LIBRARY REVIEW REPORT

UNIVERSITY OF KELANIYA

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CONTENTS

1. EXTERNAL REVIEW PROCESS

The external review process is shaped by how much can reasonably and practically be covered in a periodic external review process without imposing an additional burden on libraries which would reduce their effectiveness in providing services. The aim is to use evidence and data generated and used by the library itself to appraise quality of its services. The greater the reliance of external quality assessment upon the library's own evidence of self evaluation, the greater is the prospect that standards will be safeguarded and quality will be enhanced.

Purposes of the External Review Process in Libraries
- to safeguard the quality and effectiveness of library services in Sri Lankan universities.
- to facilitate continuous quality improvement
- to encourage good management of university libraries
- to instill confidence in a library's capacity to safeguard the quality and effectiveness of its services, both internally and externally
- to identify and share good practices in the provision library services
- to achieve accountability through external quality assessment and a public report
- to provide systematic, clear and accessible information on the university library services

Main Features of the External Review Process
- Production of an analytical Self Evaluation Report (SER) by the library staff
- Peer Review: Review against the vision, mission, goals and objectives contained in the SER and a Review Visit of 2 to 3 days
- Publishing the Review Report with judgments, and the strengths/good practices and weaknesses identified.

Step-wise process of the external review of libraries is given in the Annex 1.

Self Evaluation Report
The first and most important step in the process of external review is the self evaluation by the library. The Self Evaluation Report (SER) is provided by the library staff. The proposed layout for the SER is as follows:
1. Introduction
2. Vision, Mission and Objectives
3. Management
4. Resources
5. Services
6. Integration
7. Contribution to Academic Output
8. Networking
9. Evaluation
10. Annexes

Peer Review
Peer review is carried out by a team of three academics with at least two librarians from the university system. The reviewers receive the library's SER prior to the review visit, gather evidence during the visit and then make judgments on the .quality and effectiveness of library services.

The vision, mission, goals and objectives contained in the SER provide an important reference point for the external review. They are also reproduced in the review report.

Reviewers evaluate the quality and effectiveness of services provided by the library under review according to the goals and objectives aspired to them by the library staff. Accordingly, management, resources and the services are all evaluated according to the goals, and objectives set by the library or university themselves. This approach allows the external review process to take account of innovation, creativity and the diversity of universities and libraries.

The external review process for university libraries identifies eight broad areas for assessment. Universities and their libraries affirm different missions and there are acknowledged differences in size, age and maturity of universities and libraries. It is important that the external review process does not distort the national picture by unreasonably and inaccurately measuring all libraries by a fixed 'gold standard'. However, at the same time, all libraries are expected to have in place and to be able to account for arrangements for quality assurance of their activities that support and sustain the quality and effectiveness they claim, and reflect agreed national guidelines.

Aspects of Evaluation
The following eight aspects have been chosen by the QAA Council of the UGC through participatory workshops as the most important areas for external review of libraries. These aspects of evaluation reflect the concerns and expectations of staff in Sri Lankan university libraries.
1. Mission and Goals
2. Management
3. Resources
4. Services
5. Integration
6. Contribution to Academic Output
7. Networking
8. Evaluation

2. BACKGROUND OF THE UNIVERSITY AND THE LIBRARY

The University of Kelaniya, Sri Lanka has its origin in the historic Vidyalankara Pirivena, founded in 1875 as a centre of learning for Buddhist monks. With the establishment of modern universities in Sri Lanka, the Vidyalankara Pirivena became the Vidyalankara University of Ceylon in 1959, later the Vidyalankara Campus of the University of Sri Lanka in 1972 and ultimately, the University of Kelaniya, Sri Lanka in 1978. At present, the University has six faculties as follows:

- Faculty of Commerce and Management Studies
- Faculty of Humanities
- Faculty of Medicine
- Faculty of Science
- Faculty of Social Sciences and
- Faculty of Graduate Studies

The University has 52 academic departments of study under the first five faculties mentioned above. The Faculty of Graduate Studies is entrusted with the coordination of postgraduate study programs conducted by these 52 academic departments. All branches of human

knowledge, with the exception of Agriculture, Architecture, Dentistry, Law, Engineering and Technology are embraced in study and research programmes coming under the purview of the University.

The Postgraduate Institute of Archaeology, the Postgraduate Institute of Pali and Buddhist Studies and the Gampaha Wickramarachchi Ayurveda Institute are affiliated to the University. Apart from these institutions, the Naval & Maritime Academy of the Sri Lanka Navy, the Army Command and Staff College of the Sri Lanka Army and the Junior Command and Staff College of the Sri Lanka Air Force are functioning as accredited institutes of the University.

