MS	F	Significance F			
Regression	7	110.8575134	431.3268	1.7E-133			
Residual	244	0.257015131					
Total	251						
	Coefficients	t Stat	P-value	Lower 95%	Upper 95%	Lower 95.0%	Upper 95.0%
Intercept	0.089984	0.422737014	0.672859	-0.3293	0.509264	-0.3293	0.50926422
X2	0.279733	6.682206923	1.57E-10	0.197288	0.362179	0.197288	0.36217894
X3	-0.29191	-6.611241285	2.38E-10	-0.37888	-0.20494	-0.37888	-0.2049361
X4	0.301321	5.2538034	3.25E-07	0.188351	0.414291	0.188351	0.4142914
X5	-0.09005	-1.628463099	0.104717	-0.19896	0.018871	-0.19896	0.01887079
X6	-0.08031	-2.144565891	0.032976	-0.15408	-0.00655	-0.15408	-0.0065475
X7	0.163995	5.492510984	9.94E-08	0.105183	0.222807	0.105183	0.22280651
X8	0.68272	17.3445001	1.87E-44	0.605187	0.760254	0.605187	0.7602535
RESIDUAL OUTPUT				PROBABILITY OUTPUT			
Observation	Predicted X1	Standard Residuals	Percentile	X1			
1	5.04602	-0.092067238	0.198413	1			
2	5.04602	-0.092067238	0.595238	1			
3	5.04602	-0.092067238	0.992063	1			
4	5.04602	-0.092067238	1.388889	1			
5	5.04602	-0.092067238	1.785714	1			
6	3.680579	-1.361574127	2.18254	1			
7	3.39143	-0.783099252	2.579365	1			
8	3.39143	-0.783099252	2.97619	1			
9	3.39143	-0.783099252	3.373016	1			
10	3.39143	-0.783099252	3.769841	1			
11	3.39143	-0.783099252	4.166667	1			

12	3.39143	-0.783099252		4.563492	1	
13	6.848504	0.303084445		4.960317	1	
14	6.848504	0.303084445		5.357143	1	
15	6.848504	0.303084445		5.753968	1	
16	6.848504	0.303084445		6.150794	1	
17	6.848504	0.303084445		6.547619	1	
18	6.848504	0.303084445		6.944444	1	
19	6.848504	0.303084445		7.34127	1	
20	6.848504	0.303084445		7.738095	1	
21	6.848504	0.303084445		8.134921	1	
22	6.848504	0.303084445		8.531746	1	
23	5.034213	-0.068447218		8.928571	1	
24	5.034213	-0.068447218		9.325397	1	
25	5.034213	-0.068447218		9.722222	1	
26	5.966682	0.066656841		10.11905	1	
27	5.966682	0.066656841		10.51587	1	
28	5.966682	0.066656841		10.9127	1	
29	5.966682	0.066656841		11.30952	1	
30	5.966682	0.066656841		11.70635	1	
31	5.966682	0.066656841		12.10317	1	
32	5.966682	0.066656841		12.5	1	
33	5.966682	0.066656841		12.89683	1	
34	5.966682	0.066656841		13.29365	1	
35	5.122724	-0.245522021		13.69048	1	
36	5.122724	-0.245522021		14.0873	1	
37	5.122724	-0.245522021		14.48413	1	
38	4.920865	0.158318437		14.88095	1	
39	4.920865	0.158318437		15.27778	2	
40	4.920865	0.158318437		15.6746	2	
41	4.920865	0.158318437		16.07143	2	
42	4.920865	0.158318437		16.46825	2	
43	4.920865	0.158318437		16.86508	2	
44	4.920865	0.158318437		17.2619	2	
45	1.661546	0.677115625		17.65873	2	
46	1.661546	0.677115625		18.05556	2	
47	1.661546	0.677115625		18.45238	2	
48	1.661546	0.677115625		18.84921	2	
49	1.661546	0.677115625		19.24603	2	
50	1.661546	0.677115625		19.64286	2	
51	1.661546	0.677115625		20.03968	2	
52	1.661546	0.677115625		20.43651	2	
53	1.661546	0.677115625		20.83333	2	
54	1.661546	0.677115625		21.23016	2	
55	6.12731	-0.25469722		21.62698	2	
56	6.12731	-0.25469722		22.02381	2	
57	6.12731	-0.25469722		22.42063	2	
58	6.12731	-0.25469722		22.81746	2	
59	6.12731	-0.25469722		23.21429	2	

