An Internship

on

Libraries and Information Institutions: A Case Study of

Dhaka University Library

Internship report submitted to

the Department of Information Science and Library Management

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Submitted by

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Libraries and Information Institutions: A Case Study of Dhaka University Library

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List of Abbreviations/Acronyms

AACR-2	-	Anglo-American Cataloguing Rules- 2nd Edition
ALA	-	American Library Association
BA	-	Bachelor of Arts
BAS	-	Bangladesh Academy of Sciences
CAS	-	Current Awareness Service
CAD	-	Cash Against Delivery
CDS	-	Computerized Documentation System
DDC	-	Dewey Decimal Classification
DUL	-	Dhaka University Library
DULAP	-	Dhaka University Library Automation Project
DULIB	-	Dhaka University Library Software
FTP	-	File Transfer Protocol
GLAS	-	Graphical Library Automation System
HTML	-	Hyper Text Mark-up Language
HTP	-	Hypertext Transfer Protocol
ICT	-	Information Communication Technology
ISIS	-	Integrated Set of Information System
LAN	-	Local Area Network
LC	-	Library of Congress
OPAC	-	Online Public Access Catalogue
PDF	-	Portable Document Format
P&D	-	Planning & Development
RFID	-	Radio Frequency Identifier
SGML	-	Standard Generalized Mark-up Language
UGC	-	University Grand Commission
UNO	-	United Nations Organization
UPS	-	Uninterruptable Power Supply
WWW	-	World Wide Web

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Chapter - I

Introduction

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Chapter - I

Introduction

1.1 Introduction

Libraries are vital social institutions. No community is considered complete without a library. The spread of democracy, the extension of education, the intensification of research activities and the rapid increase in the production of recorded knowledge, have led to the enormous expansion of libraries and the development of their services. Over the last two decades, a good number of various types of proper initiative by the government and concerned authorities, the scenario of whole library and information system of the country is almost traditional (Ahmed, 1998). The communication of ideas is one of the most noteworthy achievements in the cultural development of the human race. The library one of many means of human communication and is an important centre for disseminating knowledge (Johnson, 1973).

1.2 Dhaka University Library (DUL)

The Dhaka University Library started as a part of the Dhaka University on the 1st of July, 1921 with 18,000 books inherited from the libraries of the former Dhaka College and Dhaka Law College. F.C. Turner, the former principal of Dhaka College was the first librarian of the DUL and Fakhruddin Ahmed succeeded him in the post in 1922 (Dhaka University Website).

By 1924 the library added 16000 books at an expenditure of Rs.150000/-. Annual grant to the library was amounted to Rs. 34,000/-. The library was initiated in 1921 with 877 students, 60 teachers of 12 departments under 3 Faculties viz. Arts, Science and Law (Academic Calendar, 2011). Then the library was housed in the premises of Dhaka Medical College and later it was transferred in the ground floor of a building situated at the north bank of the pond of Curzon Hall premises. Later, the library was transferred in the present Central library Building (Rahim, 1981).

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1.2.1 Library Collection

The library collection has grown steadily. At present the library has 6 lacs 80 thousand books and magazines. Besides that the library has 30,000 rare manuscript; 20,000 old and rare books and large number of tracts, booklets, leaflets, pamphlets, and puthis (Dhaka University Website); 265 titles journal amongst which foreign 173, local 22 and gratis are 70 titles. Some rare books and documents have also been collected in microform. For online facilities of foreign journals, an amount of US$ 20,000 has been paid as subscription to the Bangladesh Academy of Sciences (BAS). As a result, the teachers, researchers and students will be able to read and download more than 20 thousand foreign journals of 46 publishers (Dhaka University Annual Report, 2010-2011). The library is enriched with available with valuable reference materials such as atlases, dictionaries, encyclopedias, annual reports and publications, survey reports, census reports, country reports, statistical yearbooks and other publications. In addition DUL subscribes to leading online journals.

1.2.2 Library Building

All the activities of the library are performed from 3 separate buildings viz. Administrative building, main library building and science library building. The present total measurement of the buildings is 1,50,830 sft but earlier, the total measurement of the Dhaka University Library was1,40,750 sft (Huda Mia, 1990).

1.2.2.1 Administrative Building

Administration section, manuscripts section, reprography section, acquisition section, processing section, book binding section, periodicals section, accounts section, seminar, old news paper section, resource centre for the visually impaired students and cyber centre are housed in the administrative building.

1.2.2.2 Main Library Building

Librarian (Planning & Development), rare books cell, Muktijudho (War of Liberation) cell, UNO collection, American studies corner, borrowers Id card supplying, reading room service, Books and reading materials are preserved in the stack of different departments are housed in the main library building.

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1.2.2.3 Science Library Building

There are 4 reading rooms in the first floor of the science building. Here 400 students can read at a time. The reading rooms are air-conditioned. There is also a reference room in the first floor of this building. Teachers, researchers and students can use theses and reference tools here. There are separate seating arrangements for teachers. Teachers, researchers, registered graduates, officers and employees can issue 10 books, 3 books, 1 book, 5 books and 1 book respectively for 30 days. Students can issue 2 books for 14 days from here. Photocopy unit, issue counter, stack of books and bound volume of journals are in the ground floor. Teachers, researchers and students can issue books from the relevant issue counter.

1.2.3 Library Hours

Library reader's service open seven days a week as follows:

Day		Time
Saturday to Wednesday	:	8:00 am - 9:00 pm
Thursday	:	8:00 am - 5:00 pm
Friday	:	3:00 pm - 8:00 pm

Within these period teachers, researchers and students can read books and journals in the respective rooms and can issue books. Library will remains closed on public holidays.

1.2.4 Officers and Employees

In 2009-2010 Professor Dr. M. Nasiruddin Munshi was the acting librarian of the library. The responsibility of the acting librarian (P&D) was entrusted to Mrs. Syeda Farida Parvin (Dhaka University Annual Report, 2009-2010). There are 234 staffs in the library, amongst which the number of officers is 63, Class III is 71 and Class IV is 100. The number of existing officer, class III and class IV are 68, 49 and 102 respectively. The total number of vacant posts is 18. Amongst the total staff, 19 are professional, 50 are semi-professional, 146 are non-professional and 19 are IT personnel (Dhaka University Annual Report, 2010-2011).