The Library
The initial library collection comprised of the collection inherited from the Pirivena and located at the premises occupied presently by the Pirivena. Subsequently, the Library was shifted to the Dalugama Campus in 1967 and housed in the present Science Building. In 1977, the present Library Building was commissioned and all sections were housed.

At present, the Main Library is located in the Main University Campus while the Medical Faculty located at Ragama has a branch library. Apart from the above, there are 3 independent library units established from other sources of funding as follows:
- Postgraduate Science Library (PGSL) operated by the Faculty of Science
- SIDA / SAREC Research Library (SSRL) operated by the Faculty of Social Sciences
- National Documentation Centre (NDC) (in Accountancy) operated by the Department of Accountancy, Faculty of Commerce and Management Studies

The total library system caters to a population of 11,832   as shown in Table 1.

Table 1: Library User Population (as of 2008.12.31)
Main Library & Medical Faculty Library

Category	Number		
	Main Library	**Med. Fac. Lib.**	**Total**
Undergraduate Students	7354	1069	8423
Postgraduate Students	1980	4	1984
Academic Staff (Permanent)	356	108	464
Academic Staff (Temporary)*	230	30	260
Non-Academic Staff	630	71	701
TOTAL	10550	1282	**11832**

* The number of Temporary Academic staff varies significantly during academic years.

The Main Library
The Main Library is located at the center of the university premises with almost equal distance to all faculties. The present Library building was commissioned in late 1977. As this building has severe limitations in respect of expanding the library services and handicapped by poor design of the building, project for the construction of a new wing to accommodate a state-of-the-art research library facility incorporating reference / periodicals / rare books / seminar rooms is underway and project consultants are selected at the moment. Once completed, the present reference / periodicals sections would be converted into a reading room with a close access textbook collection.

The Library assists the organization and maintenance of other small library units by providing professional services where ever necessary while the PGSL facility is jointly managed by the Librarian and the Director / University ICT Center.

The Medical Faculty Library

The Medical Faculty Library is located at the Ragama Medical Faculty premises, about 8 kilometers away from the main campus. This faculty was created by the acquisition of the North Colombo Medical College, a private higher education institution in 1991. From its inception, the Library has its own purpose built library building. This library is managed by a Senior Assistant Librarian (I) with the guidance of the Faculty Library Committee. In addition to the population shown in Table 1, approximately over 25 doctors attached to the North Colombo Teaching Hospital and PGIM Trainees are provided with reference facilities.

3. FINDINGS OF THE REVIEW TEAM

3.1. Vision, Mission and Objectives

Vision of the University
"is to be one of the leading universities in Asia, which will prepare internationally competitive graduates, promote values of sustainable society and conduct outstanding research to improve quality of life."

Mission of the University
The above vision is to be achieved through providing
- students and staff with best possible resources in a conducive environment for teaching, learning and advancement of knowledge through research
- opportunities to students and staff to develop skills relevant to the 21st century
- opportunities to develop human values, ethics and civic sensitivies
- opportunities to the staff for continuous professional development
- best possible facilities and resources to collaborate with local , national and international community
- a mutually working environment for staff valuing and rewarding their contribution

Vision of the Library
- to be an outstanding academic library which is capable of delivering a state-of-the art, user-focused information service and facilities in realizing of the university vision and mission

Mission of the Library
- to maintain, develop and provide the collections, services and physical environment that best support the educational, research and diverse information needs of the university community
- to develop students' core academic skills for independent and lifelong learning through a coordinated range of high quality timely responsive and cost-effective learning support services

Objectives of the Library
- To provide prompt, seamless, reliable and easy-to-use access to high quality scholarly information required to realize the university's academic programmes.
- To support teaching, learning and research by making education and research collections readily available to Library users.
- To enrich the total study and campus experience through provision of innovative and welcoming facilities that both stimulate learning and respond to study and research needs.
- To develop students' core academic skills for independent and lifelong learning through a coordinated range of high quality, timely responsive and cost-effective learning support services.

The above vision, mission and objectives of the Library are envisaged to deliver the library information services in a most conducive and optimal manner to achieve the University vision and mission stated above. The Library corporate plan for 2007-2010 envisages 9 major activities which are incorporated into the University Corporate Plan 2007-2010.

3.2. Management

The Librarian is entrusted with the responsibility of overall management of library resources and the development and maintenance of library services to the library community. As far as this requirement is concerned the Overall management of the library needs improvements.

The Library vision and Mission have been formulated taking into consideration the University Vision and the Mission. The objectives of the Library have been developed falling in line with the Vision and the Mission of the Library.

