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Organizational Learning, Transformational Leadership and Quality Improvement of Library Services With Special Reference To IUB

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CHAPTER 1: INTRODUCTION

Introduction

The word "LIBRARY" is derived from the Latin *liber*, meaning, "book". The library actually precedes the book, as collections of clay tablets, papyruses, and scrolls were housed in libraries long before the concept of the book emerged. In the English-speaking world today, library connotes a body of recorded information brought together for a specific purpose, organized for use, and made available to users. [1] Although the format of the printed world has changed considerably over the centuries, the basic functions of the library have remained constant. The first printed book of Bengal, *Bengali Grammar* written by Nathaniel Brassey Halhed, appeared in 1778, while the Serampore Mission established the first library of printed books in the early 1780s. [2]

Types of libraries and their functions

Although all libraries perform similar functions, organizationally they have evolved into five main types:

- Public libraries,
- Academic libraries,
- School libraries,
- Special libraries and
- Governmental libraries.

Public libraries are designed to serve the entire community and to provide lending and reference services to a broad range of professional and nonprofessional users. Although public libraries now participate in many interlibrary networks in order to offer a greater variety of services.

Academic libraries serve students and faculty in community colleges, undergraduate colleges, or universities. The collections and services of these libraries are designed to match the needs of their users, needs that range from basic support of the curriculum to the advanced research

requirements of doctoral students and faculty at major research universities. Like public libraries, most academic libraries are no longer simple independent collections; rather, they are linked with other libraries in cooperative arrangements that allow them to share scare and little used materials.

School libraries are designed to serve the needs of secondary and elementary school students and their teachers. S R Rangnathan has found four reasons for setting up school libraries from the angle of education- a. Beginning of universal education, b. Equality, c. Sociological, and d. Invisibility of mass teaching. Libraries in schools are the natural supporting centers for individual's development and are particularly important today in view of the shift in emphasis towards individualized heuristic learning.

Special libraries are as diverse as the organizations that create them. These may range from business organizations to societies, museums, and research institutes. The scope and use of special library collections vary widely as well. The type of materials they acquire may also distinguish special libraries.

Government libraries range from the national to the state or provincial to the country or municipal level and are usually funded by the administrative unit of which they are a part. At the national level, governmental libraries are commonly designed to support the activities of the departments in which they are located. [3]

Objectives of the Report

The objectives of the report are-

- To identify best practices in providing Information and Library services;
- To identify future opportunities for sharing and learning about developments in Information and Library services;
- To identify key problems which must be solved to make digital library service an effective reality;
- To identify appropriate concepts and techniques to evaluate and improve the library services;
- To identify some of the many reasons why librarians are necessary; and above all
- To gain adequate knowledge about preparing a research report.

Methodology

The opinions, reflections, and ideas presented in this paper have been collected from many individuals, different books, journals, IUB Library brochure (yet unpublished) and from many web sites and also applied my own professional service experiences to bring about a systematic description for the same.

University Profile

The University at a Glance [4]

- The Independent University, Bangladesh was established in 1993 (Authorized under the Private University Act, 1992).
- The out reach campus in Chittagong was opened in 1999.
- The University has 4 schools offering 12 undergraduate degrees and 3 postgraduate degrees.
- The university employs a total of 120 academic staff and 160 administration officers and staff.
- The Dhaka and Chittagong Library contain over 18,000 volumes and subscribes to over 100 journals and periodicals. There are 1336 audiovisual cassettes and CD ROMs.
- In Autumn 2003 there were 3000 students enrolled in the university among which 70% were male and 30% female.
- There are approximately 640 computers available for the students in Dhaka and Chittagong.

- Extra-curricular activities like sports events, debates and other cultural activities are arranged by the Division of Student Affairs. These activities form an integral part of a student's campus life at IUB.
- The University carries out research projects with national and international organizations and also in collaboration with foreign universities.

Chancellor and Principal Officers at a Glance

Chancellor

H.E. Professor Iajuddin Ahmed

President, Peoples Republic of Bangladesh

Vice Chancellor

Professor Bazlul Mobin Chowdhury, M.A., Pg.dip.Soc. (UK), Ph.D. (Aberdeen, UK)

Treasurer (Honorary)

Mr. A. Hafiz Choudhury, F. C. A. (England & Wales)

Vice President, (University Relations) And Executive Director, (CPR)

Mr. Abul Ahsan, M.A., M.A. (TUFT, USA)

Director, ECEC

Mr. Mahmood-ul-Haq, M.A. (DU)

Coordinator, IUB Chittagong

Prof. Syed Sufderul Huq, M.Sc., Ph.D. (Birmingham), Cphys, FlnstP (London)

Director, Finance & Accounts

Mr. Md. Nurul Hassan, Pg.dip.Mgt.Act. (UK), FCMA

Chief Engineer, Planning & Development

Engr. Md. Amirul Islam, B.Sc. (Civil Engg., BUET), M.S. (Civil Engg., USA)

Proctor

Prof. M. Anwer, B.Sc. (Engg.), MS (Engg.), Ph.D. (USA)

Deputy Registrar

Mr. Syed Sadat Almas Kabir, B.Sc. (Engg.), M.S.M. (USA)

Associate Dean, Undergraduate Admissions

Mrs. Yasmine Mahmud, M.A. (English, DU)

Associate Librarian

Mr. M. Hossam Haider Chowdhury, M.A. (Lib.Sc., DU)

Mission, Goals and Strategies of IUB

The Mission

Our mission is to achieve the goals of higher education and of sustainable economic growth in the country through a two-way relationship between community and university.

The Goals

IUB's goals are to produce graduates of international standards within the local environment, with knowledge and relevant skills to provide leadership in enterprise, public service and welfare; encourage and support useful research; create knowledge; and provide further learning opportunities for adults. The curriculum objectives for the undergraduate education are to teach communicative skills (oral and written communication and computer skills) with a strong humanities background, knowledge and competence in a subject (i.e. a major), and a sub-specialization (minor) in a related subject. This is commensurate with the ultimate goal of equipping students with middle management skills and the background necessary to pursue higher studies.

The Strategies

The University curriculum and courses of study are progressively revised and adjusted on the basis of their relevance to national needs and the global market demand. The educational quality is maintained by exchange relationships with renowned universities overseas.

As a private university, IUB is free to set its own curriculum and methods of procedure and to cooperate with academics at home and abroad. It produces graduates who are well grounded in the liberal arts with marketable skills to promote economic growth.

References:

1. *The Encyclopedia America,* Vol. 17, International edition, Danbury: Grolier Incorporated, 996, p. 307.

