Internship Report on Bangladesh Bank Library: An Evaluation

Submitted By:

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Submitted To:

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Head Office, Motijheel, Dhaka-1000

Submission Date: 30th December, 2021.

To,

Sawad Bin Shahid (Parvez),

Joint Director,

Research Department (Library),

Bangladesh Bank,

Head Office,

Motijheel, Dhaka-1000.

Subject: Submission of Intern report.

Dear Sir

It is my pleasure to submit the internship report on "Internship Report on Bangladesh Bank Library: An Evaluation' for your kind observation. The report is submitted as per instruction of human resource depertment-2letter no HR (TD)/510/2021-5715 dated September 30, 2021.

During the 3 months period of internship I got some unique opportunities to go through some fruitful experience which will enable me to bridge the gap between classroom learning and real life situations to a great extent.

I tried my level best to put my best effort for the preparation of this report. Any shortcomings or flaws may arise. It will be my pleasure to answer any clarification and suggestion regarding this report.

Thanking you,

Tanzilur Rahman

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Acknowledgement

At the very beginning, I would like to express my deepest gratitude to the Almighty Allah for giving me the ability and the strength to finish the task successfully within the scheduled time. This report "Internship Report on Bangladesh Bank Library: An Evaluation" has been prepared to fulfill the requirement of B.S.S Honour(s) degree. I am very much fortunate that I have received sincere guidance, supervision and co-operation from various persons. I would like to express my heartiest gratitude to my supervisor,

Mohammad Sawad Bin Shahid, Joint Director, Research Department (Library), Bangladesh Bank, for his continuous guidance, encouragement, and patience, and for giving me the opportunity to do this work. His valuable suggestions and strict guidance made it possible to prepare a well-organized report. I am also very much grateful to all the faculties of Department of Information Studies and Library Management, East West University and all library officials of Bangladesh Bank Library for providing me the opportunity to take part into the Internship Programme in the Bangladesh Bank Library.
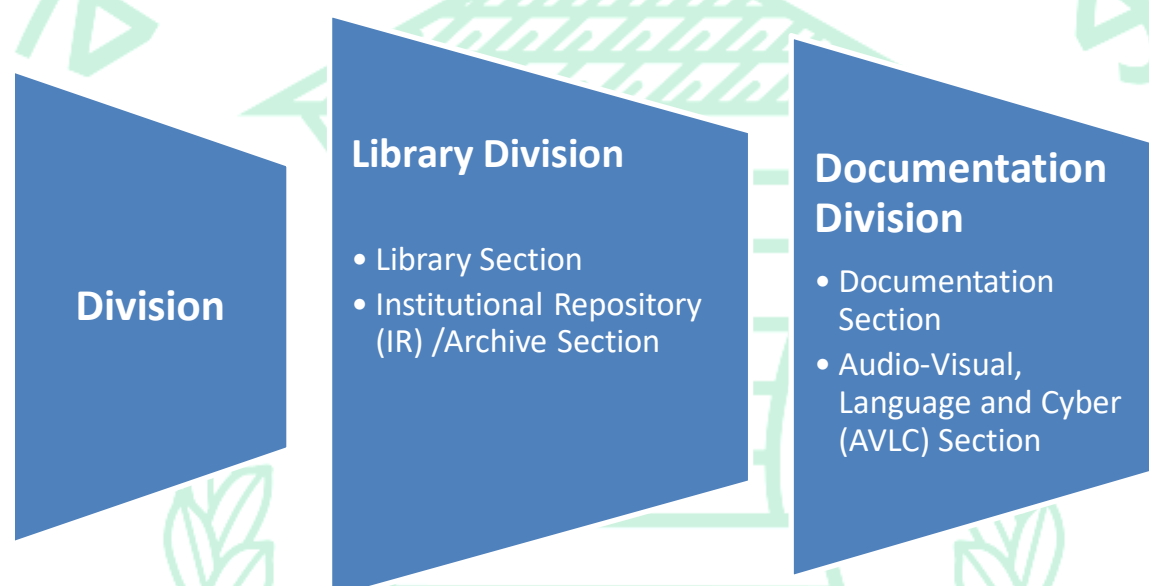
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Introduction

'Bangladesh Bank Library (BBL)` Started its journey in 1962 as 'State Bank of Pakistan Library', with a total area of 17,907.23 sq ft, is one of the highly resourceful specialized libraries in the country with rich collection of books, journals and periodicals. The Library Committee is headed by the Deputy Governor along with Executive Directors and Economic Advisor as members. As of professional chief, General Manager of the library takes care of all operational and administrative affairs of the library (Bangladesh Bank Library, Departments and Offices, about us, 2015).

Presently, the Library has mainly two functional divisions with the following sections:

Division

Library Division
- Library Section
- Institutional Repository (IR) /Archive Section

Documentation Division
- Documentation Section
- Audio-Visual, Language and Cyber (AVLC) Section

Library Resources

About 95000 resources are preserved in BBL, included with books, journals, magazines, audio-visual materials etc. on banking, finance, economics, economic development, etc. Besides these, research papers, reports and publications of different national and international organizations especially central bank of different countries, World Bank, IMF, ADB,IDB, UN, and WTO are also available. Resources also cover more than 45 national and international newspapers and 2international websites. All the resources are open for users. Users can easily retrieve their documents from the e-library. Bangladesh Bank Library uses

their own software to find resources for the benefit of the users. From the e-library, users can easily search their documents by using bibliographic information like title, keyword, Author, language, type, publish year, publish month, etc
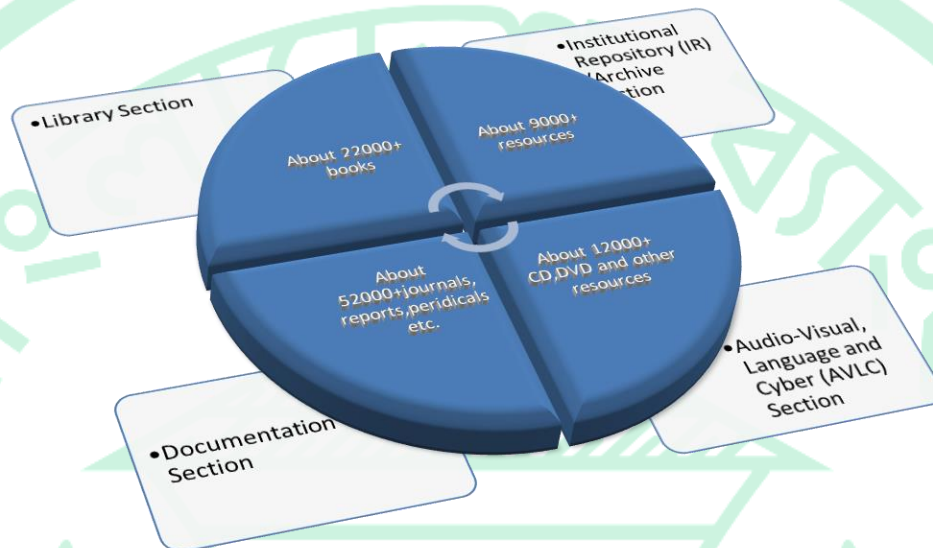
Library Services

Bangladesh Bank Library (BBL) has currently introduced following services but are not limited to:

- Access to branch libraries through Intranet Portal
- Audio-Visual, Language & Cyber Service
- Documentation (Periodical) Service
- e-Library service for people all over the world through web portal
- e-News Clipping Service
- e-Resources Service
- Institutional Repository/ Archive Service
- Online Current Awareness Service
- Overdue Notification and User-end re-issue Service
- Publication Exchange with National & International Organizations
- Reading Room and Circulation Service
- Reference and Reprography Service
- Reservation Service

Digital Resources Management (DRM) Background in BBL

Previously, BBL provided only the bibliographic information search service for book only, but realizing the digitization phenomenon and urge for ubiquitous technology interventions, BBL moved to journals, e-Resources like e-Books, e-Journals (from INASP-PERI), e-News clippings, audio-visual clips and the like. Besides these, BBL subscribes www.centralbanking.com. Empowering employees of Bangladesh Bank to search library catalogue and use resources sitting at their desk was the focal motivation for going to what we call 'Digital'. Before moving to central-server-based in-house built software 'e-Library' and 'e-News Clippings' to secure all the data, BBL used Local PC-based 'Library Management System' for circulation and is available in circulation counter only.