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1.2.5 Budget Allocation for Library

The allocated total amount for procurement of books and journals are re-allocated amongst the departments of the University by the Deans convening meeting. Every year an amount is earmarked in the annual budget for procurement of books & journals of all the departments of the University. The budgetary amount increases or decreases as per pecuniary situation of the University. The amount is re-allocated considering the number of students of the departments and the price of the books & journals of the departments. In 2011-2012 fiscal years the total budget for library is 602.69 lacs. For procurement of books, journals, newspapers, etc (excluding staff salary) is Tk. 174.50 lacs and total budget for procurement of staff salary is Tk. 428.19 lacs (Dhaka University Annual Report, 2010-2011). The breakdown of the budget procurement of books, journals, newspapers, etc is given below by table 1.1:

Table 1.1: Budget for procurement of books, journals etc (excluding staff salary)

Sl. No.	Expenditure	Tk. in Lacs
1	Purchase of books & journals (including book processing)	100.00
2	Purchase of text books for course system/semester	10.00
3	Back issues of journals & bibliography	2.00
4	Collection & maintenance of manuscripts	1.50
5	Purchase of reprographic instruments, paper etc.	8.00
6	Binding expenditure	2.00
7	Contingency (including paid to for the duty performs on Fridays)	8.00
8	Online subscription for journals	24.00
9	Maintenance of A.C & electrical equipments	3.00
10	Fire insurance	1.00
11	Library cyber center	1.00
12	Handicap resource center	1.00
13	Computerization of central library	8.00
14	Fuel & maintenance of generator	5.00
	Total	**174.50**

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The breakdown of the budget procurement of staff salary is given below by table 1.2:

Table 1.2: Budget for procurement staff salary

Sl. No.	Expenditure	Tk. in Lacs
1	Officer's remuneration	147.50
2	Staff's salary	47.53
3	Forth class staff's salary	86.10
4	House rent allowance	120.40
5	Medical allowance	18.53
6	Transportation allowance	2.98
7	Tiffin allowance	2.98
8	Staff's dress washing allowance	1.22
9	Special salary allowance	0.95
	Total	**428.19**

After re-allocation, it is submitted to the library committee for approval. Then suppliers are appointed through international tenders. Considering the discount of books and handling charges, the suppliers are appointed by the tender committee for a period of one year. Then books and journals are procured from selected suppliers.

1.2.6 Library Committee

The library is advised by a committee consisting of representatives from different faculties and departments of the University. The Vice Chancellor of Dhaka University acts as the chairperson of the library committee. On the other hand, the librarian of Dhaka University Library acts as the member-secretary of the committee. One meeting of the library committee was held on May 31, 2010 (Dhaka University Annual Report, 2010-2011). The library Committee is given below by table 1.3:

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Table 1.3: Library Committee

Sl. No.	Name	Designation
1	Professor Dr. A A M S Arefin Siddique, Vice-Chancellor	Chairman
2	Professor Dr. Harun-or-Rashid, Pro Vice-Chancellor	Member
3	Dean, Faculty of Arts	Member
4	Dean, Faculty of Science	Member
5	Dean, Faculty of Law	Member
6	Dean, Faculty of Business Studies	Member
7	Dean, Faculty of Social Sciences	Member
8	Dean, Faculty of Biological Sciences	Member
9	Dean, Faculty of Pharmacy	Member
10	Dean, Faculty of Fine Arts	Member
11	Dean, Faculty of Engineering & Technology	Member
12	Dean, Faculty of Earth & Environment Science	Member
13	Dr. A. S. M. Atiqur Rahman	Member
14	Professor Shakhawat Ali Khan	Member
15	Chairman Dept. of Info. Sci. & Library Management	Member
16	Librarian	Member Secretary

1.3 Framework of the Study

The report is organized into five chapters with chapter one covering the main introduction, background to the study, brief description of DUL and outline of the study salient points raised in the chapter. Chapter two covers the objectives, methodology, scope and limitation of the study. Chapter three covers activities and experience of the study describes both the theoretical framework and practical perspective for the research. It also includes activities and experience with section wise covered in this chapter. Problems and Recommendations of the research are given in chapter four. Finally chapter five covers conclusions of the study.

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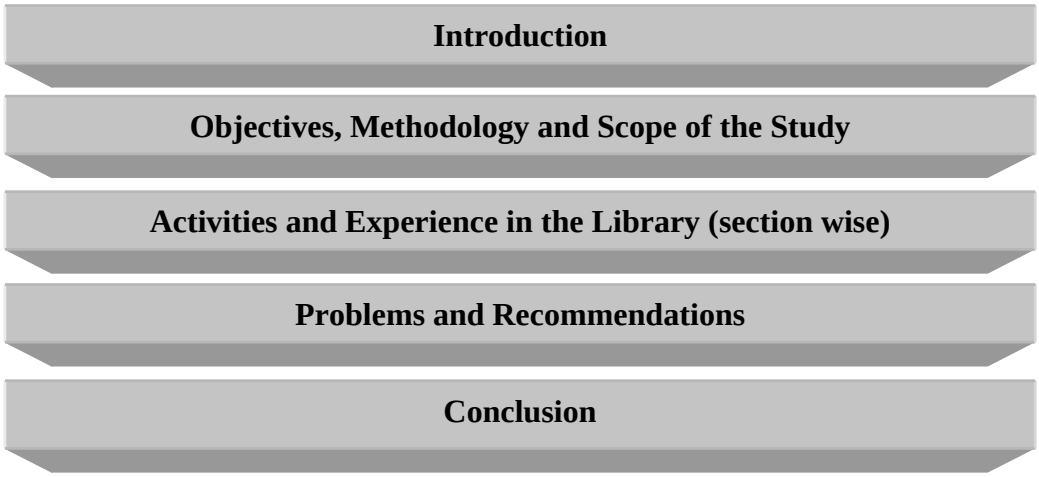
A schematic diagram is drawing below showing by table 1.4 the steps for conducting the present study:

Table 1.4: Steps for conducting the present study



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Chapter - II

Objectives, Methodology and Scope

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Chapter - II

Objectives, Methodology and Scope

2.1 Objectives

The main objective of the study are to earn practical knowledge on the status, problem, systems, services by direct participation in the different sections of the Dhaka University Library (DUL) as a intern. Besides this objective others following objectives are:

