



Government of the People's Republic of Bangladesh

National Public Library Policy 2020

**Government of the Peoples of Bangladesh
Ministry of Cultural Affairs**

Introduction

Bangladesh, located in Southern Asia, is one of the densely populated countries in the world which is bordered by India, Myanmar and the Bay of Bengal. Since its independence in 1971, Bangladesh has taken multiple initiatives to ensure economic progress and social development. In recent years, Bangladesh has achieved remarkable economic development and become a role model for other countries in the world. Bangladesh has already fulfilled the required conditions for the graduation from the United Nation's (UN) Least Developed Countries (LDC) status and hopes to receive the official status of a developing country in 2024. Bangladesh, now a country of the fastest-growing economy in the Asia-Pacific region, has managed to maintain its impressive record of an average 8.0 percent of GDP growth. Bangladesh has built a roadmap to achieve the UN's 2030 Agenda for sustainable development, and it continues its journey towards attaining the Vision 2021 and Vision 2041. In the development process of the government, the library and information sector has an important role to play, especially in the area of ensuring quality education, strengthening right to information, providing universal access to information, and building a knowledge-based digital society.

Historically, Bangladesh is enriched in culture and civilization. As a trusted container and carrier of knowledge, culture and civilization, the library has a strong position in society. There are different types of libraries in Bangladesh including national, public, academic, special, NGO and other privately-owned libraries. Among these libraries, both government and non-government public libraries provide information and services to every citizen of the country, reserving the constitutional rights of the people, without discriminating against them on grounds of religion, race, caste, sex or place of birth.

The only national policy document for the libraries of Bangladesh was formulated in 2001. But still there is not a comprehensive national policy for the operation and management of the country's public libraries. The Department of Public Libraries under the Ministry of Cultural Affairs, Government of the People's Republic of Bangladesh, in collaboration with Libraries Unlimited Project of the British Council, Dhaka, initiated to formulate the "National Public Library Policy" in 2018. For the formulation of this policy, a comprehensive review of national and international policies and guidelines related to libraries has been conducted, and primary data have been collected from the multi-stakeholders of public libraries sector of Bangladesh following research methods. More than one thousand (1000) stakeholders participated in this study of policy formulation through seven (07) Focus Group Discussions (FGDs), twenty-four (24) consultation meetings, seventy-five (75) Key-Informant-Interviews (KII), and two (02) national workshops. The justification of formulating such a policy was validated in the 1st national workshop held on 28 April 2019, and the 1st draft of the policy was presented, reviewed and accepted in the 2nd national workshop held on 11 December of the same year. The comments

and suggestions received from both the workshops have been incorporated and adjusted to the draft policy. The English and Bangla versions of the draft national public library policy are then thoroughly reviewed, revised and finalized by a series of ten (10) working group meetings.

Based on eight (08) major objectives and fifteen (15) guiding principles, the policy provides guidelines and strategies for fifteen (15) main areas. These areas are: mission, vision and core values of public libraries; location and visibility; physical infrastructure; equipment and furnishing; information resources development; membership and lending; library and information services; public library extension services; library modernization; library networking, partnership and collaboration; marketing and promotion of library programmes and services; library operation and management; sustainable and environment-friendly public library; safety, security, ethical and legal aspects; and guidelines for non-government and privately-owned libraries.

The proposed National Public Library Policy 2020 respects the basic human values and preserves the democratic rights of every citizen of the nation. It not only prioritizes the area of knowledge, culture or access to required information but also clarifies the responsibilities and services needed to maintain professional standards. This policy will facilitate the creation of the Public Library Act, ordinance, rules and regulations, and play a significant role for introducing a modern public library system throughout the country. The implementation of this policy will not only provide the basic guidelines for the operation and management of the public libraries of Bangladesh but will also contribute to the overall development of the libraries and information sector of the country, and support achieving SDGs and building a knowledge-based society. Effective measures for proper coordination among the relevant ministries, divisions and departments of the government should be taken to ensure smooth implementation and functioning of the National Public Library Policy.

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1. Preamble

Libraries are an integral part of education, culture and civilization. As treasure houses of knowledge, libraries have a long history and tradition in the development of human civilization through the acquisition, storage and dissemination of valuable information and knowledge. They can contribute to achieve any form of social and economic transformation by providing access to local, regional, national and global information systems. Libraries of all types including national, public, academic and special are always significant and relevant irrespective of time, nation and boundaries. As a trusted social institution, public libraries ensure free and democratic access to information for all the people of society regardless of age, gender, race, religion, nationality, language or social status, and meet their diversified information needs. The IFLA/UNESCO Public Library Manifesto, adopted in 1994, considers the public library as the local gateway to knowledge which acts as a living force for education, culture and information.

In Bangladesh, public libraries were first established by private initiatives in 1854 and by government initiatives in 1954. At present, there are 71 government public libraries in Bangladesh operated and governed by the Department of Public Libraries under the Ministry of Cultural Affairs. Besides, around 1600 non-government public libraries and 3500 NGO (Non-Government Organization) operated public libraries are working to provide access to information throughout the country. These libraries vary largely in terms of their status, size, resources, services and governance. It is a recognized fact that no meaningful development can be achieved without the development of libraries. This is also reflected in different policy documents and development agendas of the government of Bangladesh. The Department of Public Libraries also envisions an enlightened knowledge-based society.

We are now living in a global village interconnected by the use of new media technologies. The whole world is moving towards a dynamic revolution of knowledge and digital technologies. The technological development of the 21st century, particularly the innovation of the internet and world wide web (www), has made a revolutionary impact on and changes the nature of operations, management and services of public libraries like many other organizations in society. Recognizing the value of public libraries in the knowledge society, most countries of the world have concentrated more on investments for the development and modernization of community-based public library services. The public libraries sector in Bangladesh, however, embraces various challenges including inadequate public investment, poor infrastructure, weak linkage with national policy framework, isolated efforts toward ICT integration, lack of trained and skilled staff, poor management system, etc.

In such a context, the Library Landscape Assessment of Bangladesh study of 2015 suggests designing a strategic plan and formulating an actionable policy for the modernization of public libraries of the country and transforming them into multipurpose community service centres. To be an active development partner of the government towards the journey of achieving Sustainable Development Goals (SDGs) and building digital Bangladesh, public libraries have huge potentiality to play a significant role. Therefore, in order to provide a common platform for both government and non-government public libraries of Bangladesh, and to ensure their smooth running, management and governance, the creation of a comprehensive national public library policy has become a crying need.

1.1 Bangladesh Government's Development Agenda

Bangladesh is now one of the fastest growing economies in the world. The GDP growth rate of the country in last few years has averaged around 8.0 percent. Being a country of booming economy, the Government of Bangladesh has set priorities and formulated national policies and action plans for achieving sustainable socio-economic growth which will lead to build a knowledge-based digital society. Bangladesh's vision has been translated into an actionable agenda by formulating two perspective plans (Vision 2021 and Vision 2041) and two Five Year Plans (6th and 7th FYPs) and integrating the Sustainable Development Goals (Global 2030 Agenda) and its associated targets into the 7th FYP (2016-2020).

The Sustainable Development Goals (SDGs) have been adopted by all countries of the United Nations (UN) including Bangladesh on 25 September 2015 for ensuring global peace, prosperity and sustainable development. The SDGs basically replace the Millennium Development Goals (MDGs). Implementation of the SDGs was started worldwide in 2016. A set of 17 Goals and 169 associated Targets are to be achieved by 2030. Usually referred to as Digital Bangladesh, 'Vision 2021' is a political vision of Bangladesh for the year 2010-2021, which will be turned into 'Vision 2041'. The government has taken plans for transforming Bangladesh into a middle-income country by 2021 and a developed country by 2041. During the span of second perspective plan (2021-41), the country will first fulfill its target to reach the status of Upper Middle-Income Country (UMIC) by 2030 and Higher Income Country (HIC) by 2041.

Bangladesh has already met requirements for graduation from Least Developed Countries (LDC) status to Developing Country in March 2018. According to UN Department of Economic and Social Affairs, the country could receive official status of a Developing

Country by 2024. Some of the development goals of the government are poverty-free middle-income country; efficient, accountable, transparent and decentralized system of governance; a nation of healthy citizens; skilled and creative human resources; globally integrated regional economic and commercial hub; environmentally sustainable; and more inclusive and equitable society; etc. The long-term plans include National Social Protection Strategy, National Sustainable Development Strategy, and Bangladesh Delta Plan 2100, etc. In these development processes, the government of Bangladesh has recognized the significant role of libraries and information sector.

1.2 Role of Libraries in Sustainable Socio-Economic Development

For ensuring worldwide sustainable development in people's life, the United Nations has adopted the Agenda 2030 with the motto "leave no-one behind". Since the SDGs are considered as universal goals, it is the responsibility of all the nations across the world to integrate the stated goals into their national development policy. Libraries can certainly act as a development partner at all levels in any development process. Among the multidimensional role that libraries play, the most important role is to support education by providing access to an enriched collection of information and knowledge resources that can enhance social, economic and cultural development. In fact, libraries can support the achievement of all 17 goals of the SDGs by their diversified information services, especially by ensuring "access to information" (SDG Target 16.10).

To eradicate poverty in all forms (Goal 1), library can provide quality information and training which will support the development of skills, generation of employment, ability in decision making and improvement of people's living standard. For safeguarding agricultural sustainability, and developing a hunger free society with better nutrition and food security (Goal 2), library can provide data, research, manuals and other valuable information resources on crops productivity, updated ingredients, weather issues, local market price, etc.

To uphold good health and well-being (Goal 3), library can ensure more improved health care services for all by providing them information on public health and medical sciences. Library can support ensuring inclusive and equitable quality education and promote lifelong learning opportunities for all (Goal 4) by collecting and providing necessary information and educational resources. Besides, as "peoples' university", public libraries can contribute to formal and informal learning, and promote 'universal literacy' for all to support SDG Target 4.6. Libraries can play role in achieving gender equality and empowering all women and girls (Goal 5) by introducing gender-friendly special programmes and services. These may

include: creating social awareness of women rights and empowerment, training and development of empowerment skills, providing legal information aids, providing support services for the development and livelihoods of women and girls, etc.