2. Islam, Sirajul (ed.), *Banglapedia: National Encyclopedia of Bangladesh,* Vol. 6 (KAM – MIC), Dhaka: Asiatic Society of Bangladesh, 2003, p. 271.

3. *The Encyclopedia America,* Vol. 17, International edition, Danbury: Grolier Incorporated, 996, pp. 308-309.

4. *http://www.iub.edu.bd*

CHAPTER 2: ORGANIZATIONAL LEARNING, TRANSFORMATIONAL LEADERSHIP AND LIBRARIANSHIP

Introduction

Universities as scientific and academic organizations have a double necessity; (a) to bring them up to date and include them in the production and diffusion of knowledge; and (b) the synthesis of the enormous quantity and variety in which information is presented, and the knowledge of current scenarios.

What is organizational learning

The notion of *Organizational Learning* (OL) has become very prominent in the near past. Managers see OL as a powerful tool to improve the performance of an organization. Thus, it is not only the scholars of organization studies who are interested in the phenomenon of OL but also the practitioners who have to deal with the subject of OL.

Argyris (1977) defines organizational learning as the process of "detection and correction of errors."

Huber (1991) considers four constructs as integrally linked to organizational learning:

- Knowledge acquisition,
- Information distribution,
- Information interpretation, and
- Organizational memory.

Organizational Learning perhaps involves a different kind of learning than has been described in the past: "the process within the organization by which knowledge about action-outcome relationships and the effect of the environment on these relationships is developed" (Duncan & Weiss 1979).

Organizational learning involves individual learning, and those who make the shift from traditional organization thinking to learn organizations develop the ability to think critically and creatively. These skills transfer nicely to the values and assumptions inherent in Organization Development (OD). Organization Development is a "long-term effort at continuous improvement supported at all levels of the organization, using interdisciplinary approaches and modern technologies." Organization development (OD) focuses on the human side of organizations. It is believed that individuals who have some control over how their work is done will be more satisfied and perform better. This is called empowerment in OD. Implementation of these empowered individuals together into *teams* and the results will be extraordinary undoubtedly.

In the 1970s, psychologist B. W. Tuckman identified four stages that teams had to go through to be successful. They are:

1. **Forming**: When a group is just learning to deal with one another, a time when minimal work gets accomplished.
2. **Storming**: A time of stressful negotiation of the terms under which the team will work together, a trial by fire.
3. **Norming**: A time in which roles are accepted, team feeling develops, and information is freely shared.
4. **Performing**: When optimal levels are finally realized—in productivity, quality, decision-making, allocation of resources, and interpersonal interdependence.

What is learning organization

Senge has defined a Learning Organization in terms of continuous development of knowledge and capacity. He and other researchers have identified disciplines and processes that seem to be associated with building a Learning Organization.

Following Senge, we want to use these definitions:

Knowledge: Capacity for effective action.

Learning: Increasing knowledge, which is, increasing capacity for effective action.

Learning Organization: When the organization as a whole and the people who comprise it are continually increasing their capacity to produce the results they really want to produce. [1]

In simple terms, we use *learning* in the sense of *learning to do*, not in the sense of knowing things.

A learning organization harnesses the collective intelligence and commitment at all levels of the organization. Although this may seem like motherhood, we still refer to the senior person in a group as the "head," and it was not so long ago that the majority of the people in an organization might be called "hands." Organizations in general have a long way to go before they can truly be called Learning Organizations.

McGill et al. (1992) define the Learning Organization as "a company that can respond to new information by altering the very "programming" by which information is processed and evaluated."

Organizational learning vs. Learning organization

Ang & Joseph (1996) contrast Organizational Learning and Learning Organization in terms of process versus structure.

McGill et al. (1992) do not distinguish between Learning Organization and Organizational Learning. They define Organizational Learning as the ability of an organization to gain insight and understanding from experience through experimentation, observation, analysis, and a willingness to examine both successes and failures.

The Role of Information Systems in the Learning Organization

Huber (1991) explicitly specifies the role of IS in the Learning Organization as primarily serving Organizational Memory, IS can serve the other three processes- Knowledge Acquisition, Information Distribution, and Information Interpretation.

One instance of use of IS in Knowledge Acquisition is that of Market Research and Competitive Intelligence Systems. At the level of planning, scenario-planning tools can be used for generating the possible futures. Similarly, use of Intranets, E-mail, and Bulletin Boards can facilitate the processes of Information Distribution and Information Interpretation. The archives of these communications can provide the elements of the Organizational Memory. Organizational Memory needs to be continuously updated and refreshed.

Why would anyone want to be a Learning Organization?

Becoming a learning organization will involve a tremendous amount of attention, energy, and change.

The Learning Organization is an approach to organizational change and continuous improvement; the two are synergistic and mutually supportive.

The most rewarding and personally satisfying experiences involve a significant element of *learning to do*. And, it's not just learning to do *anything*; but learning to do something we care about. Kids learn to talk, walk, and ride a bike because they want to. Not for rewards, not for approval, but because they want to.

First, Senge has identified five disciplines essential to building a learning organization. These are disciplines in the sense that they deserve study and attention for a very long period of time, perhaps throughout a lifetime, not skills to be mastered quickly.

Personal Mastery – Developing the capacity to clarify what is most important to us and to achieve it.

Shared Visioning – The ability of an organization to create a deeply meaningful and broadly held common sense of direction.

Mental Modeling – Developing the capacity to reflect on our internal pictures of the world to see how they shape our thinking and actions.

Team Learning – Developing capacity for collective intelligence and productive conversation.

Systems Thinking – The ability to see the whole, perceive long-term patterns, understand interdependencies, and better recognize the consequences of our actions. [2]

Second, from a different cultural background by focusing on the distinction between Tacit Knowledge and Explicit Knowledge. "Tacit knowledge is personal, context-specific, and therefore hard to formalize and communicate. Explicit... Knowledge, on the other hand, refers to knowledge that is transmittable in formal, systematic language."

Simplistically, knowledge is created as Tacit Knowledge by individuals, then made explicit and shared. But this simplistic a view would be confusing *information* with *knowledge*. The acquisition of knowledge (ability to do) involves much more than taking-in information. Knowledge,

In observance, however, tacit and explicit knowledge are not totally separate but mutually complementary entities. They interact with and interchange into each other in the creative activities of human beings. Our dynamic model of knowledge creation is anchored to a critical assumption that human knowledge is created and expanded through social interaction between tacit knowledge and explicit knowledge.

Third, and finally, the Learning Organization recognizes that there are differences in personal communication styles and that these can be quite significant.

The Learning Organization is about marshaling energy and human spirit to create new works and new capacities. It is about creating new knowledge, not just about spreading information.