- ✓ To present an overview of DUL.
- ✓ To provide and ensure quality services, consultation, comprehensive reference services to students, faculty and researchers and good professional practice in library activities.
- ✓ To assess the existing condition of library resources and services.
- ✓ To provide increasing access to library collections while continuing to build and improve access to collections in all formats to meet the research and teaching needs of the university.
- ✓ To find out the satisfaction and motivation level of employees in DUL.
- ✓ To provide an environment this stimulates the use of library materials and services and supports a variety of learning modes.
- ✓ To analyze the impact of perceived ease of use on their intention to use Dhaka University Library OPAC.
- ✓ To provide the techniques for all members on how to use libraries and information services and to promote their use as a learning and research tool.
- ✓ To pursue quality and good professional practice in all activities and ensure exploit learning resources for all members of the library and
- ✓ To analysis, observe and evaluate the lending procedures, activities and performance maintained by the DUL.

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2.2 Methodology

The study is based on a comprehensive review of literature and computation of primary and secondary sources of information. The following methods were adopted for completing the present study:

- ✓ **Direct Participation:** Basically direct participation made me to prepare for the procedure of this study. I had observed the systems and services of the library and worked with the officers simultaneously**.** Direct participation also help me for making 'activities and experience of the library' section.
- ✓ **Literature Search:** Existing literatures on the topic were searched and studied to examine the current library services in DUL which will include primary, secondary, tertiary and non-documentary sources. Also found backing in the form of articles in the journals.
- ✓ **Personal Contact:** Personal contact to authorities and employees of the library was made to me examine the existing status.
- ✓ **Personal Interview:** Personal interview constructed with library stuff to collected necessary data, information and materials to evaluate the present status. These interviews were helpful and effective to this study for making recommendation.
- ✓ **Evaluation of library resources:** The library collections including books, periodicals, magazines, rare books and special materials etc. on various subjects held in the libraries were analyzed and their strengths, weakness and gaps in various subject fields were determined.

2.3 Scope of the Study

As a student of Bachelor of Arts (BA) in the department of Information Science & Library Management every student has to conduct a practical orientation (Internship) on *Dhaka University Library* for partial fulfillment for the requirements of the degree of Bachelor of Arts (BA) program. The main purpose of the program is to earn the practical knowledge on different systems and services of the library. The topic of my internship report is *"Libraries and Information Institutions: A Case Study of Dhaka University Library".* In this regard I have opportunity to make my internship in Dhaka University Library from December 11, 2011 to

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January 19, 2012. The scope of the study is limited within the review of historical development significantly current status, systems and services in DUL.

2.4 Limitations of the Study

I have faced some limitations while doing the study. These include the following:

- ✓ **Time:** Time is an important issue in report writing. As I have been given a specific deadline for submission I could not perform all the Analyzes.
- ✓ **Lack of Information:** The main limitation for me was that the lack of information due to confidential reason.
- ✓ **Inadequate Resources:** The annual report and library website are the main secondary source of the information but this information was not enough to complete the report and it should not identified clear idea about this library.
- ✓ **Co-operation:** Although I have obtained wholehearted co-operation from employees of Dhaka University library but they could not manage enough time to deal with my report.

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Chapter - III
Activities and experience in the Library (Section wise)

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Chapter - III

Activities and Experience in the Library (Section wise)

Activities and Experience in the Library

The library activities are described according to section and department wise.

3.1 Acquisition Section

Acquisition section is an important section of the library. This section is in the first floor of the Administrative Building. Books and journals of all the Departments of the University are procured by this section and after accessioning copies of the newly collected books are sent to the processing section. The library cannot procure any book and journal without the requisition of the respective departmental chairman. The Librarian can procure only reference books at his own discretion. The system of procurement of books and journals are as follows:

- ✓ The lists of books are sought from the departments by the acquisition section. After receiving the list, books are ordered for procurement through the local agent of the respective suppliers and they are requested to supply the books from the list on priority basis and within the money limit of the relevant departments. Librarian does not procure any book (other than reference books) without the requisition of the departmental chairmen.
- ✓ There are two systems of payment for supplied books in the. One is Cash Against Delivery (CAD). In this system, suppliers receive their bills after the delivery of books in the library. Another system is L/C. In this system, an L/C is opened in a bank in the name of relevant foreign suppliers and after receipt the books by the library, the payment is disbursed by the bank to the suppliers concerned.
- ✓ Foreign journals are procured through advance payment. Since, the publishers do not supply journals without it. Journals which are in the list for subscription, cannot be curtailed or any new journal added by the librarian without the approval of the library committee. The acquisition of these materials has extended the research facilities in the University Library (Rahim, 1981).

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In this section the total numbers of officers and employees with their designation are given below by table 3.1:

Table 3.1: Acquisition Section

Sl. No.	Designation	Total Post
1	Assistant Librarian	1
2	Senior Assistant Procurement Officer	1
3	Section Officer	1
4	Senior Assistant Typist	1
5	Library Assistant	1
6	UD Assistant	1
7	UD Assistant cum Typist	1
8	Library Assistant	1
9	MLSS	2
	Total	**10**

3.2 Processing Section

Without processing, no book can be made readily available for users. To locate a book very quickly, processing it properly is essential. After receipt of library materials, there is number of jobs to be done in the library, such as, physical checkup of books, sealing, cataloguing, classification, data entry, preparing book slips, book pockets, bar coding, pasting and finally shelving. It is in the first floor in the Administrative Building. All the books procured in the library are processed here and then send to the stack area for readers' use. Processed books are also sent from here in the relevant departmental seminar library as per the request of the departmental heads. The books and other materials are processed in manually as well as automatically. DDC and AACR2 are followed to process books and reading materials. In this section the total numbers of officers and employees with their designation are given below by table 3.2:

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Table 3.2: Processing Section

Sl. No.	Designation	Total Post
1	Deputy Librarian	5
2	Assistant Librarian	4
3	Senior Research Officer	1
4	Senior Cataloger	2
5	Senior Section Officer	1
6	Section Officer	2
7	Senior assistant	2
8	Cataloguer	4
9	MLSS	4
	Total	**25**

3.3 Circulation Section

Circulation section is in the ground floor in the Main Building. DUL has its own rules about circulation. As per rules lending and circulation activities are operated by circulation section. Students, teachers, researchers and staffs are allowed to borrow books, other reading materials from library for their own use.

