Appendices
Questionnaire for Preliminary Survey

To:

The Librarian/Head of the library

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Respected Sir/Madam:

It is my pleasure to inform you that, I have undertaken a research project entitled, “Use of Information Technology in Some Selected University Libraries of Bangladesh: An Analytical Study” for my Doctoral Research as an external research scholar under the supervision of Prof. (Dr.) Amit Kumar Bandyopadhyay, Department of Library and Information Science, University of Burdwan, West Bengal, India. As a part of this investigation, I am required to carry out a Preliminary Survey on this subject as a part of background study.

I shall be highly obliged if you could kindly spare a few minutes from your valuable time to fill up the enclosed questionnaire, which help me to carry out my work. You are requested to return the filled up questionnaire. A self addressed and duly stamped envelope is also enclosed herewith in this regard. Without your valuable assistance, this study will remain inconclusive.

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

Thanking you in anticipation.

Sincerely yours,

Md. Anisur Rahman
PhD Research Scholar
Dept. of Library and Information Science
University of Burdwan
West Bengal
India

Residence Address

436 South Goran (4th Floor)
P.O. Khilgaon
Dhaka 1219
Bangladesh
Phone: 01819 273018 (Cell) / 7211798 (Res)
Email: anis.lisbd@gmail.com
Questionnaire (Preliminary Survey)

"Use of Information Technology in Some Selected University Libraries of Bangladesh: An Analytical Study"

** (Please [✓] the appropriate box(es) [☐] write in the space(s) [--------] provided. You can tick more than one box in any section if it is required)

1. Name of the University : ____________________________
   1.1 Mode of governing the University : □ Public □ Private
   1.2 Name of the Library : ____________________________

2. Year of establishment of the library : ____________________________

3. Location of the Library
   3.1 Name of the area : ____________________________
   3.2 Located in : ____________________________
      3.2.1 City Corporation/ Divisional City : □ Yes □ No
      3.2.2 District town : □ Yes □ No
      3.2.3 Upa zila/Semi-urban/Rural : □ Yes □ No

4. Mode of Communication available for contact
   4.1 Mailing address : ____________________________
   4.2 Telephone (with area code) : ____________________________
   4.3 Mobile/ Cell phone (Head of the Library) : ____________________________
   4.4 Fax : ____________________________
   4.5 E-mail : ____________________________
   4.6 Web address (if any) : ____________________________

5. Name & Designation of the Head of the library
   5.1 Name : ____________________________
   5.2 Designation : ____________________________
   5.3 Professional qualification : ____________________________

6. Collection of the library
   6.1 Book materials (in total) : ____________________________
   6.2 Journals (in total) : ____________________________
   6.3 Non-book materials [(CD/Audio/Video Tape) (In total)] : ____________________________
   6.4 Total number of collections [6.1+6.2+6.3] : ____________________________

7. Total staff strength
   7.1 Professional : ____________________________
   7.2 Para-professional : ____________________________
   7.3 Non-professional : ____________________________

8. Total no. of Users [Registered users] : ____________________________
9. Total budget of the Library

9.1 Yearly budget in taka (If shown/fixed in the Annual budget)
   □ Yes □ No Amount----------------

9.2 Budget is not specified separately
   □ Yes □ No

9.3 Special allotment (in taka)
   □ Yes □ No Amount-------- □ Period -------

9.4 Other mode of allocation (please specify)

10. State of IT application in Lib. & Inf. activities and services

10.1 Computer(s) is/are installed
   □ Yes □ No □ Planned

10.2 Library automation
   □ Yes □ No □ Going on □ Planned

   (If yes please answer the question below)

10.2.1 Bibliographic Database
   □ Yes □ No □ Going on □ Planned

10.2.2 Circulation Control
   □ Yes □ No □ Going on □ Planned

10.2.3 Acquisition Control
   □ Yes □ No □ Going on □ Planned

10.2.4 OPAC facilities
   □ Yes □ No □ Going on □ Planned

10.3 Computer is being used only for Desk Top Publishing (DTP) works
   □ Yes □ No □ For all

10.4 Internet connection/ web browsing facilities □ Yes □ No □ Planned available

11. If you have any suggestion(s) regarding the preliminary survey, please mention three main suggestions in order to your priority which you feel suitable to include in final survey or if you feel any lack of question regarding preliminary survey please mention accordingly, your suggestion will make enable the investigator to construct the final survey questionnaire.