In order to achieve the objectives of the library, a number of policies and strategies have been adopted and implemented. There are a number of statutory and official forums where the librarian is a member. The senate, the supreme authority for academic matters in the university and the Library Committee, which is a Senate Sub Committee provide necessary guidelines and directions for the management of the library. These statutory bodies meet regularly and make decisions in connection with the policies and functioning of the library.

The Library staff consists of both academic and non academic staff members. The academic staff members who are designated as Senior Assistant Librarians (SAL) and Assistant Librarians (AL) are line managers who perform the functional activities (i.e library services, procurement, accessioning), and the Senior Assistant Registrar (SAR) is an administrative head who looks after the general administration activities of the Library. In addition to that, there are non academic and non staff grade personnel under each sectional head.

However, the Librarian is the overall manager of the library, and the whole library staff performs their duties under the guidance and direction of the Librarian.

In this relation, the review team observed that the cooperation of the library staff is not extended to the librarian to a satisfactory level.

Majority undergraduates and Teaching staff members appreciated the services rendered by the library and it was very much evident with the Medical Library, which is established at the Medical Faculty, Ragama.

The resources, both human and physical have not been utilized in a satisfactory manner to make sure the services rendered to be efficient and effective. There are instances where, draw backs could be seen. Some of these draw backs are beyond the control of the authorities (Library building structure, financial constraints) but some can be rectified immediately i.e. relieving the SAR from the technical duties and assigning him the administrative functions, which will in turn help the librarian to devote more time for the development of the academic aspects of the library.

3.3. Resources

The main Library established in the main University premises and the Medical Library established at the Ragama premises (Where the Medical Faculty is located) has a well qualified and a professional staff with required skills and knowledge. Almost all the cadre positions (except the Systems Engineer's post) in the top level are filled and there are a few vacancies (Staff Assistant 01, Book Binder 02, Library Attendant 01, Laborer 03) in the lower grades. According to the Self Evaluation Report (SER) out of 69 cadre positions 60 positions have been filled in the Main Library and in the Medical Library, the cadre is 14 and existing number is 15. There is one excess cadre, which exists in the laborer grade.

The Library building has been constructed in 1977 and is now 30 years old. When constructing the building the main emphasis had been for natural light and ventilation. These two aspects seem very well accomplished from the engineering point of view. However the team learnt that the building structure is not suitably build to protect the interior from rain and wind. There is also a threat from pigeons entering the premises due to the gaps of the building structure.

The Medical Faculty Library is housed in two floors of a building built in 1985 and presently it experiences a few problems and precautionary measures have been taken by the authorities to address these problems with necessary adjustments. How ever both libraries have initiated and implemented many productive steps to serve its users by providing reading space, services and facilities to the maximum.

The Main Library and the Medical Library has a book collection of over 180,000 and 7,000 respectively. The total number of periodical titles in both libraries is 110 subscribed and 119 as donations (print version)

Library has employed adequate and qualified staff for the smooth functioning of the library. The staff has attended relevant training programs. Most of the para professional staff is involved in entering bibliographic data in Libsys software and bar-coding of books. It is understood that 90% of bibliographic data are searchable in OPAC in the Main Library while the complete collection of Medical Library is available in a bibliographic software called WINISIS. Main library provides 3 OPAC terminals, internet access facility in Multimedia unit and a laboratory for visually-impaired students.

However, the external review team observed a few drawbacks in the system. The SAL should be engaged more in academic work (cataloguing, indexing, user services etc.) The Library Assistants deployed for cashier duties should be released from those duties and any payments in relation to Library should be directed to shroff counters as the Finance Division is closer to the library. Acquisition and De-acquisition should be combined and SAL could be assigned

with academic work. AL in charge of SIDA/SAREC library may be released and a LA could be assigned to work in the reference library.

Though annual allocation is divided equally among faculties, non-availability of adequate number of copies for Under Graduates and Post Graduates was high lighted. Severe financial constraints, delay in ordering and processing new books, unawareness of new additions to the library are reported as some other drawbacks in the Library.

Availability of e-resources, online databases etc., and access to internet are poor due to financial constraints and closure of ICT centers of the university due to lightening threats. There are few e-journals which hardly cater to the needs of the research community.

Since the building was constructed in 1977, it is difficult to cater to the present day needs through introducing modern technology. Though all facilities and services are provided with available resources in the Library in the Medical Faculty, the existing infrastructure is an obstacle to develop it for any further. It is proposed to re-locate the Periodicals section, bindery and User Education Unit in the first floor.

It is observed that CCTV cameras are inoperative which could have assisted in opening the Periodicals, access to all issues and rare collection which at the moment are not provided due to security problems.

The quality of books bound by trainee binders seems substandard.