Motivations of the Library for the DRM

Recognizing the importance of digital resources, Gupta, R.C. (2000) indicated that existing information carriers on paper or celluloid (books, journals, microforms, tapes, optical devices, etc. and their surrogates like secondary or tertiary documents) are being converted into computer readable databases gradually to meet the present need of the society. To make the library of international standard and up-to-the-mark, BBL started initiating the process of e-resources management. In effect, it is benefits of digital collection that work as the driving force to move to DRM. Moreover, the benefits can be supplemented by the findings stated in the paper by Javed I. Khan (Khan 2006). He identified 8 strategic benefits those can be acquired immediately. The below are mentioned some of the advantages of the digital resources management that influence us to dive into world of digital collection:

1. Space management as digital resources requires very little space as compared to physical collection

2. Round the clock availability and real-time access to resources facilitating just-in-time learning disregarding the library operating hours

3. Cost minimization as no/ little cost associated with the building, maintenance of the facilities and utilities, and most importantly employing human hours

4. Accessible by the disabled and information can be updated in less time

5. No physical boundaries making it possible to access the collection from anywhere

6. Supporting different learning styles and formats

7. Information retrieval through user-friendly interfaces searching the entire collection

8. Promoting networking capabilities facilitating seamlessly integrated resources sharing

9. Direct users to relevant resources providing several access points

10. Multiple accesses facilitating a number of users accessing the same resources

11. Structured approach making it possible to move from the catalogue to the particular book then to a particular chapter and so on

12.Preservation and conservation helping us creating multiple copies of the same resource without degradation in quality

Work Forces (Selection of the People and their Responsibility) during the establishment of the DRM Bangladesh Bank developed a couple of software for Digital Resources Management (DRM) namely 'e-Library' and 'e-News Clipping' with the help of ITOCD (IT Department of BB) taking the requirement from the library, though library needed to maintain liaison time to time with the ITOCD to foster the development of the project. Ultimately, the software came into being in 2012 and then onwards, the software 'e-Library' and 'e-News clipping' is maintained by library, whereas the super-admin authorization still vested in the ITOCD. For Audio Visual materials, a open-source software 'Slims' is being used creating a local server, of which super admin authorization is vested in Library. For Archival resources, an Enterprise Archival Solution is under the process of procurement.

How the Library Management Motivated the Top Management

The top management, mainly Governor and the Deputy Governor under whom the ITOCD operated were made aware of the current development in the field of library and information technology. They were made informed that the library operation can be automated; the then-used local-PC based system can be converted into the server-based system. It was also highlighted that when the system comes in operation, all the employees of Bangladesh Bank would get the library services sitting at their own desk. Being motivated, they suggested making a proposal and after approval, a request was sent to ITOCD to prepare software as per requirement.

How the Library Management Motivated the Library Staffs

Previously, library personnel needed to take backup for the library system from the local-PC based software which was really time-consuming and tiresome, moreover, a person was

required to stick to the counter as the system was available there only. To avoid these, library staffs feel motivated to go for a newly intranet-based solution. Moreover, library personnel have previous work experience with the Digital Resources that also motivated them to get the project done.

Trainings arranged for the BBL Staffs

BBL itself has not arranged any training programmes for the library staffs yet; however it nominates 2/3 of the library staffs to almost all the training programmes organized by different library association and organizations. Besides, BB approves different study visits to different central bank libraries around the world for its library staffs. Moreover, as the library personnel had previous work experience with the basic features of the LMS, they adopted the workflow of system by virtue of dealing with it.

Software Used, and the Selection Process of the Software

Since, every different organization has different kind of needs and requirements, Bangladesh Bank Library as a special library is using different software for different purposes. In this regard, ITOCD realized that library software needs to be integrated with several other software already integrated and used by Bangladesh Bank, they decided to go for custom-made software. They are as follows:

➢ **e-Library System**

Integration with different banking and ERP software made library decide to develop its own e-Library software with the help of the ITOCD (Information Technology and Operation and Communication Department) of Bangladesh Bank. 'e-Library' has been used for circulation, reservation, cataloguing as well as e-resources (e-Books, e-Journals, e-Magazines and the like) management.

➢ **e-News Clipping Software**

Replacing the manual news clippings system, the library decided to make the news clipping services reach the desk of the employee. Taking the help from the ITOCD, the library has come up with software named 'e-News Clipping'. Since then, all the clippings are made digitally (.pdf) collecting news from more than 35 newspapers and 2 international websites on a daily and weekend basis and making those archived as well.

➢ **SLiMS**

In 'Audio-Visual, Language and Cyber Section' of the library, audio, video, documentaries and photographs of different programs of Bangladesh Bank are preserved. To provide access to these resources from the employee desk, the library is using SLiMS (Senayan Library Management System), an open-source software,creating a local server.

➢ **Digital Archiving Solution**

Bangladesh Bank has intended to archive each and every significant document through an online archiving solution. Since, a number of security system and integration with different software like ERP is needed, a customized-built proprietary software is going to be procured.Moreover, since Bangladesh Bank (BB) has a number of software integrated including ERP, BB has create kind of a repository from 2012 in the name of 'Bangladesh Bank Intranet Portal' under the ERP Software, wherein all office order, circular, employee information, publication, speeches, etc. is published and stored.

Practical Problems Faced and how it Overcome

Idea generation was the main problem that BBL faced in the primary stages of developing the software. Besides, not being involved from the very beginning with the design process while designing the basic structure of the software was another drawback. Moreover, as the scenario prevails in Bangladesh, the designer rarely takes feedback from the people for whom the software is meant. It was observed that either ITOCD was not being able to understand library's requirement or they are not satisfied with what the library was proposing for the design of the software. To the contrary, ITOCD was suggested to develop the software another way that the library personnel were not satisfied with. Thus, the development results in costing huge time and went through changes over and over. This problem was mitigated by being persistently involved in the design process in later stages of software development. Convincing ITOCD through personal relation was another way to get the software off the ground.

Subscription

Currently, BBL is subscribing resources through INASP-PERI costing about 2500 USD, besides this, a news portal titled 'central banking.com' has also been subscribed costing 1500 GBP.

License

As the software 'e-Library' and 'e-News clipping' is created in-house, the copyright is with the Bangladesh Bank itself. Whereas, SLiMS is an Indonesia-based open source software.

Usage Statistics: It has been seen that everyday about 25 books, 12 journals/ periodicals, 15 AVLC materials, 2 IR materials and 3 newspaper has been checked-out by the users of the library.
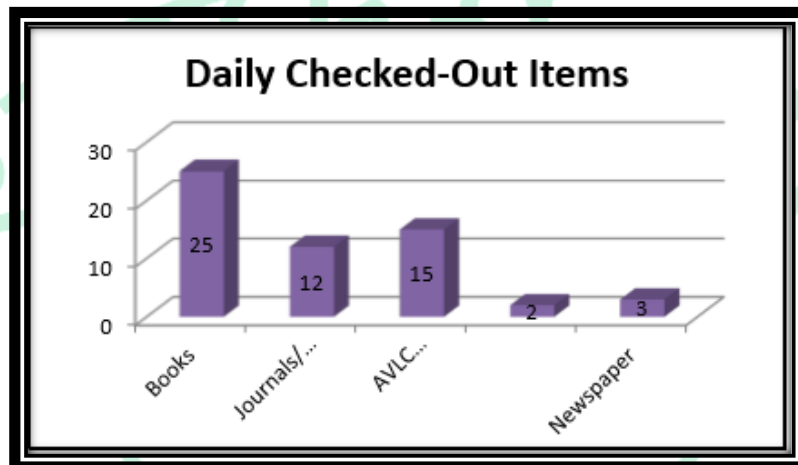
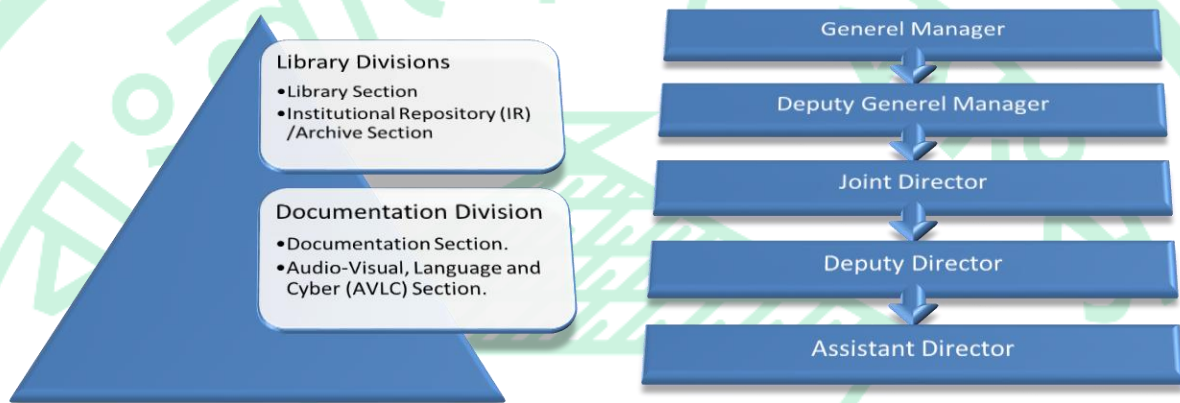**Fig: daily checked out statistics**

It can be seen from the chart that on-average 40 users avail reading services, 20 users receives circulation services, 5 come to have photocopy and spiral, on the other hand 15 come for reference information**.**
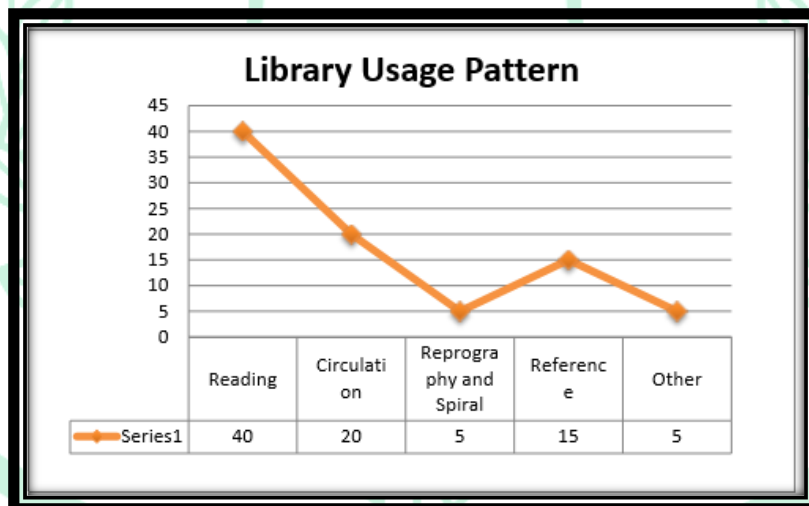
Fig: Library usage patterns

Employees and Supporting staff

Currently Bangladesh Bank Library has 4 sections under 2 divisions, where 23 officers and supporting staff work over there including 1 General Manager(GM), 2 Deputy General Managers (DGM), 6 Joint Directors ,5 Deputy Directors (DD)and 7 Assistant Directors (AD)and 2 data entry operators.