Libraries can provide effective and reliable information and research data on water management, water-related ecosystems, sanitation, renewable energy, energy efficient technologies, etc. to support achieving sustainable management of water resources and access to safe water and sanitation (Goal 6) and ensuring access to affordable, reliable, sustainable and modern energy (Goal 7). Such type of data and information will help public and private sectors in formulating as well as implementing relevant projects and policies. Libraries with their professional staff can organize various training programmes for jobseekers to prepare them eligible for ensuring decent work safeguarding the sustainable economic growth (Goal 8). Moreover, access to research publications, data and used methodology will support building resilient infrastructure, promoting inclusive and sustainable industrialization and advancing innovations (Goal 9). By ensuring safe and civic spaces open to all irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status and by providing them with access to a wide range of information resources, libraries can help to reduce inequality within and among countries (Goal 10) which in turn will empower and promote their social, political and economic inclusion.

As a public space, libraries promote social and cultural activities and programmes which strengthen local communities through participation and engagement, and support the inclusive, safe, resilient and sustainable development of cities (Goal 11). Besides, libraries have an essential role in protection and safeguarding invaluable cultural and natural heritage and related documentaries for future generations (Target 11.4). Libraries with their rich information provision, can facilitate improved decision making and govern policy making issues to ensure responsible consumption and production patterns (Goal 12), to prevent climate change and its adverse impact (Goal 13), to conserve life below water using oceans, seas and maritime resources effectively (Goal 14), to protect earth's ecosystems and to halt the loss of biodiversity (Goal 15), and to build effective and strong institution at all level with peace and justice (Goal 16). Library can connect community-based institutions developing a resource sharing culture for implementing locally or nationally adopted development plans, and thus helping global communities to work in partnership for achieving the goals for sustainable development (Goal 17).

Libraries, especially the public libraries may work as small business reference centres to support developing local business and entrepreneurs, and to advance the economic equity of the community. Public libraries may also respond to any local, national and global disaster, emergency or pandemic situations, and support the community in crisis

management by providing reliable outbreak information and services among people, including emergency awareness and preparedness, mental health, food, treatment, shelter, relevant research output, etc. In fact, without libraries, it is quite impossible to build an inclusive and socially and economically sustainable society or to develop any local or national action plans. Thus, the role of libraries should be recognized and incorporated in all the national plans and policies at all levels.

1.3 Recognition of Libraries in National Plans and Policies

The Government of Bangladesh has recognized the library and information centers in its different national policies and action plans.

1.3.1 The National Cultural Policy 2006

The National Cultural Policy 2006 reflects all spheres of cultural institutions and organizations both government and autonomous under the Ministry of Cultural Affairs including the Department of Archives and Library, Department of Public Libraries, and Copyright Office. The cultural policy suggests establishing public libraries at root level to promote reading habits. It also emphasizes the transformation of central public library into a standard reference and e-library through modernization and computerization.

1.3.2 The National ICT Policy 2009

The National ICT Policy 2009 focuses on the effective use of Information and Communication Technology (ICT) for social development and to ensure access to information for all. Guidelines are provided for ensuring access to Public Library Services through ICT, and for building electronic library in tertiary teaching institutions to make knowledge produced there easily available. Suggestions are also made in the National ICT Policy for linking all the electronic libraries to the global research networks in order to leverage global research and enrich local knowledge.

1.3.3 The National Education Policy 2010

The National Education Policy 2010 recognizes the importance of libraries in formal or life-long education and training, research, policymaking, planning and acquisition of learning. This policy emphasizes on establishing modern libraries in academic institutions. Guidelines are also provided for the establishment of public libraries at district, city, municipality, upazila and union headquarters.

1.3.4 Access to Information (A2I)

The Access to Information (A2I) project was initiated by the Prime Minister's Office (PMO) of Bangladesh, with support from United Nations Development Programme (UNDP) and United States Agency for International Development (USAID) in 2007. Its primary goal is to ensure easy, affordable and reliable access to quality public services for all citizens of Bangladesh. It supports in providing information services to the citizens according to "Right to Information Act 2009". The overall objective of the A2I programme is to provide support in building a digital society through delivering information and services at the citizen's doorsteps.

1.3.5 The National Broadband Policy 2009

The National Broadband policy aims to build an information society where everyone would be able to access, utilize and share information and knowledge easily and efficiently. Emphasis is given in this policy to connect all the public libraries of the country through affordable, highly advanced and secured broadband network.

1.3.6 The Seventh Five Year Plan (7th FYP) (2016-2020)

The Seventh Five Year Plan aims to promote healthy growth of cultural activities throughout the country. Suggestions are made in this plan for the establishment and development of a library network system with infrastructural facilities and services from national to the rural levels in order to meet the education, recreational, cultural and information need of people at all walks of life.

1.3.7 The Bangladesh Delta Plan 2100 (BDP 2100)

The Bangladesh Delta Plan, approved by Bangladesh Government on September 04, 2018, includes a thematic area of information and knowledge management where guidelines are provided to create a delta knowledge bank- to collate all relevant delta related knowledge globally and nationally into a digitized knowledge library.

Since libraries are considered as a crucial access point of knowledge for individual and community, they should be incorporated with key areas of policy and development for long term success. Sustainable libraries are the prerequisite for sustainable development.

2. Existing National Library Policy Framework

The only national policy document for libraries of Bangladesh was formulated in 2001. The salient features of this policy are as follows:

- Introduce modern and automated security system for the safeguard of library collections.
- Expand the public library network to village level so that every citizen within one mile of his/her residence may avail library services.
- Introduce inter-ministry library network system aiming at mutual exchange of information among all ministries/departments.
- Establish libraries in academic and religious institutions to promote reading habit and to improve the quality of services of such libraries.
- Take steps for the proper preservation of rare collections by adopting modern systems and to consider building a central repository and storage of such materials.
- Patronize locally established private institutions and to make coordination between the activities of mass and adult education and public libraries at all levels.
- Employ trained professionals in library operation and management.
- Connect libraries with world information superhighway through a national focal point.
- Enact separate laws for national library and public library.
- Other institutional libraries of the country will be run under the rules/policies of their respective institutions. But a national level coordination system will be made in this regard; etc.

3. Need for a National Policy for Public Libraries of Bangladesh

Policies are created to govern an institution smoothly, to make a balance within its different sections, and to avoid possible contradictions that may hinder its ultimate development. A library policy is a clear and expressive written statement, consistent with the vision and mission of the library, providing guidelines for its proper operation, functioning and development. As a social institution, the public library always remains at the heart of the learning process in every society. For effective operation and management of public

libraries, IFLA/UNESCO Public Library Manifesto emphasizes on the formulation of a clear policy, defining objectives, priorities and services in relation to the local community needs.

In order to achieve national development goals, the government of Bangladesh has formulated a number of policies required for different sectors at national level. Till 2001, however, there were no national policies or guidelines for the governance of libraries in Bangladesh. Some of the policies, acts and ordinances related to libraries and information sector at national level are National Library Policy, 2001; National Book Center Act, 1995; National Archives Ordinance, 1983; Right to Information Act, 2009, etc. The National Library Policy of 2001 includes some significant issues relevant to national, public, academic and special libraries and suggests the changes, modifications and expansions of the policy time to time considering the demand of the age. The absence of a separate national policy for the public libraries of Bangladesh is creating various obstacles to equitable and integrated development of this sector. Therefore, in the context of the fast-changing global information systems, a comprehensive national policy needs to be formulated for providing proper guidelines aimed at the progressive and sustainable improvement of the country's public libraries.

4. Objectives of the National Public Library Policy

The ultimate goal of formulating the national policy for public libraries of Bangladesh is to suggest such a common framework upon which a modern and sustainable public library system can be developed throughout the country which will be able to meet the changing needs of the next-generation knowledge-based digital society. Specifically, the major objectives of the national public library policy are as follows:

- 4.1 To bring all the public libraries of the country under a common platform by providing a sustainable organizational and legal framework for their systematic operation, management and administration.
- 4.2 To address the roles and contributions of the public library to the social, political and economic development, and to make necessary guidelines to state its various functionalities recognized in other national and international policies and strategies.
- 4.3 To ensure institutional capacity as well as to broaden the way of the development of public libraries sector with the most updated and well-defined statements, and to avoid possible contradictions in different areas of management decision-making process.

- 4.4 To protect the rights of library staff and users, and to strengthen professional dignity from socio-economic, legal and ethical points of view.
- 4.5 To reinvent public libraries as “learning commons” by creating a learning hub where people of all walks of life in the country will get equal opportunity to learn in an independent, collaborative and inclusive learning environment. Thus, this policy will re-establish the public library’s active and dynamic role as “people’s university” by creating an environment conducive to liberal and life-long education, universal literacy and reading for all.
- 4.6 To transform every public library of the country as a one-stop social and cultural service support centre by creating an effective community hub.
- 4.7 To make necessary statements to ensure proper implementation of the policy to achieve defined goals and objectives.
- 4.8 To support the formulation of Public Library Act, ordinance, rules and regulations.

5. Guiding Principles

The following guiding principles work as the basis for formulating the national policy for public libraries of Bangladesh:

5.1 Sustainable development

Sustainability is considered as the key driver of innovation and success, and hence public libraries support individuals, organizations and government to implement plans, policies and strategies for achieving socio-economic sustainable development with their sustainable infrastructure.

5.2 Democratic access to information

Public libraries protect the democratic rights of all the members of the community by ensuring them free, open and equitable access to a wide range of information sources and services.

5.3 Online access to e-resources

Due to the development of e-resource publications world-wide, public libraries are essentially responsible for providing online access to e-resources through subscription as well as open access (OA) databases.

5.4 Diversity of library collection

To satisfy the multidimensional needs of the people in the community, public libraries build a balanced and qualitative collection of different types of information resources (books, periodicals, newspapers, research reports, etc.) in diversified formats (text, image, audio, video, graphics, animation, etc.) on diversified issues (age, gender, religion, culture, profession, discipline, etc.).

5.5 Services for all: Social inclusion and equity

The motto of public libraries is to ensure social inclusion and equity by offering library and information services to a wide cross-section of people of the community.

5.6 Building a knowledge-based society

Public libraries envision building a knowledge-based society by ensuring free flow of communication of knowledge, and by creating knowledgeable citizenry.

