

# East West University Library : A Model of Automated Information Services

**Dilara Begum**

Joint Librarian

Head of Library, East West University

Dhaka, Bangladesh

## Abstract

*This paper attempt to give a bird's eye view of the present scenario of library automation in the East West University and discusses the satisfaction level of its users after improving the automation system in this era of information technology.*

**Keywords:** *Library Automation/East West University/ Library/Bangladesh.*

## Introduction

East West University (EWU) was established in 1996 in Bangladesh<sup>1</sup> under the Private University Act to provide higher education that blends the noble traditions of the East with the science and technology of the West.<sup>2</sup> Dedicated to excellence in education, the university is enriched with healthy stock of resources in the library and initiated its automation process within short period after commencement. This library is the backbone of research and the development activities of EWU.<sup>3</sup> The mission of the library is to enable and enrich the teaching, learning and research endeavors of the university by delivering flexible access to relevant information resources and by providing quality services and facilities. To meet these needs the library provides access to an extensive range of information resources both electronically and in print. It has successfully installed automation systems in all aspects of library services.

This library is one of the pioneering institutions among the other private university libraries in Bangladesh. The library has a strong commitment for stronger partnership with the university's teaching and learning community to enable a more direct contribution to the educational mission of the university. Software Development Center (SDC) of EWU came forward with their support for automation of the library to fulfill the missions of the library of better services and satisfaction of the users. Automation process improves the circulation services, cataloging system,

smooth access of digital collections, foster information literacy and ensure quality services and good professional practice in academic library activities.<sup>4</sup>

Typical types of collection in the EWU library are non-academic books, periodicals, academic books, magazines, newsletters, related reference books, dissertations, pure reference books, reports, CDs & DVDs, audio cassettes, journals, maps, on-line journals and daily newspapers.<sup>5</sup> Resources are arranged on the shelves subject-wise in numerical order and are classified according to the world wide used Dewey Decimal Classification (DDC) scheme. Sears list of Subject Headings (SSH) and Library of Congress Subject Headings (LCSH) are used to determine subjects. Books are catalogued according to Anglo-American Cataloguing Rules 2<sup>nd</sup> edition (AACR-2), and bibliographical data entered directly into the database using own Library MIS.

## Automation System of Ewu Library

The Library launched computer based library services effectively in 1996. To keep pace with modern IT based world, the library in assistance with SDC of EWU developed unique indigenous library software namely East West University Library Management Information System (EWULIBMIS) to support and manage various activities. The library software includes processing system, circulation system based on barcodes, catalog search as well as other useful features. Each and every book and user of the library are identified by respective barcode. The software can generate different kinds of library reports like user's status, acquisition report, and department wise report, subject wise report, overdue of books, fine calculation etc. The software gives pop up messages, i.e. whether the user has renewed library membership or not, whether the user cross the limit of borrowing, whether the user has any fine/dues or not, to help the library staffs while circulating library materials.

**Table 1: Resource materials in EWU library**

Types	Quantity (As on 31 May 2009)	
Books	22,304	Copies
Local journals/ Periodicals/ Magazines	143	Titles
Foreign Journals Membership	19	Titles
Report/Thesis	255	Titles
CD-ROMs	1285	Copies
Audio Cassettes	137	Copies
Online journals	+ 10,000	Titles
National Newspapers	16	Titles
Maps (Large size)	6	Copies

Source: *Inventory Report, May 2009.*

Web-based library service is another vital feature that provides library facilities and services through Internet. This web based library service has opened a new horizon for EWU community. The library website (<http://lib.ewubd.edu>) is designed to provide online reservation, search library collections, rules and regulations of using library service and user guide etc. Users can check their own status of library materials borrowed and can take print of that. Users can also get access to online journals, online reservation facilities (for faculty members only), and new arrivals services etc. through internet. Faculty members can place new library materials requisition through the website. EWU community actively enjoys using the web module for study and research purposes.

The Online Public Access Catalogue (OPAC) system of the EWU library offers a friendly and flexible search options to users through which they can search the desired information from any bibliographical record of library database, such as author, title, subject, keyword, call number etc.

### E-Resources

The library provides the opportunity to access several full texts e-resources. Over 10,000 titled journals can be directly search from EWU campus. The library is a member of Bangladesh INASP-PERI Consortium (BIPC) for getting access to full text articles, abstracts, and bibliographical information of online journals of different publishers on different disciplines through Bangladesh Academy of Sciences (BAS). Currently the library provides the facilities access to 33 (thirty-three) on line journal databases through the consortium. Some of publishers are Wiley Blackwell, Springer, EBSCO Host, Project Muse, American Institute of Physics, American Chemical Society, etc.

Along with that the users are able to use the facilities of searching and browsing research publications and have access to the following international on-line journals databases through the East West University internet<sup>6</sup> too:

- i. AGORA (Access to Global Online Research in Agriculture)

- ii. Harvard Business Review
- iii. HINARI (The Health Internet work Access to the Research Initiative)
- iv. IEEE (Institute of Electrical and Electronics Engineers)
- v. JSTOR, Business Collection
- vi. JSTOR, Language & Literature Collection
- vii. OARE (Online Access to Research in the Environment)
- viii. OUP (Oxford University Press)
- ix. TESOL (Teachers of English to Speakers of Others Languages)

### The Users Satisfaction

A user survey was conducted on 100 users of the library representing the EWU community with a view to measure satisfaction level of users with the services after library automation as introduced. The sample was chosen randomly but it represented individuals from each user group, students were 60 per cent, and 30 per cent were research scholars and remaining 10 per cent faculty members. In the sample 56 per cent users were male and rests 44 per cent female users.

Nearly 39 per cent expressed the view that online resources can be accessed directly from different locations within the university by using the library website. Thirty six per cent users found online resources were easy to access, even full text access. Twenty five per cent users found user interface user friendly. This implies that automation environment did help users in meeting the ever changing needs and expectations of the users. Further, it was found that 70 per cent users surf internet on regularly to search online resources for their academic purposes and 26 per cent used internet once in a week and four per cent used it casually. Seventy per cent respondents expressed that they have awareness about online resources. Majority wanted regular training program on effective use of online resources. Therefore, the library management decided to conduct workshops on that issue on a regular basis. Around 68 per cent

were satisfied with the library's overall services and automation helps them search and locate resources quickly and efficiently. Twenty five per cent users mentioned that the services are in satisfactory level.

### Conclusion

The EWU library has rich resources and automation environment provides automated systems for access to sources for research conducted by the university community. To keep pace with users' demand, EWU is continuously investing in technology for improving the library system, enrich accommodation, and improves varieties of collections and services etc. The library is running as the heart of the university. The future plans in library automation are as follows:

- a) Start digital institutional repository services.
- b) Article indexing of retrospective periodicals.
- c) Implement MARC 2 format in the MIS.

- d) Install Radio-frequency identification (RFID) system.
- e) Provide more terminals for online resources.

### References

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