Organizations see the need for making knowledge explicit so that it can be stored, indexed, shared and transferred -- so that knowledge becomes a more tangible corporate asset.

Why a Learning Organization?

A Learning Organization is one in which people at all levels, individually and collectively, are continually increasing their capacity to produce results they really care about. This includes-

- Because we want superior performance and competitive advantage
- For customer relations
- To avoid decline
- To improve quality
- To understand risks and diversity more deeply
- For innovation
- For our personal and spiritual well being
- To increase our ability to manage change
- For understanding
- For energized committed work force
- To expand boundaries
- To engage in community
- For independence and liberty
- For awareness of the critical nature of interdependence
- Because the times demand it

The University Libraries are committed to becoming a team-based learning organization. In response to the changing needs of the University and the changing information needs of faculty, students and staff, the Libraries have renewed and transformed their commitment to quality service. The Libraries have begun a systemic change process with the emphasis on the development of staff to improve the organization's performance. Emerging principles shaping the organization include:

- Valuing the importance of learning and education that will lead to improved service to customers,
- Assessing and improving work processes through process re-engineering,
- Fostering shared decision making and accountability among library staff,
- Forming self-managing teams,
- Developing shared leadership by strengthening the leadership skills of all library staff, and
- Changing the culture of the organization by creating and nurturing a shared vision and set of values by which all staff can live.

The IUB Library may likely to adopt Peter Senge's definition of a Learning Organization in which he describes a learning organization as "a group of people continually enhancing their capacity to create what they want to create" (*The Fifth Discipline*, 1990). Hence all library staffs can participate in becoming a learning organization. This requires a commitment to the ongoing process of learning, growth and development.

Transformational Leadership

"Leadership is action, not position"

- Donald H. McGannon

Transformational leadership is about creating visions of the future and doing what it takes, through inspiration or perspiration, to make that vision a reality. Instead of control over people, it's about control over ideas. Kuhnert and Lewis write, "Transformational leaders broaden and elevate the interests of others by generating awareness and acceptance of the purposes or mission of the group and by encouraging them to move beyond their own interests for the greater good."

Burns (1978) described Transactional leadership involves a transaction, an exchange, and while this is a necessary component, and he also opined that the transformational leadership is the capacity to inspire and work with others to gain commitment to excellence and high levels of achievement. [3]

Plan is an ambitious document which calls for libraries to team up to ensure that library service is universally, uniformly, equitably and seamlessly provided to all citizens of the country, regardless of where they live.

For the new millennium, the university library is committed to centralize services to users, flatten it hierarchical structure and offer novel and better services just in time to satisfy the changing needs of the user-client. So it is important to prepare leaders to plan for initiating and carrying out the library's mission. It is the leaders who determine the mission of an organization and the guidelines of a process.

Successful library service needs transformational leadership

It is reasonable to expect that a successful library service is directly linked to transformational leadership. The style of leadership is also associated with a commitment to develop library facilities and to build the collection towards the suggested basic collection size.

Librarians of a university can develop the skills of transformational leaders by using the following strategies based on the four facets of transformational leadership (Caldwell & Spinks, 1992):

Cultural leadership

- Insist on excellence and quality programs for the community generally and the library particularly
- Actively contribute to the development of a written vision and to its regular review
- Ensure that this vision is the yardstick for considering the appropriateness of library-based initiatives
- Communicate proactively with VC and staff about how the library implements the vision.
- Contribute to collaborative decision making, building a sense of community, affirmation and the quality of relationships.

Strategic leadership

- Participate in goal setting and ensure that these goals are compatible with the vision.
- Encourage staff to contribute to the establishment of goals for the library and check that these support the vision.
- Communicate a sense of purpose for the library.
- Contribute to solving problems associated with adequate staffing, physical facilities and money for library services
- Demonstrate the importance of the library to curriculum implementation.

Educational leadership

- Establish links to the wider teacher-librarianship and educational communities.
- Participate in professional development programs, especially those that support and enhance the Library's vision.
- Communicate to expertise and broader community.
- Seeking for additional responsibilities.
- Plan, develop and implement the curriculum with the staff.

Responsive leadership

- Contribute to Library reviews.
- Communicate achievements related to university library services.
- Anticipate the need for accountability.
- Support the existing accountability structures.

These strategies will not only enhance the quality of education and promote the culture of excellence that was so apparent to ensure the librarian is perceived as a key member of a team of transformational leaders. [4]

Transformational Leadership influence on library services

It has been proved that transformational leadership has a positive influence on library services. Therefore, a possible strategy to address the issue of equity of access to library resources and facilities in self-managing environment would be to encourage transformational leadership. This could be achieved in a number of ways:

- Encourage transformational leadership through professional development programs,

- Raise awareness among librarians of active participation in a dispersed model of leadership.
- Encourage librarians to actively promote a culture of excellence in the university by ensuring that appropriate professional development materials are available to the staff.

The culture of excellence created by the transformational leaders has ensured that the provision of library services has a high priority and that appropriate levels of resources are channeled to the library. These resources are both human and physical: human in terms of the staffing allocation which is "better" by comparison, and physical, in terms of the facilities and the collection development. The style of leadership has contributed to the provision of library services because it has engendered collaborative goal setting and decision-making in the context of the provision of quality education. Access to library services is seen as central to the provision of quality learning opportunities for the students.

The University Libraries must fulfill its leadership role in the collection and provision of information resources within the university. Continual cooperation and communication with academic and administrative colleagues within the university will become increasingly important as the pace of change in resources, the needs of researchers and the means of service delivery accelerate the timelines for decision making.

The Role of Librarian /Resource Center Manager in learning organization

Dr. Rangnathan says, “It (Librarianship) is a noble and scholarly profession. Service is the only motto like medical profession.” Dr. R.L. Mittal, Dept. of Library Science, Gauhati University, India, in his book “Library Administration: theory and practice. 3rd edition, 1973 pp. 14-15” has said: the library consists of the trio-the books, the readers and librarian. The librarian is properly called the matchmaker of the beautiful bride - the books and curious bridegroom- the reader, with the help of the laws of library science, which continually goad him to achieve the ideals, set before him.

Senge (1990) argues that the leader's role in the Learning Organization is that of a designer, teacher, and steward who can build shared vision and challenge prevailing mental models. S/he is responsible for building organizations where people are continually expanding their capabilities to shape their future -- that is, leaders are responsible for learning.

Duties and Responsibilities of Librarian

The breadth of duties and responsibilities that define the preview of Librarians and grant them a professional identity has been outlined.