5.7 Public libraries as community hub: Fostering civic engagement

Public libraries always value the community members and provide naturally safe and open meeting places for community interaction and civic engagement that can promote cultural awareness and social responsibility.

5.8 Ensuring welcoming environment

Public libraries believe in providing an eco-friendly environment in a convenient location which necessarily ensures a favourable environment for reading and learning as well as for social and cultural activities.

5.9 Encouraging education, research and innovation

The motto of public libraries shall be to encourage education, research and innovation by ensuring support infrastructure, and by providing access to relevant data, information and knowledge resources.

5.10 Promoting universal literacy and life-long learning

Public libraries can promote universal literacy and life-long learning by organizing various in-house and outreach programmes, and extension services, including information literacy instruction, skills development, training, workshop, campaign, etc.

5.11 Creating reading habits among people

Public libraries can create reading habits among the people, develop their multidimensional skills, and make them lifelong learners through library and information services.

5.12 Developing social capital through networking, resource sharing and partnerships

Public libraries believe in developing social capital through spreading strong networking, resource sharing and partnership programmes at home and abroad.

5.13 Professionalism

Public libraries are determined to maintain a high standard of professionalism by cultivating professional knowledge, creativity, ethics, behaviour and values of the staff, and by protecting the social dignity of the profession.

5.14 Use of modern technology

Public libraries adhere to the introduction of modern and sustainable library management systems by adoption and use of the latest technologies and global trends.

5.15 Protection of Intellectual property rights

Public libraries always respect the owner of creative works and they are responsible for the protection of intellectual property rights by following national and international copyright acts, intellectual property laws and other legal frameworks.

6. Definition of Key Terms

- **Automation:** In library, automation is a process where all the library operations and services are automatically executed through computerization using different automation software to introduce an integrated library system.
- **Consortium:** An association or group of several institutions having common values, beliefs or ideologies, works together to achieve a common goal through the programmes of acquisition and sharing of resources, idea exchange, technical support, etc.
- **Core values:** Core values are the basis and fundamental belief of an organization, usually reflected in its mission and vision, which help in achieving organizational success and sustainability in the long run.

- **Digitalization:** Digitalization refers to transforming and upgrading the traditional library model into digital one by leveraging digital technologies and digitized data.
- **Digitization:** Digitization is the process of converting and/or representing analogue content to digital format by the use of digital technologies.
- **Green library:** Refers to an eco-friendly library system that follows green standards to minimize the negative impact on the natural environment and maximize indoor environmental quality through proper site selection, building design, use of natural construction materials and biodegradable products, conservation of resources, service delivery, etc.
- **ICT:** ICT is an acronym for “Information and Communications Technology” which refers to the convergence of computer and communication technologies for speedy and efficient gathering, processing, storing and disseminating information and making it easily accessible.
- **Information literacy:** Information literacy refers to a set of skills and abilities to recognize, locate, evaluate and effectively use the needed information.
- **Information professionals:** An information professional, or a library professional, or a knowledge professional refers to someone specialist who is responsible for collecting, organizing, storing, retrieving, and disseminating printed or digital information for satisfying the information needs of people.
- **Information resources:** Information resources, library resources, library materials, library collections and intellectual information assets are used interchangeably, and they all refer to either printed or digital or both forms of resources including books, periodicals, newspapers, magazines, databases, reports, etc.
- **Information services:** Information services, library services, or library and information services are often used synonymously to refer to those basic and special types of services provided by libraries through traditional and /or electronic means in order to satisfy users’ information needs.
- **Knowledge society:** A knowledge society refers to that society where all its members are responsible for the creation, dissemination and proper usage of knowledge for the betterment of the society in which they live.
- **Learning Commons:** Learning Commons, also known as Information Commons or Knowledge Commons or Digital Commons, refers to a library model which provides an integrated and shared environment, both physical and virtual, to support collaborative, social and individual learning.

- **Library:** A library is a space, physical or virtual or both, in which all types of reading materials including books, periodicals, newspapers, magazines, government records, research reports, monographs, maps, globes, charts, etc. are organized and stored, and it provides access to such items in order to meet the informational, research, educational and recreational needs of people. In this policy, the term 'libraries' is used to denote 'public libraries' in many cases.
- **Library placemaking approach:** A multifaceted approach to the planning, design, management and programming of library spaces which transforms library into the heart of the community, facilitates creative patterns of activities and connections, promotes people's physical and mental health, happiness, and well-being, and supports ongoing evolution of the library.
- **Mission:** Mission is the strategic activities and steps, adopted with an aim to implement the vision of an organization.
- **National policy:** A national policy is a pronouncement of a government's perception and commitment to a particular sector. It is a broad course of action or statements of guidance adopted by the government at the national level in pursuit of national objectives.
- **National public library policy:** A national public library policy refers to the guiding plan of actions and statements adopted by a government for the planned and coordinated development of a country's public libraries.
- **National repository:** Refers to a repository that contains an organized digital collection of all the creative works of a country or a nation.
- **Open Access:** Open access (OA) refers to an online platform which is open to all, with no access fees, and provides free and unrestricted online access to journal articles, books and other research outputs and data.
- **Peoples' university:** A learning platform which provides informal learning opportunities to all individuals in the society through self-education, self-development, lifelong learning, skill development and other socio-cultural welfare programmes. Public libraries are regarded as the people's university.
- **Plagiarism:** The exercise of taking the creative work of someone else without giving credit to the original creator and claiming it as his/her own original work, which is considered as an academic crime.
- **Policy:** A policy is a plan of action or a detailed statement of aims and objectives based on some ethical standards, which provides guidelines for proper functioning and making decisions.

- **Principles:** Principles are used to denote a set of moral values that establishes a framework for the expected behaviour and functionalities of public libraries, and leads to formulate the national public library policy.
- **Public library:** A public library is a social organization established, supported, operated and funded by the community, either through government or through some other form of community organization with a view to provide free access to information and knowledge resources and services to all members of the community without any discrimination. In this policy, the term 'public library' is used to denote both government and non-government public libraries.
- **Vision:** Vision is aspirational in nature, which focuses on what an organization dreams or desires to achieve in the long-run.

7. National Public Library Policy Statements

7.1 Vision, Mission and Core Values of Public Libraries

7.1.1 Vision Statement

Public libraries of Bangladesh will be an active and dynamic agent of the information world that will promote building a sustainable knowledge-based digital society. Thus, the vision statement of public libraries of Bangladesh:

To support building an enlightened knowledge society by ensuring socio-economic, cultural, intellectual and recreational lives of the people of Bangladesh through modern library and information services.

7.1.2 Mission Statement

Public libraries of Bangladesh will play an active role in creating an informed citizenry by ensuring engagement, enlightenment, enrichment, entertainment and empowerment of people of all ages and backgrounds in the country through implementation of various library programmes and delivering information services at the citizen's doorsteps. The mission statement of public libraries of Bangladesh:

To connect diverse communities and people of all levels of Bangladesh with public libraries by ensuring free and democratic access to information resources and services.

7.1.3 Core Values

The core values of public libraries of Bangladesh are:

7.1.3.1 Engagement

- (a) To connect people of all levels of the society with public libraries as a public space and a meeting place.
- (b) To run different social, cultural and awareness raising programmes in partnership with other organizations that provide an opportunity for informal contact and to establish harmony between different cultures owned by local people which essentially leads to a social positive experience.

7.1.3.2 Enlightenment

- (a) To assume the social, cultural and ethnic needs of a community and enlighten its people through lifelong learning programmes.
- (b) To create an enlightened society by creating learning opportunities for diverse users of the community and by providing access to a wide range of knowledge and educational resources which will support economic, social and cultural development.

7.1.3.3 Enrichment

- (a) To advance creativity and personal as well as community development by providing access to the multidimensional collection of world's literature and knowledge.
- (b) To enrich one's self-knowledge through various formal and informal educational programmes along with introducing various basic life skills, adult basic education, and awareness programmes for meeting the desired needs by providing services within and beyond the wall.

7.1.3.4 Entertainment

- (a) To entertain people through public library programs emphasizing to protect the identity of local cultural community traditions.
- (b) To organize cultural and artistic exhibitions through developed library materials that essentially represents the cultural interest making it a cultural hub of the community.

7.1.3.5 Empowerment

- (a) To help social and economic empowerment of people through ensuring free-flow of knowledge in society, building knowledge-enriched community and contributing to national development.
- (b) To empower every citizen of the community by providing information and services required for dealing with daily life as well as employment.

7.1.3.6 Evolvement

- (a) To have the capacity to embrace emerging technologies for the long term sustainability of the organization.
- (b) To introduce a variety of improved library materials and services and to modernize the libraries in the effective ways based on the long-

term work experiences of the staff. Besides, to prepare library workers capable to adapt to the fast-changing new environment with a view to ensure making the best use of library services and materials.

7.2 Location and Visibility

The main objective of the policy related to the location and visibility of public libraries is to build a country-wide public library network and to make it available and accessible to people of all walks of life in Bangladesh. The strategies and guidelines under this policy:

- 7.2.1 At least one public library will be established at the headquarters of each Division, City Corporation (including ward-level), District, Municipality, Upazila and Union levels. Gradually this public library network will be expanded to village level.
- 7.2.2 Strategic plan should be taken to expand the library network at Upazila level by the next 5-10 years and at village level by the next 10-15 years.
- 7.2.3 Besides government initiatives, private sectors should be encouraged to set-up non-government public libraries in rural areas so that inhabitants of each village may enjoy library services and facilities.
- 7.2.4 Private sectors will also be welcomed to establish new government public libraries in the country through public-private partnership (PPP).
- 7.2.5 Public libraries will be strategically located at such point that is easily visible and accessible and is convenient for all types of users.
- 7.2.6 Initiatives will be taken to introduce mobile libraries, boat libraries, other floating libraries and library extension services so that every citizen of the country from their own territory may avail library facilities.

7.3 Physical Infrastructure

The aim of this policy is to ensure modern, eco-friendly and sustainable physical infrastructure and building layout for all public libraries of Bangladesh. The major strategies and guidelines regarding this issue:

- 7.3.1 Every public library shall have its own premise and complex with the scope for future extension.
- 7.3.2 The size of public libraries shall be different for national, divisional, district, upazila, union and village levels. The size of population of the concerned area, the profession

and nature of work of the users will be considered for planning and designing public libraries.