3.4. Services

Library's services in relation to the University
One of the goals of the university Mission is:
"To provide students and staff with best possible resources in a conducive environment for teaching, learning and advancement of knowledge through research"

In keeping with the above goal, library provides a range of services to its user community. In addition to basic services; the reference section, lending section & Periodical section, there are few other sections as well are maintained which should be appreciated.

The Rare Book collection Unit, the User Education Program with Information Brochures, The Photo Copy Service, Collection of Multimedia for Viewing and Borrowing, Scanning and Printing Facilities and e-learning services are such few services maintained by the Library for the convenience of the users and readers. Services such as ILL, DDS, BLDSC and Referral services as well are in practice and these services are used extensively by the readers and users of the Main Library and the Medical Library. The Library staff both in the Main and the Medical Library seems cooperative and helpful, for both management and library users.

Their commitment and allegiance towards the organization is worthy of appreciation. Both academic staff and students commended the efficient & prompt services rendered to them by the library staff, specially the knowledge of the most senior professional, para-professional & support staff. Library has prepared instructional brochures, library rules & regulations and user guides for all users.

In 2007, "Libsys" integrated software package had been installed and 90% of bibliographic data (total over 1,80,000) have been entered and bar coding of books is progressing. Medical library has entered all its data in WINISIS. Readers of both libraries should be able to search the holdings with least time spent.

However, some aspects such as, overall maintenance of the Library, Productivity and courtesy among some workers especially in the main Library seems need further improvements for the benefit of the readers. The ILL, DDS, BLDSC & referral services need to be made aware among all categories, especially among the readers those using the Main library. Access to all holdings current and back issues in the Periodicals section may be made available since the CCTV cameras are in operation. The valuable resources in the rare collections seem to have been neglected due to inappropriate conservation steps taken.

In 2008, Main library had arranged a User Education Program with information brochures but seems, it had been a failure. But the program at the Medical Library had been a success with the co-operation extended by the Faculty. The photocopy service in the Main Library has only 2 machines and readers are not at all happy with the services as they experience long delays in obtaining photocopies especially during examination periods. The same problems were observed in the Medical Library as well.

Users are unable to obtain the maximum benefit out of the services as all sections of both Main & Medical libraries are closed at 4.00 pm. Non availability of funds for overtime and closure of university ICT laboratories and non access to internet facilities due to lightening threats have clearly affected the services and hence the funds invested in library resources seems a futile.

Though library had held sessions on e-resources, many Academics and Post Graduate students seem unaware of the availability of e-resources, This situation was prevalent especially those using the Main library.

It is yet to prepare written policies on circulation, acquisition/weeding out, and donation etc.

3.5. Integration

Under Integration the collaboration between the Library and divisions, departments and units of the University was reviewed.

Involvement in overall planning and decision making process of the University
- Librarian is a member of the following which are involved in planning and decision making:
  - University Senate
  - Library Committee
  - Deans Committee
  - Progress Review Committee
  - Research and Publications Committee
  - Computer Committee
  - University Archive and Record Room Committee

- Senior Assistant Librarian / Reader Services is the Academic Warden in one of the Girls Hostel and also a member of the Committee for Monitoring Progress of the Welfare Facilities for students.

- Another Assistant Librarian holds the Post of Academic Sub-Warden at the largest Girls' Hostel in the University.

   Senior Assistant Librarian at the Medical Faculty is a member of the Faculty Management Committee. She acts as a Research Person for the Research Methodology Module in the Staff Development Programme, a member of the Task Force for the World Bank IRQUE Project Proposal of Human Reproduction Task Force and of the Cochrane Collaboration of the Faculty

Collaboration with Teaching and Learning Activities

- Librarian has assisted in preparing segment of the University Staff Development Programme for Academic Staff and is a Resource Person in Staff Development initiatives.

- Librarian and Staff have conducted a series of Workshops on the use of e-journals for the academic staff.

3.6. Contribution to Academic Output

Planning and designing Information literacy and User Education Programmes in collaboration with the Academic Staff

Librarian has assisted in preparing segment of the University Staff Development Programme for Academic Staff and is a Resource Person in Staff Development initiatives. Though the Main Library Staff have prepared a User Education Programme with informative brochures for the new entrants, the University Orientation Programme has had allocated an inadequate time to offer it. Hence, at the moment the students are given the choice to volunteer to follow the Programme. In the Medical Library regular Programmes are conducted with the Co-operation of the Faculty. It is not clear whether these Programmes are prepared in collaboration with the academic staff.

A 15 hour Information Literacy Programme was prepared in associate with the Department of Library and Information Sciences and the pilot phase was conducted in 2008. However, the student attendance was found low and at present a study is carried out to identify reasons for its failure.