These include but not limited to:

- Organizing, Managing and Facilitating access to information;
- Disseminate and interpret library collection material to meet the informational, educational and cultural needs of students, and faculty members in knowledge creation and classroom instruction;
- Providing reference and consulting services to students and other members of the Library;
- Developing and Maintaining the Library's collection and information systems;
- Managing human and financial resources and contributing to library administration;
- Perform professional activities;
- Prepares and monitors the annual budget for the library;
- Establishes library goals and objectives and provides leadership to achieve these;
- Prepares and design the Library's Website; etc.

Knowledge, Skills and Capabilities of a Librarian

The Library is the International treasure and the single most important physical asset of the university. The Librarian develops, plans, directs and maintains all aspects of library operation and services, including personal supervision and facilities management, and manages the acquisition of the library's collections and information technologies, and coordinates work of all levels. The librarian trains and encourages users in the utilization of

resources and instructional technology. So Librarians must have certain knowledge, skills and capabilities to perform the professional duties and responsibilities. This includes-

- Knowledge of Information Science and Library Management, Reference resources and Automated library systems;
- Communication skills;
- Strong leadership and motivational skills;
- Public relation skills;
- Supervisory skills;
- Strong organizational skills;
- Knowledge of computerized skills, Bibliographic database software and applications, and networks etc.
- Familiarity with all aspects of Library Management;
- Familiarity with Audio-visual technologies, CD-ROM, Retrieval tools, etc.
- Marketing skill;

The Role of Librarian in an electronic age

Librarian's professional image has moved from formal entering of document to participation as consultant and assistant in every organization. The library prototype has changed due to the massive entry of technology in all of its functions. The popularity of computers has allowed for a great number of users to have access to a PC, and this intense relationship of the society with technology has modified the design and offering of services. The way of interacting and communicating with users of information has transformed a conformist user into a demanding client who asks for a more systematic and efficient access to information.

As a consequence the role of the librarian has developed to be that of educator, facilitator and collaborator, rather than information intermediary.

References:

1. *http://www.world.std.com*

2. Senge, Peter M., *The Fifth Discipline: The Art and Practice of Learning Organization*, New York: Doubleday, 1990.

3. Burns, J., *Leadership*, New York: Harper & Rows, 1978.

4. *http://www.schools.nsw.edu.au*

CHAPTER 3: IUB LIBRARY, A FOUNTAIN OF KNOWLEDGE

Introduction

Education cannot be imparted without books or libraries. Libraries are the integral parts of educational institutions. Library services can be compared with the blood circulation in a human body. If the books are the heart of a library then services can be called active machines. So the services offered by the libraries are to be treated most important issues for the society. [1]

Background

The Library is truly the heart of IUB. It has been growing with the young university constantly serving the vibrant community of students and faculty since its inception. In 1993 the library launched in a room having ground area of 850 sqft at House 8, Road 10, Baridhara, Dhaka and moved to the present address where it occupies three floors of stacked reading materials, accommodating readers in reading rooms and library personnel at their work places. The Library emphasizes service to clients, at the same time trying to provide increased self-help & self–service capacities. The Library is the major contributor to the university's aim of developing independent learners.

Mission

The IUB Library aims at remaining dynamic & responsive to serve all members and to reflect good professional practice and foster quality, creativity & effectiveness with rich collection and reader-friendly services.

The mission of the IUB Library is to provide quality services to readers, to encourage the acquisition of knowledge and is enhance their ability to research and communicate with confidence.

The main goal is to enable the university to achieve excellence in teaching, research and scholarship by the provision and promotion of recorded as well as virtual knowledge.

Objectives

(i) To select, organize & exploit learning resources for all members of the library; (ii) To provide an environment which stimulates the use of library materials & services; and supports a variety of learning modes; (iii) To understand the objectives & information needs of members of the library, and to provide user-centered services to meet these needs; (iv) To provide the techniques for all members on how to use libraries & information services and to promote their use as a learning & research tool; (v) To provide a laboratory for clientele to acquire information skills; (vi) To serve as a gateway to future library inquiry; (vii) To pursue quality & good professional practice in all activities.

The IUB Library Personnel

At present the following personnel are working for the IUB Library both at Dhaka Campus Library and Chittagong Campus Library-

1. Mr. M. Hossam Haider Chowdhury,

   Associate Librarian, (In-Charge of IUB Library) MA in Lib. Sc. (DU)

2. Ms. Khurshid Jahan,

   Assistant Librarian, MA in LIS (DU)

3. Mr. Mohammad Humayun Kabir,

   Assistant Librarian, MA in LIS (DU)

4. Ms. Hazera Rahman,

   Assistant Librarian, (on study Leave), Chittagong Campus Library, MA in LIS (DU)

5. Mr. Md. Zillur Rahman,

   Jr. Asstt. Librarian, MA in Information Sc. & Library Mgt. (DU),

6. Mr. Md. Zahid Hossain Shoeb,

   Jr. Assistant Librarian, MA in LIS (DU)

7. Mr. Abu Khaled Chowdhury,

   Jr. Assistant Librarian, Chittagong Campus Library, M.A. in Information Sc. & Library Mgt. (DU)

8. Ms. Syeda Amatul Ghaus Pak,

   Jr. Assistant Librarian, MA in Information Sc. & Library Mgt. (DU)

9. Ms. Nadia Mohamed,

   Jr. Assistant Librarian, MA in Information Sc. & Library Mgt. (DU)

10. Ms. Nahid Sultana,

    Jr. Assistant Librarian, MA in Information Sc. & Library Mgt. (DU)

11. Mr. Provat Kumar Majumder,

    Jr. Assistant Librarian, MA in Information Sc. & Library Mgt. (DU)

Location and Services

The IUB Library is equipped with a reasonable collection of books, journals, audio-video materials, CD-ROMs on a wide variety of subjects. It renders various services on resources available including various references and reading materials for teachers, researchers, and students. The IUB Library maintains open access systems to facilitate easy access to readers are at liberty to select the right book of their choice. Books are issued to the users by using bar-coded techniques as per library rules. The services of IUB libraries have already been improved vastly. Both LAN and WAN connections are available now. It has computerized its catalogue by using CDS/ISIS. Through this catalogue, a user can easily find his/her required

Current Awareness Service. The Library has also separated rare and reference section, general book section, journal/ periodicals section, audio-visual corner, newspaper corner, and other corners for different purposes including national culture and heritage are providing the services with the best effort of professionalism.

