

Dr. Alia Arshad

Assistant Professor / Ph.D. (University of the Punjab)

Department of Information Management
University of the Punjab, Lahore, Pakistan
92-42-99231224
alia.im@pu.edu.pk

Education

Ph.D. Library and Information Science, 2017. Conducted research on
“Use of E-journals by Faculty of University of the Punjab”
Department of Information Management
University of the Punjab, Lahore, Pakistan

M.Phil. Library & Information Science, 2009. Conducted research on
*“User’s perceptions and expectations of quality Punjab University Libraries’
Services”* Scored highest CGPA=3.57.
Department of Library & Information Science
University of the Punjab, Lahore, Pakistan

Masters in Library & Information Science, 1999. First Division.

Experience

Assistant Professor, Department of Information Management, University of the Punjab, Lahore, 17th May 2017 – to date.

Lecturer, Department of Library & Information Science, University of the Punjab, Lahore, Pakistan. 27th August, 2012 – 16th May, 2017.

Senior Librarian, Punjab University Library, University of the Punjab, Lahore, Pakistan. 12th December, 2009 – 26th August, 2012. Duties: Managing overall activities of Oriental Section of library and performing technical services of oriental material.

Senior Librarian, College of Statistical and Actuarial Sciences, University of the Punjab, Lahore. 5th October 2002 to 11th December 2009. Duties: Managing overall library activities, providing information and reference services to faculty and students, acquiring latest and relevant library material.

Classifier, Defence Public Library, DHA Lahore Cantt. 29th August 1999 – 1st October 2002. Duties: Responsible for classification and cataloging of library materials, providing reference services to community of Defence, Organizing storytelling sessions of children.

Professional Associations Lifetime member of Pakistan Library Association, PLA
Executive Member of Punjab University Library and Information Science Association, PULISA

Membership

Technical/Computer/ Got certificate in Pakistan Library Automation (PLA) computer training course, Learned Microsoft office applications, different library management systems and internet searching techniques

Language Skills

Got certificate in French language from Department of French, University of the Punjab
Good communication skills in both Urdu and English Language.

Research Courses taught: Organization of information, Scientific and Technical Information Sources

Interests Library User Studies, Service Quality of Libraries, Library Management, Marketing of library & information services

Research Articles Arshad, A., & Ameen, K. (2010). Service Quality of the University of the Punjab libraries: an exploration of user's perceptions. *Performance measurement and Metrics*, 11(3), 313-325.

Arshad, A., & Ameen, K. (2011). Reality versus Expectations: A Survey of University of the Punjab's Libraries Using SERVQUAL. *Library Philosophy and Practice*.

Arshad, A., & Shafique, F. (2014). What do users prefer, card catalog or OPAC? A study of Punjab University Library. *The Electronic Library*, 32(3), 286-295.

Arshad, A., & Ameen, K. (2015). Usage Patterns of Punjab University Library Website: A Transactional Log Analysis Study. *The Electronic Library*, 33(1), 65-74.

Arshad, A., & Ameen, K. (2017). Scholarly communication in the age of GOOGLE: Exploring academics use patterns of e-journals at the University of the Punjab. *The Electronic Library*, 33(1), 65-74.

Arshad, A., & Ameen, K. (2018). Scholarly Information Seeking of Academic Engineers and Technologists. *International Information & Library Review*, 1-8.

Arshad, A., & Ameen, K. (2018). An Investigation into the Correlation among Academic Staff's E-journals Use, E-literacy Skills, Demographic variables and

Research Productivity. *Pakistan Journal of Information Management & Libraries (PJIM&L)*, 19, 74-95.

Arshad, A., & Ameen, K. (2018). Usefulness of E-journals Consortium in Pakistan: Academic Staff's Perceptions and Expectations. *Serials Review*, 44(4).

Arshad, A., & Ameen, K. (In Press). Academic Scientists' Scholarly Use of Information Resources in the Digital Environment: Perceptions and Barriers. *Global Knowledge, Memory and Communication*.

Book Arshad, A., & Ameen, K. (2011). *User's perceptions and expectations of quality library services: a survey of University of the Punjab's Libraries*. VDM.

Book Review Arshad, A. (2012). [Review of the book *Impact of Web 2.0 Technologies on US Academic Libraries: A Study of ARL Libraries* by Dr.Khalid Mahmood], *International Journal of Information Management Sciences*, 81-83.

References References will be furnished upon request.