- ✓ A teacher can issue up to 10 books at a time for a period of one month. But the researchers and university/ library staff member can issue up to 3 books. There is no provision to issue rare books, journals and reference materials to anybody for taking outside the library.
- ✓ Students cannot take books outside the library other than the books issued from the seminar section of the main library and the science section of the library. The students usually issue up to 2 books against their cards and read the same in the reading rooms.
- ✓ Relevant students of the main library and science section can issue 1 book and 2 books respectively for their home use against the library card for a period of 14 days.
- ✓ Registered graduate can issue 1 book for 14 days against the library card to use at home. At first he should have a library card paying Tk. 25/- in the Janata Bank, Dhaka University campus branch.
- ✓ If any borrower fails to deposit the issued book(s) at the stipulated time, he is to pay overdue charge(s). The rate of overdue charge from all classes of readers other than

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a student, a member of the syndicate or a person who is not a salaried person of the University or who has no library caution money at his credit for overdue books shall be fifty paisa for a week or part of a week per volume. The overdue charge so imposed shall be realized from the salary of the defaulter without further reference. In case of students the overdue charge shall be twenty-five paisa for a week or part of a week per volume and shall be realized in cash by the accounts office under intimation to the library.

3.3.1 Use of the Library

In 2010-2011 the number of issue and return of books (including science section) were 925890 and 923085 respectively. In the previous year the number of issue and return of books was 915425 and 912740 respectively. The daily average number of books issued and returned was 6464.987. In the previous year the number was 6370.885. Total working days were 286. In the previous year the numbers of working days were 285 (Dhaka University Annual Report, 2011). In this section the total numbers of officers and employees with their designation are given below by table 3.3:

Table 3.3: Circulation Section

Sl. No.	Designation	Total Post
1	Deputy Librarian	2
2	Assistant Librarian	2
3	Senior Research Officer (Gr-I)	1
4	Senior Research Officer	3
5	Junior Librarian	1
6	Senior Officer	1
7	Superintendent	1
8	Section Assistant	6
9	Senior Invigilator	4
10	Invigilator	1
11	Senior Reference cum Assistant	1
12	Library Assistant	5
13	MLSS	32
	Total	**60**

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3.4 Reference Section

Reference section is situated in the south side of the ground floor in Main Building. Sixty readers can use reference materials at a time here. Old and bound journals are kept in shelves in the reference section. Teachers, researchers and students can use those according to their needs. The daily newspaper desk is adjacent to the south side of reference section. Readers can read daily newspapers from 8:00 am to 9:00 pm there. The catalogue cabinet of books is placed in the north side of the reference section. The readers can get their desired book easily taking call number from the catalogue cabinet. It provides reference materials, namely, encyclopedias, dictionaries, daily newspapers, print journals, periodicals, magazines, maps, newsletters, research reports, and pure reference reading materials. The printed journals are especially important for users, particularly those who carry out their research work in the library. These journals are used as primary sources of information. At present, the DUL subscribes, on a regular basis to more than 350 titles of printed journals/ periodicals /magazines (Dhaka University Annual Report, 2010-2011).

In addition to the sections mentioned above the following sections were also:

3.5 Library Automation Section

In the present age of information, automation has been making tremendous impact on different sections of the libraries and information centers. Library automation has been playing a vital role in improving the capabilities of library and information centers towards attaining satisfaction of their users (Munshi, 1998). Dhaka University Library attempted to develop an information network of university libraries by preparing a union catalogue of the holdings of university libraries. But unfortunately the project did not materialize. (Mannan and Begum, 2009) In the age of information explosion, libraries and information resource centers have become multimedia centers due to adoption of new technological devices and changing nature of their information storage, retrieval and services. To provide better and faster user services in a convenient way, the DUL has started its automation program named as Dhaka University Library Automation Project (DULAP). This Project was initially funded by UNDP and University Grants Commission (UGC) of Bangladesh. As part of DULAP, Dhaka University Library installed GLAS software equipped with a network server and a number of

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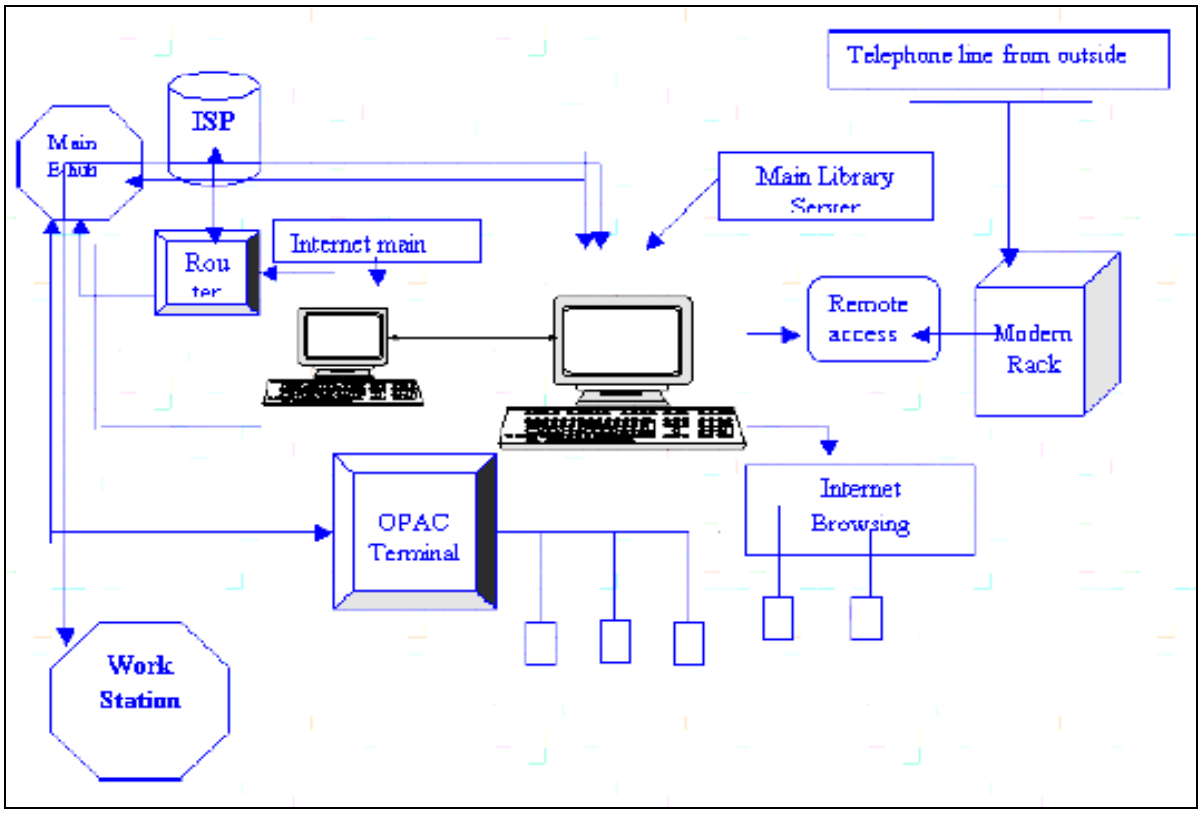
PCs distributed in a local area network (LAN) within the different sectors of the library and faculty buildings of the university. The automation model adopted initially for DULAP is shown in Figure 3.1.