- 7.3.3 The architectural design of public library buildings will reflect national and/or local historical and cultural values and aesthetic beauties. 'Library Placemaking' approach to the planning, design and management of public spaces will be adopted.
- 7.3.4 Library shall ensure an eco-friendly environment. The concept of 'green library' shall be introduced to minimize negative impact on the natural environment and maximize indoor environmental quality by means of careful site selection, use of natural construction materials and biodegradable products, conservation of resources (water, energy, paper), and responsible waste disposal (recycling, etc.)
- 7.3.5 Library shall ensure a safe and comfortable environment for the users by an eye soothing interior design with proper lighting, ventilation and air conditioning facilities.
- 7.3.6 A strong library security system will be ensured by integrating modern fire management system, emergency exit, Closed-Circuit Television (CCTV), digital locker system and other necessary facilities.
- 7.3.7 Separate space allocation shall be ensured to execute organizational functions and activities of the library, e.g. acquisition section, processing section, circulation section, reference section, children section, administrative section, Information Technology (IT) section, smart meeting room, etc.
- 7.3.8 To satisfy all types of users' need, various forms of reading room shall be designed, e.g. individual desk system, sound proof discussion room, group study zone, research zone, etc. with proper seat allocation according to the number and type of user (i.e. child, youth, senior).
- 7.3.9 Special attention will be given for designing a separate corner for Special Interest Groups (SIG), e.g. recreation corner, senior citizens' corner, a corner for differently abled people, etc.
- 7.3.10 A separate zone for jobseekers shall be created in the library where limited number of users (jobseekers) will get opportunity to study for a certain period in a day. The users having interest in studying personal books may be allowed to use a limited number of text or reference books of their own in the specified zone of the library.
- 7.3.11 Every public library should have lecture room, hall room, auditorium, language learning centre, distance education centre, etc. for promoting library extension services including social and cultural programmes.

- 7.3.12 There should have payer room, tea/coffee corner, cafeteria, first aid treatment centre, souvenir corner, token counter and a child day care centre in every public library complex. The concerned libraries will formulate the required policies for the governance and management of such facilities.
- 7.3.13 Sufficient modern washroom and sanitation facilities will be ensured for all the staff and users, including male, female, children, senior citizens, and differently abled people.
- 7.3.14 A separate corner for searching Online Public Access Catalogue (OPAC) and databases, and for browsing internet shall be created.
- 7.3.15 Outdoor area/ parking for cycles, cars or other vehicles will be created.

7.4 Equipment and Furnishing

Every public library should have sufficient and adequate modern equipment and furniture to generate a physical environment conducive for the pleasant and effective use of its materials and services. The guidelines to be followed are:

- 7.4.1 The furniture should be well-designed and compatible with the architecture of the library building.
- 7.4.2 The equipment suitable and effective for the proper operation of the library activities should be selected.
- 7.4.3 The layout of equipment and furnishing should be designed in such a way that the smooth movement and exit of readers, and the easy handling of library resources can be ensured.
- 7.4.4 Library book shelves should be flexible enough considering all types of users i.e. kids, adults, senior citizens, differently able persons, etc.
- 7.4.5 Wheel chair and ramp services for differently abled users or users with special needs will be ensured in every public library.
- 7.4.6 Book conveyor belt or automatic book drop should be introduced in every public library to drop back the books after finishing reading even out of the library hours.
- 7.4.7 Sufficient modern computers and other equipment consistent with the existing system will be made available for library digitization and smooth execution of other library operations.

- 7.4.8 Attractive and adequate office desks, computer and IT desks for every public library will be ensured.
- 7.4.9 Album displaying, special child-friendly collections, colorful ingredients, etc. should be organized for kids.
- 7.4.10 Specially designed furniture with a fun factor will be considered for children and teens.
- 7.4.11 Portable screens may be used to create smaller zones in the library.

7.5 Information Resources Development

The main purpose of this policy is to provide guidelines for building a balanced and up-to-date library collection that supports library's mission. Thus, this policy provides clear and specific statements for the selection, acquisition, organization, storage, preservation, and withdrawal of library and information materials.

7.5.1 Scope and Coverage

The library collection must reflect the objectives of the library and the changing information needs of the users.

- 7.5.1.1 Libraries will cover a wide range of information materials in a variety of formats, (e.g. print, digital, and audiovisual) to satisfy the diversified information needs of wide cross-section of people of Bangladesh irrespective of age, gender, profession, social or economic condition, cultural or ethnic origin, religious or political beliefs, and physical or mental ability which in turn will implement the mission of the public library.
- 7.5.1.2 Every public library shall focus on local culture, tradition and custom, indigenous knowledge, history and liberation war, literature and fiction, lifestyle, politics and governance, ethics, etc. for building collections. Quality creative works of local personalities having literary values and public interest shall also be taken into consideration.
- 7.5.1.3 Every public library shall establish 'Bangabandhu and Liberation War Corner' containing a rich collection of national and international books, CD-ROMs and documentaries, etc. on Bangabandhu and Liberation War of Bangladesh.

- 7.5.1.4 Aside from local collections, every public library shall include collections of national and global development issues covering STEM (science, technology, engineering and mathematics), education, agriculture, economics and business, health, gender, rural development, disaster and pandemic management, and other creative and intellectual works.
- 7.5.1.5 Besides text books, libraries will collect reputed national and international research journals, documents reflecting national and international developments goals, research reports, government reports, policies, rules and ordinances, works of major Nobel Laureates, reference books, magazines, newspapers, fiction and non-fiction literature books, etc.
- 7.5.1.6 The library collections will be enriched by various reference materials including dictionaries, encyclopedias, maps, globes, atlases, directories, manuals, biographies of nationally and internationally prominent persons, educational films and cartoons, etc.
- 7.5.1.7 Electronic collections will primarily include e-journals, e-books, e-newspapers, and reference and full-text databases. For developing e-resources, library shall follow the existing copyright act and other legal and ethical issues practiced in Bangladesh.
- 7.5.1.8 Library shall take special care of building children's collections according to their age specific demand. This collection may consist of colourful books with sturdy and laminated cardboard pages, picture books, books written for beginning readers, children's nonfiction collection including real-life stories and informational books, audiobooks and playways, playway views, launchpads, video games, movies and music CDs for children and families, etc.
- 7.5.1.9 Various reading materials including braille books suitable for visually impaired readers should be made available in the public libraries.
- 7.5.1.10 Public libraries will always be aware of meeting the needs and demand of other special interest group (considering certain gender, age, religion, race or ethnicity and other disadvantaged group) by offering them diversified information resources and services.

7.5.2 Selection of Library and Information Resources

- 7.5.2.1 A 'Library Resource Development Committee' shall be formed by the designated authority in light of governmental policy to review and evaluate library and information resources for selection. The committee must not include any person who might have conflict of interest in the procurement process.
- 7.5.2.2 Library and information resources will be selected from a neutral point of view ignoring the personal prejudice, philosophies, religions, and political beliefs of the library or library authority.
- 7.5.2.3 Local demand and users' needs assessment will be given priority in the selection process.
- 7.5.2.4 For the selection and collection of library materials, priority shall be given on the latest edition, but old and rare books having demand for intellectual, research and cultural values will be considered for selection.
- 7.5.2.5 Library authority will consider the demographic composition, size of the library and the number of users for selecting library and information resources and allocating budget for each public library.
- 7.5.2.6 Materials that may have negative impact on the state, society, culture, religion and ethics or such materials that may hinder the communal harmony will not be selected and promoted by the library authority.
- 7.5.2.7 For selecting traditional library resources, the library authority will consider the quality of materials, public demand, cost and budgetary limitations, timeliness, significance and importance of a subject, reputation of author, publisher, editor or performer, and relation to existing collection.
- 7.5.2.8 The criteria to be considered for selecting e-resources shall be:
- (a) Ensuring perpetual access to subscribed e-resources;
 - (b) Compatibility with available equipment and/or existing operating systems;
 - (c) Ease of use;
 - (d) Enhanced searching capabilities;
 - (e) Price of print format versus electronic;
 - (f) Authority and accuracy;

- (g) Research and scholarly values;
- (h) Frequency of updating;
- (i) Anticipated demand by library users;
- (j) Impact upon staff for ongoing maintenance and updating of database;
- (k) Training requirements for staff and the stakeholders;
- (l) Remote access capability; and
- (m) Licensing, digital rights management and usage restrictions, etc.

7.5.3 Acquisition of Information Resources

7.5.3.1 Purchase

Libraries will build collection of information resources mainly through purchasing. The following guidelines will be followed for purchasing books and other reading materials:

- (a) A committee shall be formed by the concerned authority to take necessary steps to purchase library resources.
- (b) The committee shall follow the latest purchase policy of the government or the existing Public Procurement Rules (PPR) and Public Procurement Act (PPA) for purchasing library and information resources.
- (c) The concerned authority shall purchase books and other reading materials for all the government public libraries under its control based on annual budget.
- (d) The existing book purchase policy, however, should be relaxed and provision should be made to purchase any significant books having current demand throughout the year. Besides, local public libraries will be given special power to purchase limited number of significant items when required.
- (e) For the procurement of e-resources, concerned authority will call e-GP (e-tender) and make agreement with the vendors/publishers considering the criteria for selecting e-resources (Clause 7.5.2.8) and other relevant factors.

- (f) Non-government and other privately-owned public libraries will purchase library and information resources according to their own guidelines or policies.

7.5.3.2 Gift and Donation

- (a) Library authority shall welcome the gifts and donations of library resources from any donor agencies, institutions and individuals abiding by the governmental rules and policies.
- (b) The criteria to be followed for the selection, organization and storage of the gift items will be similar to those of the purchased materials.
- (c) Public libraries will retain the unconditional ownership of the gift items.
- (d) Public libraries will reserve the sole authority and rights to preserve, use, display and dispose of such materials.

7.5.3.3 Exchange

- (a) Public libraries will encourage exchange of library and information resources with other libraries and institutions having similar interests based on written agreement.
- (b) The exchanged resources will be considered as the property of the public libraries of Bangladesh.
- (c) Initiatives will be taken to exchange resources and programmes related to science and national issues along with history, tradition and culture of Bangladesh with other countries through diplomatic missions. In this regard, emphasis will be laid on the joint initiatives and efforts of the Ministry of Foreign Affairs and the Bangladeshi Embassies, High Commissions and Missions abroad.