11.1 

11.2 

11.3 

----------------------------------------, Bangladesh

Date: -----/-/-/2008

Signature of the Respondent (Head of the Library)

Name: -------------------------------

Designation: --------------------------
Questionnaire for Final Survey

To:

The Librarian/Head of the library

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Respected Sir/Madam:

It is my great pleasure to inform you that, I have undertaken a research project entitled, “Use of Information Technology in Some Selected University Libraries of Bangladesh: An Analytical Study” for my Doctoral Research as an external research scholar under the supervision of Prof. (Dr.) Amit Kumar Bandyopadhyay, Department of Library and Information Science, University of Burdwan, West Bengal, India. As a part of this research investigation, I am required to carry out a final survey on the subject as a structured questionnaire, which helps me to carry out my work.

I will highly oblige, if you could kindly spare a few minutes from your valuable time to fill up the enclosed Final Survey Questionnaire. You are requested to return the filled up questionnaire to my address. Please also find enclosed a self addressed envelop duly stamped to ease the feedback at your earliest convenience.

Kindly recall that the valuable information furnished by you through the Preliminary Survey Questionnaire mailed to you of this study not only provided valuable and relevant input for the present investigation, but also inspired me to include your library in the Final Survey to achieve the survey objectives. Without your valuable assistance this study will remain inconclusive.

Information that you provided will be used only for this research work in a restricted manner.

Thanking you in anticipation.

Faithfully yours,

Md. Anisur Rahman
PhD Research Scholar
Dept. of Library and Information Science
University of Burdwan
West Bengal
India

Residence Address

436 South Goran (4th Floor)
P.O. Khilgaon
Dhaka 1219
Bangladesh
Phone: 01819 273018 (Cell) / 7211798 (Res)
Email: anis.lisbd@gmail.com
Questionnaire (Final Survey)

"USE OF INFORMATION TECHNOLOGY IN UNIVERSITY LIBRARIES OF BANGLADESH"

(Please tick [ ] the appropriate box(es) [ ] or write in the space(s) [ ] provided. You can tick more than one box in any section if applicable)

SECTION 1: BACKGROUND INFORMATION

Name of the University:

Type: □ Public □ Private □ other (please specify) ..........................................

1.1 Name of the library : 

1.2 Year in which the library was established : 

1.3 Mode of communication available for contact

1.3.1 Mailing address :

1.3.2 Telephone (with area code) :

1.3.3 Mobile/cell phone :

1.3.4 Fax :

1.3.5 E-mail :

1.3.6 Website :

1.4 Name & designation of the chief of the library

1.4.1 Name :

1.4.2 Designation :

1.4.3 Library Professional qualification :

SECTION 2: STATE OF LIBRARY RESOURCES, SERVICES AND RESOURCES UTILIZATIONS

2. State of the library resources?

2.1 Financial resources

2.1.1 Sources of budget

□ Parent body’s allotment □ Parent body’s development fund □ Development project (if any)
□ Local aids □ Foreign aids □ Other..............................................................

2.1.2 Total budget of the library [Fiscal year 2007-08]

2.1.2.1 Yearly budget (in taka) included staff salary : □ Yes □ No
□ Amount ..........................................

2.1.2.2 Yearly budget (in taka) excluded staff salary : □ Yes □ No
□ Amount ..........................................

2.1.2.3 Budget is not specified separately : □ Yes □ No

2.1.2.4 Special allotment for automation or IT application (in taka, if any) : □ Yes □ No
□ Amount..........................................

