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Abstract:

The study aimed to understand the present scenario of the Islamic University of Technology (IUT) Library, including service strength, resources, user expectations, etc. The researcher also tried to identify its use of it. User's expectations and identifies the loopholes. A formal questionnaire was formed and distributed to the final-year students who completed graduation last academic year (May. 2022). Recent, relevant articles are also reviewed to strengthen the research. SWOT analysis is also done., IUT Library has been using around twenty-five different country uses, and their needs and expectations vary. Based on the output using the Excel diagram, the researcher found 40.76% of the user comes to the library for reading room use and are more interested in other things. Less priority, highest priority, drawbacks, etc., identified. University library professionals will be encouraged to evaluate their resources and user needs. This paper may help to develop library systems and services that libraries can develop based on the user's needs. After implementing the recommendations, further study may be conducted to know the progress.

Keywords: Library Services, Library Resources, IUT Library, Modern University Library

Introduction: As per IUT (2023), the Islamic University of Technology (IUT) is a subsidiary organ of OIC, representing fifty-seven member countries from Asia, Africa, Europe, and South America. It is dedicated to developing the Islamic Ummah's human resources in engineering, technology, and technical education. The first batch of students was admitted in 1986-87, and its first graduation ceremony was held on 21 October 1987. ICTVTR was renamed the Islamic Institute of Technology (IIT) during the Seventh Islamic Summit, and the 22nd ICFM held in Casablanca, Morocco, on 10-15 December 1994. In appreciation of the activities of IIT, the 28th session of the ICFM held in Bamako, the Republic of Mali, on 25-27 June 2001, renamed IIT as the Islamic University of Technology (IUT). It has been giving

services to the 57 member states since its inception, but no study was conducted to measure its state. This study may help to understand the overall scenario and future prospects.

According to UGC(2023), Bangladesh has three International Universities, namely the Asian University for Women (AUW), the Islamic University of Technology (IUT), and the South Asian University (SAU). These universities are in Chittagong, Gazipur, and New Delhi (India). IUT is a subsidiary organ of the Organisation of Islamic Cooperation, OIC (2023). IUT has multicultural, multilingual, and multi-governmental stakeholders.

Present days university's modern and sophisticated library is technology driven. Due to covid-19 situation, a few things of university libraries' web-based services importance has increased. Habib(2021:p59) mentioned it is a vital tool for creating a positive impression on library users. Uzoagba and Okichie(2018:p.147) mentioned universities' achievement depends largely on the condition of their libraries because universities can not achieve academic excellence without functional libraries. To keep this thing, the IUT library is trying to improve virtual services through the gateway of its website. According to Oyeusi and Oyeboade(2009: p.277), the primary purpose of a university library is to support teaching, learning, and research in ways consistency with, and supportive of the institution's mission and goals. Resources marketing and making it usable to the users are very important. Olajide and Adio(2017:p6) described information availability does not mean accessibility and utilization; therefore, university libraries have to market their resources and services to attract users. In a study conducted by Saika and Gohain(2013:p15) regarding the investigation of the use of library resources, user satisfaction with library resources & services, and information-seeking behavior of the students and research scholars of Tezpur University. The study revealed that most users (82.39%) use textbooks to meet their information needs. According to Men and Isreal(2017:p 4), The way academic library support and manages their library collections reveal the priorities of the institution, the educational goals and methods of

faculty, and the performance of students and graduates. To meet the user's demands and services, IUT Library has implemented several development projects, including an ICT application. This paper may help the practitioner understand how IUT Library strengthens its usefulness and potential.

Research Methodology: The researcher asked a few set questions to the outgoing students based on their input findings identified. Few of the related literature is reviewed. The researcher's long academic library experience view is also reflected in this study.

Purpose of the study:

- The present state of the IUT Library, including user perception
- Quality of Library service, systems, and development
- Library Resources analysis to meet the user's demand
- Strengths and weakness of IUT Library, including prospects

IUT Library has started its journey from the inception of its academic program based on academic needs.

Regular Academic Programmes: IUT has six departments like Mechanical and Chemical Engineering(MCE), Electrical and Electronics Engineering(EEE), Technical and Vocational Education(TVE), Computer Science and Engineering(CSE), Civil and Environmental Engineering(CEE), Business and Technology Management(BTM). IUT Offers a Higher Diploma, Bachelor's, Postgraduate Diploma, Master of Science, and Doctor of Philosophy. Around 2500 students and 300 faculty and study members are the primary users of the IUT Library.