7.5.4 Resource Organization, Storage and Preservation

- 7.5.4.1 The library resources will be systematically organized following standard schemes of classification [e.g. Dewey Decimal Classification (DDC) or other schemes] and codes for cataloguing [e.g. Anglo-American Cataloguing Rules-2 (AACR-2), Resource Description and Access (RDA) or other codes].

- 7.5.4.2 The Department of Public Libraries (DPL) will take initiatives to create and introduce an integrated catalogue for the public libraries of Bangladesh.
- 7.5.4.3 Public libraries will introduce an Online Public Access Catalogue (OPAC) to facilitate various function including online bibliographic searching of library holdings, searching new books, check out status, reservation list, personal information and search history, etc. via computer terminals.
- 7.5.4.4 E-resources will be stored and preserved in digital repository and in the central database accessible via library website. Libraries will use standard Machine Readable Cataloguing (MARC) format and metadata for resource description and access.
- 7.5.4.5 For organizing children's collections, child-friendliness and the suitability of the kids and their parents/guardians will be considered.
- 7.5.4.6 The public libraries will follow different scientific methods and modern strategies including dusting, fumigation, lamination and treatment of rare materials, etc. for long-term preservation, conservation, and maintenance of the resources.
- 7.5.4.7 The public libraries will take necessary initiatives to preserve the local, regional, national and global cultural and natural heritage and rare collections with historical and literary importance.
- 7.5.4.8 Public libraries will take effective measures for digital preservation of library resources by using the latest software, tools and technologies.

7.5.5 Weeding, Losses, Write-off and Disposal of Resources

- 7.5.5.1 The concerned library authority shall verify and review library stock at regular intervals and take necessary steps to weed out materials that are worn, obsolete, unused, or in unnecessary duplication.
- 7.5.5.2 The local public libraries may be given special power to discard the outdated, worn-out, damaged, valueless or unused duplicate materials approved by the concerned authority.
- 7.5.5.3 The concerned authority shall take necessary steps for dealing with lost items at national, divisional, district and other government public libraries according to government orders/rules.

- 7.5.5.4 The concerned authority shall take necessary steps for writing-off obsolete, worn-out, damaged or lost items according to government orders/rules.
- 7.5.5.5 The library authority shall reserve all the rights of disposal of weed-out resources at regular interval. The authority shall decide the use of such disposal method, not conflict with other national and international policies.

7.6 Library Membership and Lending Policy

The objectives of this policy are to make the library resources available to the legal and eligible library members for borrowing, to maintain the profile of registered library users, to facilitate book lending transactions, and to ensure the security of library materials. The strategies and guidelines to be followed in this regard are:

7.6.1 Types of Membership

7.6.1.1 General Members

- (a) Every citizen of Bangladesh shall have the opportunity to be a general member of the public library by registration.
- (b) General members will enjoy all the basic library facilities including reading room service, searching library catalogues, searching Online Public Access Catalogue (OPAC), email notification, reference and bibliographic services, etc.

7.6.1.2 Service Specific Members

- (a) Every general member shall become a service-specific member by paying certain fees for some special type of services.
- (b) Within the scope of the existing copyright act, a number of services including lending, photocopying, printing, scanning, internet searching, access to subscribed e-resources, etc. may be provided to library members on certain payment.
- (c) The type of library materials/services provided, the charges imposed and the mode of payment shall be determined by the library authority according to respective library policies.

7.6.1.3 Corporate Members

- (a) Organizations such as business entities, nonprofit organizations, governmental agencies, academic and research institutions, etc. can be corporate members.
- (b) Corporate members will be entitled to enjoy the library facilities following the terms and conditions made by the concerned libraries.

7.6.1.4 Non-members

- (a) Any individual or organization, having no membership of the public library, may visit and use the library on the basis of prior permission of the authority and filling out an initial entry form.
- (b) Non-members may be provided some specific facilities or services determined by the concerned library.

7.6.2 Registration and Membership Cards

7.6.2.1 Every citizen of Bangladesh willing to be a member of the public library must be registered by filling-up an application form online or manually prescribed by the concerned library.

7.6.2.2 Foreigners who are studying or employed in Bangladesh or are living in Bangladesh as “Dependent” may become a library member after registration.

7.6.2.3 Organizations such as business entities, nonprofit organizations, governmental agencies, academic and research institutions, etc. willing to be corporate members of a public library must apply for registration.

7.6.2.4 All members will be required to show valid documents as proof of their own residency and identity.

- (a) Children aged up to 18 years will need to provide birth certificate or school/college ID card as proof of residency and identity when applying for membership.
- (b) The application form for children aged up to 12 years must be signed by his/her parents or legal guardian. The parents or legal guardians will also be required to show their own NID/voter ID card/birth

certificate/passport as a proof of their residency and identity. The respective libraries will issue library cards for such children following certain terms and conditions.

- (c) Children aged from 13 to 18 years will be issued library cards. But the children of this age group can use their school/college ID cards as library compliant cards.
- (d) Adults aged from 19 to 60 will be required to show NID/voter ID card/birth certificate/valid passport to get the library card as a proof of their residency and identity.
- (e) Senior citizens aged 60 years and above will have to show NID/voter ID card/birth certificate/valid passport as proof of their residency and identity. The respective libraries will issue library cards for senior citizens following certain terms and conditions.
- (f) Differently abled users will be provided library cards but their parents or legal guardians will be responsible for proper use of library cards.
- (g) Foreigners will be required to show their valid passport, employment ID/student ID in Bangladesh, and supportive documents for “Dependents” as proof of their residency and identity.
- (h) Nominated officials from corporate organizations will be required to show their employment ID and NID/voter ID card/birth certificate/passport as proof of their residency and identity. The respective libraries will issue library cards for senior citizens following certain terms and conditions.
- (i) The delegates from institutions in home and abroad may visit as well as use the public library subject to prior written permission.

7.6.2.5 A user, holding a library card of any government public library in the country, may avail the defined services and facilities of any other government public libraries under the Department of Public Libraries.

7.6.3 Charges and Duration of Membership

7.6.3.1 Fees may be imposed for service specific membership. The fees will be fixed by the designated authority, which may vary considering the socio-economic condition of the local people.

- 7.6.3.2 There shall be a provision for temporary as well as lifetime membership and also for the cancellation of membership.
- 7.6.3.3 There shall be a provision for renewal of membership. Membership must be renewed before the date of expiration.
- 7.6.3.4 The concerned library authority shall reserve the rights of determining the charges and duration of membership.

7.6.4 Lending of Library Materials

- 7.6.4.1 A user, holding a service-specific membership, shall be allowed to borrow reading materials including books, CD-ROMs, DVDs, audio-visual materials and other defined items from the public library following terms and conditions.
- 7.6.4.2 The concerned library authority will determine the number of items to be borrowed and the period of loan, following certain rules and regulations.
- 7.6.4.3 There shall be a provision for renew of loan items subject to the availability of sufficient copies in the library. The concerned library authority will determine the number and period of renewals for a specific item, following the terms and conditions of lending process.
- 7.6.4.4 There shall be a provision for reservation of the items on loan or checked out.
- 7.6.4.5 Security money will be charged for borrowed items. The amount of charges will be fixed by the concerned library authority.
- 7.6.4.6 The users who failed to check-in borrowed items timely may be fined according to the defined terms and conditions.
- 7.6.4.7 The concerned user shall be responsible for check-in of the borrowed item in a proper condition. For damaged or lost items, the user will be fined according to the rules and regulations of the public library. The library authority will reserve all the rights to charge and imply rules and take legal action against the user regarding such issues.

7.7 Library and Information Services

The effective use and enrichment of a library largely depends on the quality of services provided. The objectives of this policy are to design user-centered library programmes and services, and to make them available and accessible to the community members to satisfy their evolving information needs. The standards and guidelines regarding this issue are:

7.7.1 Basic Services

The basic services of public libraries will include but not limited to the following:

- 7.7.1.1 Reading Room Service:** Each public library shall ensure reading facilities for all members/readers in a comfortable environment with special corner for Special Interest Groups (SIG).
- 7.7.1.2 Reference Service:** Libraries will provide services to search and use required information from the ready-reference sources like dictionaries, encyclopedias, catalogues, bibliographies, indexes, directories, gazetteers, biographies, databases and other reference materials. Provision will also be made to provide long-range reference services.
- 7.7.1.3 Referral Service:** Libraries will make provision for providing users with the direction to where the desired services will be available.
- 7.7.1.4 Current Awareness Service (CAS):** Libraries will offer services to satisfy users' current approach to information through display of new arrival, notification, alerts, etc.
- 7.7.1.5 Selective Dissemination of Information (SDI):** Libraries will make provision for providing SDI services to highly specialized users by maintaining their profiles.
- 7.7.1.6 Public Library Charter:** Public libraries will create a charter reflecting the expectations of the community people and the commitment of the libraries.
- 7.7.1.7 Lending Service:** Libraries will provide lending facilities for using books at home or outside of the library, following certain rules and regulations.
- 7.7.1.8 Inter-library Loan:** Public libraries will provide inter-library loan and document delivery services through collaboration with other libraries and information centers.

7.7.1.9 Reprographic Services: Libraries will render various types of reprographic services including photocopying, printing and scanning of documents under the provisions of existing national and international Copyright Acts.

7.7.1.10 Audio-visual (AV) Service: Every public library shall have an AV section, and shall provide services to support educational and recreational needs of the people through audio-visual materials.

7.7.1.11 Translation Service: Provision may be made in the libraries for translation service on demand, for significant scientific and literary documents published in languages other than Bangla and English.

7.7.1.12 Research and Publications: Larger public libraries will have research and publication cell to conduct research projects, foster innovations, and publish research reports, journals, bulletins, annual reports, and other organizational documents.

7.7.1.13 Training: Every public library shall organize regular training for staff at home and abroad. Besides, public libraries will organize regular training programme's for users to facilitate proper use of library tools and technologies, locating desired information, searching online catalogues and databases, preparing research reports/thesis, etc.

7.7.1.14 Advising, Counseling and Information Therapy Services: Public libraries will support the academic, research and career plans of users, reduce information anxiety and promote mental health through advising, counseling and information therapy services.