- **IUB Central Library** is located at House 6, Road 14, Baridhara, Dhaka 1212 having three extensions in Dhaka and two in Chittagong. Location of libraries are as follows-
- **Environment Management Library** is located at House 28, Road 12, Baridhara, Dhaka
- **Population Library** is located at House 27, Road 12, Baridhara, Dhaka
- **The MBA Library** is located at House 15, (1st floor) Road 14, Baridhara, Dhaka
- **IUB Chittagong Campus Library** is located at 12 Jamal Khan Road (6th floor), Chittagong
- **The American Corner** is located at 12 Jamal Khan Road (Ground floor), Chittagong

The Environment Management Library and Population Library are providing services under the supervision of the Head of the particular programme.

The MBA Library

The MBA Library is functioning in the MBA Campus premises. Students of MBA can borrow course books/materials from the MBA Library for the full period of the mentioned course(s). The policy of the MBA Library is to provide course books to each and every student of the MBA Programme of IUB.

The American Corner

The American Corner started providing services at IUB Chittagong Campus through which those interested may expand their knowledge with the latest information and technology. A valuable collection of books, videos, CDs, and current information related to U.S.A are

available here. Any one can use this facility after obtaining the membership of this corner. The IUB Library runs this Corner with the assistance of the American Center, Dhaka.

Collections

Unlike the American Corner, the main Library's collection is geared to providing information pertinent to its curriculum and services. Most of the collections of the IUB Library are closely related to the university's courses and these are classified, catalogued and displayed using international and professional standards. The Library resources include books, periodicals, university catalogues, newspapers, audiocassettes, videocassettes, CD-ROMs, data disks etc. Users of Dhaka Library (as on November 18, 2003) have access to 15,156 books, 500 CDs, 362 AV materials, 110 current periodicals and 10 national daily newspapers in both Bangla and English. In addition, the Chittagong Campus Library has 4588 books, 684 CD ROM and Audio-Visual Materials, 32 periodicals and 9 national daily newspapers.

The resources the IUB Library is collecting has been broadly categorized into the following fourteen areas:

1. Art, culture and history
2. Business
3. Chemistry and physics
4. Communication
5. Computer Science
6. Economics
7. Environmental science and management
8. Health and population
9. Language and literature
10. Mathematics and statistics
11. Political science and public administration
12. Science- General
13. Social science

14. General collection (not covered any of the above)

The Library has exploited the latest information technology to improve services & operational efficiency. Catalogues, information searching and charging/discharging have been automated and the range of information available to clients has been vastly increased.

General Information on using the physical facilities

All currently enrolled students are advised to maintain the following points at the time of using the library:

- Before using the library facility, students should have valid Identity cards in their profession.
- If a student does not have the valid Identity card in profession, may use the money receipt issued by the accounts Office for a maximum of 10 (ten) days.
- All students are strongly advised to maintain the individual respect for fellow students during library hours.
- Silence is essential in the library and all students are advised to keep quiet in the library.
- Students should put-off the mobile telephone sets before entering into the library.
- Students should not bring any personal possession in the library except for; exercise book (khata), pen, geometric box and calculator.
- Students should maintain proper dress code in the library.
- Undergraduate may borrow books if they have a valid library membership.

- An undergraduate student may borrow maximum two general materials for 7 (seven) days and may renew for one more week. For renewal, the student is required to come personally in the library counter.

- Textbooks marked with red 'R' may be borrowed for only 2 (two) hours and other reference books are reserved for use inside the library.

- Checkout time from the library is 15 (fifteen) minutes prior to the closing hour.

- Library materials issued against an ID number of a student remain the responsibility of the concerned student.

- Any kind of writing or marking on the library materials is strictly restricted. Any type of mutilation will cause replacement.

- Any kind of willful misuse of the library facilities may result in termination of library membership.

- If a student fails to return the library materials on time, will have to pay fine. The fine is; for general collection @ Tk. 10/day and for reserved collection @ Tk. 10/hour.

- Serious offences will be pursued immediately under the University's Code of Discipline and will result in suspension from the library facilities pending enquiry.

- Offences include unrecorded borrowing, theft on concealment of any material or equipment, abuse of any sort directed against library staff or other users of the library.

Information Services to Clients

An on-demand information retrieval service is available to all clients. In addition, the Library maintains a **News Clipping** covering 40 titles & publishes monthly **New Arrivals** containing the list of books received in the previous month. The Library also provides **Indexing** and **Current Contents** services. Current Contents are published twice/thrice a month, which include the copy of the content pages of the periodicals received in the last fortnight or three weeks. [2]

E-access

The IUB Library has had the opportunity to access several full text e-resources. Over 150 journals of Oxford University Press and Encyclopedia of Life Support System (EOLSS) can be particularly mentioned. The Library has signed JSTOR Archive License Agreement to ensure access to back issues of e-journals stored at JSTOR. The 2003 IEEE computer society transactions are available in the library in electronic form. Negotiations are under way with Emerald & ABI/inform for further electronic subscription.

As IUB library is dedicated to serve its users and information seekers, it has linked following full text resource sites, which are free to access.

The Strategic Guide to Quality Information in Biology, Chemistry, Computer Science, Mathematics, Medicine, Physics, and Psychology
Strategian.com

Library of the Sciences and Medicines
Highwire Press

arXiv.org e-Print archive for Physics, Mathematics, Non-linear sciences, Computer Science ArXiv.org

A substantial magazine, E/The Environmental Magazine, is chock full of everything the budding environmentalist needs to know, from "rainforests to recycling" and from the

"personal to the political"

Emagazine

BMC (BioMed Central) Ecology publishes original research articles in environmental, behavioral and population ecology of plants, animals, and microbes. BMC Ecology (ISSN 1472-6785) is indexed/tracked/covered by PubMed and BIOSIS.

BioMed Central

Offers the ability to search for articles in many standard magazines and journals

Nordiast.com

This site lists Physics-related Journals

Physnet

PubMed Central (PMC) is the U.S. National Library of Medicine's digital archive of life sciences journal literature

PubMed Central

For America's IT Leaders.

Computerworld

Directory of Open Access Journals, this service covers free, full text, quality controlled scientific and scholarly journals

Directory of Open Access Journals

Hot Articles of ACS (American Chemical Society) Journals and Magazines

American Chemical Society

Library, Archival and Information Sciences Electronic Journal Collection

Journal Collection

Library Philosophy and Practice

Project Gutenberg is the Internet's oldest producer of FREE electronic books (e-Books or e-Texts). You will find the classic books from the start of this century and previous centuries

Project Gutenberg

Best leading daily newspapers on the World Wide Web

The Guardian

The International Herald Tribune

The New York Times [3]

Reading Rooms

The Library maintains reading rooms on every floor of the library. Over one hundred and fifty users can sit at one given time in the reading rooms of the IUB Central Library. Other unit libraries including the MBA Library have their own reading space.