Library Divisions
- Library Section
- Institutional Repository (IR) /Archive Section

Documentation Division
- Documentation Section.
- Audio-Visual, Language and Cyber (AVLC) Section.

Generel Manager
↓
Deputy Generel Manager
↓
Joint Director
↓
Deputy Director
↓
Assistant Director

As of professional chief, General Manager of the library takes care of all operational and administrative affairs of the library (Bangladesh Bank Library, Departments and Offices, About us, 2015).All the operational activities of this four sections are described below:

Library section of BBL

Keeping up with modern technology, 'Bangladesh Bank Library (BBL)' is one of the specialized libraries in the country with rich collection of books, journals and periodicals. Ready to serve the stakeholders, bankers and researchers, BBL act as the 'Central Hub' for collection, organization and dissemination of knowledge that helps develop economy and financial sector of the country.

In The Librarian's Book of Lists (Chicago: ALA, 2010), George Eberhart offers this definition: "A library is a collection of resources in a variety of formats that is (1) organized by information professionals or other experts who (2) provide convenient physical, digital, bibliographic, or intellectual access and (3) offer targeted services and programs (4) with the mission of educating, informing, or entertaining a variety of audiences (5) and the goal of stimulating individual learning and advancing society as a whole."

Fig: Library section of BBL view at a glance

History and Background

The library section of Bangladesh Bank Library (BBL) started its journey with Bangladesh Bank Library as 'State Bank of Pakistan Library' in 1962.

This section is the hub of the Bangladesh Bank Library (BBL). The location of this section is the North West corner of Bangladesh Bank Library and is situated opposite to the Documentation Section. This section comes under the Library Division of BBL. Well decorated and Orderly arranged resources, kiosk (digital resources searching tool), circulation desk for check in and checkout resources make this section more secured and advanced.
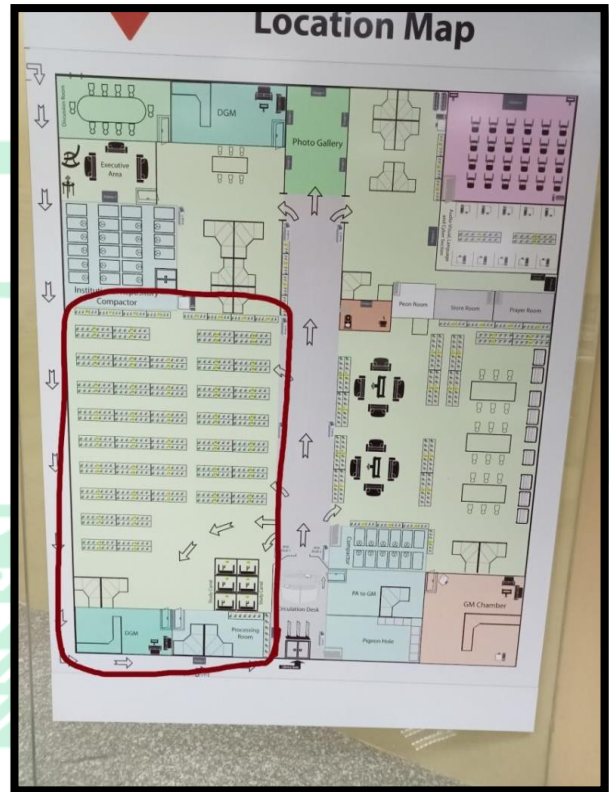
Fig : Map of Bangladesh Bank library (Library Section)

Operation

This section is managed by 5 officials including One deputy General manager, One Joint Director , One Deputy Director , Two Assistant Directors.

Deputy General Manager (DGM)

Joint Director (JD)

Deputy Director (DD)

Assistant Directors (AD)
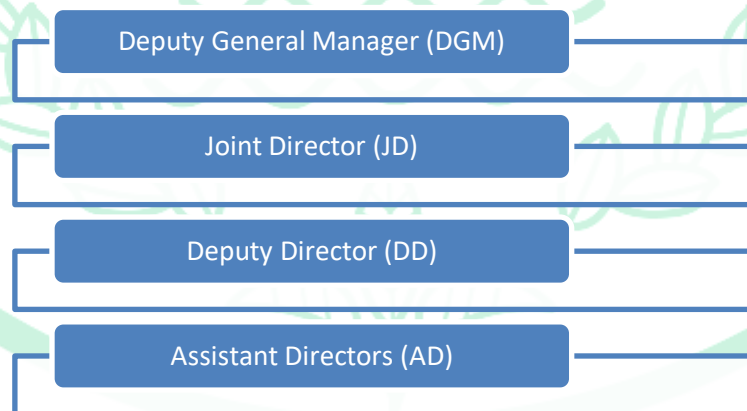
Collection

Divisions	Sections	Resource Types
Library Division	Library Section	38000+ Books and eBooks

About 38000+ titles Books and eBooks are stored in the Library Section in both soft copy and hard copy format. Various types of books are stored like

- Banking diploma,
- Banking or financial policy related,
- Economics
- Modern Economics
- Macro Economics
- Micro Economics
- Research
- Income tax
- International financial market.

Beside this, books and e-books of Historical, Literature, fiction and Religious subjects are also available in BBL.

Objective

The main objective of the Library Section of Bangladesh Bank Library (BBL) is to collect, protect, preserve and provide services about various types of national and International books and e-books which have users interest.

Function

Adding Process

To add the resources in the Library's fleet, the Library Section of Bangladesh Bank has to follow a regular procedure. Those are:

o Procurement.
o Processing.
o Shelving.
o Weeding

Procurement

Actually Procurement is the process of purchasing resources like books, e-books, databases etc in a library. Usually it reflects the expenditure of collection. In a library, procurement process requires preparation, solicitation, and payment processing, which usually involves several areas of a library. In a procurement process, users' interest, vendor's proficiency and library committee's forward looking capacity should be reflected.

Before any resource order is submitted in library, the library officials of BBL must do the following for each title: check for accuracy of publication information, including price and availability of the title (many books today go out-of-print after only a year) determine if the book is not already in the library collection. Most orders are submitted for purchase within a week of requesting. They are usually received within four to six weeks of ordering. Any book which has been ordered and not yet received by the Library will have an Order Status message on the record. In Bangladesh Bank Library (BBL) users can inform their demand to library authority by filling up a" book requisition form" both in online and hard copy format.

In Bangladesh Bank Library (BBL), Procurement process is held on with the collaboration of library committee and book purchase committee of Bangladesh Bank. With the supervision of Executive Director (ED) of Research Department, book purchase committee purchase books every year.

In the Procurement part, the Library section of BBL maintains the following steps,

Noting initiated for tender call
Approved by ED/DG
Circular for Spot Quotation
Receiving quotations
Committee formation for quotation evaluation
Evaluation
Awarding tender with work order to possible lowest bidder
Receiving items as per work order

Generally, Library Committee seat for meeting once in a year and book purchase committee seat for a meeting once in a month.

Regular Purchasing Process

Most of the books of BBL are collected through purchasing process, which is conducted by Library Section of BBL. This book purchase process is conducted by following steps.

Book Requisition form collection through online and offline both by users.

