Miron Khan

Assistant Library Officer | North South University, Dhaka, Bangladesh

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Professional Summary

Technology-oriented Library and Information Science professional with more than three years of experience in academic library services, library automation, digital library management, and research support at North South University Library. Skilled in Koha ILMS, DSpace Institutional Repository, RFID-based library automation, database management, and library website development. Experienced in providing research support using Scopus, SPSS, Turnitin, OpenAthens, Mendeley, EndNote, and Zotero. Strong background in digital resource management, technical troubleshooting, and online library services.

Core Competencies / Technical Skills

1. Library Automation & Management Systems

- Experienced in Koha Integrated Library Management System (ILMS), including installation, customization, user management, troubleshooting, restoration, and system maintenance.
- Familiar with RFID-based library automation systems, including Bibliotheca (3M System) self-check kiosks and automated book drop systems, with experience assisting in operation and troubleshooting.
- Skilled in OPAC management, cataloguing support, patron management, circulation services, and report generation.

2. Digital Library & Institutional Repository

- Intermediate-level experience in managing Institutional Repository services using DSpace, including metadata management, submission workflow support, basic customization, and assisting with server and database-related tasks.
- Strong knowledge of digital library services and management of subscribed and institutional digital resources.
- Experienced in e-book and e-journal management, online scholarly resource organization, and institutional resource displaying platforms.

3. Research Support & User Services

- 3 years of professional experience in circulation services, library user support, and academic library operations at North South University Library.

- Experienced in providing research support services using scholarly tools and platforms including Scopus, OpenAthens, Mendeley, EndNote, Zotero, Grammarly Premium, Turnitin, and advanced literature searching services.
- Skilled in SPSS data analysis, statistical data management, and research data interpretation for academic and research purposes.
- Experienced in conducting SPSS user training, workshops, and hands-on support sessions for students, faculty members, and researchers.
- Skilled in organizing workshops, orientation programs, and user training sessions for students, faculty members, and researchers.

4. **Server, Database & Technical Administration**
    - Basic knowledge of Linux server administration, including installation, configuration, remote server access, troubleshooting, and command-line operations, with experience assisting in related tasks.
    - Capable of preparing technical system documentation, user manuals, and operational guidelines for library staff and users.
    - Experienced in library user account management services, including account creation, maintenance, access support, and troubleshooting.
    - Proficient in basic hardware and software troubleshooting for library computers and IT equipment.

Professional Experience

Designation: Assistant Library Officer

- **Institution:** North South University Library, Dhaka 1229
- **Duration:** August 2023 – Present
- **Key Responsibilities:**
    - Provide circulation and user support services at the library circulation desk.
    - Assist in managing RFID-based circulation and library access control systems.
    - Manage Turnitin services as an administrator, including instructor account creation, user management, and student support services.
    - Provide Scopus support services including user training, workshops, account assistance, and advanced literature searching support.
    - Conduct training sessions and workshops on reference management tools such as Mendeley, EndNote, and Zotero.
    - Designed and managed the Grammarly online registration interface through the library website, including user account administration and support services.
    - Regularly organize and conduct library orientation programs, workshops, and training sessions for students, faculty members, and researchers.
    - Provide research support services including advanced literature searching and identifying scholarly journals, books, and research materials from academic databases.
    - Assist in maintaining automated library services, digital platforms, and library databases.
    - Maintain accurate technical documentation, operational records, and system-related reports.
    - Coordinate with library staff, IT personnel, vendors, and users to ensure uninterrupted library services.
    - Provide basic hardware and software troubleshooting support for library computers and user workstations.

Educational Qualifications

Degree	University/Board	Department	CGPA	Year
Master of Arts	University of Dhaka	Information Science and Library Management	3.65 out of 4	2020
Bachelor of Arts	University of Dhaka	Information Science and Library Management	3.43 out of 4	2019
Higher Secondary Certificate (HSC)	Dhaka	Humanities	4.50 out of 5	2015
Secondary School Certificate (S.S.C)	Dhaka	Science	4.25 out of 5	2013

Professional Training & Certifications

1. **Training on '10 habits of effective communicators & handling difficult people at work'**
   - Organized by the Institutional Quality Assurance Cell (IQAC), North South University
2. **Internship Program on Information Science & Library Management**
   - **Organization:** Bangladesh National Scientific and Technical Documentation Center (BANSDOC), Ministry of Science and Technology, Bangladesh
   - **Duration:** 1 Month
3. **Training on Computer Fundamentals and OS Basics**
   - Organized by Department of Information Science and Library Management, University of Dhaka
   - **Duration:** 3 Months
4. **Library Internship Program**
   - **Organization:** Dhaka University Central Library
   - **Duration:** 1 Month

Publications / Research

- Corraya, B. H., Khan, M., Khanam, S., & Mahmud, M. R. (2025). Promoting Knowledge Management in Academic Libraries in Bangladesh. International Journal of Knowledge Processing Studies, 5(3), 56–72. https://doi.org/10.22034/kps.2025.530747.1235
- Corraya, B. H., Khan, M., & Mahmud, M. R. (2025). Generative AIs in Detecting Mpox Related Misinformation: ChatGPT and Gemini. The Indonesian Journal of Communication Studies, 17(2), 103–115.
- The Role of Artificial Intelligence (AI) for Information Seeking and Retrieval among the University Students in Bangladesh (submitted to a journal).
- Use of AI Chatbots in Libraries in Bangladesh (submitted to a journal).

Language Skills

- Excellent communication skills in both Bangla and English, with strong proficiency in reading, writing, listening, and speaking.
- Experienced in conducting professional training sessions, workshops, and user support services in academic environments.
- Capable of preparing professional reports, technical documentation, research materials, and instructional content in English and Bangla.

References:

1. Dr. Md. Zahid Hossain Shoeb
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