2.1.2.5 Other mode of allocation (if any) : ..........................................................

2.1.3 Please state the current budget allotment and expenditure of your library as follows (in Thousand Taka):

<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>a.1. Total budget allotment for library</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a.2. Total budget for IT application/computerization</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Total expenditure from library</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Page # 350
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>b.1 Total expenditure for book and Non-book materials purchase</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b.2 Total expenditure for IT application/computerization</td>
<td></td>
<td></td>
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<tr>
<td>b.3 Journal purchase (Hardcopy)</td>
<td></td>
<td></td>
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<tr>
<td>b.4 E-Journal subscription</td>
<td></td>
<td></td>
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<tr>
<td>b.5 E-books</td>
<td></td>
<td></td>
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<tr>
<td>b.6 Expenditure for developing IT infrastructure</td>
<td></td>
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<td>b.7 Expenditure for software purchase</td>
<td></td>
<td></td>
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<tr>
<td>b.8 Expenditure for Internet service (Installation cost/ recurring cost)</td>
<td></td>
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<tr>
<td>b.9 Expenditure for IT maintenance</td>
<td></td>
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<tr>
<td>b.10 Expenditure for the fees of consortium</td>
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<tr>
<td>b.11 Fees of other library networks</td>
<td></td>
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<td>b.12 Expenditure for staff training</td>
<td></td>
<td></td>
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<td>b.13 Contingency</td>
<td></td>
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<td>b.14 Any other</td>
<td></td>
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</tbody>
</table>

2.2 Human Resources

2.2.1 Status of the work force of your library (at present):

<table>
<thead>
<tr>
<th>Types of work force</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional</td>
<td></td>
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<tr>
<td>Para-professional</td>
<td></td>
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<tr>
<td>Non-professional</td>
<td></td>
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<tr>
<td>IT personnel</td>
<td></td>
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<tr>
<td>Total strength</td>
<td></td>
</tr>
</tbody>
</table>

2.2.2 Do you feel that your existing workforce is sufficient to cope up with the present workload of your library? : □ Yes □ No

2.2.3 Does your library depute its staff to attend various professional (Orientation programme, refresher courses, workshops)? : □ Yes □ No

2.2.4 Do you arrange for in-house training? : □ Yes □ No

2.3 Collection of library resources (at present)

Documents (Please specify the quantity, if applicable)

<table>
<thead>
<tr>
<th>Heads</th>
<th>Quantity</th>
<th>Heads</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printed Books</td>
<td>Video tapes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Printed Journals-Subscribed</td>
<td>Newspaper subscription</td>
<td></td>
<td></td>
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<tr>
<td>Printed Journals (Gift/ on exchange)</td>
<td>Manuscript</td>
<td></td>
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<tr>
<td>E-books</td>
<td>Reprints</td>
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<tr>
<td>E-journals on subscription</td>
<td>Theses/dissertation</td>
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<tr>
<td>E-reports</td>
<td>Patents</td>
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<td>DVD/CD-ROM databases</td>
<td>Standards</td>
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<td>Online databases</td>
<td>Microfilm/-fiche</td>
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<tr>
<td>Consortium resources</td>
<td>Any other</td>
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<tr>
<td>Audio tapes</td>
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2.4 IT Resources in your library

Equipments (Please specify the quantity if applicable)

<table>
<thead>
<tr>
<th>Heads</th>
<th>Quantity</th>
<th>Heads</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Computer(s)</td>
<td></td>
<td>g.2) Broadband</td>
<td>□ Yes □ No □ No idea</td>
</tr>
<tr>
<td>b) Printers</td>
<td></td>
<td>g.3) Direct connecting with VSAT</td>
<td>□ Yes □ No □ No idea</td>
</tr>
<tr>
<td>c) Fax machines</td>
<td>□ Yes □ No □ Planned</td>
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</table>
2.5 Electronic/online/consortium based electronic journals/documents/reprints purchasing