Facilities for University Research

The Library has an adequate collection by number of volumes and 110 subscribed and 119 on gift journals (according to the chart on page 12 of the SER). However, certain number which is not specified has been reduced in 2008 after accessing the needs of the academic staff. Document Delivery Service through the British Library will be initiated to assist academic research in near future. The dearth of scholarly and research journals and display of out of date journals were main grievance of academic staff and Postgraduate students. Difficulty in obtaining access to the Journal collection due to security precautions was also reported by the Postgraduate students.

E-resources included JSTOR mainly on Humanities and Social Sciences and e-journals available through INASP / PERI and SCOPUS from National Science Foundation.

Apart from the Main Library in the Main Campus and the medical faculty library, there are three other libraries, namely,

- Postgraduate Science Library
- SIDA / SAREC Research Library
- National Documentation Centre

It is not clear whether these libraries hold Departmental Collections _or_ full-fledged Branch Libraries affiliated to the Library Network. Librarian has assigned a full-time Library Assistant to the Postgraduate Science Library and an Assistant Librarian to monitor operations. Another Assistant Librarian is in-charge of SIDA / SAREC Research Library which is mainly a Reference Collection for academic staff of the Faculty of Social Sciences. SIDA / SAREC and the National Documentation Centre serve the academic staff of Faculties of Social Sciences and Commerce and Management Students.

The Review Team was confused why the Library Network had allocated Library Cadre for these two operations when they are not directly under the Librarian. During the Meetings with the academic staff it was reported that these two operations were created from Project Funds and exclusively for the academic staff and their operations and management looked after by the respective academic staff.

The Review Team felt more human and other resources should be allocated by the Librarian to the Postgraduate Science Library as it serves both staff and students. However, the Library Network has taken steps to assist these three Faculties to develop materials for their research work.

The closure of the Main Library at 4:00 p.m. was another grievance of Postgraduate students, especially on Saturdays.

Academic staff was concerned about the long delays (sometimes close to 12 months) to deliver the recommended text books and supplementary reading materials. They stated that the status of their recommendations was most of the instances not informed _e.g. whether books were ordered, whether they have arrived etc._

Though Rare and Special Collections are available for research purposes due to poor conservation and preservation methods it was reported that most of the materials were in a state of deterioration.

A Theses Collection of 420 and a Multimedia Collection of 890 items are available for research purposes.

Two computer terminals in the Lending and the other in Reference Sections in the Main Library provide Online Public Access Catalogue (OPAC) facilities for users to identify the relevant materials in the collection. However, these two computer terminals for the OPAC are woefully inadequate for a user community over 7,000. Staff and Postgraduate students requested that the Library Automation process should be speeded up.

Inter Library Loan and Document Delivery Services are available at both Main and Medical Libraries. Current Awareness Service is provided by the Medical Library by circulating Content Pages of current journals.

Involvement in Research Publications
Library Staff involvement in research is less observed. Even though Librarian contributes his service for the university research community as a member of the Research and Publications Committee. The Vice-Chancellor confirmed that funds are available for research activities, but the Library Staff is not well aware about the availability.

3.7. Networking

Introduction:
Library cooperation has become an important and essential feature and provides an economical and effective strategy to overcome the barriers to acquire information resources due to scarcity of funds. The information materials can be provided through Inter Library Loan or 'Document Delivery' services in order to achieve this objective as a formal networking strategy.

Observations:
The University of Kelaniya Library has made successful attempts in actively participating in the library networks operational in the country. Most important currently functional networks participated by them are as follows:
- Sri Lanka Scientific and Technical Information Network (SLSTINET)
- Agricultural Information Network (AGRINET)
- Health Literature and Information Services Network (HeLLIS)

The Library has maintained a very close association with all university libraries and provided Inter Library Loan facilities to the members of this university academic community as well as the member of the other university communities.
- The British Council Library (BCL), Colombo
- The American Information Research Centre (AIRC)
- The Industrial Technology Institute (ITI) Library

The Library has proper connections with other Libraries in the university system as well as with other libraries in exchanging information through inter-lending and document delivery services. The Librarian and senior staff have good rapport between other professionals in Library and information sector.

It was gathered that the ILL services and DDS are operated only for the staff members. The service however not publicized in an effective manner according to the responses received from the junior staff members.

As noted, some of the staff members are not aware about the ILL and DDS services due to inadequate promotion of the services of the library.

3.8. Evaluation

<u>**Introduction**</u>:
The Library evaluation is presently done based on the casual feedback of the library staff received from individual members of the academic staff and student bodies or individual students and through the data kept at the library. To employ more formal and systematic methods of evaluation library/user surveys are essential.