Present challenges of the modern library: In a study conducted by Thomas et al. (2010:p1) mentioned, The emerging challenges posed by the contemporary environment are many. These challenges are posed by the application of ICT, manifested in many forms or

notions like a digital repository, open access, user-centric services (e-learning, e-teaching, information literacy, orientation programs), web-based library services, application of social networking, library cooperation including consortia, and legal issues. The scholar community tries hard to adopt the existing and catch up with the newer forms to facilitate their business of learning/teaching. Librarianship, not to be left behind, as is the tradition, strives to achieve new competencies and skills and explore how these can be used for furthering library and information service. Proper professional education is mandatory to meet the challenges for the library system, services, and resource procurement. The organization of knowledge for efficient retrieval of relevant information is also a major research goal of library education. At the same time, it should not be confused with information theory, the mathematical study of the concept of information, or information science, a computer and cognitive science field. Library education is interdisciplinary and somewhat overlaps with computer science, various social sciences, statistics, and systems analysis".

IUT Library is a leading university library in Bangladesh in terms of services & its nature. It has a wide variety of collections of Engineering and Technology books. IUT Library is a founder member of the Bangladesh Inasp Peri Consortium, which was started in 2007. UGC Digital Library Consortium Membership was received in 2016. It also subscribes to online journals, print journals, and e-books.

Resources Analysis:

Resources are the strength of an academic library to give quality support to its users. In a study, Rahman et al. (2008:p.2) mentioned that Library and Information Science (LIS) includes academic studies on how library resources are used and how people interact with library systems.

Resources in academic libraries are usually procured based on specific criteria such as currency, accuracy, and subject or discipline representation(American Library Association,2022).

Books: Books are the primary resources to meet the academic purpose of the university. Students can borrow six to ten books for the semester, whereas faculty members can borrow fifteen. At present (20July 2023) accessioned of books; IUT Library has 44,345volumes of books. Pure engineering, language, technology, and teaching education volume of books are main among them. On the contrary, fiction books and donated books are also available at IUT Library. However, reference collections are good in IUT Library.

Foreign Print Journal: Since the IUT Library's inception, it has been subscribing to many foreign journals. The list of print journal subscriptions has been revised based on demands. A few important subscribed publications are the Association for Computing Machinery,Elsevier,Portland Customer Service, UK,John Wiley &Sons,The American Society of Mechanical EngineersEtc.As per IUT library policy, print journals are bounded in a volume annually. For research and project report preparation, print journals play a pivotal role.

Online Journals: More than 5000 titles are available to IUT Library. According to our survey, the most valuable online journals are IEEE, Springer, American Society of Physics, etc. Within the IUT intranet, users can easily access the journals. However, with the help of My Athens IT Solutions,the IUT community can get access outside the campus by obtaining a unique password.

Thesis/Dissertation/Reports:Every IUT student must prepare a thesis or report in the final year. Whatever they are involved, diploma or Ph.D. or something else. Thesis reports play a significant role in the field of research and development. So IUT these have a unique value. Since 2010, we also havecollectedthe thesis in soft copy and print. Students typically submit their project report in PDF, word format on CD-ROM. CSE students also offer necessary

coding along with the news. We try to upload regularly to our digital library software. We do have several Accession registers for this Dissertation/Report.

CD-ROM: The majority portion of CD-ROM & DVDs have been collected from books that are purchased as per academic requirements. IUT Library also has some audio cassette that is rarely used.

Overseas Seminar Proceedings: Faculty members can attend overseas seminars/conferences. After returning to IUT, they like to submit it to the library. This type of collection is CD-ROM, DVD, Pen drive, the print version of proceedings, etc.

IUT Publications: Journal of Engineering and Technology(IUT), ICT fest, Academic Calendar, Diary, Statute book, Newsletter, Convocation brochure, educational and academic engineering books. Usually, all publications of IUT are published by REASP.

Local Print Journal: IUT subscribes only to foreign print journals exceptforthe Bangladesh Academic of Science journal. Besides most of the local print journals, IUT receives a complimentary copy.

Newspaper and Magazine: IUT subscribes to popular national thirteen dailies of Bangladesh like the Daily Star, the Independent, etc. We have preserved newspaper for last two months to give reference service.

Reprint Collections: We collected reprints from local and foreign liaisons and served our particular users. We also reserve a copy for future reference.