Lending

The lending procedure is automated with the Barcode Technique. An undergraduate **student** him/herself may borrow **three** general materials for **ten** days and renew for further loan periods after producing them at the counter personally. **Faculty** members can borrow fifteen books for 45 days and renew these at the counter personally. **Officials** may borrow library materials for fifteen days and renew accordingly. **IUB Alumni** also may avail themselves of the borrowing facilities after obtaining the membership.

In-house Computerized Catalogue

A computerized campus-wide information service has been developed for information management. The Library maintains a computerized catalogue using the Mini/Micro CDS/ISIS, and the library makes available a searching procedure for its valid users.

Participation in the Union catalogue

The Library participated in a web based union catalogue through the Sustainable Development Networking Programme (SDNP)-a project of UNDP. SDNP holds three

databases of IUB Library, one for books and another for periodical articles of Dhaka Campus and one more for Chittagong Campus. IUB library web page provides necessary links for accessing these databases.

Photocopy Services

Only faculty members may get photocopies from the library materials if it is permitted under the national and international copyright laws, rules and regulations.

Library Timing

Dhaka Campus Libraries

The Central Library

- Sunday to Wednesday *8:30 a.m. to 8:30 p.m.*
- Thursday & Saturday 8:30 a.m. to 5:00 p.m.

The MBA Library

- Saturday to Thursday *2:30 p.m. to 9:30 p.m.*

Other Unit Libraries in Dhaka

- Remains open during the stated office hours.

Chittagong Campus Libraries

Chittagong Campus (University) Library

- Sunday to Thursday 8:30 a.m. to 6:00 p.m.

The American Corner

- Sunday to Thursday *10.00 a.m. to 5:00 p.m.*

Library Attachment Programme

The IUB Library also offers an attachment programme for the Library professionals through which one may achieve practical knowledge about the automated lending procedure, and application of UNESCO developed software- **Computerized Documentation System/Integrated Set of Information Systems (CDS/ISIS)** and use of relational database for library services.

Student Job Facilities

The IUB Library offers a number of job opportunities to the students under the campus employment programme during the semester period as per university policy.

Strengths, Weaknesses, Opportunities and Threats of IUB Library

Strengths

- Collections are closely related to University courses
- Cover many media and electronic material.
- Easily accessible via high quality database.
- Flexible loan period.
- Many learning modes supported, including group study.
- Opening hours responsive to student needs
- Use of information technology
- Staff structure focused on serving clients
- Staff derive sound understanding of client's
- Sense of "profession" and commitment to serving clients

- Staffs are highly qualified, professionally and academically and IT literate

Weaknesses

- Support for potential new areas of study unavailable
- Security system for protecting the materials is not well equipped
- Limited provision of electronic information on university network
- Library itself has inadequate control over accommodation and scheduling of improvements due to small sizes reading rooms
- Understanding of research needs is underdeveloped

Opportunities

- Improve impact of collections by centralizing Library service
- Contribute to development of university-wide policy on information provision
- Develop computerized campus-wide information service (CWIS)
- Provide selected information from Internet to increase access to research material
- Develop integrated database of university learning packages
- Develop some self-service facilities
- Cooperate with other libraries to rationalize use of resources

Threats

- More campus libraries will weaken thinly spread resources,
- Selfish behavior by clients,
- Theft on concealment of library material or equipment
- Non-return of library materials,
- Continually increasing the costs of books and journal,
- Copyright problems, especially in IT based products,
- Computer security and viruses,
- Restrictions on access, etc.

The Top Priorities of the IUB Library at this time

First, to acquire, organize, preserve, secure and sustain for the present and future use of the material and a universal collection of knowledge.

The Library's second priority is to make its collections maximally accessible to its users.

Its third priority is to add interpretive and educational value to the basic resources of the library to highlight the importance of the library to the nation's well being and future progress.

Future action plan of IUB Library

New technology is changing the world. The library has the opportunity to be at the forefront of that change through the development and use of technology. For these, three related tasks for library involvement are:

1. To upgrade existing services by making use of technology.
2. To plan and develop new services and products that make use of technology.
3. To study library users, anticipating and meeting their changing information needs.

The library has the opportunity to be a leader of innovation for information resources. The digital electronic library of the future would provide a vital part of the information society in this regard.

The IUB Library has a dream of excellence, to be a good Library and Information Service provider as a vital component of the university and aspires to being recognized nationally as a leading, innovative library and information service center; acclaimed as an integral part of university's academic processes; the preferred provider of information to the users, particularly the IUB community. And thus we may face the future with enthusiasm and optimism.

References:

1. *http://www-icdl.open.ac.uk/icdl/database/asia/banglade/openuniv/inst/index.htm*

2. *IUB Library: a fountain of knowledge* (Brochure, unpublished), 2003

3. *http://www.iub.bd.edu/lib*

CHAPTER 4: OUR FUTURE INFORMATION ACCESS

Introduction

Library is a social enterprise whose mission is to offer specialized services to students, faculties, researchers and staffs in order to satisfy their educational and information needs by means of human and technological resources. For the new millennium, the university library is committed to centralize services to users, flatten its hierarchical structure and offer novel and better services just in time to satisfy the changing needs of the user-client. As a result, it is important to prepare leaders to plan for initiating and carrying out the library's mission, because it is the leaders who determine the mission of an organization and the guidelines of a process.

Information in the models of change of the universities

Access to information both from the qualitative and quantitative points of view implies certain social changes, as the individuals who are the best informed and have access to more information can take actions of major importance in more areas than individuals who have limitations in their access to information. University as a social organization moves into new models, directed towards educating qualified individuals for professional functions, but it is also committed to generate useful knowledge for the development of society. If information and knowledge are the key elements for the function of a university system, each thought or action related with them, their content, opportunity, current ness, pertinence, way of handling, transmitting, acquiring them, etc. plays an essential role in the betterment of the change has appeared as subject in all discussions which have closely touched on the future.

Therefore, there is need for new types of information management models in libraries that contribute to achievement of this objective, paving with it the way for an information culture, which contributes to the total quality demanded by organizations.

Key concepts of a Digital Library

Definition

A *digital library*, also called *electronic library*, is a machine readable representation of materials, which might be found in a university library together with organizing information, intended to help users find specific information. [1]

Service of a Digital Library

A digital library service is an assemblage of digital computing, storage, and communications machinery together with the software needed to reproduce, emulate, and extend the services provided by conventional libraries based on paper and other material means of collecting, storing, cataloguing, finding, and disseminating information. A full service digital library must accomplish all essential services of traditional libraries and also exploit digital storage, searching, and communication.