➢ Compilation of book requisition
➢ Price quotation collection
➢ Meeting date approval
➢ Meeting arrangement
➢ Minute's preparation and approval
➢ Work order
➢ Communicate with vendor
➢ Book receiving from vendor & checking
➢ Billing

> ➢ Collection of Cheque
>
> ➢ Cheque Disbursement.
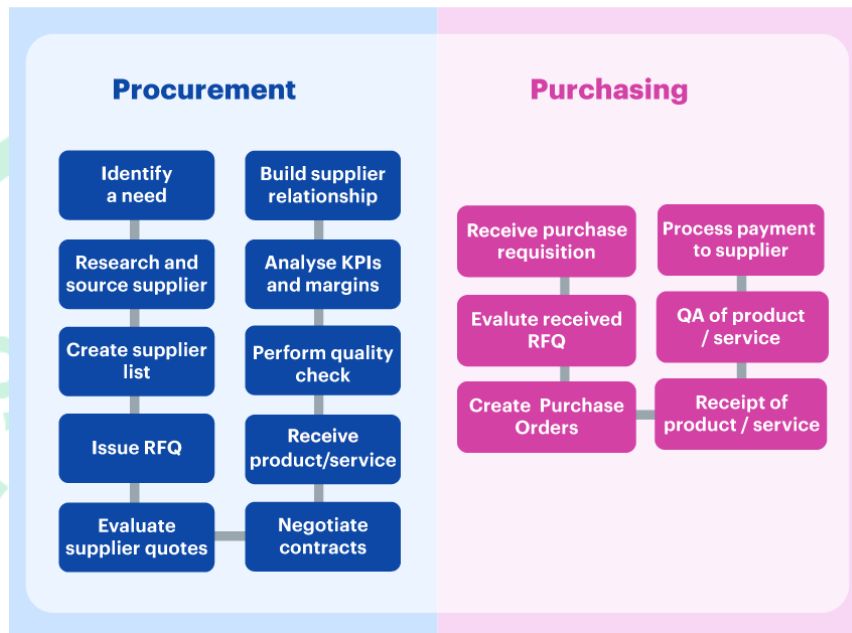
Fig: Procurement and Purchase Flowchart in BBL

Purchasing Process (Boi Mela)

Besides this normal purchasing process, Library Section of BBL also purchases books from Amar Ekushey Boi mela every year by following steps;

- ✓ Approval from book purchase committee
- ✓ Take Advance bill from Expenditure Management Department (EMD)
- ✓ Formation of Committee
- ✓ Visit to fair physically
- ✓ Arrangement of Vehicle
- ✓ Physical Checking
- ✓ Listing and Bill Adjustment
- ✓ Purchasing
- ✓ Administrative
- ✓ Audit face and reporting
- ✓ Noting
- ✓ New Arrival List sending to DCP

Processing

After a successful procurement process, the library officials process the books by providing accession number, call number, Institutional seal, RFID tag etc to their e-library system, so that the respected users issue their books
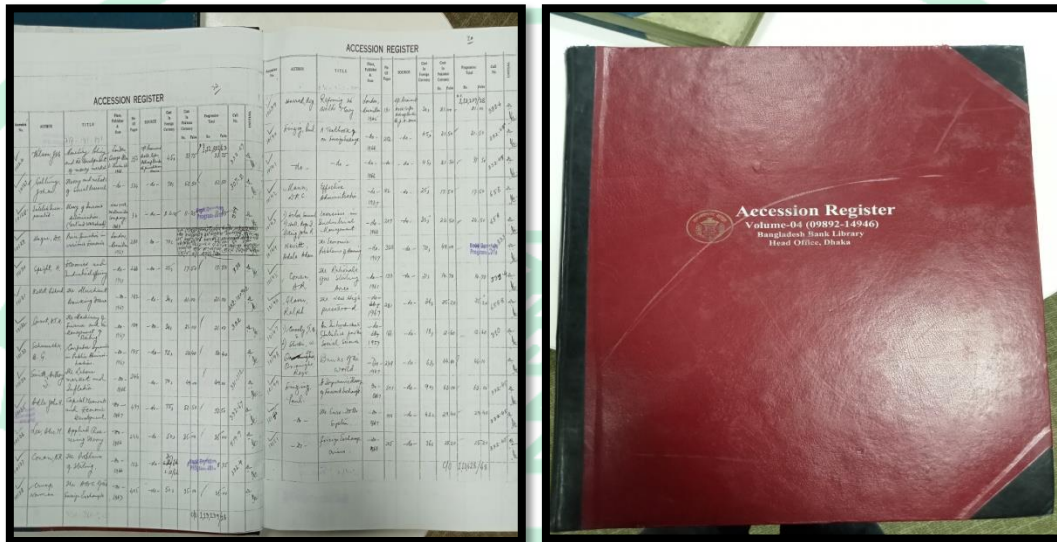
Fig: Accession Register book for Library Section of BBL

Fig: books of library section.

Shelving

After processing, the library officials of library section keep their books to assign shelfs by maintaining call numbers. Every Wednesday the officials of this section recheck their shelving process whether the book location of their section is okay or not.

Weeding: Basically the process of removing unusable resources is called weeding. Bangladesh Bank Library (BBL) weed their resources for following reasons ;

➢ To Make space for new materials
➢ To Provide a more appealing, up-to-date collection
➢ To Make the library easier for patrons and staff to use
➢ To Maintain the library's reputation for providing reliable information
➢ To Eliminate false or dangerous information
➢ To Provide feedback on strengths and weaknesses of a collection

Book Donation

The Library section of BBL arrange Book donation programme once in a year where the books which are damaged partially, have extra copies or previous edition which have less future value to reduce book jam by following steps

➢ Selection of documents for donation
➢ Preparing donation list
➢ Approval for donation
➢ Software Used
➢ E-library website
➢ SLIMS

Circulation

'Circulation Desk' works as the library's focal point. All kinds of resources are been checked in and checked out through this circulation desk. Users can avail re-issue service through e-mail and telephone as well. Moreover they can avail self re-issue service for a single time. Resources searching and identification facilities, Reminder (Due-Date) notifications are also provided under circulation service.

In the Library section of Bangladesh Bank Library, they (Library officials) preserve their resources in their own system named e-library of BBL by filling in Meta fields like author, title, sub-title, editor, etc. along with other bibliographical information.
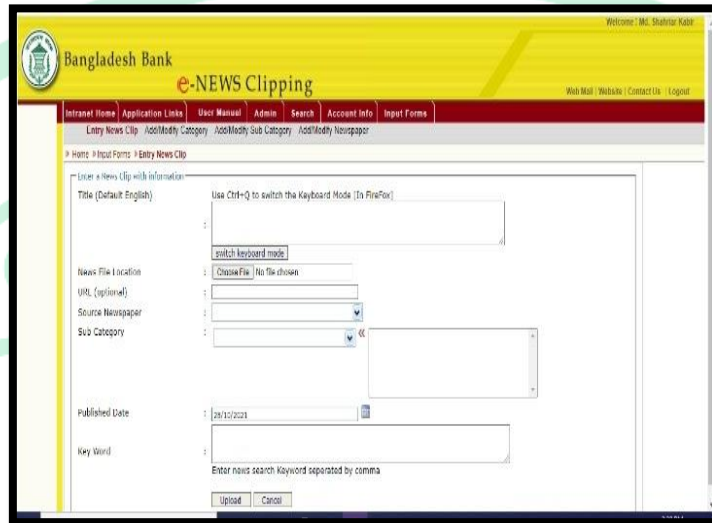

Fig: Meta fields of Catalogues for Library section Resources.

Fig: RFID tag and RFID tag protector of BBL

Searching and Retrieval

In the Library section, users can easily retrieve their documents from the e-library. Bangladesh Bank Library uses their own software to find resources for the benefit of the

users. From the e-library, users can easily search their documents by using bibliographic information like title, keyword, Author, language, type, publish year, publish month, etc.
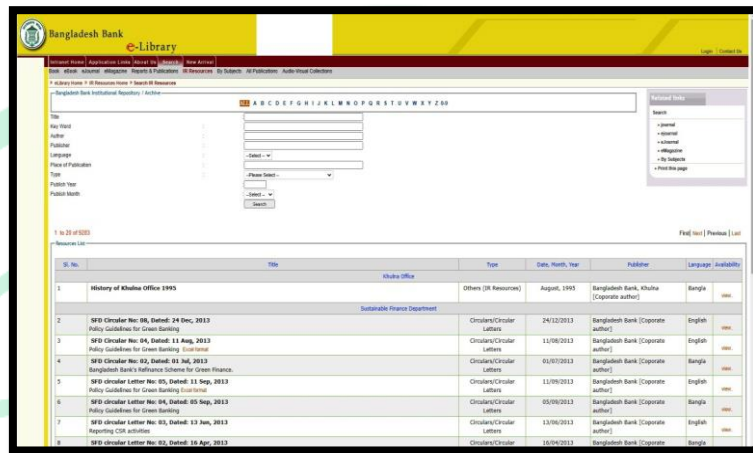
Fig: kiosk Service in Library section

Bangabandhu O Muktijuddho Corner

Books on the Liberation war, 1971 have been preserved in this corner located closely to the West side of the library. In this section, user of BBL can read the books related on Liberation War of 1971 and Language movement of 1952 .There is also a digital monitor where users can enjoy documentaries of liberation war and language movement.

Fig: Bangabandhu O Muktijuddho Corner.

CFA Zone

Documents of Chartered Financial Analyst institute (CFA) stored at CFA zone of Bangladesh Bank Library. Around 1000+ titled yearly reports, magazines and portfolios are collected in this zone where employees of BBL can acknowledge about CFA's activities.

Fig: CFA zone of BBL

British Council and Bangladesh Bank Corner

'British Council and Bangladesh Bank Corner' is in collaboration with the British Council Bangladesh. The Corner at Bangladesh Bank Library's premises is also referred to as 'British Council Satellite Library'. Under the Service Level Agreement (SLA), employees who become member of British Council paying subsidized membership fee can avail books and other resources from this Satellite Library as well as British Council.

Fig: British Council and Bangladesh Bank Corner.

Other Services of Library section

Current Awareness Service (CAS)

BBL also provides Current Awareness Service in the form of New Arrivals though New Arrival Shelves, Emails, Bangladesh Bank Porikroma (a monthly bulletin of the organization) as well as through Bangladesh Bank's Intranet Portal.

Selective Dissemination of Information (SDI)

The Library also provides SDI (Selective Dissemination of Information) service by analyzing users profile according to the needs of reader.