7.7.2 E-services

Public libraries will provide access to 24/7 online library and information services through the integration of ICT, automation and digitalization to meet the user's diversified information needs. For example-

7.7.2.1 Providing computer and Internet use facilities in the library.

7.7.2.2 Searching library's Online Public Access Catalogue (OPAC).

7.7.2.3 Providing access to various online databases including online library websites, bibliographic and full text databases, free and commercial e-resources, etc.

- 7.7.2.4 Offering apps-based library services available via library's website and users' personal devices.
- 7.7.2.5 Notification of new library services, community events and emergency messages through automated e-mail and mobile alert services.
- 7.7.2.6 Providing remote access to library services and electronic resources.
- 7.7.2.7 Providing open access to e-resources including national and international e-books, e-journals, online databases, etc.
- 7.7.2.8 Provisions for online literature searching, plagiarism checking, reference management service, and online guidance service, etc.
- 7.7.2.9 Providing access to various e-services of the government by establishing links.
- 7.7.2.10 Besides the above services, every public library shall design and take necessary steps to provide various innovative e-services/online services considering the emerging needs of the community.

7.7.3 Services to Special Interest Groups

Different groups of users have different information needs according to their age level, gender, profession, abilities, etc. Public libraries will take special care for designing information services suitable for different interest groups:

- 7.7.3.1 Children:** Public libraries will ensure a child-friendly environment and make provision for effective services to encourage and attract children to use the library at an early age to acquire reading habits. Pre-school programme's, e.g. story-time, rhyme-time, homework assistance, drawings, computer literacy classes, etc. will be organized.
- 7.7.3.2 Teenagers and Youths:** Internet access through web filtering, moral education, readers clubs, book discussion groups, library usage talks, and other programme's and services suitable for teens and youths will be arranged by every public library of the country.
- 7.7.3.3 Women:** Public libraries will provide women-friendly programme's and services including women's empowerment, legal and social security support, literacy and awareness of reproductive health and childcare, etc.

- 7.7.3.4 Senior Citizens:** Public libraries will design various library programme's and provide services to meet the educational, informational, cultural, recreational, health, social-care, and other evolving needs of senior citizens.
- 7.7.3.5 Jobseekers:** Public libraries will make provision to support jobseekers by providing information resources and services relevant to different job recruitment preparation, organizing job fair, connecting different job portals with library, providing opportunities for access to job circular information, and by offering proper training, guidelines, counseling, etc.
- 7.7.3.6 Illiterate/uneducated People:** Public libraries will encourage illiterate people to use libraries for the betterment of their lives. Different educational documentaries, AV materials, adult literacy programmes, etc. will be developed for illiterate people.
- 7.7.3.7 Differently Abled People:** Public libraries will make provision for providing services to differently abled people including people with visual, hearing, speech and mobility impairments. Libraries will design special corners and relevant services to assist people with certain disabilities. For example, special software for visually impaired people, video display and other visual accessories for hearing disabilities, etc. may be introduced.
- 7.7.3.8 Entrepreneurs:** Public libraries will support entrepreneurs by providing business information and services including research data on industry trends, business databases, national and international markets, information related to small and cottage industries, business plans, training, etc.
- 7.7.3.9 Farmers:** Public libraries will address farmer's information needs and support agricultural development by providing access to information and services related to plant pests and animal diseases, weather patterns, environmental sustainability, farming practices, consumer needs and market prices, etc.
- 7.7.3.10 Ethnic Groups:** Public libraries will render services to different ethnic groups concerning their history, culture, custom and tradition.
- 7.7.3.11 Non-binary/Third Gender:** Every public library of the country shall make provision for providing necessary information and services to the people of non-binary or third gender.

7.8 Public Library Extension Services: Community Engagement and Outreach Programmes

The aim of this policy is to transform every public library of the country into a community hub by creating a focal point of multidimensional programmes and services to meet the social, cultural, recreational and other information needs of the people of the community. The guidelines followed in this regard are:

7.8.1 Social and Cultural Programmes

- 7.8.1.1 Public libraries will organize different social awareness programmes. For example, blood donation and health awareness campaign, climate and environmental issues, proper sanitation and use of pure drinking water, tree plantation and other safety programmes, etc.
- 7.8.1.2 Public libraries will arrange different life skill development programmes, seminars and workshops on current issues.
- 7.8.1.3 Public libraries, in cooperation with other local institutes, will provide legal aids to the rural people and create awareness among the citizens about their rights and duties to the society.
- 7.8.1.4 In partnership with NGOs and other individuals and institutions in the community, public libraries will create a social hub where different problems and possibilities of society can be discussed.
- 7.8.1.5 Public libraries will create an open public speaking floor to share lifelong experience of great personalities including Nobel Laureates, senior citizens, freedom fighters, language movement personalities, litterateurs, educationists, philanthropists and others.
- 7.8.1.6 To promote community engagement, public libraries will give emphasis on the collection, preservation and promotion of local culture, history, customs and traditions.
- 7.8.1.7 Public libraries will arrange annual consultation meeting between user and management and will introduce “Best Library User Award of the Year”.
- 7.8.1.8 As a center for cultural excellence, every public library shall organize and promote different cultural and literary programmes. As for example-

- (a) Book fair: Public libraries will organize book fairs and will also attend different national and international book fairs;
- (b) Exhibition of educational films/movies;
- (c) Reading/study circle;
- (d) Book review competitions;
- (e) Reading and writing competitions;
- (f) Book talk and library talk;
- (g) Poem recitation;
- (h) Drawings;
- (i) Storytelling;
- (j) Debating;
- (k) Essay-writing competitions;
- (l) Other arts and literary competitions, etc.

7.8.1.9 To create reading habit among students and to encourage them to use library, the condition for submitting 'Library Membership Certificate' issued by any recognized library in home and abroad as one of the required documents may be included in the job circulars of all types of recruitment agencies.

7.8.1.10 Depending on the context and community need, public libraries will undertake any other outreach programmes and arrange seminars, workshops, etc.

7.8.2 Information Literacy and Computer Training Programmes

7.8.2.1 Public libraries will promote media and information literacy among the community people through training, campaign and advocacy in and outside the libraries.

7.8.2.2 Public libraries will organize awareness raising programmes among users, librarians and other stakeholders on the importance of information literacy for lifelong learning.

7.8.2.3 Public libraries will promote computer and digital literacy through training on using computer, World Wide Web, e-mail, social media, etc.

7.8.2.4 The public libraries will build partnerships with local organizations to provide free information literacy training on various issues including agriculture, health, food and nutrition, etc. outside the libraries.

7.8.3 Supporting Local Livelihoods

The public libraries will assume the consumer information needs and will provide information and training regarding local livelihoods, such as-

- Sustainable agriculture;
- Beekeeping;
- Fish farming;
- Animal husbandry;
- Agroforestry;
- Ecotourism;
- Handicraft production, etc.

7.8.4 Mobile Library Services

7.8.4.1 The Department of Public Libraries will expand mobile library services from capital city to divisional and district headquarters. This service will gradually be operated at upazila, union and village levels.

7.8.4.2 Boat and other floating library services will be introduced in the area where wetland ecosystem exists.

7.8.5 Celebrating National and International Days

7.8.5.1 The public libraries will organize and celebrate programmes on the occasion of different national and international days.

7.8.5.2 Each public library shall celebrate the National Library Day every year by organizing rally, discussions, literary competitions, seminars, prize-giving ceremony, etc.

7.8.6 Responding to Disaster, Emergency and Pandemic Situations

Every public library should be prepared to respond positively as well as to support the community encountering a crisis of any local, national and global disaster, emergency or pandemic situations. In coordination with the local government and other concerned agencies, public libraries will prepare plans and guidelines for providing services to victims considering the case-specific disasters, emergencies or pandemics. Some specific guidelines are:

- 7.8.6.1 The Department of Public Libraries shall assist the government and concerned agencies to implement the guidelines, plans and policies adopted by the government to overcome any specific crisis and outbreak.
- 7.8.6.2 Each public library shall make provision for information on issues related to disasters, emergencies, epidemics or pandemics and their management.
- 7.8.6.3 Public libraries may create an email directory of the users following the government's policy, guidelines or act, related to personal data protection and privacy, and take necessary steps to maintain 24-hour connectivity with the community during crisis moment.
- 7.8.6.4 Each public library shall work as a trusted source for distributing updated pertinent information quickly and efficiently, e.g.—
 - Library-specific policy suggestions;
 - Regularly updated emergency contacts;
 - More universal resources on outbreak education, prevention, and preparation;
 - Crisis awareness bulletin;
 - Proper links for access to news articles;
 - Disaster and pandemic planning checklists;
 - First aid and vaccinations;
 - Emergency transports;
 - Food, drinking water, sanitation and shelter;
 - Relevant scientific research articles for researchers; etc.
- 7.8.6.5 Public libraries will disseminate the relevant latest and authoritative information to support administrative and managerial decision making during crisis.

- 7.8.6.6 Public libraries may organize education and training programmes for library professionals as well as for community people, to face the possible disaster and outbreak properly.
- 7.8.6.7 Public libraries will assist the government in re-building the community during post-disaster or post-pandemic period.

7.9 Library Modernization: ICT Integration, Automation and Digitalization

The aim of this policy is to provide guidelines to modernize the public libraries of Bangladesh with integration of Information and Communication Technology (ICT), automation and digitalization process. The following guidelines and strategies will be followed in this regard:

7.9.1 ICT Integration

- 7.9.1.1 To be relevant in ever-changing technological world, the public libraries of Bangladesh will use the latest ICT tools, hardware and software compatible with library operation, management and services.
- 7.9.1.2 Public libraries located at rural areas will ensure minimum ICT facilities equipped with audio-visual materials, reprographic technologies and computers with Internet connectivity.
- 7.9.1.3 Public libraries located at divisional, City Corporation, district and upazila headquarters will ensure modern computer lab and cyber space with sufficient computers, printers, scanners, multimedia projectors, network connectivity, Internet access, dynamic library website and other technological facilities.
- 7.9.1.4 All public libraries will be brought under latest technologies including affordable, highly advanced and secured broadband and Wi-Fi connectivity.
- 7.9.1.5 Public libraries will connect various media of social communication into their websites and they will ensure the availability of the secured content on social media and Internet through web filtering.