2.5.1 Is your library purchasing any online materials/ E- resources?      ☐ Yes ☐ No ☐ Planned
☐ Not yet planned
(if yes, please answer below):

<table>
<thead>
<tr>
<th>2.5.1.1 Name of the service providers:</th>
<th>No. of journals</th>
<th>Subsidized subscriptions rate</th>
<th>Subscription with full rate</th>
<th>Free of cost</th>
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<tbody>
<tr>
<td>1.</td>
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2.5.1.2 Are you satisfied on the services of online service providers ☐ Yes ☐ No ☐ No answer

2.5.1.3 What is your feelings regarding the services after using E-resources, (services have been):
☐ Decreased ☐ Increased ☐ Same as previous ☐ No idea

2.5.2 If the answer of (2.5.1) is NOT YES then causes of purchasing printed materials:
☐ Tradition of purchasing ☐ Inadequate budget ☐ Unavailability of Internet
☐ Inadequate support from management ☐ User are not interested to use online resources
☐ Printed materials are user friendly to users

2.6 Services (provided by your library)

2.6.1 General reference services
2.6.1.1 Indexing services: ☐ Yes ☐ No ☐ Planned ☐ No answer
2.6.1.2 Abstracting services: ☐ Yes ☐ No ☐ Planned ☐ No answer
2.6.1.3 Bibliographical services: ☐ Yes ☐ No ☐ Planned ☐ No answer
2.6.1.4 CAS services: ☐ Yes ☐ No ☐ Planned ☐ No answer
2.6.1.5 SDI services: ☐ Yes ☐ No ☐ Planned ☐ No answer
2.6.1.6 Research report services: ☐ Yes ☐ No ☐ Planned ☐ No answer
2.6.1.7 News paper clipping services: ☐ Yes ☐ No ☐ Planned ☐ No answer

2.6.2 IT based services
2.6.2.1 OPAC/ Web-PAC: ☐ Yes ☐ No ☐ Planned ☐ No answer
2.6.2.2 Intranet services: ☐ Yes ☐ No ☐ Planned ☐ No answer
2.6.2.3 Extranet services: □ Yes □ No □ Planned □ No answer
2.6.2.4 Internet service facility: □ Yes □ No □ Planned □ No answer
2.6.2.4.1 Full-time Internet facility: □ Yes □ No □ Planned □ No answer
2.6.2.4.2 Time restricted Internet facility: □ Yes □ No □ Planned □ No answer
2.6.2.4.3 Full-free Internet facility for users: □ Yes □ No □ Planned □ No answer
2.6.2.4.4 Subsidized Internet browsing fees for users: □ Yes □ No □ Planned □ No answer

2.6.2.4.5 Online database services: □ Yes □ No □ Planned □ No answer
2.6.2.4.6 Full-text online E-journal article services: □ Yes □ No □ Planned □ No answer
2.6.2.4.7 CD-ROMs database services: □ Yes □ No □ Planned □ No answer
2.6.2.4.8 Printing facility: □ Yes □ No □ Planned □ No answer
2.6.2.5 E-mail based CAS or SDI service: □ Yes □ No □ Planned □ No answer
2.6.2.6 E-mail based news letter service: □ Yes □ No □ Planned □ No answer

2.7 Reprographic/Micrographic services
2.7.1. Photocopying/Xerox services: □ Yes □ No □ Planned
2.7.2. Microform (microfilm/ microfiche): □ Currently used □ Currently obsolete

2.8 State the different services which have been computerized
2.8.1 Acquisition control: □ Yes □ No □ Planned
2.8.2 Technical Processing/Cataloguing: □ Yes □ No □ Planned
2.8.3 Circulation control: □ Yes □ No □ Planned
2.8.4 Serial control: □ Yes □ No □ Planned
2.8.5 Documentation
2.8.5.1 Press clipping: □ Yes □ No □ planned
2.8.5.2 Reprint repository: □ Yes □ No □ planned
2.8.5.3 Indexing: □ Yes □ No □ planned
2.8.5.4 Abstracting: □ Yes □ No □ planned
2.8.5.5 Reference service: □ Yes □ No □ planned
2.8.5.6 CAS services: □ Yes □ No □ planned
2.8.5.7 SDI services: □ Yes □ No □ planned
2.8.5.8 Any other (Please give details): □ Yes □ No □ planned