Figure 3.1: The automation model initially for DULAP (Source: Munshi, 2003).



3.5.1 Library Software

To provide better and faster access to library collections, DUL started the Dhaka University Library Automation Project (DULAP) in 1998. As part of the project, the library has installed an integrated library software GLAS (Graphical Library Automation System). A modern library software now namely *"Interim Solution"* new proposed name "*Dhaka University library Software (DULIB)*" is being prepared for use in the library automation work with the consultancy and technical assistance of the Center for excellence under the guidance of the DUL authority. It is expected that the software preparation work will be completed as soon as possible. Consequently, this program will bring a greater benefit for students, researchers, faculty members and staff as well as the whole nation. (Islam, 2010).

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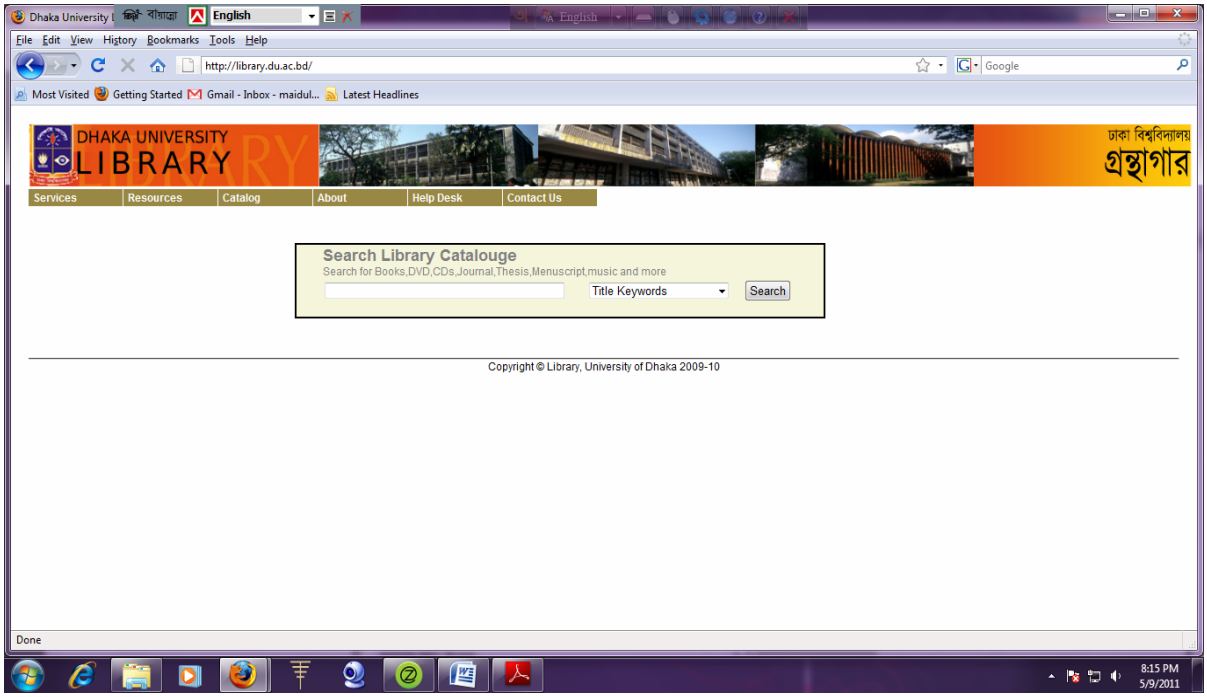
3.5.2 Online Public Access Catalogue

Online Public Access Catalogue (OPAC) for libraries appeared in the 1980s and then Web-based OPACs began to emerge in the late 1990s. The Web OPACs are a natural progression in technological development and could be termed as an advanced second generation OPAC (Hildreth, 1991). It is an improvement on traditional OPACs serving as a gateway to the resources not only held by a particular library but also to the holdings of other linked libraries and to regional, national and international resources. The DUL holds over half a million books and bound journals on different subject areas. To provide better and faster access to library collections and services, DUL started the Dhaka University Library Automation Project (DULAP) in 1998 (Munshi, 2003). As part of the project, the library installed an integrated library software GLAS (Graphical Library Automation System). Presently, DUL has decided to embark on a major project involving a new software with new features and new opportunities to manage its library collections and services. As a part of that project, locally developed software is currently being used for automation program. Online Public Access Catalogue (OPAC) home page is shown in Figure 3.2.

Figure 3.2: Online Public Access Catalogue home page



The Web OPAC needs basic infrastructure to display cataloguing information. The following are the hardware requirements for any Web OPAC: a) Server b) Desktop computers and c)

Network. There are many advantages of a Web OPAC. Access to electronic resources such as bibliographic records, full-text electronic journals with images, links to local and remote indexes and databases, document delivery and links to library - prepared user guides integrated through a common user interface, like a Web hypertext browser. It can support protocols such as Telnet, HTP, FTP, and GOPHER. It can also support files and document formats like Portable Document Format (PDF), Hypertext Mark-up Language (HTML) and Standard Generalized Mark-up Language (SGML). Further the library resources like user guides and documentation can be hyperlinked to and from a Web OPAC.