7.9.2 Automation

- 7.9.2.1 The entire library infrastructure will be brought under automation facilities. Libraries will automate their functions by using latest and standardized Integrated Library System (ILS).
- 7.9.2.2 Libraries will launch modern and dynamic websites by integrating Online Public Access Catalogue (OPAC), latest library news and events, Frequently Ask Questions (FAQ)/Ask a librarian, virtual reference service, etc.
- 7.9.2.3 All the public libraries will be brought under RFID (Radio Frequency Identification) or other latest and contemporary technologies to track, locate and manage library materials and to facilitate automatic check-in and check-out of circulation process and stock management.
- 7.9.2.4 Public libraries will take necessary steps to introduce smart ID card for the library members.

7.9.3 Digitalization

- 7.9.3.1 The traditional public library system shall gradually be digitalized by using standardized and latest digital library software and tools.
- 7.9.3.2 The printed materials and resources of the library (including old and rare collection) will be made available in the digitized format (except certain restrictions regarding copyright issues) and accessible via remote network.
- 7.9.3.3 The Department of Public Libraries (DPL) shall build a rich digital repository by archiving historical documents available throughout the country.
- 7.9.3.4 A central database with necessary security measures shall be created for all the public libraries of the country.
- 7.9.3.5 Public libraries will respect national and international copyright acts and intellectual property rights acts for digitization of library materials, and will ensure digital rights management for all concerned.
- 7.9.3.6 Public libraries will take necessary steps to digitize official records including accession register.

7.9.4 Computer and Internet Use

IFLA Guidelines on Public Internet Access in Libraries 2019 provides a standard framework for safe and secure access to Internet by different group of users in the library, which is also applicable for the public libraries of Bangladesh. The guidelines and strategies under the policy related to public access to computers and Internet in the public libraries of Bangladesh are:

- 7.9.4.1 To ensure easy access for all socioeconomic groups and to promote digital and social inclusion, the public libraries, in principle, will provide computer and Internet facilities free of charge. The libraries, however, may impose fees affordable to users according to their respective policies.
- 7.9.4.2 Public libraries will provide training for staff and users to develop their skills of evaluating internet resources and websites, using the Internet safely and avoiding harm.
- 7.9.4.3 Use of the Internet and library computers for activities like accessing human abusing or pornography content, committing fraud, hacking, or spreading rumor and slander, etc. that violate the state policies, acts, regulations and orders will be strictly prohibited.
- 7.9.4.4 Certain search terms and sites that may decrease human values and morality will be restricted and controlled by using appropriate filtering software.
- 7.9.4.5 The state policies, acts, regulations and orders will be followed for using various social media tools in the libraries.
- 7.9.4.6 No external devices like pen drive will be allowed to insert in the library's computer.
- 7.9.4.7 Users may be allowed to use personal laptop and digital devices in a separate zone of the library in case of special need.
- 7.9.4.8 With prior permission of the library authority, patrons may collect copies of digital contents within the scope of copyright laws or licensed software agreements.
- 7.9.4.9 Each public library shall ensure maximum opportunity for Internet use, and if required, the library shall determine the time limits for user's access to internet.
- 7.9.4.10 The concerned public library shall reserve the rights to control the time, place and manner of public use of computer and Internet in the library.

7.10 Library Networking, Partnership and Collaboration

The main objective of this policy is to provide guidelines for building networks and partnership under which public libraries will strengthen mutual understanding, connectivity, collaboration and resource sharing activities with other libraries and institutions. The strategies and guidelines will be followed in this regard:

- 7.10.1 Public libraries will make provision for networking and partnership with educational institutions (schools, colleges, university, etc.), cultural organizations (public, private, autonomous, local and so on) and civil society representatives through organizing regular social, cultural and intellectual events.
- 7.10.2 Public libraries will make collaboration and partnership with individuals and organizations in home and abroad having common interest in collection development, resource sharing, and service promotion.
- 7.10.3 The Department of Public libraries will take initiatives to build a consortium with other organizations of similar mind and nature for providing access to e-resources and participating in various collaborative works. Initiatives may also be taken to introduce resource sharing programmes and activities by the formation of consortia involving relevant government ministries, private organizations, foreign donors and local and foreign NGOs.
- 7.10.4 Public libraries will develop networking and resource sharing activities with national, academic and special libraries through introducing partnership, collaboration and exchange programmes in education, research, literature, culture, etc.
- 7.10.5 Public libraries in collaboration with different academic institutions, may arrange career consultation meeting to provide guidance to the students.
- 7.10.6 Public libraries may establish strategic relationships with renowned national and international publishing agencies, and arrange collaborative programmes based on mutual understanding and agreement. The Department of Public Libraries may introduce “Best Publisher Award of the Year” to encourage publishers to publish quality books suitable for public library users.
- 7.10.7 Public libraries in collaboration with NGOs and other local institutions can go a long way by arranging different value-added programmes that essentially address the social and cultural needs of all people of the community.

- 7.10.8 Public libraries may build a networking group of local entrepreneurs that will provide a collaborative forum for them to interact, discuss, exchange business information, share knowledge and experience, develop business skills, participate in business and educational programmes, etc. Business organizations and entrepreneurs may participate in the development of public library programmes and services under Corporate Social Responsibility (CSR) through mutual understanding.
- 7.10.9 Public libraries at union level may build partnership with union digital information center of A2I which will facilitate digital innovation, skill development, networking, local business and entrepreneurship development, etc.
- 7.10.10 Public libraries may build partnership with local donors (individuals/agencies) and organize periodic consultancy meetings for the development of libraries.
- 7.10.11 Every public library may create "Readers' Forum" to strengthen users' connectivity with the library and to promote knowledge sharing activities including issue-based discussion, reading, debating, etc.

7.11 Marketing and Promotion of Public Library Programmes and Services

The main purpose of this policy is to let people know about the activities, programmes and services of public libraries through different marketing and promotional tools and strategies. The guidelines and strategies for marketing and promotion of public library programmes and services are:

- 7.11.1 Public libraries will promote marketing of their products and services through traditional approaches including book displays, book launching ceremony, book fairs, library visit, library campaign, library talk, national library day and library week, etc.
- 7.11.2 Various documentary tools such as brochures, pamphlets, magazines, newsletters, posters, etc. will be used to market public library products and services. Public libraries may also distribute promotional materials like leaflet, folder, stickers, etc. with support from local donations or from corporate bodies under corporate social responsibility (CSR).
- 7.11.3 Public libraries will make provision for publicity of their activities and programmes through integration of social media and next generation web tools like Facebook,

Twitter, YouTube, etc. In this regard, government acts, orders and policies related to the use of social media will have to be followed.

- 7.11.4 Public libraries will apply direct marketing method in virtual form such as web sites, OPAC, e-mail, etc. to market and promote library programmes and services.
- 7.11.5 Public libraries may use mass media including TV and Community Radio for the promotion of community-based information programmes and services.
- 7.11.6 Friends of the Library Group may be formed to assist public libraries through fund raising, volunteering, advocacy, etc.

7.12 Library Operation and Management: Professional and Financial Issues

The objective of this policy is to provide guidelines for promoting librarianship as a dignified profession through enhancing professional capacity, status and position, salary scales, etc., which in turn, will ensure better operation and management of the public libraries in the country. The guidelines to be followed in this regard:

7.12.1 Professional Status and Dignity

- 7.12.1.1 A separate technical cadre named 'Library Cadre' or 'Library and Information Cadre' under Ministry of Public Administration (MoPA) may be created so that meritorious graduates are attracted to library and information profession.
- 7.12.1.2 The entry level library professionals should be appointed at the 9th grade of National Pay Scale 2015 under technical cadre through Bangladesh Public Service Commission (BPSC) recruitment test.
- 7.12.1.3 Other technical staff will be appointed by the designated authority.
- 7.12.1.4 More new posts and position titles will have to be created for the appointment of professional and technical staff at the government public libraries of the headquarters at divisions, districts, Upazilas and unions.
- 7.12.1.5 For the decentralization of the Department of Public Libraries (DPL), several regional branches/offices will have to be established at divisional headquarters with sufficient professional and technical staff.

- 7.12.1.6 The Department of Public Libraries (DPL) will introduce 'Best Librarian Award' for the skilled and dedicated librarians working in different types libraries in the country.
- 7.12.1.7 The non-government and privately-owned public libraries will appoint professional and non-professional staff with the provision for promotion and other facilities considering the size, resources and budgetary framework of respective libraries.
- 7.12.1.8 The Department of Public Libraries (DPL) will introduce a performance measurement regime to measure the performance of public libraries and their services, usage of resources and services, Return on Investment, customer satisfaction, etc.
- 7.12.1.9 The government will take necessary steps to ban the use of the term 'library' in the name of any commercial bookstore/shop in the country.
- 7.12.1.10 To strengthen the public library movement in Bangladesh, a professional association of all public libraries in the country such as 'Public Library Association of Bangladesh' (PLAB) may be created. This association may work either as an independent body, or as a division of another authoritative professional national body, maintaining relationships with other national and international associations and institutions.

7.12.2 Capacity Building through Education and Training

- 7.12.2.1 To supply qualified human resources in the library and information sector, the major public and private universities of the country should introduce Bachelor, Masters and higher degrees in Information Science and Library Management.
- 7.12.2.2 Library instruction course and library hour will be incorporated into the curriculum of primary, secondary and higher secondary education.
- 7.12.2.3 A separate training institution shall be established to develop contemporary professional skills, competencies and capacity of the professionals working in different libraries and information institutions.
- 7.12.2.4 To enrich the professional skills of the staff, public libraries will organize seminars, workshops, training and other capacity building programmes on contemporary and emerging issues like automation, digitization, open

access, online information searching and retrieval, knowledge management, research data management, plagiarism checking, etc.

7.12.2.5 Provision shall be made for developing contemporary professional skills, competencies and capacity of the public library staff through higher education, research, short term/long term courses and training in home and abroad with scholarships.

7.12.2.6 More opportunities will be created for the public library staff to participate in national and international seminars, conferences, symposiums and workshops so that they can earn knowledge on the latest global trends in library practices.

7.12.2.7 The Ministry of Cultural Affairs/The Department of Public Libraries may introduce “Library and Information Professional Scholarship” to support the professionals working in different libraries and information institutions in the country for pursuing higher education.