Book Review Program

'Book Review Program' organized by the library has represented it with a new dimension to the officials and employees of Bangladesh Bank. The library has created the opportunity to culture a particular book among the reader-folk through book review program. On the one hand, this initiative has made readers interested in reading books; on the other hand, reader community is being able to understand the messages of that particular book without even reading it.

Prospects of Library section

Library section is a significant concept for collecting, managing, preserving and disseminating scholarly works created in either hardcopy or in digital form in Bangladesh Bank library. This section is very promising to Bangladesh Bank. In the near future, the responsibility of the Library section will be increased because of the vast users of BBL. To preserve more information and resources and disseminate the service according to the user's need, it would be challenging in near future to handle all the resources properly. That would require more space allocation with more human power to that particular section.

Recommendations

The Library section is an essential part for Bangladesh Bank Library. It fulfills a number of roles in the institution. Knowledge may be expensive to generate, but it should be inexpensive to use. Bangladesh Bank Libraries (BBL) needs to take positive initiative in developing repositories in order to widely disseminate the intellectual output of Bangladesh

Bank. In the competitive intellectual market, institutional repositories provide a platform on which an institution can showcase their services. Formulating collection policy, standardization of bibliographic details, checking copyright policy and requesting employees to deposit their publications are the major challenges. Officials of BBL need to motivate Archival Focal Points and users of BBL to deposit their produced resources to the documentation section of the library. Its maintenance should be one of the institution's strategic goals of Bangladesh Bank.

Audio-Visual, Language and Cyber Section

Overview

The audiovisual section of the central bank's library consists of audio cassettes, CD-ROM discs, and video cassettes based on financial, monetary policy, currency, budget, and other important national issues. The library collects those CD, DVD and other digital resources from various sources to build an effective audio-visual part. The AVLC section decorated with Digital display devices, DVD player, sound system, and computer system for effective and efficient use.

History and Background

The Audio-Visual, Language and Cyber section of Bangladesh Bank Library (BBL) started its journey according to the administrative circular no. 20 from HRD-1 of 05/06/2012

This section is of the important parts of Bangladesh Bank Library (BBL). The location of this section is the North West corner of BBL and it is situated opposite to the Institutional Repository (IR) / Archive Section This section comes under the Documentation Division of BBL. Well decorated and Orderly arranged resources, kiosk (digital resources, searching tool), Cyber Cafe corner, Digital monitors for display make this section more informative and advanced.
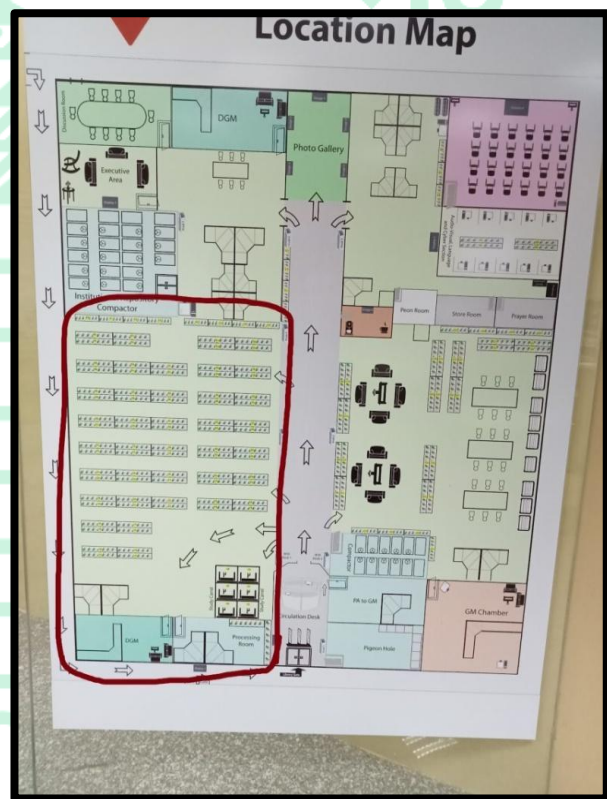
Fig : Map of Bangladesh Bank library (Library Section)

Operation

This section is managed by 4 officials including one Deputy General Manager, One Joint Director, One Deputy Director and one Assistant Director.

Collection

Division	Sections	Resource Types
Documentation Division	Audio-Visual, Language and Cyber Section	1200+ AV Materials along with physical books on different languages and higher study preparation

Objective

The main objective of the Audio-Visual, Language and Cyber Section of Bangladesh Bank Library (BBL) is to collect, protect, preserve and provide services about various types of Language related books, e-books, CDs DVDs, and other audio-video materials by which users make themselves abreast in communication fields.

Software Used

- Customised E-library website
- SLIMs
- Koha

Function of AVLC

1. To collect, preserve and provide reference service about audio and video format of speech and statement of Governor, Deputy Governor and Executive Directors of Bangladesh Bank.

2. To collect, preserve and provide service about all types of audio video clips of training session held in home and abroad.

3. To collect and preserve about all types of documentary based on Bangladesh Bank.

4. To collect and provide service about all types of audio and video clips and pictures of specials program's held in Bangladesh Bank and Bangladesh Bank Training Academy.

5. To collect, preserve and provide reference service about Budget Speech for research purpose.

6. To collect, preserve and provide reference service about all types of pictures and audio video clips of significant function of all branch office of Bangladesh Bank.

7. To collect and preserve about all types of documentary based on national days of Bangladesh Bank.

8. To collect and preserve of all types of audio and video clips of speeches of national leaders.

9. To collect and preserve about documentary and movies based on liberation war, language movement and other significant incidents of our country.

10. To collect and preserve about Oscar winning movies and dramas of different language and culture.

11. Manage contents and maintain all signage of Bangladesh Bank Library

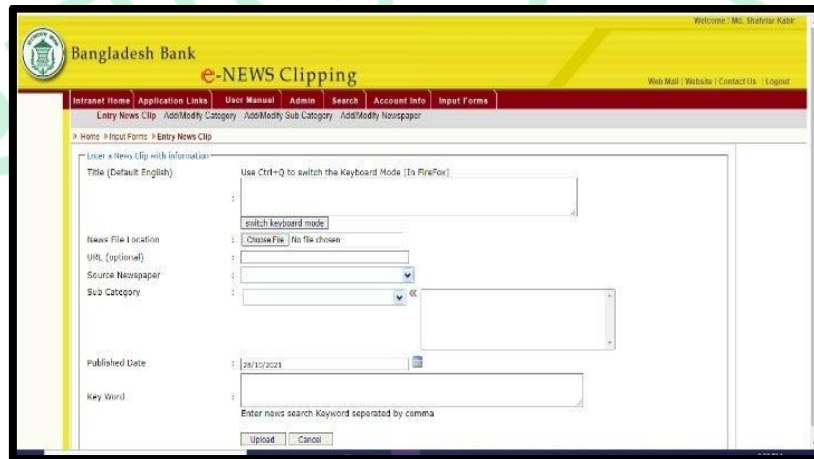12. Upload photo related to Bangladesh Bank in eLibrary system

Fig: Meta fields of Catalogues for Audio-Visual, Language and Cyber Section Resources.

Fig: RFID tag and RFID tag protector of BBL

Searching and Retrieval:

In the Audio-Visual, Language and Cyber Section, users can easily retrieve their documents from the e-library. Bangladesh Bank Library uses their own software to find resources for the benefit of the users. From the e-library, users can easily search their documents by using bibliographic information like title, keyword, Author, language, type, publish year, publish month, etc.
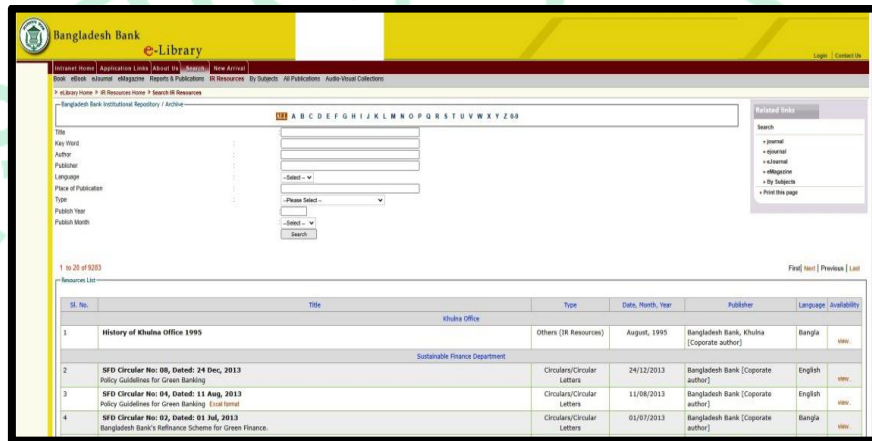
Fig: kiosk Service in Audio-Visual, Language and Cyber Section

British Council and Bangladesh Bank Corner:

'British Council and Bangladesh Bank Corner' is in collaboration with the British Council Bangladesh. The Corner at Bangladesh Bank Library's premises is also referred to as 'British Council Satellite Library'. Under the Service Level Agreement (SLA), employees who become members of British Council paying subsidized membership fee can avail books and other resources from this Satellite Library as well as British Council Digital Library.