In addition to the above, Web OPACs offer the following benefits (Babu, 2000):

- ✓ Information located in the online catalogues of other libraries across the world can be readily available to the cataloguer through remote access;
- ✓ Helpful to assign call numbers and subject headings;
- ✓ Helpful to find full cataloguing copy from other libraries;
- ✓ Enriches their local catalogues with notes present in the records of other libraries;
- ✓ Helps to find a copy of foreign language items that cannot be read by the library staff.

3.6 Periodicals Section

The library has been subscribes and receiving a large number of titles of periodicals every year. These are in form of Bulletin, Journal, Research paper, Review, Magazine etc. Like other resources DUL has been started indexing of articles of journals and newspapers using CDS/ISIS to quench the thirst of information seekers. The periodicals section is in the ground floor of the Administrative Building. Here 40 readers can use periodicals at a time. A photocopy unit is in the north-south corner of this floor. Students and readers can get their necessary photocopies by paying. Teachers, researchers and students can read current journals in the magazine floor. An amount of US $ 20,000.00 is paid to Bangladesh Academy of Sciences every year as subscription for on-line journals. As a result, teachers, researchers and students can search and download more than 20 thousands foreign journals of 37 foreign publishers.

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In this section the total numbers of officers and employees with their designation are given below by table 3.4:

Table 3.4: Periodicals Section

Sl. No.	Designation	Total Post
1	Deputy Librarian	1
2	Senior Section Officer	1
3	Senior Reference cum P. A.	1
4	MLSS	1
	Total	**4**

3.6.1 Online Journal

Information and communication technology plays a vital role in bringing out changes in our society. As technology becomes more sophisticated and more affordable, the range of services that are provided also increases our life style, our business, our educational system, our political and our social values. In this age of information and communication technology the role of University Libraries has changed radically in developed countries. They are providing more sophisticated and user friendly services to its users (Shuva, 2005). Reading and downloading facilities have been extended to the students, teachers and researchers as a result they can read and download more than 20 thousand foreign journals of more than 50 publishers free of cost. Besides title index of online journals have been sent to the departmental chairman, directors of institutes and important office heads (Dhaka University Annual Report, 2010-2011).

3.7 Book Binding Section

It is in the first floor of the Administrative Building. The old/torn books, manuscripts, newspapers and journals of the library are bound here by the employees of this section. Modern and sophisticated equipments should be installed here for binding of books, journals, etc. in modern way. In this section the total numbers of officers and employees with their designation are given below by table 3.5:

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Table 3.5: Binding Section

Sl. No.	Designation	Total Post
1	Senior Section Officer	1
2	Senior Binder (Gr-I)	2
3	Senior Binder (Gr-II)	2
4	Binder	4
5	Assistant Binder	2
	Total	**11**

3.8 Reprography Section

Various services were extended to teachers, researchers and students from reprography section. This section is in the 2nd floor of the Administrative Building. There are 10 photocopiers, 2 Microfilm Camera, 3 Microfiche Reader, 2 Microfilm Reader, 1 Auto processor, 1 Digital Camera. They are to pay Tk. 0.80 (for per exposure) for photocopy. Microfilm and Microfiche reading facilities are given to them as per their requirement. But there is no system to supplying microfiche print. Rather, microfiche can only be read here by the readers. Microfilmed copies of rare newspapers, such as the Englishman, the Bengali, the Amritabazar, the Dhaka News, the Eastern Bengal and Assam Era, as well as the Native Vernacular Press Reports from 1868 to 1900 in 45 volumes have been acquired for the DUL 90 volumes of *"The Dhaka Prokash"* have been digitized and preserved in the computer. The digitization works of different papers relating to *"Muktijuddha"* have already been completed. Researchers can get their required information from these papers. In this section the total numbers of officers and employees with their designation are given below by table 3.6:

Table 3.6: Reprography Section

Sl. No.	Designation	Total Post
1	Senior Reprography Officer	1
2	Executive Engineer	1
3	Senior Assistant Reprography Assistant	1
4	Assistant Reprography Assistant	1
5	Technical Officer	5
6	Senior Reprography Assistant	1
7	Reprography Assistant	3
8	Senior Darkroom Compounder	1
9	MLSS	2
	Total	**16**

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3.9 Manuscripts Section

A modern Preservation & Restoration Laboratory has been established here along with Thymol Chamber, Paradycolorobenzene Chamber and modern equipments for the treatment of the worm-eaten & torn out manuscripts. Besides, manuscripts, rare documents and other materials can be spiral bound here. It is in the 2nd floor of the Administrative Building. Rare and old 30,000 manuscripts are collected from different Institutions/persons of Bangladesh. The collected manuscripts are identified and preserved here scientifically. Researchers from home and abroad use these manuscripts for their research purposes. A good number of researchers of home and abroad visit here to meet their needs. Sometimes exhibitions of manuscripts are arranged by the Manuscripts Section. In this section the total numbers of officers and employees with their designation are given below by table 3.7:

Table 3.7: Manuscripts Section

Sl. No.	Designation	Total Post
1	Senior Keeper	1
2	Senior Research Officer	2
3	Technical Officer	1
4	Senior Assistant cum Typist	1
5	Senior Binder	1
6	MLSS	3
	Total	**9**

3.10 Seminar Section

The students of the departments other than the departments of Faculties of Sciences, Biological Sciences, Pharmacy, Earth and Environmental Sciences and Engineering and Technology can issue a book for 14 days from the seminar section. The students of those faculties can issue 2 books for 14 days from the science section of the library. It is opened for students from 9:30 am to 4:30 pm except Thursday and Friday. On Thursday it is opened from 9:30 am to 1:00 pm and Friday is closed. After the successful completion of courses of the university, the students receive clearance from here.