<u>**Observations**</u>:
It was observed that an evaluation of the present resources, services and infrastructure was conducted using following sources:

- The Suggestion Books
- Faculty Board Meetings
- Evaluation to Staff

It is also gathered that the library hopes to conduct a planned user survey in near future which indicates the library management is on the way to initiate assessments in relation to user perspective.

4. CONCLUSIONS

1. Vision, Mission and Objectives

<u>Strengths/Good Practices</u>
- Having a Library vision falling in line with the University vision
- Clear relationship among Vision, mission and objectives

<u>Weaknesses</u>
Poor understanding and awareness among employees about the Library vision, mission and objectives

2. Management

<u>Strengths/Good Practices</u>
- Having a qualified, experienced, committed and a pleasant staff
- Having a moderately spacious building and infrastructure facilities with natural light and ventilation
- Appreciation of the services of the library by its users
- Positive approach towards developing departmental/branch libraries at the request of the interested parties concerned
- Cooperation extended by the top management to do the necessary improvements in the library

<u>Weaknesses</u>
- Non-adhering to professional standards in relation to departmental/branch libraries. Consistent procedures in relation to library administration seem required
- Inadequate measures taken to evaluate performance of the staff
- Non adherence to accepted procedures, rules and regulations in connection with assigning responsibilities to subordinates

- In adequate proactive long term planning with appropriate vision
- Non provision of e-learning facilities for the readers

3. Resources

Strengths/Good Practices
- Has a qualified, experienced, knowledgeable & trained staff
- Wide collection of books & journals cater to the needs of its users
- Spacious building
- Provision of e-resources, facility for internet browsing, use of multimedia & a laboratory for visually –impaired students
- Display of subject guide
- Strong liaison with Dean of Medical faculty and SAL in providing facilities, services etc

Weaknesses
- Unawareness of the presence of Librarian by the users and the assistance that could be obtained from the Librarian for their academic inputs.
- Unable to provide full use of resources due to financial constraints, structure of the building, early closure of ICT centers etc
- Non operation of all modules of Libsys software
- Long delay in processing recommended books
- Few PCs available for OPAC & internet access
- Lack of funds for training of staff
- Non assignment of appropriate duties to library staff members
- Non availability of sufficient number of copies and titles of books on subjects
- Non availability of Sinhala medium books and journals

4. Services

Strengths/Good Practices
- Having a better understanding about the University Vision & Mission and the steps taken by the Library staff to make the vision and mission of the Library and in turn the University a success
- Existence of a range of quality services with instructional brochures
- Having an Efficient, capable & knowledgeable staff (all categories)
- Installation of fully integrated software
- Having (e mail) intranet facilities for better co-ordination and information of library services to staff
- Availability of on-line journals for research purposes
- Special facilities available for visually-impaired students
- Availability of extensive seating accommodation

Weaknesses
- Restricted opening hours (during lunch hour, after 4 pm & weekends)
- Unawareness of available library services & facilities by users
- Inappropriate measures adopted to Preserve the Rare Books collection
- Failures in User Education program & E-resources program in the Main library
- Non use of BLDSC system for obtaining journal articles & less use of ILL, referral service and DDS in the Main library
- Slow progress in the use of library software

- Long waiting time for photocopying
- Insufficient number of computers for multimedia & internet use
- Inability to use PC & internet after working hours due to lightening threats, which will specially restrict the use of Libsys at a later hours
- Less facilities for PG students while levying a library fee on them
- Restriction on use of laptops
- Disarrangement in shelving
- Dust & water due to structural failures of the building

5. Integration

Strengths/Good Practices
- Recognition gained from the university community and willingness to accept
- responsibilities and membership in academic and non-academic forum
- Service oriented enthusiasm demonstrated by the employees

Weaknesses
- Centralized decision making process

6. Contribution to Academic output

Strengths/ Good Practices
- Librarian and some Library Staff are involved in overall planning and decision making process in the University.
- Library Network assists in teaching and learning initiatives.
- Library has taken initial steps to start Information Literacy Programme.
- Library has assisted in maintaining Departmental Collections and some instances in further developing the collections and operations.
- Library has organized a new software package for Library Automation and initial work is in progress.
- Library identifies the resource needs and assists research by supplying multifaceted library materials.
- Senior Library Staff are professionally involved in the decision making process
- Customer Caring Staff

Weaknesses
- Limited initiatives taken in collaborative ventures in teaching and learning
- Unsuccessful attempts in User Education and Information Literacy Programmes.
- Reduction of printed journals which are essentials for research.
- Less initiatives by Library Staff to engage in research.
- Limited initiatives to assist academic staff in research.
- Non-user friendly opening hours.
- Too strict Library Rules and Regulations
- e.g. Security measures taken with regard to Periodical Collection, Prohibition of Lap tops in the Library premises

7. Networking

Strengths/Good Practices Strengths
- Contributions made by the Library staff in the development of the National Level Network programs
- Healthy relationships maintained with the other universities and Local and Foreign reputed Libraries
- The interviews with the university staff commendably appreciated the assistance given by the chief Librarian for their information requests and recognized his participation in different academic activities.
- The high rate of DDS and ILL was reported at the Medical Faculty.