SECTION 3: STATUS OF LIBRARY INFRASTRUCTURE AND USER POPULATION

3.1 Status of library infrastructure
3.1.1. a. In a separated building: □ Yes □ No
   b. In a separated floor of the parent body's building: □ Yes □ No
3.1.2 Total space of the library is (square meter): _________ Square meter
   a. No. of rooms?
   b. Reading room space?
   c. Stack room space?
3.1.3 Whether existing building space of your library is sufficient? □ Yes □ No
3.1.4 Total users seating capacity: _________ Persons

3.2 Status of user population
3.2.1 Total no. of users: _________ Persons
   a. Student
   b. Research Scholar
   c. Faculty
   d. Staff
   e. Alumni
   f. others
3.2.2 Annual membership/library fees amount: Tk _________ (if any)
3.2.3 How do you help the users to be familiar with IT based library services:
   □ Through short-term training/orientation
   □ Through person(s) posted at the service points as and when asked for or on demand,
   □ Users do not required any assistance as most of them are already familiar with the computerization
3.2.4 Does the existing automation/computerization:
- Enhanced user satisfaction
- Increased document use
- Increased user-turnout to the library
- Increased work traffic/job responsibilities of the staff
- Brought no impact upon the clientele/document-use/library service

SECTION 4: STATE OF PROBLEMS AND PROSPECTS OF USING IT IN UNIVERSITY LIBRARIES

4.1 Problems you faced or you are facing in IT application in library activities

4.1.1 Financial problems
- 4.1.1.1 Inadequate budget does not permit to adopt IT in libraries: □ Yes □ No
- 4.1.1.2 The cost of IT application is not affordable: □ Yes □ No
- 4.1.1.3 Software are costly: □ Yes □ No
- 4.1.1.4 No separate budgetary allocation for IT application/manpower training: □ Yes □ No

4.1.2 Attitudinal problems
- 4.1.2.1 Lack of attitude/work culture of library staff: □ Yes □ No
- 4.1.2.2 Fear of loosing employment/reducing job size: □ Yes □ No
- 4.1.2.3 Existing manual system is more user friendly: □ Yes □ No

4.1.3 Lack of congenial/friendly environment
- 4.1.3.1 Lack of adequate administrative support: □ Yes □ No
- 4.1.3.2 Lack of cooperation from colleagues: □ Yes □ No
- 4.1.3.3 Lack of support of IT professionals: □ Yes □ No
- 4.1.3.4 Lack of proper skill: □ Yes □ No
- 4.1.3.5 Apprehension of staff in inviting more work at no extra payment: □ Yes □ No

4.1.4 Problems of infrastructure
4.1.4.1 Software problems
- 4.1.4.1.1 User friendly and cost effective software are not available: □ Yes □ No
- 4.1.4.1.2 Existing software fails to address the in-house services: □ Yes □ No
- 4.1.4.1.3 Software collection is tough: □ Yes □ No
- 4.1.4.1.4 Free software are not available: □ Yes □ No
- 4.1.4.1.5 Up-to-date of IT news flow is inadequate: □ Yes □ No

4.1.4.2 Machinery problems
- 4.1.4.2.1 Shortage of machineries: □ Yes □ No
- 4.1.4.2.2 Internet speed is not satisfactory/slow response: □ Yes □ No

4.1.4.3 Manpower problem
- 4.1.4.3.1 Lack of suitable/efficient manpower: □ Yes □ No
- 4.1.4.3.2 Lack of trained manpower in IT: □ Yes □ No