ICT Application to IUT Library: IUT Library has usedcustomized software since 2001. It is intranet base. But from the year 2016, KOHA software has been used. IUT hosted Dspace onthe website forthe entire text facility. Currently, the library has 48 computers;ten are used

for users, and the rest are used for digitalization, data input, processing, and official purpose. Moreover, the library has a sophisticated scanner, barcode reader, printer, etc.

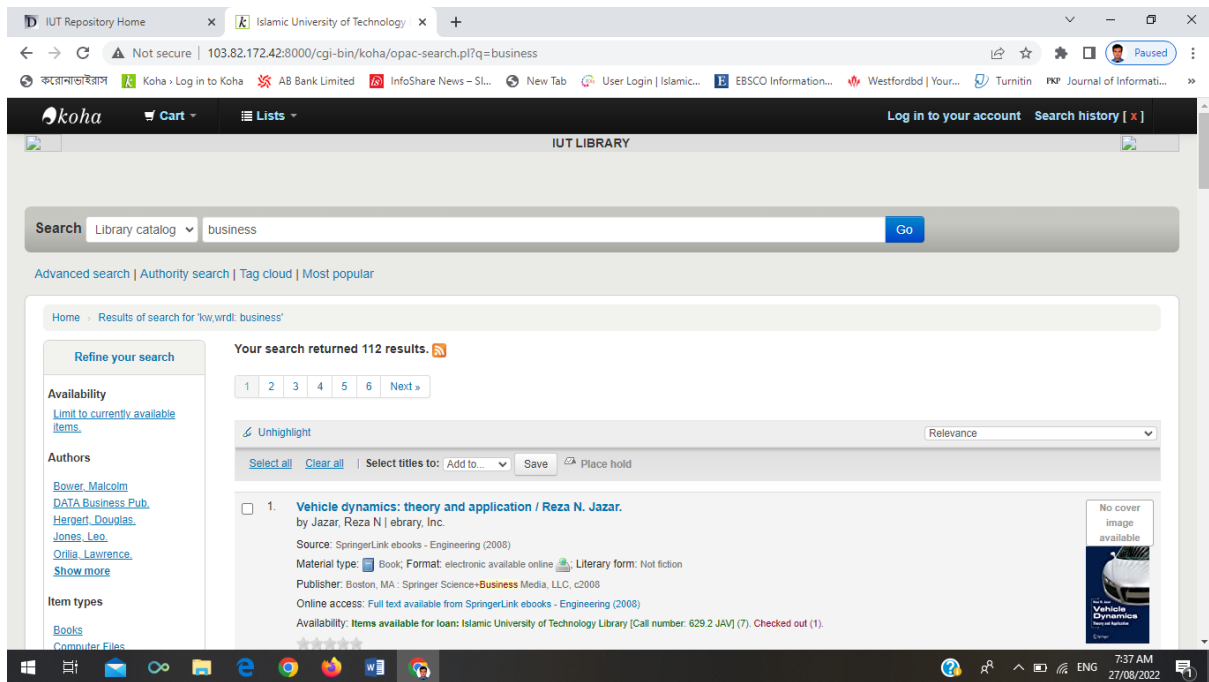


Figure 1: IUT Library Koha ILMS

Services: Since resources are good in a library, services will be qualitative and effective. As IUT Library has a good collection in all aspects. It has been providing the best services to the users. Types of services are:

- Article alert service
- Reference Service
- Reprographic service
- Reprint Service
- E-mail service
- Translation service(English to French and English to Arabic, done by IUT Library with the help of a third party)

IUT Digital Library is another pathway to give library services tremendously:

The initiative was taken in 2011, and it was publicly opened on January 2012. Users are getting many library resources from their desks. Few resources are password protected & few are open. But the IUT community of IUT is to get everything. With so many services, users may not need to come physically for the blessing of its digital library option.