Weaknesses
- Library based information flow, to and fro between the library and the entities of the university was observed not strong and seen as a severe drawback in utilizing the library service as a learning support facility.
- Status of automation of the Library is still in primary stage though the main catalogue is available online. However faculty Library collections are unavailable online at present.
- E-Resources available are used by few staff and student numbers. The student / staff responses recorded less awareness originated from the Library in publicizing the same.

- Awareness programmes are less effective and faculty-library links are not very strong, (eg. Faculty of Science Library) though the Medical Library has good communication with the academic staff.
- ICT Network structure in the Library System seems weak due to infrastructure instability.
- The Library was badly affected several times due to lightening and no precautions were taken from the university administration despite the requests made by the library administration.
- IT equipment available at the Library is inadequate to maintain proper connectivity within the Library and within the campus wide Network.
- It was noticed that visibility of the Librarian among the students is weak. It was noticed that the reason for the situation is the physical location of his office, which is placed in the basement within technical processing are of the library.

8. Evaluation

Strengths/Good Practices

According to the reported evidence the library has been assessing its performance time to time but in an ad-hoc basis.

The collection management and its evaluation are in place as a collection development policy.

Feed back received from the faculty boards on recommendations for study materials and for service requirements are entertained by the library as much as possible.

Suggestions received from the users through the suggestion books are accommodated for further development of the resources and services.

Weaknesses
- Most of the evaluation measurements are reactive in nature eg: as a response to a suggestion made, requests paced, due to a failure of a system etc.

Based on the observations made during the visit by the review team and discussed above, the eight aspects were judged as follows:

Aspect Reviewed	Judgement Given
Vision, Mission and Objectives	Good
Management	Need Improvements
Resources	Good
Services	Need Improvements
Integration	Satisfactory
Contribution to Academic Output	Satisfactory
Networking	Satisfactory
Evaluation	Satisfactory

5. RECOMMENDATIONS

1. Real necessity to have separate department/unit based mini libraries may be calculated and understood
2. Employees who deal with readers shall be trained in order to inculcate positive attitudes among them towards users
3. Expeditious steps have to be taken to provide e-learning facilities for the readers
4. Appropriate protection may be given to preserve the documents in the rare books collection
5. Library open hours may be extended giving emphasis to the readers' convenience especially in both Medical Faculty and Main library.
6. Book Binding unit maintained at Medical faculty may be brought to Main Library in Kelaniya University ensuring a quality and efficient output
7. All faculty Libraries may function under the direction of the Main Library with a qualified professional staff deployed by the University. This will enable the academic staffs who are involved in Faculty Library activities to get relieved from them and concentrate on teaching Learning and research activities.
8. The Library at the Medical Faculty may be provided with, floor space and IT facilities in order to provide a quality reader/information service
9. Librarian's office to be upgraded and located in a prominent place in the Library
10. Assigning SAL with academic duties and SAR with administrative duties will help relieving the Librarian from day to day routine matters and there by his expertise could be utilized more for strategic level planning (which seems lacking presently) in the Library
11. The LA (Fine collection) should be released from cashier's job and deploy him in his duties.

12. E-journal access to be enhanced in order to popularize them especially among researchers

13. Copies of books and journal titles on certain subject areas to be increased, specially on Sinhala medium

14. Libsys software to be made operative (Acquisition and user data to be entered direct to Libsys)

15. Issue of CD, DVDs (accompanying books) to be commenced in order to make them available for students' use

16. More computers for the use of users for OPAC access, internet access etc are to be provided.

17. Display subject guides along aisles between shelves

18. CCTV cameras to be made operative and make available all resources on open access

19. Provision of better ventilation for the bindery seems necessary for a improved working conditions and for a greater output.

20. Issue permanent number of library cards for students when registering and write student number in the issue slip when issuing

21. Introduce reservation slip as done in the Medical Library

22. Rotation of staff is necessary introduced to train and empower the personnel in all aspects in the library.

23. Overtime for Library employees seems necessary increased to ensure more library open hours for readers especially in the Post Graduate programs and undergraduates in the Medical Faculty.

24. Weed out unused materials and store them separately to be issued on request

25. Training for binders should be provided. Permanent Book Binders should be recruited to ensure a quality binding system.

