

Curriculum Vitae of

Dr. Muhammad Jaber Hossain

Professor

Department of Information Science and Library Management

University of Dhaka

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The link of my profile in the university's website:

https://www.du.ac.bd/faculty/faculty_details/LIS/1230

Name: Muhammad Jaber Hossain
Father's name: Muhammad Shahjahan Chowdhury
Mother's name: Masuma Khatun
Permanent Address: Vill. – Misree; P/S – Laksam; Comilla.
Local Address: 155, West Dolairpar, Dhaka – 1204.

Academic details:

Degree	Year	University / Board	Class / Division	
Ph.D.	2012	Dept. of Information Science and Library Management (ISLM), University of Dhaka (DU)	-	Title: "Measuring Service Quality and Satisfaction on User-focused Marketing in Academic Libraries of Bangladesh"
M.A.	1998	ISLM, DU.	1st Class, 1st Position	
B.A. Honors	1997	ISLM, DU.	1st Class, 1st Position	
Alim (Equiv. to H.S.C.)	1994	Bangladesh Madrasha Education Board, Dhaka	1st Division	
Dakhil (Equiv. to S.S.C.)	1992	Bangladesh Madrasha Education Board, Dhaka	1st Division	

Teaching experience at the University of Dhaka:

Post position	Department	Duration
Professor	Information Science and Library Management	30-11-2019 to up-to-date
Associate Professor	Information Science and Library Management	22-08-2013 to 29-11-2019
Assistant Professor	Information Science and Library Management	04-08-2009 to 21-08-2013
Lecturer	Information Science and Library Management	06-12-2005 to 03-08-2009

Working experience at other organizations:

Post position	Department	Duration
Senior Officer	Al-Arafah Islami Bank Ltd., Dhaka	30-11-2002 to 05-12-2005
Chief Librarian	Stamford University Bangladesh, Dhaka	07-11-2000 to 29-11-2002

Reviewer in peer reviewed journals

01. Information Development (Sage publications, UK) ;
02. The Electronic Library (Emerald Publishing, UK);
03. International Journal of Quality and Service Sciences (Emerald Publishing, UK);
04. Journal of Information and Knowledge Management (UK);
05. Dhaka University Studies (Dhaka University, Bangladesh);
06. Eastern Librarian (Bangladesh);

List of Publications:

17. Hossain, Muhammad Jaber (2018), "Redefining Expectancy Disconfirmation Theory using LIS SERVQUAL+: An Integrated Framework for evaluating Library Service Quality and User Satisfaction", *International Information & Library Review*, Volume: 51 No. 3. [Taylor & Francis: UK]
16. Hossain, Muhammad Jaber (2016), "Determining the Key Dimensions for Evaluating Service Quality and Satisfaction in Academic Libraries", *International Information and Library Review*, Vol. 48 No. 3. [Taylor & Francis: UK]
15. Hossain, Muhammad Jaber and Munshi M. Nasiruddin (2015), "Customer service performance of a public university library in Bangladesh", *Annals of Library and Information Science Studies*, Vol. 62 (September), pp. 115-125. [ALIS, NCSIR: India]
14. Hossain, Muhammad Jaber and Ahmed, S. M. Z. (2014), "An investigation of service expectations: Developing and validating an alternative scale for service quality assessment in academic libraries", *International Information and Library Review*, Vol. 46 No. 1/2. [Taylor & Francis: UK]
13. Hossain, Muhammad Jaber (2014), "A study of the causes of user dissatisfaction in academic libraries: a case of university students in a developing country", *Journal of Library Administration*, Vol. 54 No. 6, pp. 462-482. [Taylor & Francis: UK]
12. Hossain, Muhammad Jaber; Islam, M. Anwarul and Saadi, Mohammad Sheikh (2013), "Evaluating user's experience of service performance using SERVPERF scale: A case study of some private university libraries in Bangladesh", *Annals of Library and Information Studies*, Vol. 60 No. 4 (December), pp. 249-259. [NCSIR: India]
11. Hossain, Muhammad Jaber and Ahmed, S. M. Z. (2013), "Developing a service performance assessment system to improve the service quality of academic libraries", *Business Information Review*, Vol. 30 No. 4, pp. 210-221. [Sage: UK]
10. Hossain, Muhammad Jaber (2013), "Designing User-focused marketing culture in academic libraries: a conceptual outline", *Journal of Library Administration*, Vol. 53 No. 2/3, pp. 122-146. [Routledge, Taylor & Francis: UK]

09. Hossain, Muhammad Jaber, (2013) "User's perception of service performance: a study of some public university libraries in Bangladesh", *The Dhaka University Studies*, Vol. 70 No. 1, pp. 35-51 [DU, Bangladesh]
08. Islam, M. Anwarul and Hossain, Muhammad Jaber, (2014) "Marketing Information Resources and Services on the Web: Existing Status of University Libraries in Bangladesh", *The Electronic Library*, Vol. 32 No. 5, pp. 742-759. [Emerald: UK]
07. Islam, M. Anwarul and Hossain, Muhammad Jaber (2012), "Access and usage of the Internet among undergraduates in the Faculty of Arts at Dhaka University", *Pakistan Journal of Library & Information Science*, Vol. 13, pp. 1-12 [Pakistan]
06. Hossain, Muhammad Jaber and Anwarul Islam, Md. (2012), "Understanding perceived service quality and satisfaction: a study of Dhaka University Library, Bangladesh", *Performance Measurement and Metrics*, Vol. 3 No. 3 (September), pp. 169-182. [Emerald: UK]
05. Hossain, Muhammad Jaber (2010), "Measuring service quality of Dhaka University Library: a gap analysis", *The Dhaka University Studies*, Vol. 67 No. 2. [DU, Bangladesh]
04. Hossain, Muhammad Jaber (2010), "Digital library professionals in 21st century: challenges and competencies", *Journal of Business Administration*, Vol. 36 No. 1/2 (January & April), pp. 67-83. [DU, Bangladesh]
03. Hossain, Muhammad Jaber (2008), "Marketing of library products and services: concepts, issues and practices", *The Arts Faculty Journal*, Vol. 1 No. 2 (July 2008- June 2010), pp. 127-144. [DU, Bangladesh]
02. Hossain, Muhammad Jaber (2006), "Content management: a contemporary issue for managing resources of printed document", *The CDR Journal*, Vol. 1 No. 2 (December), pp. 25-37. [DU, Bangladesh]
01. Hossain, Muhammad Jaber and Shiful Islam, Md. (2008), "Selective dissemination of information (SDI) service: a conceptual paradigm", *International Journal of Information Science & Technology*, Vol. 6 No. 1 (January-June), pp. 27-44. [Iran]

PhD Thesis (Unpublished)

Hossain, Muhammad Jaber (2012), "*Measuring Service quality and Satisfaction on User-focused marketing in Academic libraries of Bangladesh*", Department of Information Science and Library Management, University of Dhaka, Bangladesh.

Dr. Muhammad Jaber Hossain

Associate Professor

Department of Information Science and Library Management

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