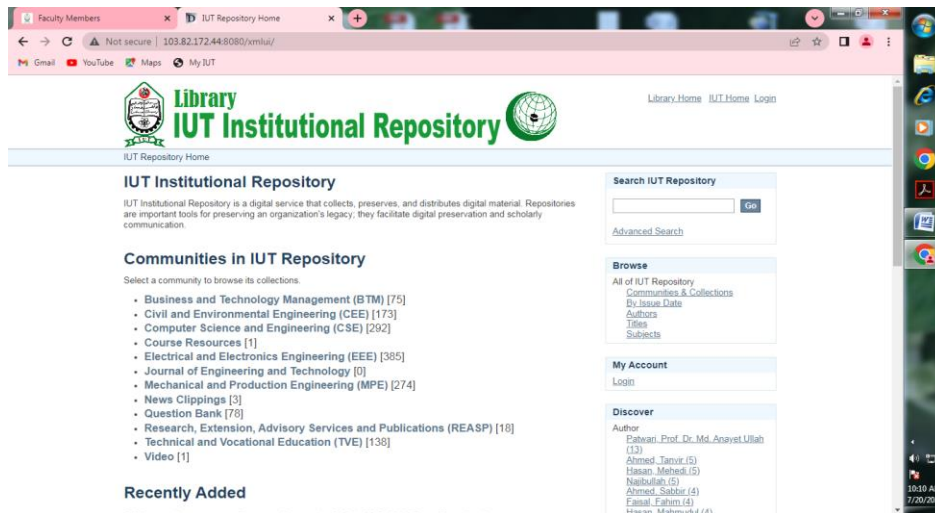


Figure2: IUT Digital Library/ repository homepage and resources icon

Survey analysis of IUT Library:

The researcher surveyed final-year students to get the actual state of the IUT Library in different aspects. The reason for choosing final-year students is they better know the practical scenario for using IUT Library.

Total surveyed: 130 persons. Among them, 98 Bangladeshi and 32 Foreigner

IUT has seven academic departments and 1000+ students from more than 22 Member States of the OIC. From the member states, 36 countries have so far graduated from IUT.

Table 1: Information has been taken from different foreign graduates of IUT

Respondent's/Country	Number of Students
Afganistan	3
Cameroon	7
Nigeria	3
Gambia	4
Pakistan	3
Palestine	2
Somalia	2
Yemen	5
Sudan	1
Uganda	2

IUT runs different regular academic programs, which have been discussed already.

Table 2: Education Level of the Respondents

Program	Responses
Higher Diploma(HD)	9
BSC(Bachelor of Science)	113
Master of Science(MSC)	6
Doctor of Philosophy (Ph.D.)	2

Borrowing Status: According to the survey, all the students are not borrowed library resources. Around 4% are likely to purchase all needed books, and the rest, 96%, borrowed. This 4% studied inside the library and purchased a textbook from the market. Since the

library and residence hall are very near, they like to study inside the library by pulling the resources on their own and studying.

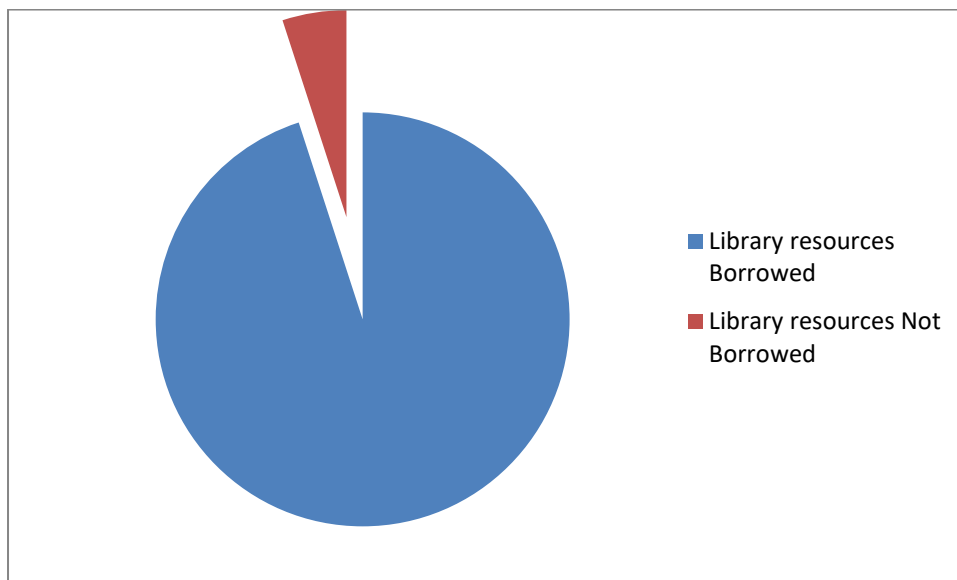


Figure 3: Borrowing status of library resources

IUT Library has different types of borrowing items. Out of them, 50% users borrowed books only, 46.16% users s borrowed books and others items (hybrid) as well. Not get information regarding this issue is 3.07%.