26. All books and journals purchased through projects such as ADB, IRQUE to be housed in the Main Library

27. A proper awareness on library services should be maintained e.g.UES, BLDSC, ILL etc.

28. An electronic communication system (e-mail) should be established. The responsibility lies with the Librarian, SAL/AL at Faculty level and department Level.

29. Introduce IL as a pre-academic module for Under Graduate students

30. Improve photocopying facilities

31. Protective measures are necessary adopted against the lightening threat. This will ensure safety of assets and human lives. This problem has to be addressed at both Main and Medical Libraries.

32. A Library Development Fund may be possible established through the deposits made by the Post Graduates in the University. This fund may be utilized to purchase books/ journals/ journal articles/ computers etc.

33. Preparation of manual of procedures on circulation, acquisition/weeding out, donation etc. are mandatory.

34. User education programmes on searching techniques on internet, e- resources etc. need to be introduced

35. Opening hours of the library and the ICT Laboratories may be increased especially for the benefit of Post Graduate and Under Graduate Research students and for the Undergraduates of the Medical Faculty.

36. Infrastructure of the Library should be attended immediately especially the IT Networking structure to stabilize the information flow within the Library and out to the University Network.

37. It is recommended to include / integrate faculty Library catalogues in to the main catalogue to make an extended visibility to the user.
38. The automated system should be implemented soon in its full fledge version to obtain data as indicators for evaluation.
39. Staff research is not highly performed except the contributions made by the Librarian and few senior staff members.
40. Senior library staff should engage more in LIS related research to perform their standing to be evaluated on par with other academics.

6. ANNEXES

Annex 1. AGENDA FOR THE LIBRARY REVIEW VISIT

Day 01- 31 Aug. (Monday)

08.30 – 09.00	Reviewer's Private Meeting
09.00 – 10.30	Library Presentation on the SER & Discussion
10.30 – 10.45	Tea
10.45 - 12.45	Observation of Documents & discussion
12.45 – 14.00	lunch
14. 00 – 14.45	Meeting with the senior Staff of the Library (SALs/ALs/SAR)
04.45 – 15.00	Tea
14.45 – 15.30	Meeting with the para-profesional staff of the Library (Staff Assistants/Library Assistants/(SSBR)
15.30 – 16.00	Meeting with the Support Staff of the Library (Library Assistants/Binders/Labourers/(SSBR)
16.00 – 17.00	Reviewers' Meeting

Day 02 -1 Sept. Tuesday)

09.00 – 09.20	Meeting with the academic staff of the Faculty of Science
09.20 – 09.40	Meeting with the academic staff of the Faculty of Commerce and Management Studies
09.40 – 10.00	Meeting with the academic staff of the Faculty of Humanities (SSBR)
10.00 – 10.20	Meeting with the academic staff of the Faculty of Social Sciences (SSBR) Working Tea
10.30 – 10.45	Meeting with the vice Chancellor (SBR)
10.45 – 11.45	Meeting with the members of the Library Committee (SBR)
11.45 – 12.30	Library visit and observation of documents – Main library
12.30 – 13.30	Lunch
03.30 – 16.30	Medical faculty Library visit
16.30 – 17.30	Reviewers' Brief Meeting

Day 03 – 02nd Sept. (Wednesday)

08.30 – 09.00	Library Visit
09.00 – 10.00	Meeting with undergraduate students (SSBR)
10.00 – 10.15	Tea
10.15 – 10.45	Meeting with Postgraduate students (SSBR)
10.45 – 11.15	Wrap-up meeting with the library Senior Staff (SSBR)
11.15– 12.30	Lunch
12.30 –	End of Program

SBR – Senate Board Room
SSBR – Faculty of Social Sciences Board Room

Annex 2. LIST OF PERSONS MET
- Vice Chancellor of the Kelaniya University of Sri Lanka
- Librarian of the Kelaniya University of Sri Lanka
- Senior Assistant Librarians and assistant Librarians
- Senior Assistant and the Assistant Librarian of the Medical Faculty
- Para professional and the support staff of the Library
- Academic staff of all the Faculties of Kelaniya University of Sri Lanka
- Undergraduate Students of the Kelaniya University
- Postgraduate Students of the Kelaniya University

Annex 3. LIST OF FACILITIES OBSERVED
- Lending Library
- Reference Library
- Journals Section
- Faculty Libraries - Faculty of Social sciences, Faculty of Science, Faculty of Medical and Alied Sciences
- Reading Rooms
- Library Office
- Book Binding sections both in University Library and Medical faculty Library
- Section for physically impaired students

Annex 4. LIST OF DOCUMENTS OBSERVED
- Library hand book
- Library committee Minutes
- Minutes of the library staff meetings
- Accession Records
- Books ordering procedure