60	3.220046	-0.4402262		23.61111	2	
61	3.220046	-0.4402262		24.00794	2	
62	3.220046	-0.4402262		24.40476	2	
63	3.220046	-0.4402262		24.80159	2	
64	4.405139	1.190084834		25.19841	2	
65	4.405139	1.190084834		25.59524	2	
66	4.405139	1.190084834		25.99206	3	
67	4.405139	1.190084834		26.38889	3	
68	4.405139	1.190084834		26.78571	3	
69	4.405139	1.190084834		27.18254	3	
70	4.405139	1.190084834		27.57937	3	
71	4.405139	1.190084834		27.97619	3	
72	5.802687	0.394746041		28.37302	3	
73	5.802687	0.394746041		28.76984	3	
74	5.802687	0.394746041		29.16667	3	
75	5.802687	0.394746041		29.56349	3	
76	4.918108	0.163833055		29.96032	3	
77	4.918108	0.163833055		30.35714	3	
78	4.918108	0.163833055		30.75397	3	
79	4.918108	0.163833055		31.15079	3	
80	3.951996	0.096038142		31.54762	3	
81	4.918108	0.163833055		31.94444	3	
82	4.918108	0.163833055		32.34127	3	
83	4.918108	0.163833055		32.7381	3	
84	4.918108	0.163833055		33.13492	3	
85	4.918108	0.163833055		33.53175	3	
86	4.918108	0.163833055		33.92857	3	
87	5.200598	-0.40131929		34.3254	3	
88	5.591413	-1.183187119		34.72222	3	
89	5.591413	-1.183187119		35.11905	3	
90	5.200598	-0.40131929		35.51587	3	
91	5.200598	-0.40131929		35.9127	3	
92	5.200598	-0.40131929		36.30952	3	
93	3.272642	-0.545450442		36.70635	3	
94	3.57341	2.854052299		37.10317	3	
95	3.57341	2.854052299		37.5	3	
96	3.955362	-1.911307765		37.89683	3	
97	4.930281	0.139481288		38.29365	3	
98	4.930281	0.139481288		38.69048	3	
99	4.930281	0.139481288		39.0873	3	
100	4.930281	0.139481288		39.48413	3	
101	4.930281	0.139481288		39.88095	3	
102	4.930281	0.139481288		40.27778	3	
103	4.930281	0.139481288		40.6746	3	
104	4.930281	0.139481288		41.07143	3	
105	5.553726	0.892821433		41.46825	3	
106	5.553726	0.892821433		41.86508	3	
107	5.103691	-0.207445061		42.2619	3	

108	5.103691	-0.207445061		42.65873	4	
109	5.553726	0.892821433		43.05556	4	
110	6.58487	0.830513302		43.45238	4	
111	6.58487	0.830513302		43.84921	4	
112	6.293695	-0.587569292		44.24603	4	
113	6.293695	-0.587569292		44.64286	4	
114	6.293695	-0.587569292		45.03968	4	
115	6.58487	0.830513302		45.43651	4	
116	5.390108	-0.780454509		45.83333	4	
117	2.381697	3.237594972		46.23016	4	
118	3.171294	-0.342692344		46.62698	4	
119	3.171294	-0.342692344		47.02381	4	
120	3.171294	-0.342692344		47.42063	4	
121	3.854014	-1.708549667		47.81746	4	
122	3.171294	-0.342692344		48.21429	4	
123	3.854014	-1.708549667		48.61111	4	
124	3.171294	-0.342692344		49.00794	5	
125	3.171294	-0.342692344		49.40476	5	
126	3.015111	-0.030231415		49.80159	5	
127	5.001179	-0.002358594		50.19841	5	
128	4.920865	0.158318437		50.59524	5	
129	4.920865	0.158318437		50.99206	5	
130	4.60182	0.79660368		51.38889	5	
131	4.60182	0.79660368		51.78571	5	
132	4.60182	0.79660368		52.18254	5	
133	4.309914	1.380593173		52.57937	5	
134	4.60182	0.79660368		52.97619	5	
135	4.60182	0.79660368		53.37302	5	
136	4.018009	1.964582667		53.76984	5	
137	4.60182	0.79660368		54.16667	5	
138	4.60182	0.79660368		54.56349	5	
139	4.473909	1.052503973		54.96032	5	
140	4.473909	1.052503973		55.35714	5	
141	4.765814	0.468514479		55.75397	5	
142	4.473909	1.052503973		56.15079	5	
143	4.182003	1.636493466		56.54762	5	
144	4.60182	0.79660368		56.94444	5	
145	3.871682	0.256715173		57.34127	5	
146	4.567184	-3.135325206		57.7381	5	
147	4.567184	-3.135325206		58.13492	5	
148	4.567184	-3.135325206		58.53175	5	
149	4.567184	-3.135325206		58.92857	5	
150	2.003054	-0.006110501		59.3254	5	
151	2.685774	-1.371967824		59.72222	5	
152	2.685774	-1.371967824		60.11905	5	
153	2.003054	-0.006110501		60.51587	5	
154	5.454086	1.092161089		60.9127	5	
155	5.745992	-1.492439172		61.30952	5	