4.1.5 Intellectual property right (IPR)/copy right problem in digitization or electronically reproduction for users

4.2 Prospects in IT application in library activities

4.2.1 Helpful for optimum use of library materials: Helped: □ Yes □ No
Will Help: □ Yes □ No

4.2.2 Adaptation of IT has helped or will help the library administration in expanding the library activities: Helped: □ Yes □ No
Will Help: □ Yes □ No

4.2.3 IT has helped or will help in availing the benefits of library activities: Helped: □ Yes □ No
Will Help: □ Yes □ No

4.2.4 IT has helped or will help in effective sharing of library resources at the right time: Helped: □ Yes □ No
Will Help: □ Yes □ No

4.2.5 IT has helped or will help to bring economy/cost effectiveness in expenditure: Helped: □ Yes □ No
Will Help: □ Yes □ No

4.2.6 IT has helped or will help in saving valuable space of the library: Helped: □ Yes □ No
Will Help: □ Yes □ No
4.2.7 IT has helped or will help in increasing the work efficiency of the library staff

4.2.8 IT has helped or will help in reducing the staff cost in the library

4.2.9 IT has helped or will help in minimizing the retrieval time

4.2.10 Searching facilities become easier

4.2.11 IT has helped or will help in increasing the inflow of the potential users to the library

4.2.12 IT has helped or will help in enhancing the prestige status of the library

4.2.13 Quick retrieval facilities have increased/will increase after using IT

4.2.14 Automatic report generation facilities have increased/will increase

4.2.15 Digital materials become popular among the users

4.2.16 Users are familiar with the facilities of digitization

4.2.17 IT is a blessing for the library

SECTION-5: SUGGESTIONS OF THE RESPONDENTS

5.1 What specific suggestions do you have in your mind for improving the quality of IT application in the fields of the library services you are using? Please state three major suggestions in order of priority.

5.1.1

5.1.2

5.1.3

Date:

Signature of the respondent

Name:

Designation:
Addresses of the University Libraries where preliminary questionnaires were sent

<table>
<thead>
<tr>
<th>Public University Libraries</th>
</tr>
</thead>
<tbody>
<tr>
<td>01 The Librarian/Head of the Library University of Dhaka Ramna, Dhaka 1000</td>
</tr>
<tr>
<td>02 The Librarian/Head of the Library University of Rajshahi Rajshahi 6205</td>
</tr>
<tr>
<td>03 The Librarian/Head of the Library Bangladesh Agricultural University Mymensingh 2202</td>
</tr>
<tr>
<td>04 The Librarian/Head of the Library Bangladesh University of Engineering &amp; Technology (BUET) Dhaka 1000</td>
</tr>
<tr>
<td>05 The Librarian/Head of the Library University of Chittagong Chittagong 4331</td>
</tr>
<tr>
<td>06 The Librarian/Head of the Library Jahangirnagar University Savar, Dhaka 1342</td>
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<td>07 The Librarian/Head of the Library Islamic University Santidanga, Kushtia 7003</td>
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<tr>
<td>08 The Librarian/Head of the Library Shahjalal University of Science &amp; Technology (SUST) Sylhet 3114</td>
</tr>
<tr>
<td>09 The Librarian/Head of the Library Khulna University Khulna 9208</td>
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<tr>
<td>10 The Librarian/Head of the Library National University Gazipur 1704</td>
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<tr>
<td>11 The Librarian/Head of the Library Bangladesh Open University Gazipur 1704</td>
</tr>
<tr>
<td>12 The Librarian/Head of the Library Bangabandhu Sheikh Mujib Medical University (BSMMU) Shabag, Dhaka 1000</td>
</tr>
<tr>
<td>13 The Librarian/Head of the Library Bangabandhu Sheikh Mujibur Rahman Agricultural University Gazipur 1706</td>
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### List of the Respondent University Libraries of Bangladesh in Preliminary Survey

#### Public University Libraries

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## List of the Respondent University Libraries of Bangladesh in Final Survey

(Detail Addresses are given in the total list of university libraries)

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