Table 3: shows the borrowing items' status:

Items	Respondents
Books	66
Hybrid	60
No Response	4

Use of Library: This study also shows the status of library use. During the semester breaks, very few students use the library. The rest of the time library is the populace.

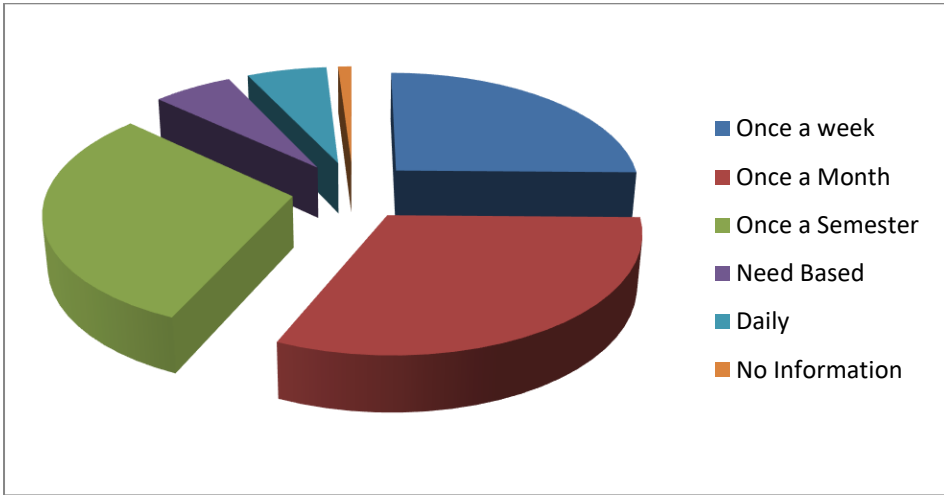


Figure 4: Pie diagram presentation of the frequency of library use

Users come to the library for different purposes besides book borrowing. To understand the most important matter of the library, I have given this choice:

Table 4: Purpose of visiting the library.

Purpose of visiting the library	No of respondents
Photocopy & Books check-in, check out	20
Reading Room Use	53
Digital Library/Repository Search	4
Computer Work	9
Journal Use	2
Multiple purposes	42

Table 4 shows that most users came to the library for reading room use 40.76% while 32.30% came for multiple purposes like borrowing, photocopy service, reading room, etc. Photocopy and book borrowing is around 15%. Repository search is 3%. ICT and computer work are 6.9%, and journal use is the most less at 1.54%.

Open-ended question: Analysisis self-explanatory. The left column indicates comments and the right column indicates persons who responded to that particular.The question was about the Good thingsabout the library:

Table 5: Describing the positive things of library

Responses	Respondents
No comments	9
Huge & world-class books	37
Fantastic reading room	22
Overall environment	31
Everything is good	5
Others	26

Table 5 shows that 28.47% of students are happy to see the collection and standard of books. 16.92% is appreciated for the reading room. 3.85% of students did not get any negative thing, and they were happy withthe existing items, While 23.85% enjoyed the overall environment, and the rest 20% appreciated different matters of the library.

Open-ended question:

Things that you do not prefer aboutthe library: To speak the truth, if users do not criticize, it will be difficult for us to identify the loopholes in service. However, we may be self-satisfied that we are 100% ok. While analyzing this issue, we have seen some contradictions.28.47% say huge and world-class collections, whereas 43% say insufficient borrowed books.5% of students want to borrow more books since they borrow only six books at a time. It seems they are interested in studyingthe library books.

Table 6: Things that analyze recommendations

Recommended fields	Respondents
Need more books, not updated books	56
Need more Air Condition	15
Need more to borrow	7
No information	22
No negative things	4
Others	26

Users want what things? Table 6 shows that indications 43.03 % of users want updated books. 11.53% of users want more improvement in the Air conditioning system to create a pleasant environment for study. The researchers sought suggestions based on their expectations, but 16.92% of respondents had no suggestions. It seems they are delighted with using this library. Fifty –six respondents are very aware of buying more new, world-class, updated books. So it reflects they want to study enthusiastically. The rest of the respondents suggested a full-fledged A.C., 24-hour library open, tightened security, more borrowing facilities, electronic and automation development, etc.

IUT Library SWOT analysis:

The SWOT analysis in the social work practice structure is beneficial because it helps organizations decide to achieve goals, objectives, and steps to further the social change or community development effort.