7.12.3 Public Library Finances

7.12.3.1 In principle, the public library services are free of charge. The government and concerned authority, therefore, will allocate sufficient funds to carry out plans, policies and activities of public libraries sector effectively.

7.12.3.2 The Department of Public Libraries shall prepare a central budget and allocate adequate funds for all the government public libraries of the country.

7.12.3.3 Provision shall also be made to provide financial assistance to non-government and privately-owned public libraries to promote library services in rural areas through the Department of Public Libraries.

7.12.3.4 Adequate funds will have to be allocated for the cultivation of innovation of the library staff through various projects and researches on contemporary issues in library and information sector.

7.13 Sustainable and Environment-friendly Public Library

The prime objective of this policy is to provide strategies and guidelines for the conservation of natural resources and for ensuring sustainable internal and physical environment of the library. To support this goal the public libraries will follow the strategies and guidelines below:

- 7.13.1 An eco-friendly library system and the concept of green library will be introduced in line with the National Environment 2018. In this regard, the concept of Green Building/Eco-building/Energy Efficient Building and 3R Principle: Reduce, Reuse and Recycle will be implemented.
- 7.13.2 The use of natural resources e.g. energy, gas and water as well as the biodegradable products will be ensured in the library as effectively as possible.
- 7.13.3 The proper waste management e.g. recycling of used papers, weeding of outdated books, etc. will be implemented on a regular basis.
- 7.13.4 The public libraries will ensure the availability of pure drinking water and proper sanitation facilities for its staff and users.
- 7.13.5 Public libraries will take necessary steps and actions to identify as well as to manage possible disasters and risks (either natural or man-made).
- 7.13.6 Public libraries will take necessary measures to maintain a sound library environment by controlling noise and vibration, thermal pollution, photo/lighting pollution, indoor pollution, and visual pollution, etc.
- 7.13.7 No slogan, demonstration or unnecessary gathering will be allowed in the library premises.
- 7.13.8 Public libraries will conduct Strategic Environmental Assessment (SEA) annually to improve the existing situation.
- 7.13.9 Public libraries will make agreement with those vendors/agencies who will give priority to supply environment friendly and recyclable ingredients.
- 7.13.10 Content on current environmental topic shall be made available for the awareness of the user community.
- 7.13.11 Public libraries will take various programmes on the issues like eco club, nature club, green club, green campus, etc. for campaigning Bangladesh government's environment movement.

7.13.12 Department of Public Libraries (DPL) will encourage public libraries to maintain healthy environment management system by offering awards.

7.14 Safety, Security, Ethical and Legal Aspects

The purpose of this policy is to ensure the security and safety of the library, its resources, staff and users from any natural calamity, incidental or accidental risk and hazard, and to protect or restrict the use of resources from ethical and legal points of view. The strategies and guidelines regarding this issue are:

- 7.14.1 Every public library in the country shall gradually be brought under smart security management system using latest security tools and technologies, e.g. Radio Frequency Identification (RFID).
- 7.14.2 Each public library will ensure other security measures including integrated fire management system, Closed-Circuit Television (CCTV) surveillance, metal detector checks and constant monitoring.
- 7.14.3 Special security measures will be taken by each public library for children, women and physically challenged users.
- 7.14.4 Each public library shall confirm the user authentication in order to prevent the risk of unauthorized access to resources within and outside the library.
- 7.14.5 The Department of Public Libraries (DPL) shall take proper initiatives to create and maintain a central database with digital data management security and recovery system.
- 7.14.6 Every public library shall ensure the protection of user's privacy (user's name, address, telephone number, etc.) as well as the maintenance of their circulation records.
- 7.14.7 For the reproduction and conversion of printed resources, public libraries will protect the ownership rights of authors, publishers, editors, compilers, translators etc. according to existing national and international Copyright Acts.
- 7.14.8 The books which are not available for sale in Bangladesh can be reproduced as much as three (03) copies according to the provision 72(15) of the Bangladesh Copyright Act, 2000. The concerned library authority shall follow the existing national and international Copyright Acts for the reproduction, conversion, and fair use of library materials.

- 7.14.9 Beyond the existing copyright Act, the Department of Public Libraries (DPL) may take necessary initiatives to facilitate the production and transfer of and access to specially adapted publications and other copyrighted materials for persons who are blind, visually impaired or print disabled under international treaties.
- 7.14.10 Sufficient numbers of security guards and cleaners will be appointed in each public library to ensure safe and secure environment for staff, patrons, and other concerned people.
- 7.14.11 The concept of Internet of Things (IoT) may be introduced for ensuring safety, secured, ethical and legal use of public libraries.

7.15 Guidelines for Non-Government and Privately-owned Libraries

There are many libraries in the country established, funded and operated by the non-government organizations (NGO) and private initiatives. The main purpose of this policy is to provide guidelines for proper operation, management and functioning of the locally established non-government and private libraries.

- 7.15.1 All the libraries established by individuals and non-government organizations (NGO) in the country shall be registered under the Department of Public Libraries by following specific procedures, terms and conditions set by the Department.
- 7.15.2 Any newly established library aiming to serve as a public library, shall have to be registered under the Department of Public Libraries by following specific procedures, terms and conditions set by the Department.
- 7.15.3 The government shall encourage the locally established libraries, operated by individuals/associations, through financial and other logistic support for their sustainable development.
- 7.15.4 Libraries of social and religious institution shall be registered and administered by the Department of public libraries according to specific rules and regulations.
- 7.15.5 A user, holding a library card of any non-government or privately-owned public library in the country, may avail the defined services and facilities of any government public library under the Department of Public Libraries based on institutional agreement.

- 7.15.6 The government public libraries under the Department of Public Libraries may play a coordinating role by providing advisory services to local libraries including NGO libraries and other privately-owned libraries.
- 7.15.7 The registered libraries will submit annual report on their activities to the concerned district/divisional government public library. The concerned district/divisional government public library shall submit the review report of the registered libraries to the Department of Public Libraries.
- 7.15.8 For proper management and governance of the above-mentioned libraries, the concerned authority shall formulate required policies.

Appendix 1: Acronyms and Abbreviations

AACR-2	Anglo-American Cataloguing Rules-2
A2I	Access to Information
BCS	Bangladesh Civil Service
BDP	Bangladesh Delta Plan
BPSC	Bangladesh Public Service Commission
CAS	Current Awareness Service
CCTV	Closed-Circuit Television
CD/DVD	Compact Disc/Digital Versatile Disc or Digital Video Disc
CSR	Corporate Social Responsibility
DDC	Dewey Decimal Classification
DPL	Department of Public Libraries
E-mail	Electronic Mail
E-services	Electronic Services
FAQ	Frequently Ask Questions
FPY	Five Year Plan
HIC	Higher Income Country
ICT	Information and Communication Technology
IFLA	International Federation of Library Associations and Institutions
ILS	Integrated Library System
IoT	Internet of Things
ISBN	International Standard Book Number
ISSN	International Standard Serial Number
IT	Information Technology
LDC	Least Developed Countries
MARC	Machine Readable Catalogue
MDGs	Millennium Development Goals
NGO	Non-Government Organization
NID	National Identity
OA	Open Access
OPAC	Online Public Access
PLAB	Public Library Association of Bangladesh
PPA	Public Procurement Act
PPP	Public-Private Partnership
PPR	Public Procurement Rules
3R	Reduce, Reuse, Recycle
RDA	Resource Description and Access

RFID	Radio Frequency Identification
SDGs	Sustainable Development Goals
SDI	Selective Dissemination of Information
SEA	Strategic Environmental Assessment
SIG	Special Interest Group
STEM	Science, Technology, Engineering and Mathematics
UMIC	Upper Middle Income Country
UN	United Nations
UNDP	United Nations Development Programme
UNESCO	United Nations Educational, Scientific and Cultural Organization
USAID	United States Agency for International Development
WWW	World Wide Web

Appendix 2: Working Group for National Public Library Policy Development Affairs

The major roles and functions of the following Working Group of the Department of Public Libraries are to review the English and Bangla Draft Policy and to provide necessary supports, guidance and suggestions to the Technical Committee throughout the whole process of formulating the National Public Library Policy 2020.

S/N	Name	Designation	Role in group
01	Mr. A J M Abdullahel Baki	Director (Joint Secretary)	Convener
02	Mr. Mohammad Zillur Rahman	Principle Librarian-Come-Deputy Director	Member
03	Mr. Harendranath Bose	Principle Librarian (Deputy Director)	Member
04	Ms. Fatema Khatun	Librarian/Assistant Director	Member
05	Mr. Mohammad Hamidur Rahman	Assistant Director	Member
06	Mr. Debashish Bhadra	Assistant Director	Member
07	Ms. Shamim Ara Subarna	Librarian	Member
08	Mr. Khondkar Asif Mahtab	Assistant Director	Member (Focal-point)

Appendix 3: Technical Committee for the Formulation of National Public Library Policy 2020

The major roles and functions of the Technical Committee of the Libraries Unlimited Project of the British Council are:

S/N	Name	Designation	Major Roles and Functions
01	Kirsty Crawford	Programme Director, Libraries Unlimited, British Council, Dhaka	<ul style="list-style-type: none"> To supervise the whole process of formulating the National Public Library Policy 2020; To review and edit the English Draft Policy; and To provide necessary suggestions and guidelines to the National Consultant for the development of the Policy.
02	Dr. Md. Hasan Ali	Component Lead, Advocacy and Stakeholder Engagement, Libraries Unlimited, British Council, Dhaka	<ul style="list-style-type: none"> To provide necessary supports to the National Consultant for the formulation of National Public Library Policy 2020; To organize meetings, workshops, and other events related to policy development; To make co-ordination between Working Group and Technical Committee.
03	Dr. Md. Roknuzzaman	Professor, Department of Information Science and Library Management, University of Dhaka, Dhaka & Consultant, Formulation of National Public Library Policy 2020, Libraries, Libraries Unlimited, British Council, Dhaka	<ul style="list-style-type: none"> To conduct desk research; To conduct primary research and collect data from multi-stakeholders of Public Libraries of Bangladesh through various methods including FGDs, Key- Informant-Interviews (KII), Consultation Meetings, etc. To produce reports; To formulate the Draft National Public Library Policy 2020 in English and Bangla; and To submit the Revised Final Draft Policy after incorporating the review comments and suggestions.

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