Public, private, professional, commercial, and other kinds of library emphasize different services, different kinds of information, and different service styles. While any digital library instance may thus offer only partial services, the technology suite from which library instances are assembled must permit assembly of a full service library. In addition, this suite must shield the user who wishes to draw on multiple libraries from inter-library differences, which are irrelevant to him.

Characteristics of a Digital Library

A few circumstances and characteristics for which we expect Digital Library's to emulate conventional libraries holding books, pictures, and other material objects communicate the flavor intended:

- Users are usually elsewhere than the information they want, and often want to correlate items from several sources;
- Whoever wants to use a library must show permission to do so;
- Different patrons are permitted different actions and to see different parts of each collection;

- The catalogue and the collected items are used differently and not necessarily housed in the same place;
- To find specific information, each user must understand the catalogue structure;
- Documents contain cross references to other documents;
- Documents are catalogued with text descriptors and also with conventional properties, such as author names;
- Document identifiers are different from document names; a document may have several names, one for each context;
- Translations of a document may express essentially the same information;
- Each stored item is valuable, often with part of its residual value owned by its authors' assignees;
- Part of the value provided by a library is the provenance information it holds for each item;
- Items are put into libraries because, while each is thought valuable for future reference, the specific individuals who will read it and the times when this will occur are not known.

The advantage of a Digital Library

The potential advantages of a digital library over a paper library are similar to those of any digital database over its paper counterpart. Faster additions to the data collection with better quality control, improved browse and search functionality, faster access to information found, better history tracking, finer granularity of control, and enhanced plasticity of its content. The benefits of improved control and plasticity of are not only improved data quality, but also more freedom and reduced bureaucracy for individual users. Only a librarian may add to the collection of a conventional library, because of the discipline essential to create a quality catalogue. In a digital library, cataloguing discipline and search restrictions to authorized data can be automatically enforced. It can thus allow each patron and author a wide range of services than is practical with a conventional library.

The digital library of the future will exist within a much larger economic, social and legal framework. To define digital library parameters which especially influence issues of access to, retrieval of, and interaction with information; to identify key problems which must be solved to make digital library service an effective reality; to identify a general structure or framework for integrating research and solutions; and to propose and encourage specific, high-priority research directions within such a framework. Existing well-known software illustrates the viability of the approach. Object-oriented concepts are compatible with this conceptual framework and can be used to enrich it.

References:

1. Gladney, Henry M., et al., *Digital Library: Gross Structure and Requirements (report from a workshop)* at IEEE Computer Society Press, May 1994.

2. Newby, George B., *The Digital Electronic Library*, School of Information Studies, Syracuse University, 1991.
http://www.ifla.org/documents/libraries/net/newby.txt

CHAPTER 5: RECOMMENDATIONS AND CONCLUSION

Recommendations

Last but not the least, I would like to provide some recommendations that could further enhance the provision and developments of library services and prepare them for the future. In order to become an efficient and effective organization, we need a number of changes and come to set of solutions. This includes-

- All university libraries would offer a compulsory classroom based course for undergraduate students to support independent study, research and personal updating on ***The Basics of Information Retrieval and Library Management practicum*** for a minimum of **one credit course work**. It will help students to use the library efficiently and provide a life-long, independent learning skill,

- Each Department/ School of the University should have a *Seminar Library* of various resources and the Central Library should control and provide all logistic supports for doing that,

- The foremost problem of the library work is not getting the required book. Some times teachers keep that required book months after months and hampers the other users. As a colleague, all teachers and high official must cooperate in this respect and books should be returned with in the stipulated time,

- No Library of our country is self sufficient with its resources. So networking and resource sharing among the Libraries can play a vital role to meet the users demand avoiding unnecessary duplication. For the success of library cooperation/ networking and resource sharing in Bangladesh, it is necessary to follow the developed countries like the U.K., which possess a remarkably developed system of cooperation in this respect,

- It should be established an effective working relationship with the various private entities to implement the inter library loan program. If it is possible to participate in the process of developing networks which are completely transparent and highly competitive,

- **Skill development and training is a continuous process.** All employees should be updated these through **training**, both home and abroad, with the latest techniques and methods, to provide the best of their capabilities at their work in customer service, communication, accessing information and using technology,

- There should be enhancement in research and development in different areas of library work. Accelerate the education and development of the area specialists, as well as the strategic and applied research activity in this field,

- Hardware failures are often occurring due to virus affects which is needed to be improved. IUB should install the best and updated software as virus guard and install anti- virus. All the software's being used at the offices should also be updated.

- The loss of books is inevitable in almost all libraries in the world. There is no absolute method *except creating better civic sense* to check the loss of books from the library. Even the British Library, Library of Congress, Indian National Library and some other famous libraries of the world failed to control this problem. Of course, ***formal orientation*** for developing civic sense and setting up the ***modern security technologies*** may eliminate the worst situation from loss of books.

- Photocopy/reproduction services should be provided to the user with a reasonable charges from the Library and certainly that will help in prevailing the tearing of books and stealing also.

- The Library rules must provide enough autonomy and discretion to the Librarian. He is a person who has actually run the Library. He knows the difficulties of the readers and staff members and he alone can appreciate the points of view of both the parties.

- The Library building should be well equipped with security systems and all class rooms that is located in the library building should be moved another building for creating a wonderful environment for the library users.

- It is most desirable; IUB would be able to establish an effective Digital Library in near future, and it is expected that the IUB authority will be given highest priority to upgrade it efficiently to deliver worldwide knowledge and expertise to everyone's fingers.

Conclusion

Looking back into the past, humankind has evolved its communication mode from the primeval body language to the ancient oral tradition, to the book culture, and now to the domain of information technology. One of the most significant events of the 20^{th} century was no doubt the invention of the computer. It is clear that the libraries will be going through intensive and extensive change. The challenge for the University Libraries is to deal with these changes in a way that is maximally effective in meeting the needs of our users, and the university community. Our ultimate goal is to make the libraries the university's central information resource center. The IUB Library has the opportunity to be a leader of innovation for information resources. This can be achieved only as a total community endeavor, involving faculty, students and library personnel.

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Appendix A

a. Five Fundamental Laws of Library Science

1. Books are for use
2. Every reader his/ her books
3. Every book its readers
4. Save the time of readers
5. Library is a growing organism

b. Pre-requisites for Library Cooperation/ Networking and Resource-sharing

In order to establish a successful Library Cooperation and Resource-sharing, the following factors should be kept in mind:

1. A union catalogue of books and journals in all the cooperating libraries should be prepared to know what they have in their collections.
2. Local network services among the libraries of common interest may be formed.
3. Photocopying facilities or services should be made freely among the cooperating library members.
4. Current Awareness Bulletin (CAB) should be prepared, so that all users within the network are able to know about others collection.
5. Agreement should be made among the authorities to allow the borrowing of materials through an inter-library loan system.