SWOT is a strategic scheme method used to appraise the **Strengths, Weaknesses, Opportunities, and Threats** involved in a project or Industry.

Strength:

- A good organizational identity(multinational)
- Potential and efficient professional staff, including Ph.D. in LIS and multi-master degree holders
- No academic barrier or hamper; it runs as per the calendar. Political Instability does not hamper its activity
- Electronic, print foreign and local resources

Weakness:

- No full-time I.T. expert or system librarian
- Limited-time library open
- Irregular overseas training for library staff
- Limited e-resources

Opportunities:

- Development for a more international approach
- Overseas staff
- Diversified services
- More ICT applications for development and approach
- Ability to subscribe to more e-resources
- Allocate more budgets

Threats:

- Available pirated books in the local market at a low cost. Stakeholders are purchasing these, as a result in a little bit of unwillingness to come and use the library.
- Limited space
- Status of library staff compare to public and other universities

Sufficient staffing. Moderate salary structure in the perspective of Bangladesh.

A good intake of IUT, usually SSC and HSC A+ students, typically get final enrolment and admission. Cross-cultural sharing increases student conferences and leadership activity. Academic calendar-wise activity, i. e. political activity, does not affect its activities—sufficient and increasing library budget. IUT Library has a unique mission and vision. It will contribute to the OIC member states' intellectual, cultural, and social development. To fulfill this vision, the library's informational professional will ensure that the Islamic University of Technology meets the complex information challenges of the 21st century.

Discussion and Recommendations: Considering information seekers' ever-changing needs and behavior, the library has been tuning its activities and resources towards automated services and digital resources. It now partially provides web-based information management and services supported by integrated Library Management System software "Koha" and Machine-Readable Cataloging (MARC-21). The library has International connectivity by getting membership in the International Federation of Library Associations and Institutions (IFLA) and the International Association of Technological University Libraries (IATUL). A Distance Learning Theatre (DLT) inside IUT Library provides a sophisticated blended environment for virtual lectures, meetings, workshops, etc. At any given time, the DLT room can accommodate 48 people. It comes equipped with three large LED monitors and two advanced modern cameras; a newly-established Executive Lounge is a special place for full-time and part-time faculty members and heads of offices; another recent addition is the IUT Souvenir Shop. The library has been providing guided campus tours.

Based on all, the following recommendations may be followed:

- Library staffs need overseas & local training on the latest ICT application in the library
- Full library air condition
- More floor space, including sitting arrangement

- International Coalition and MoU
- The latest resources purchased based on the needs
- Twenty-four hours library is open, and its necessary support
- Surveillance system increase, including fire safety installation
- Full-fledged automation, including Dropbox, shelf check-in, and check-out system
- Information Literacy and promote the resources for proper use.

Conclusion:

IUT Library has an opportunity to play a role model for the Academic library in Bangladesh and the South Asian region. According to our findings, the present user is relatively happy but still has many things to do to give better flavor and standard. The library has been subscribing to a good number of e-books. Indeed this library is a founder subscriber member of the Bangladesh INASP – PERI consortium. It has a truly international flavor. Positive intentions, the latest ICT applications, its e-resources section development, e-books subscription, and the positive approach of the IUT management team to support and develop the IUT Library will strengthen its status very soon. Initiative Taken against recommendations analysis: Based on the user's claim and recommendations, meanwhile library has taken the necessary steps to solve the logical and pragmatic solutions. IUT Library has been subscribing to the e-books of Elsevier since July 2015. Henceforth, more than 1000 books of full text will be available under the science directory.

Further work must be done by including the faculty and staff members' observations. I hope the user's criticism regarding the book shortage will be solved. Slowly but steadily, the IUT Library is becoming an information center for the 57 OIC member states. Since its establishment, IUT Library has been providing intellectual and practical services.

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Appendix:

Interview Questionnaire:

01. Your Country :

02. Programme Studied:

03. You borrowed from the library: a)books,b)CD-ROM d)Question Paper collection

04. You use this library:a)daily,b) once a week,c)once a month,d)Once a semester e)

Others(mentioned)

05. You use the library mainly for a)reading room use, b) journal search, c) digital library/repository search, d)computer work, e)photocopy purpose, f) Multiple purposes

06. What is the good thing about the library?

07. What is the bad thing about the library?

08. Any suggestion from your end?