Fig: British Council and Bangladesh Bank Corner

Other Services of Audio-Visual, Language and Cyber Section

1. To provide assistance for Enhancing English language skills for employees, staffs of Bangladesh Bank and certified researchers.
2. To collect, preserve and provide services about all types of language materials (Books, CDs, and DVDs) about IELTS, GRE & GMAT.
3. To organize a meeting, seminar and workshop on English Language for Employees of Bangladesh Bank employees.
4. To organize training session collaboration with British Council and BBL for increasing language skill to employees of BB.
5. To provide assistance to users of BB for Listening , Reading ,Writing and Speaking to increasing their language ability
6. To provide assistance to users of BB for using E-Books and E-Journals regarding IELTS, GRE, GMAT etc.
7. To provide internet service to all active and former officials of Bangladesh Bank.
8. To provide display service regarding all kinds of banks and financial institutions

Conclusion

The Audio-Visual, Language and Cyber Section is an essential part for Bangladesh Bank Library. It fulfills a number of roles in the institution. Knowledge may be expensive to generate, but it should be inexpensive to use. Bangladesh Bank Libraries (BBL) needs to take positive initiative in developing repositories in order to widely disseminate the intellectual output of Bangladesh Bank. In the competitive intellectual market, institutional repositories provide a platform on which an institution can showcase their services. Formulating collection policy, standardization of bibliographic details, checking copyright policy and requesting employees to deposit their publications are the major challenges. Officials of BBL need to motivate Archival Focal Points and users of BBL to deposit their produced resources to the documentation section of the library. Its maintenance should be one of the institution's strategic goals of Bangladesh Bank.

Documentation Section of Bangladesh Bank Library

Overview

The word 'Documentation' derived from Document meaning official paper. Document means material that provides official information or evidence or that serves as a record.The Documentation section of Bangladesh Bank Library (BBL) started its journey with Bangladesh Bank Library as 'State Bank of Pakistan Library' in 1962.

The Documentation section of the Bangladesh Bank Library is an archive of various reports and publications from banks and financial insights as well as various national and international institutions. All annual reports and/or financial statements of banks and detailed information on Bangladesh Bank's finances, budget documents, publications of the Ministry of Finance, Ministry of Planning, BIDS, BIBM, IBB, BSEC, DSE, BBS, various NGO publications and any other important publications related to the country's economy are collected and kept here. Besides, annual reports and/or various publications of central banks, World Bank, IMF, UNDP, UNCDF, UNCTAD, etc. are also collected and kept here. This section also collects a variety of domestic and international newspapers, magazines and e-magazines.

History and Background:

The Documentation section of Bangladesh Bank Library (BBL) started its journey with Bangladesh Bank Library as 'State Bank of Pakistan Library' in 1962.

This section is the heart of the Bangladesh Bank Library (BBL). The location of this section is the South-west

| Deputy General Manager (DGM) |
| Joint Director (JD) |
| Deputy Director (DD) |
| Assistant Director (AD) |

corner of Bangladesh Bank Library and is situated opposite to Library Section. This section comes under the Documentation Division of BBL. Well decorated and Orderly arranged resources, kiosk (digital resources searching tool), Compactor for highly valuable resources make this section more secured and advanced. This section is managed by 5 Library officials including One Deputy General Manager (DGM), One Joint Director (JD), One Deputy Director (DD) and Assistant Directors (AD).

Vision

Documentation Section of Bangladesh Bank Library envisions being a living repository for economic and financial development of the country, thereby serving banking community, development workers, researchers and stakeholders. To collect, preserve and provide services about periodical documents of banking and financial intuition about home and abroad are the the main responsibilities of Documentation Section of BBL.
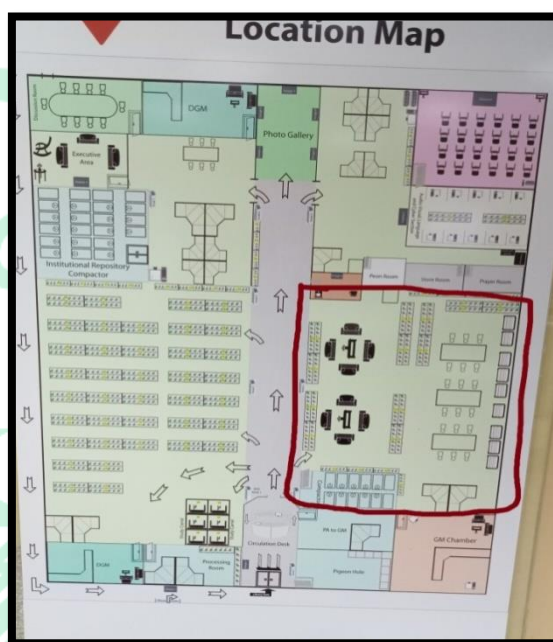

Fig: Map of Documentation Section of Bangladesh Bank library.

Mission

- To collaborate with major libraries of home and abroad especially of Bank and Financial Institutions.
- To provide up-to-the-mark services to its readers.
- To promote library as a knowledge and recreational center.

Objective

The main objective of the Documentation Section of Bangladesh Bank Library (BBL) is to collect, protect, preserve and provide services about various types of national and International reports, publication periodical records (like newspapers, journals, magazines etc.) which have users interest.

Collection:

Division	Collection
Documentation section	▪ 22000+ bound journals, reports, magazines and other publications in hard copy format. ▪ 30000+ tittles of e-Journals and e-Magazines are stored in the Documentation Section in soft copy format.

Fig: Collection of Documentation Section

The Documentation Section generally collects, preserves and provides services of the following documents:

- Purchased Magazines

    Local Magazines

    Foreign Magazines

- Purchased Newspapers

    Local Newspapers

    Foreign Newspapers

- Complementary Magazines

- Complementary Reports and Publication

- National/Local Organizations (BIDS, BBS, Planning Ministry, NBR, Stock exchange and etc.)

- International Organizations (UNDP, UNCDF, UNIC, World Bank and etc.)

- Budget Documents

- Gazette

- Annual Reports and Financial Statements

    Banks

        Financial Institutions

        Central Banks

        Foreign Banks and etc.

- eJournal subscribed from LiCoB

- eJournal free access from research4Life

- eNews Clipping
- Bound Newspapers
- Miscellaneous.

Complementary Magazine, Annual Reports, Financial Statements and Others:

- Received Documents
- Inward from GM Section
- Downward from GM to AD
- Giving Library Seal and Signature in every material.
- Enter material details (Title, statement of responsibility, date, shelf no, vol. no., page no., etc) into the shelf list in a excel file.
- Sent to Documentation Shelf.

Services

1. Gather articles from national and international networks if they are not in the BB Library and provide services to users.
2. Distribution services for related magazines, reports, journals, budget documents, daily newspapers, etc. newspaper cover.
3. Provide User ID, password and access instructions Research4Life
4. Late notification phone and/or email
5. Posting service of old related articles.
6. Spiral service.
7. Go to eJournal and solve problems related to different software.
8. . Email service for articles and reports on request from users subscribed to BB Library
9. Laminating Service, Xerox service(photocopy, scan etc..)

Software Used

Documentation section of BBL use mainly three types of System for their circulation, preservation and other services. They are

- E-library **System**
- Audio-Visual collection software
- E-news clipping

This software is also used by BBL in order to provide better service. Audio -Visual software is used to enter the purchased magazines. This program is accessible to be used by all departments.
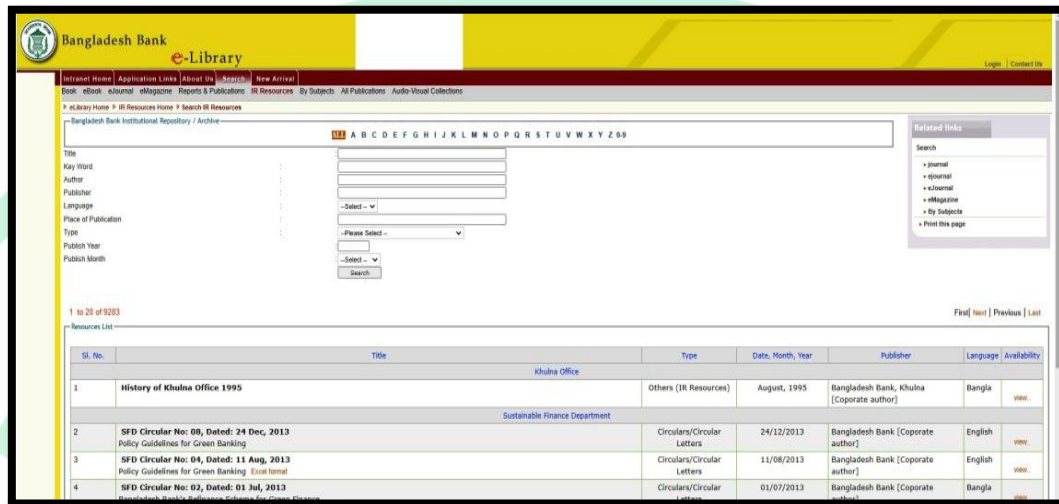
Fig: e-library system of documentation section

Daily Newspaper processing

 1. Newspaper receiving from supplier

2. Sealing

3. Issuing through PCS software

4. Sending to designated officials via MLSS

5. Collecting newspapers at the end of month from designated officials

6. Returning from PCS software

7. Send to store room

e-news clipping process:

 1. Distribution of newspapers for clipping in early seating

2. Managing manpower for early seating

3. Checking relevant news from online portal

4. Copy-paste the news from online source to defined MS Word template

5. Creating pdf from MS Word template

6. Uploading pdf file of news items in eNews Clipping software with necessary information

7. Monitoring every news clipping

8. Sending email with link for missing news items (if any) to respective officials

9. When necessary, make news clipping inactive.

Archives of bound Newspaper

The Documentation section Of BBL have preserved about more than 100000 copies of 1 titled newspaper named The Daily Prothom alo, The Daily ittefaq, the Financial Express and the Daily star From 1971 to 2018.
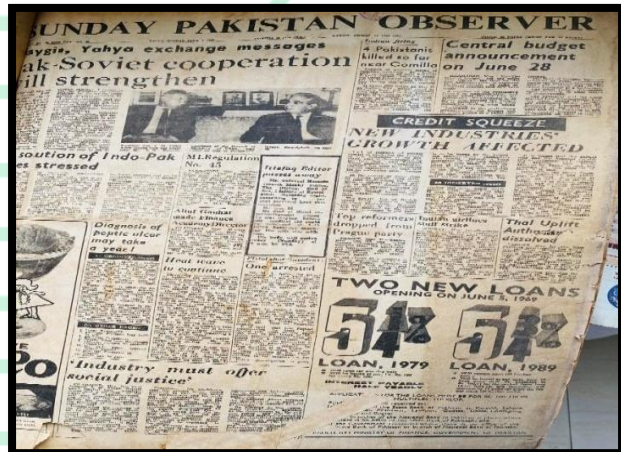
Fig; Newspaper Clipping service

Function

To add the resources in the Library's fleet, the Documentation section of Bangladesh Bank has to follow a regular procedure. Which are:

1. Procurement
2. Processing
3. Shelving
4. Weeding
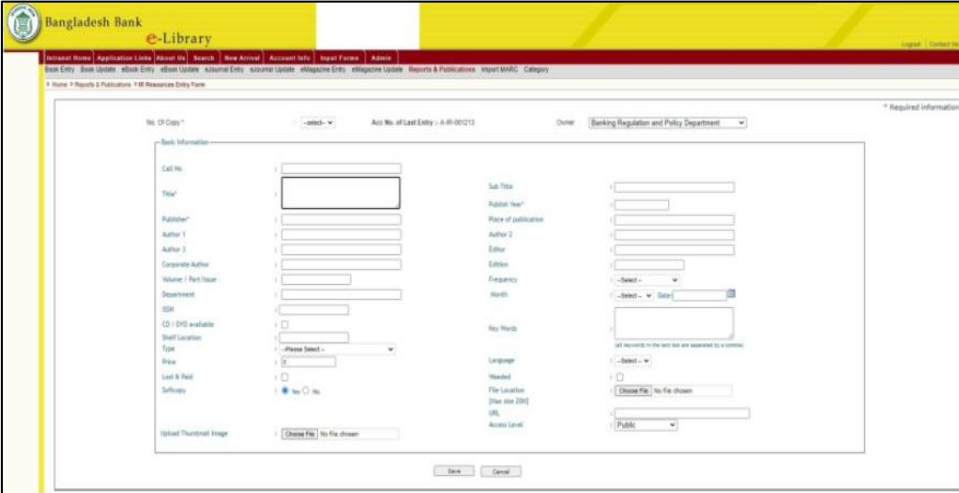
Acquisition

In the Acquisition part, the officials of Documentation Section of BBL initiate note for tender call based on requirement of users of BBL. After approving this note by Executive Director, they circulate for spot quotation through newspaper from vendors. After receiving various quotation from deferent vendors, A committee works to evaluate for best possible outcome regarding that received quotation based on their previous performance, negotiable price and quality. Possible lower bidder provided the required resources. After passing successfully all this steps, selected vendor provide required resources and the BBL officials receive items as per work order.

- Approved by ED/DG
- Circular for Spot Quotation
- Receiving quotations
- Committee formation for quotation evaluation
- Evaluation
- Awarding tender with work order to possible lowest bidder
- Receiving items as per work order

Processing

After a successful procurement process, the library officials process the resources by providing accession number, call number, Institutional seal, RFID tag etc to their e-library system, so that the respected users issue their required resources.

Fig: Meta fields of Catalogues for documentation Resources.

Magazine Circulation

Issue Process

Open AVLC Software from BB Intranet Portal
↓
Admin Login
↓
Click on Circulation
↓
Enter SAP ID & Start Transaction
↓
Read Magazine Barcode by Barcode Reader
↓
Insert Barcode ID/Accession number
↓
Finish Transaction
↓
Print Issue Report, request borrower to sign , preserve the report

Return Process

Open AVLC Software from BB Intranet Portal
↓
Amin Login
↓
Click on Circulation
↓
Enter SAP ID & Start Transaction
↓
Read Magazibe Barcode by Barcode Reader
↓
Received Magazine after Checking Barcode
↓
Finish Transaction
↓
Print Return Report, request borrower to sign , preserve the report

Shelving

1. Annual reports and financial statements of different banks and financial institutions have been shelved in a particular corner.

2. Others documentation materials have been shelved according to their statement of responsibility, nature and publishing period (weekly, monthly. quarterly, by-monthly or yearly).

3. Bound newspapers are preserved at the south veranda of the library.

In the Documentation section of Bangladesh Bank Library, they (Library officials) preserve their resources in their own system by filling in Meta fields like author, title, sub-title, editor, etc. along with other bibliographical information.

Searching and Retrieval:

In the documentation section, users can easily retrieve their documents from the e-library. Bangladesh Bank Library uses their own software to find resources for the benefit of the users. From the e-library, users can easily search their documents by using bibliographic information like title, keyword, Author, language, type, publish year, publish month, etc.
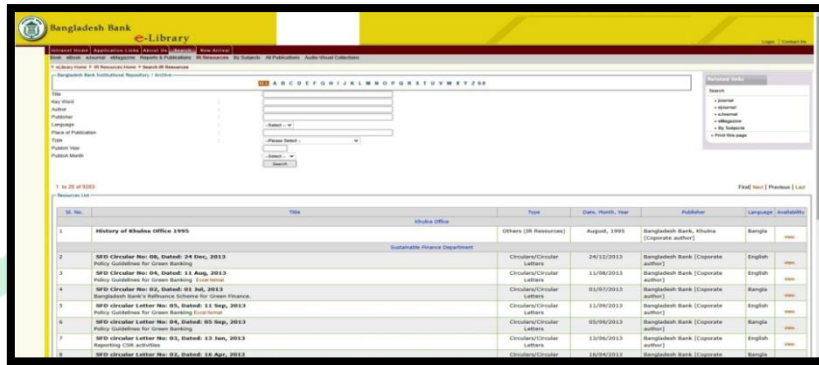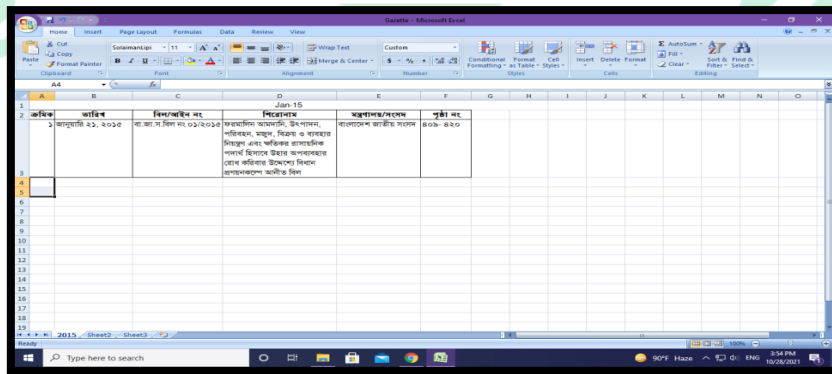
Fig: kiosk Service in Documentation section

Fig: Gazette entry for documentation

Binding

Generally documentation section works on newspaper, Magazines, reports and journals for binding for this reason, the officials of documentation take approval from ED through noting. After approval, the officials send resources to binders. After binding the officials received the binding copies and make arrangement for payment process to binders.

1. Newspaper Binding

2. Magazine, journal, reports and etc. selection for binding

3. Getting approval through noting

4. Sending resources to binders

5. Giving one to one instruction for binding

6. Receiving binding copy

7. Payment arrangement for binders

Weeding

Weeding process is the last destination for a resource. To conduct this process, at first the officials of documentation section select the resources which have less future value, have more duplicate copies or which resources are out of use .In that cases, the officials of Documentation Section maintain following steps;

1. Selection of resources including newspapers

2. Preparing list

3. Seeking expert opinion if required

4. After approval, invite tender to sell the weeded resources

5. Form a committee for selling weeded resources and newspapers

6. Monitoring measurement process

7. Collection of money and deposit to BB Account

Recommendation:

Documentation section is a modern concept for collecting, managing, preserving and disseminating scholarly works created in either hardcopy or in digital form in Bangladesh Bank library. This section is very promising to Bangladesh Bank. In the near future, the responsibility of the documentation section will be increased because of the vast employees of Bangladesh Bank and their production of institutional resources. To preserve more information and resources and disseminate the service according to the user's need, it would be challenging in near future to handle all the resources properly. That would require more space allocation with more human power to that particular section.