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3.11 Old News Paper Section

It is in the north-east side of ground floor of the library administrative building. Old news papers are preserved here. Forty teachers, researchers and students can read here at a time from 7:30 am to 9:00 pm except Thursday and Friday. On Thursday it is opened from 7:30 am to 5:00 pm and on Friday from 3:00 pm to 8:00 pm. A good number of teachers, researchers and students come here every day to get required information. But it is unfortunate that there are no photocopy facilities in this section. So, if a photocopy machine can be installed here, the users could get rid of the problem of taking a huge volume of news paper from this section to the reprography section and carrying back the same. But due to the paucity of fund, it is not possible at this moment. In this section the total numbers of officers and employees with their designation are given below by table 3.8:

Table 3.8: Old Newspapers Section

Sl. No.	Designation	Total Post
1	Senior Admin Officer	1
2	Invigilator	1
3	MLSS	1
	Total	**3**

3.12 Administration Section

Library administration section is in the 2nd floor of the Administrative Building in any weekday from 9:00 am to 5:00 pm. All sorts of administrative activities are performed here. This section caters to all the administrative needs of the whole library. Recruitments of IV class employees, maintenance of personal files of all officers, class-III and class IV employees, maintenance of all official records/documents, preparation of annual report in both Bengali and English, convention of meetings of all committees including library committee and writing proceedings thereof, disciplinary action taken against employees, sending recommendation to the higher authority for promotion, confirmation, etc. of all officers and employees are performed in this section. Besides, other relevant reports are sent to different offices, organizations according to their needs. In this section the total numbers of officers and employees with their designation are given below by table 3.9:

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Table 3.9: Administration Section

Sl. No.	Designation	Total Post
1	Librarian (Acting)	1
2	Deputy Librarian	1
3	Senior Section Officer	2
4	Section Officer	1
5	Senior Assistant	2
6	Library Assistant	1
7	Senior Electric Mistri	2
8	MLSS	6
9	Security Guard	8
10	Mali	1
11	Sweeper	7
	Total	**32**

3.13 Accounts Section

Accounts and records of all the pecuniary transactions of the library are maintained here. Different bills are prepared and sent to the office of the director of accounts for payment of the same. Salary bill of the library staff other than the officers are also prepared here and sent to the office of the director of accounts for necessary arrangements of passing the bill. After passing, it is sent back to the office of the librarian. Then the salary is disbursed amongst the staff. In this section the total numbers of officers and employees with their designation are given below by table 3.10:

Table 3.10: Accounts Section

Sl. No.	Designation	Total Post
1	Senior Account Officer	1
2	LDA	1
3	Library Assistant	1
4	MLSS	1
	Total	**4**

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3.14 Planning and Development Section

It is in the ground floor of the main building. The automation activities (e. g. affixing barcode level, catalogue data entry, issue of borrowers ID card to teachers, researchers, students, officers, employees) are performed from here. Internet service and on-line journal services are given from this office. Besides, old newspapers, rare books and manuscripts are digitized from here. There is a separate room for servers used in library automation work. In this section the total numbers of officers and employees with their designation are given below by table 3.11:

Table 3.11: Planning and Development Section

Sl. No.	Designation	Total Post
1	Librarian Acting	1
2	System Analyst	1
3	Senior Computer Programmer	1
4	Senior Online Cataloguing In-charge	1
5	Senior Section Officer	1
6	Automation Officer	2
7	Senior Assistant	2
8	MLSS	5
	Total	**14**

3.15 Other Services

Apart from the sections based services mentioned the others services are given below:

3.15.1 Resource Centre

A modern and international standard resource centre has been established in the ground floor of the administrative building in collaboration with the sight savers International and Dhaka University for visually impaired students. It is opened for visually impaired students from 9:30 am to 4:30 pm except Thursday and Friday. On Thursday it is opened from 9:30 am to 1:00 pm but Friday it is closed. There are Braille books, 3 modern computers with special type of talking software, modern Braille Printer and other valuable relevant materials in the Resource Centre. Eight visually impaired students can read here at a time.

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3.15.2 Cyber Centre

Internet is one of the most influential components of information technology. According to Onyekwelu (1999) the convergence of three technologies such as computer technology, telecommunication technology and broadcasting has yielded the Internet as the greatest wonder of the century. It offers unlimited possibilities and capabilities in communication and dissemination of information in various forms (voice, graphics, data, etc.). A cyber centre has been established with 25 computers and 2 servers for teachers, researchers and students of the University. It is in the south side of ground floor of administrative building of the library. Twenty students and 5 teachers can use Internet here at a time. Paying Taka 60/- a user can procure a card by which he can use the cyber center for 5 hours. The validity of the card is for 6 months. Numbers of users are increasing gradually. However, more computers are needed to cope with the requirements of users.

3.15.3 Pigeonhole Services

Pigeonhole services are situated in the south side of the main gate, where more than 500 students can keep personal belongings. Readers and sibrary users can keep their all personal bags, coats, jackets, briefcases and umbrellas etc. in the pigeonhole. They must not keep any valuable items like cash, mobile phones, laptop computer, wallet, and ornaments inside the bag deposited at the pigeonhole. Students/users must collect a token against their deposit and return the token when claiming belongings. If the token is lost, the library authority must be informed immediately. A fine of Tk. 100 will be imposed for issuing a duplicate token.

3.15.4 Complaint box

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

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3.16 Future Plans

According to library authority the following are the tasks still to be accomplished:

- ✓ Modern equipped twelve stored high rise library building.
- ✓ Borrowers information updating.
- ✓ Complete manuscripts lists.
- ✓ Renovating book-ordering system through acquisition module of the new software.
- ✓ Maintaining book budget automatically in the main server and administration PC.
- ✓ The library will accomplish many such details as the automation program now belongs to the library.
- ✓ Reading room and group study room facilities.
- ✓ RFID technology.