Courtesy: Mannan, Abdul, *Loss of books from the Library: Causes, remedies and write-offs*, Dhaka: Learners' Corner, 2003.

Appendix B

Some useful words for analytical study of Bibliography:

(i). END PAPER

The leaf, which is stuck to cover and next one which is attached to it.

(ii). FLY LEAF

The blank leaf, which is next to the End Paper. They might be several in numbers,

(iii). HALF TITLE

Brief title, which comes next to FLY LEAF,

(iv). TITLE PAGE

The page contains titles of the book,

(v). DEDICATION

Next to TITLE PAGE the page in which to whom the book is dedicated is printed,

(vi). RUNNING TITLE

Title, which is found at the top of the page,

(vii). HEAD LINE

The HEAD LINE resembles running title but with page number,

(viii). LEAF

Two pages make a LEAF,

(ix). PAGE

Both sides of a LEAF are PAGES,

(x). RECTO

It means right side of a leaf (a)

(xi). VERSO

It means left side of a leaf (b)

(xii). SHEET

It is a group of leaves, containing of eight pages or sixteen pages

Courtesy: Begum, Ayesha, (Professor of Islamic History and Culture) *Smritetay Gronthagar O Gronthagarik*, [Bangla], Dhaka: University of Dhaka, 2003 (unpublished)

Appendix C

Fundamental Prerequisites for a Librarian:

The librarian must know something of everything so that he may fulfill his duties to himself in a befitting manner. A librarian must be well behaved, amiable, polite and capable of convincing and satisfying the teachers, students and research workers. Followings are the fundamental principles that should be followed by a librarian-

- **Impersonal Book Selection**

  A librarian must select books without any prejudice. He should not reject books on the basis of his personal dislike for the authors of the books.

- **Quick Service**

  Service before the shelf must be the motto of a librarian since he is there not for himself but is means to an end i.e. fulfillment of the reading requirements of his readers.

- **Willingness to serve**

  A librarian should be capable of keeping alive the unfulfilled demands of the readers in his mind until he fulfils the same. He should be capable of attending to many enquiries at a time. He must have an active mind and willingness to serve.

- **Sympathetic Behavior**

  A librarian must have a sympathetic attitude towards the readers and should try to inculcate self-confidence amongst them. He should treat them in such a manner that he becomes a loveable personality

- **Tactic**

  A librarian must be tactful; otherwise, he will find it difficult to succeed since he has to deal with various types of human personalities. Unless he tackles them in a tactful manner, he is sure to bring bad name to the profession.

- **Industrious**

  Job of a librarian demands hard labor and perseverance. A librarian must be industrious and patience in his disposition and nature.

- **Knowledge**

  Last but not the least, librarian must be a scholar himself first, so that he may serve as a guide to others in the true sense of the word 'Guide'. He should be fully conversant with the reading materials, which are stocked, in his library in order to guide his readers. His scholarship should attract research workers, teachers, students towards his library and himself.

Courtesy: Mannan, Abdul, *Loss of books from the Library: Causes, remedies and write-offs*, Dhaka: Learners' Corner, 2003.

Appendix D

Summery contents of subject classification (DDC 19th edition) that will help the user in findings their desired book from the bookshelves.

First Summery (The 10 Main Classes)

000	-	Generalities
100	-	Philosophy
200	-	Religion
300	-	Social Sciences
400	-	Language
500	-	Pure sciences
600	-	Technology
700	-	The arts
800	-	Literature
900	-	General geography & history

Appendix E

Second Summery (The 100 Divisions)

000 - Generalities
010 - Bibliography
020 - Library & Information Sciences
030 - General encyclopedic works
040 - General collected essays
050 - General serial publications
060 - General organizations & museology
070 - Journalism, publishing, newspapers
080 - General collections
090 - Manuscripts; book rarities

100 - Philosophy
110 - Metaphysics
120 - Epistemology
130 - Paranormal phenomena & arts
140 - Specific philosophical viewpoints
150 - Psychology
160 - Logic
170 - Ethics (moral philosophy)
180 - Ancient medieval, Oriental
190 - Modern Western philosophy

200 - Religion
210 - Natural religion
220 - Bible
230 - Christian theology
240 - Christian moral & development
250 - Local church & religious orders
260 - Social & ecclesiastical theology
270 - History & geography of church
280 - Christian denominations & sects
290 - Other & comparative religions

300 - Social Sciences
310 - Statistics
320 - Political science
330 - Economics
340 - Law
350 - Public administration
360 - social problems & services
370 - Education
380 - Commerce (Trade)
390 - Customs, etiquette, folklore

400 - Language
410 - Linguistics
420 - English & Anglo-Saxon languages
430 - Germanic languages German
440 - Romance languages French
450 - Italian, Romanian,
460 - Spanish & Portuguese languages
470 - Italic languages Latin
480 - Hellenic Classical Greek
490 - Other languages

500 - Pure sciences
510 - Mathematics
520 - Astronomy & allied sciences
530 - Physics
540 - Chemistry & allied sciences
550 - Sciences of earth & other worlds
560 - Paleontology

570 - Life sciences
580 - Botanical sciences
590 - Zoological sciences

600 - Technology
610 - Medical sciences
620 - Engineering & allied sciences
630 - Agriculture & related technologies
640 - Home economics & family living
650 - Management & auxiliary services
670 - Manufacturers
680 - Manufacturer for specific uses
690 - Buildings

700 - The arts
710 - Civic & landscape art
720 - Architecture
730 - Plastic arts
740 - Drawing, decorative & minor arts
750 - Painting & paintings
760 - Graphic arts Paints
770 - Photography & photographs
780 - Music
790 - Recreational & performing arts

800 - Literature
810 - American literature in English
820 - English & Anglo Saxon literature
830 - Literatures of Germanic languages
840 - Literatures of Romance languages
850 - Italian, Romanian,
860 - Spanish & Portuguese literatures
870 - Italic literatures Latin
880 - Hellenic literatures
890 - Literatures of other languages

900 - General geography & history
910 - General geography Travel
920 - General biography & genealogy
930 - General history of ancient World
940 - General history of Europe
950 - General history of Asia
960 - General history of Africa
970 - General history of North America
980 - General history of South America
990 - General history of other areas

Courtesy: Islam, K.M. Saiful, *Number Building in Dewey Decimal Classification: 19th and 16th editions: A Practical Manual,* --5th ed.-- Dhaka: Khan and Sons Publications, 1991