156	5.745992	-1.492439172		61.70635	5	
157	5.454086	1.092161089		62.10317	5	
158	5.265684	-2.532140923		62.5	5	
159	5.265684	-2.532140923		62.89683	5	
160	5.265684	-2.532140923		63.29365	5	
161	5.265684	-2.532140923		63.69048	5	
162	4.59851	-1.197384622		64.0873	5	
163	2.907812	-1.816178536		64.48413	5	
164	5.283962	1.432514164		64.88095	5	
165	5.119967	-0.240007403		65.27778	5	
166	4.297043	1.406343435		65.6746	5	
167	4.920865	0.158318437		66.07143	5	
168	6.848504	0.303084445		66.46825	5	
169	7.009132	-0.018269616		66.86508	5	
170	3.711054	0.578069234		67.2619	5	
171	3.711054	0.578069234		67.65873	5	
172	3.711054	0.578069234		68.05556	5	
173	3.711054	0.578069234		68.45238	5	
174	3.711054	0.578069234		68.84921	5	
175	5.966682	0.066656841		69.24603	5	
176	5.966682	0.066656841		69.64286	5	
177	5.966682	0.066656841		70.03968	5	
178	5.966682	0.066656841		70.43651	5	
179	5.966682	0.066656841		70.83333	5	
180	4.592876	0.814496839		71.23016	5	
181	5.474698	-0.949686324		71.62698	5	
182	5.555012	0.890247413		72.02381	5	
183	2.696481	0.607222512		72.42063	5	
184	2.696481	0.607222512		72.81746	5	
185	1.336637	-0.673480331		73.21429	5	
186	1.336637	-0.673480331		73.61111	5	
187	1.336637	-0.673480331		74.00794	5	
188	1.336637	-0.673480331		74.40476	5	
189	1.336637	-0.673480331		74.80159	5	
190	1.336637	-0.673480331		75.19841	5	
191	1.336637	-0.673480331		75.59524	5	
192	1.336637	-0.673480331		75.99206	5	
193	1.336637	-0.673480331		76.38889	5	
194	1.336637	-0.673480331		76.78571	5	
195	0.734231	0.531699962		77.18254	5	
196	2.646381	-1.29315645		77.57937	5	
197	4.083273	-0.16659729		77.97619	5	
198	4.083273	-0.16659729		78.37302	5	
199	4.75687	0.486407638		78.76984	5	
200	3.379698	1.240982776		79.16667	5	
201	1.854606	0.290877678		79.56349	5	
202	2.848063	0.303967332		79.96032	5	
203	2.735452	0.529257552		80.35714	5	

204	2.899447	0.201168351		80.75397	5	
205	2.899447	0.201168351		81.15079	6	
206	2.899447	0.201168351		81.54762	6	
207	2.899447	0.201168351		81.94444	6	
208	2.899447	0.201168351		82.34127	6	
209	1.424951	-0.850161734		82.7381	6	
210	1.424951	-0.850161734		83.13492	6	
211	2.307139	-2.615076644		83.53175	6	
212	2.307139	-2.615076644		83.92857	6	
213	2.307139	-2.615076644		84.3254	6	
214	1.351052	-0.702318459		84.72222	6	
215	1.351052	-0.702318459		85.11905	6	
216	1.562644	-1.125630922		85.51587	6	
217	1.353808	-0.707833077		85.9127	6	
218	1.363542	-0.727305082		86.30952	6	
219	1.443856	-0.887982113		86.70635	6	
220	1.02338	-0.046774914		87.10317	6	
221	1.7061	0.587978531		87.5	6	
222	1.7061	0.587978531		87.89683	6	
223	1.7061	0.587978531		88.29365	6	
224	1.305553	-0.611292402		88.69048	6	
225	1.305553	-0.611292402		89.0873	6	
226	1.305553	-0.611292402		89.48413	6	
227	1.305553	-0.611292402		89.88095	6	
228	0.734231	0.531699962		90.27778	6	
229	0.734231	0.531699962		90.6746	6	
230	0.734231	0.531699962		91.07143	6	
231	0.734231	0.531699962		91.46825	6	
232	0.734231	0.531699962		91.86508	6	
233	0.734231	0.531699962		92.2619	6	
234	2.665237	0.66973083		92.65873	6	
235	2.665237	0.66973083		93.05556	6	
236	2.665237	0.66973083		93.45238	6	
237	2.665237	0.66973083		93.84921	6	
238	3.711054	-1.422541534		94.24603	7	
239	2.745551	-1.491556968		94.64286	7	
240	2.745551	-1.491556968		95.03968	7	
241	2.745551	-1.491556968		95.43651	7	
242	0.734231	0.531699962		95.83333	7	
243	1.776999	0.446138649		96.23016	7	
244	0.734231	0.531699962		96.62698	7	
245	1.776999	-1.554472119		97.02381	7	
246	0.814545	0.371022931		97.42063	7	
247	0.734231	0.531699962		97.81746	7	
248	0.853337	2.294027063		98.21429	7	
249	0.853337	2.294027063		98.61111	7	
250	0.853337	2.294027063		99.00794	7	
251	2.337248	1.325909232		99.40476	7	

252	2.337248	1.325909232		99.80159	7	
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