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Chapter - IV
Problems and Recommendation

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Chapter - IV

Problems and Recommendations

4.1 Problems

The concept of this study arose from a general observation. In Dhaka University Library (DUL), users frequently ask about the library resources. They also tend to rely on staff members to tell them about desired but unavailable items, renew any outstanding books and inform them of any fines. Yet, all of these tasks could actually be performed using the library's service. In theory, there should be a huge demand for the library services offer. The problems facing DUL considering my experiences, I think we need to carefully look into the following problems and constraints for possible solutions:

- ✓ **Administrative factors:** This factor is much more acute than other factors. Administrators, policy makers, and library executives are not fully aware of the importance of library services.
- ✓ **Training program:** Lack of proper training program, training facilities and lack of trained personnel.
- ✓ **Lack of support from the higher authorities:** Lack of reliable supports (financial, technical, infrastructural, institutional, and administrative, etc.) from the higher authority creates severe problems.
- ✓ **High rate literacy:** Lack of high rate literacy and lack of recognition of the importance of library and library service.
- ✓ **Library services:** Lack of recognition of the importance of libraries and library services.
- ✓ **Lack of computer literate professionals:** Although computer is becoming popular in Bangladesh, still we have of lack of computer literate professionals. Many senior and old information professionals do not know how to operate computer.
- ✓ **Library planning:** Lack of proper library planning and lack of commitment by the University authority.
- ✓ **Open shelves:** Students, teachers and researchers cannot utilize books due to close shelves service.

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- ✓ **Unprofessional personnel:** Untrained and unsympathetic (towards library profession) personnel employed.
- ✓ **Insufficient budget:** Lack of sufficient budget and budgeting practices is the main problem for improving better library services.
- ✓ **Space & equipment:** Shortage of space and equipment are the main problem to serve better service.
- ✓ **Co-operation:** Lack of co-operation among libraries and lack of co-operative spirit among library personnel.
- ✓ **Awareness program:** In DUL there is no section for improvement where awareness program for personnel and library users.
- ✓ **High cost of infrastructure development*:*** Although ICT is a must for university libraries, but it requires a good infrastructure facilities like adequate number of workstations with Internet connection, high bandwidth, laser printers, sometimes need dedicated web servers, modem, UPS, etc. are very costly and university authority cannot afford the cost.
- ✓ **ICT facilities:** In case of adequate ICT facilities, the personnel and library users are not getting sophisticated ICT facilities. There are not adequate computer labs and other ICT facilities for personnel and library users.
- ✓ **Lack of ICT related knowledge:** Library and information professionals of the university libraries of Bangladesh do not have proper knowledge about ICT as well as other digital technology related knowledge.
- ✓ **Extension Service:** There are no adequate external services i.e. seminar, symposium, lectures, exhibition, displays rear collections, booklets and new arrival collections, film shows, phonorecords, microfilm and other materials.
- ✓ **Availability:** Lack of availability of bibliography tools for selection, cataloguing and reference purposes.
- ✓ **Recruitment:** The selection and recruitment of the library personnel are done by the library committee without taking the opinion of the librarian and due consideration as not given to the suitable personnel in regard to their professional education.
- ✓ **Research activities:** Lack of research activities has not yet developed in the library personnel.

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- ✓ **Lack of standards:** There is no international standard among the library and information professionals of the DUL.

4.2 Recommendations

In the light of the experiences gained from the mentioned issues, the Dhaka University Library (DUL) should take the following recommendations to promote, healthy growth and development the library services:

- ✓ **Orientation program:** The library should organize orientation programs on how to use the library services for the new users.
- ✓ **Finance:** The amount of finance at present provided for DUL is very small and inadequate by standard. Government and University authority must raise the amount of funds for DUL in the interest of depiction better services of the users.
- ✓ **Proper catalogue system:** A proper user education program on the use of catalogue for the retrieval of books and other information sources should be organized and made mandatory for all users. Such a program should be coordinated by the university librarian and other qualified librarians in the institution. Library authority should organize demonstrations on the use of the catalogue every semester and wide publicity should be give to create awareness among users. Guidelines on use of the catalogue should be prepared and displayed where users can easily see them.
- ✓ **Number of computer:** The number of computers for public use in DUL is very low compare to number of students served by the library. The library authority should increase the number of computers with Internet connection.
- ✓ **Open shelve:** Library authority should take initiative about open shelves service so that students, teachers and researchers without doubt can collect their related reading materials using categorization of their related books.
- ✓ **Regular update:** Dhaka University Library's all reading materials, Journal, E- journals, Online Public Access Catalogue (OPAC) should be updated regularly.
- ✓ **Need more Internet speed:** Improvements are also needed in terms of increasing bandwidth and campus network services.
- ✓ **Regular training program:** Library authority should introduce different types of training programs for library professionals. The training programs should include

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basic things such as cataloging (both manual and electronic), classification, bibliography, indexing and abstracting, electronic information delivery, public relation, email, Internet, so that the unskilled library professional can handle information efficiently and made for increasing their professional capabilities.

- ✓ **Building awareness program:** A massive awareness raising campaign should be initiated in the DUL and its significance. More work to do and more steps needs to take immediate to spread the concept among the users and personnel. Authority can arrange various promotional activities like workshops, seminars and group discussions for adopting the concept themselves.
- ✓ **Extensive training on ICT literacy:** ICT training modules should be integrated with the IL programs so that students can effectively utilize computing and telecommunications techniques for better fulfilling their information needs.
- ✓ **Attempt to quick service:** DUL should provide service organization attempting to serve readers by locating needed information quickly, easily and furnishing it in a manner that the leaders needs.
- ✓ **Wi-Fi Connection:** Library authority should facilitate Wi-Fi Connection. So that users can cope up with the modern technological advancement which will make them capable to compete with the other renowned libraries throughout the world.
- ✓ **Contact with international body:** International cooperation is a must in library field. The university authority and the library authority should contact with the international body for the development of the libraries.
- ✓ **Proper rules and regulation:** For smooth management of libraries proper rules & regulations should be formulated as soon as possible and standards should be maintained.
- ✓ **Proper planning:** Information professionals, library authority and University authority should jointly formulate a proper planning to improve library systems and services.

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Chapter - V

Conclusion

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Chapter - V

Conclusion

5.1 Conclusion

Dhaka University Library (DUL) is the biggest library in the country. Dhaka University has been playing a vital role in academic, socio-economic, political and cultural affairs. It gears up to educate the lion share of population of the country. Most of the educationists, scientists, economists, politicians are generated from the Dhaka University. DUL caters to the need of all the teachers, researchers and students of the university. So, I think that, it is most essential to develop the library at any cost. It takes the opportunity to modernize its services for its learned users. The problems facing DUL considering my experiences, the space problem is one of the major problems in the library. So it is very difficult to accommodate the new books, journals and other reading materials procured every year. Therefore, new buildings should be built to cope with the space problems. The authority concerned should be meticulous to take necessary steps immediately in this regard.

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