Conclusion:

The Documentation section is an essential tool for Bangladesh Bank Library. It fulfills a number of roles in the institution. Knowledge may be expensive to generate, but it should be inexpensive to use. Bangladesh Bank Libraries (BBL) needs to take positive initiative in developing repositories in order to widely disseminate the intellectual output of Bangladesh Bank. In the competitive intellectual market, institutional repositories provide a platform on which an institution can showcase their services. Formulating collection policy, standardization of bibliographic details, checking copyright policy and requesting employees to deposit their publications are the major challenges. Officials of BBL need to motivate Archival Focal Points

and users of BBL to deposit their produced resources to the documentation section of the library. Its maintenance should be one of the institution's strategic goals of Bangladesh Bank.

Institutional Repository (IR)/ Archive section

Overview

An archive is a place to store and preserve public records or historical materials, while a library is a place that houses a collection of books, periodicals, and other material for reading, viewing, study, or reference (Ahmed 2012).

Institutional Repository (IR)/ Archive section is the heart of Bangladesh Bank Library (BBL). It started its journey according to the administrative circular no. 20 from HRD-1 of 05/06/2012. The location of this section is North-East corner of Bangladesh Bank Library and is situated opposite to Audio-Visual, Language and Cyber (AVLC) Section. This section comes under the Library Division of BBL. Well decorated and Orderly arranged resources, kiosk (digital resources searching tool), Compactor for highly valuable resources make this section more secured and advanced. This section is managed by 5 officials including 1 Deputy General Manager (DGM), 1 Joint director (JD), 1 Deputy Director (DD) and 2 Assistant Directors (AD).
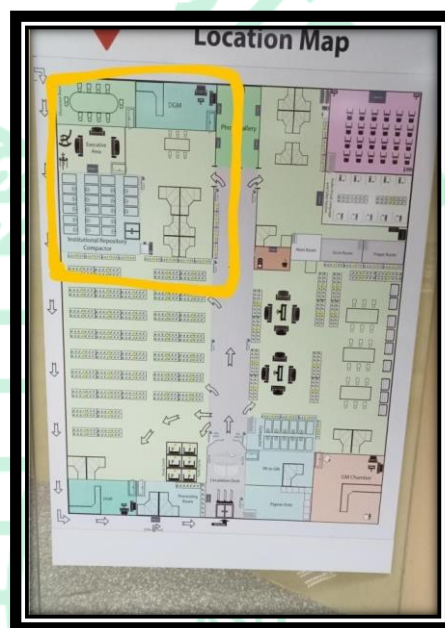
Fig 1: Map of Bangladesh Bank library

Collection

About 9000+ resources are stored in Institutional Repository (IR)/Archive section in softcopy format and 4000+ resources in hardcopy format.

Section	Collection
Institutional Repository (IR) Archive section	▪ 9000+ are in soft copy format. ▪ 4000+ are in hardcopy format.

Fig 2: institutional repository compactor

Objective

The main objective of IR section of Bangladesh Bank Library (BBL) is to collect, protect, preserve and provide services of the internal records (publications and others) of Bangladesh Bank which have future reference value.

Function

1. To collect, preserve and provide services of all kinds of hard and soft copies published from Bangladesh Bank like Annual Report, Bangladesh Bank Bulletin, Economic Trends, etc.

2. To collect, preserve and provide services of research report produced from all the departments of Bangladesh Bank.

3. To collect, preserve and provide services of following resources of BB including Rules and Regulations

   a. Procedures
   b. Press Releases
   c. All types of Circulars
   d. Policies
   e. Guidelines
   f. Advertisements
   g. Others

4. To collect, preserve and provide services on history and activities of divisions, Sub-divisions, Wing, Section and Cells of Bangladesh Bank.

5. Preservation of all types of noting, agreements, technical reports and rare information of Bangladesh Bank.

6. To collect, preserve and provide service of the soft copies of Research Report on Higher education and training of all BB's employees and officials.

7. To collect, preserve and provide services of training reports on various workshops, seminars, conferences attended by BB employees in home and abroad.

8. To collect and display of the awards and crests gifted to High Officials like Governor, Deputy Governor, and Executive Director (ED).

9. To collect and virtually display commemorative notes, coins from the currency museum of Bangladesh Bank.

Acquisition Methods

Institutional Repository (IR)/ Archive section collect their resources mainly from the Department of Communication and Publication (DCP) as well as from other departments. DCP or other departments send their copies of resources to the General Manager (GM). He/she checks and marks those documents and sends them to Deputy General Manager (DGM) of IR Section. After rechecking, DGM passes those particular resources to Joint Director (JD) of IR Section for processing. After that JD/ DD/ AD processes those resources by cataloging, providing RFID chips and stickers for identification as IR resources. Two types of stickers are used in IR resources. One is of red colored and another is of green colored. Red-colored resources are for master copy which is kept in IR compactor and green-colored resources are for display and circulation and kept in shelf of IR section.
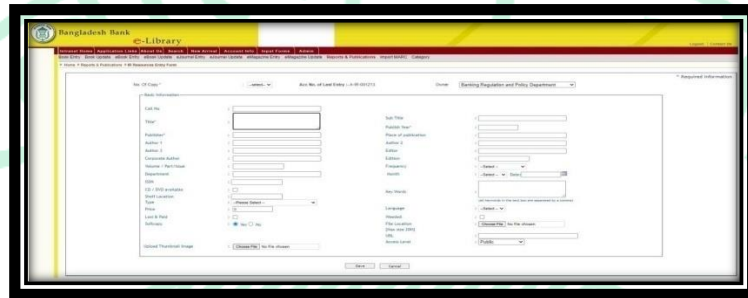
Fig 3: IR Section sticker and Seal.

Archival Focal Point (AFP)

In IR section, Archival Focal Point (AFP) from each department is fixed to collect all the valuable information at the right time. Archival Focal point could be one or two persons from each department. If any department has a large number of employees, the focal point may be more than two from that particular department. Archival Focal Point is nominated by General Manager of the concerned department.
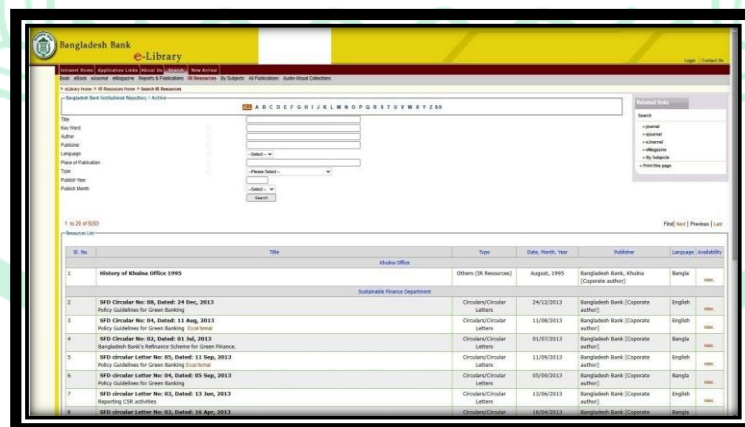

Fig 4: Meta fields of Catalogues for IR Resources.

In Institutional Repository (IR)/ Archive section of Bangladesh Bank Library, they (Library officials) preserve their resources in their own system by filling in Meta fields like author, title, sub-title, editor, etc. along with other bibliographical information.

Searching and Retrieval

In IR section, users can easily retrieve their documents from the e-library. Bangladesh Bank Library uses their own software to find resources for the benefit of the users. From the e-library, users can easily search their documents by using bibliographic information like title, keyword, Author, language, type, publish year, publish month, etc.

Fig 5: kiosk Service in IR section

Prospects of IR section

Institutional repository is a new concept for collecting, managing, preserving and disseminating scholarly works created in either hardcopy or in digital form in Bangladesh Bank library. This section is very promising to Bangladesh Bank. In near future, the responsibility of IR section will be increased because of the vast employees of Bangladesh Bank and their production of institutional resources. To preserve more information and resources and disseminate the service according to user's need, it would be challenging in near future to handle the resources properly. That would require allocation of more human resources to that particular section.

Limitations of Bangladesh Bank library (BBL)

1. Need speedy internet connection for users of BBL

2. Need remote access facilities for journals and Database for researchers of BBL

3. Need special facilities like furniture, cross reference services, bibliography services for senior citizens (retired employees and visitors)

4. Need book therapy service for mentally week users

5. Need story telling facilities for future users.(child or babies of employees of BBL)

6. Literacy class can be arranged for new users where new users can be informed about collection, services and activities of BBL

7. Need more collection of databases and e-journals

Conclusion

All the sections are essential tools for Bangladesh Bank Library. They fulfill a number of roles in the institution. Knowledge may be expensive to generate, but it should be inexpensive to use. Bangladesh Bank Libraries (BBL) needs to take positive initiative in developing repositories in order to widely disseminate the intellectual output of Bangladesh Bank. In the competitive intellectual market, BBL provides a platform on which an institution can showcase their services. Formulating collection policy, standardization of bibliographic details, checking copyright policy and requesting employees to deposit their publications are

the major challenges. Officials of BBL need to motivate users of BBL to use properly of the library. Its maintenance should be one of the institution's strategic goals of Bangladesh Bank.

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