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LIBRARY REVIEW REPORT

UNIVERSITY OF MORATUWA



19th to 21st August 2009

Review Team :

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Libraries is planned to upgrade the university library service and to share good practices without imposing an additional burden on the libraries under review. The aim is to use evidence and data generated and used by the library itself to appraise quality of its services. Greater the reliance of external quality assessment upon the library's own evidence of self evaluation, greater the prospect that standards will be safeguarded and quality will be enhanced.

Purposes of the external review process in libraries are to: (1) safeguard the quality and effectiveness of library services in Sri Lankan universities; (2) facilitate continuous quality improvement; (3) encourage good management of university libraries; (4) instill confidence in a library's capacity to safeguard the quality and effectiveness of its services, both internally and externally; (5) identify and share good practices in the provision library services; (6) achieve accountability through external quality assessment and a public report; and (7) provide systematic, clear and assessable information on the university library services.

Main features of the external review process includes: (1) production of an analytical Self Evaluation Report (SER) by the library staff; (2) review against the vision, mission, goals and objectives contained in the SER and a review visit of 3 days; and (3) publishing the review report with judgments, and the strengths/good practices and weaknesses identified.

Review process was conducted according to the guidelines given in the quality assurance handbook for Sri Lankan university libraries published by the Quality Assurance and Accreditation Council (QAAC) of the University Grants Commission (UGC). The University of Moratuwa library had submitted a self evaluation report to be reviewed by the Quality Assurance and Accreditation Council.

The following eight aspects of library were reviewed against the SER.

1. Vision, mission and goals.
2. Management.
3. Resources.
4. Services.
5. Integration.
6. Contribution to academic output.
7. Networking.
8. Evaluation.

It is expected that the external review process would make a significant contribution to the continuous quality improvement of library services in Sri Lankan universities. However, it has to be emphasized that the responsibility for quality and standards can only lie effectively where the powers to control or change practices exist, that is, with the institution itself and not with an external body.

The review team visited the Moratuwa Library from 19th to 21st August, 2009.

ased on:

ancellor, Deputy Vice Chancellor, Director of Internal members of the academic staff and undergraduate students of three faculties and the NDT Programme, Librarian, Senior Assistant Librarians, Assistant Librarians, SAR/Library Services, , Paraprofessional staff , Support staff and Binders of the Library, and PG directors and few postgraduate students of the three faculties.

- Observing facilities of the Library.
- Observing learner awareness classes.
- Reviewing documents available at the Library.

Each of the eight aspects was judged as good / satisfactory / needs major improvements, in light of strengths, good practices and weaknesses in each. Considering the judgment of the eight aspects, an overall judgment was given as confidence / limited confidence / no confidence.

2. BACKGROUND OF THE UNIVERSITY AND THE LIBRARY

In 1960, the Institute of Practical Technology (IPT) was founded at Katubedda with aid from the Canadian Government in a fifty-acre block of land overlooking the Bolgoda Lake. With the objective of expanding the engineering education of the country, the Ceylon College of Technology (CCT) was begun in 1966 utilizing the resources of the IPT with the assistance of United Nations Development Programme through UNESCO. The engineering degree and technician programmes of CCT designed to produce an engineer or technician with practical training as an integral part of this study. Under the provisions of the University Act, No.1 of 1972, CCT became the Katubedda Campus of the University of Ceylon. The Katubedda Campus began with one Faculty that of Engineering and Architecture in 1972. When Ceylon subsequently became a Republic in 1972, the name changed to Katubedda Campus of the University of Sri Lanka. With the implementation of Universities Act No.16 of 1978, the Katubedda campus of the University of Sri Lanka acquired the status of an independent University with its present corporate name University of Moratuwa, Sri Lanka, with three Faculties of studies namely (i) the Faculty of Engineering, (ii) the Faculty of Architecture and Town & Country planning, and (iii) the Faculty of Physical and Applied Sciences. In 1981, the Faculty of Physical & Applied Sciences was merged with the Faculty of Engineering. To sustain the rapid expansion of Information Technology Industry in the country, the Faculty of Information Technology was established in 2001 as a third Faculty of the University.

Vision of the University of Moratuwa

The Vision of the University of Moratuwa is to be a center of excellence of higher learning, research and related activities with emphasis on national relevance, international recognition, innovation and creativity in engineering, architecture and other professional disciplines.

Mission of the University

The Mission of the University of Moratuwa is to be an internationally recognized center of excellence in higher learning, research, consultancy and other professional activities in engineering, architecture and allied professional fields by creating an environment conducive to nurturing the inquiring mind and developing skills for a diversity of challenges and thus to be a leader in contributing to sustainable scientific, technological, social and economic development of Sri Lanka.

Services are provided to the academic community of three by the central library situated in the main campus. It is located in a spacious five storied purpose built building. The present collection comprises of over 90,000 books and other publications. The Library house keeping functions are fully computerized and remote access to the catalogue and electronic resources are provided. The focus of the library service is mainly directed towards the technological and engineering disciplines.

3. FINDINGS OF THE REVIEW TEAM

3.1. Vision, Mission and Objectives

The team noted that the library has clearly articulated vision and mission and established objectives in line with the university vision and mission. It is also observed that the functions and activities are being geared by the vision and mission. Enhancing physical facilities of the library has been identified as one of the main objectives in the five year corporate plan and it has already achieved some of them.

Strengths / Good practices

1. Vision, mission and objectives of the library support the university vision, mission and objectives.
2. Library is directed by the vision and mission of library.
3. Functions and activities are organized in a manner to realize the vision and mission

3.2. Management

The Library is managed in a manner that permits and encourages the most effective use of available library resources. It has a clear organizational structure with clearly defined roles and responsibilities of each level. The Library staff comprises of 46 members. Responsibilities and accountability within the library, and roles and responsibilities are clearly defined. We also noted that all the staff members have undergone training in their respective areas of management and administration. This signifies that the library employs its staff to ensure optimum utilization of capacities.

Strengths / Good practices

1. Clearly defined responsibilities and accountability of the staff
2. Qualified, committed and motivated workforce
3. Clear lines of authority
4. Standing library committee

Weaknesses

1. Library Committee meets once in three months and required basis. It is also observed that the Vice Chancellor does not chair the Library Committee.
2. Lack of MIS within the library to collect, collate, analyze, evaluate and produced synthesized reports.

The Library supply access to some of the important major full text journal databases as online resources. University of Moratuwa gained free access to several online databases from year 2002 via PERI (Programme for the Establishment of Research Information Currently, the Library has subscriptions to selected sections of five major full text journals databases including Science Direct, IEEE, ACM, etc. Bibliographic information of most of these resources available in the library are searchable through library website www.lib.mrt.ac.lk. The Online Public Access Catalogue (OPAC) displays all the holdings of the Library such as books, theses, e-resources, journals etc. Important materials received through Inter-Library Loans are scanned and videos are converted to CD format. It was observed that the library organized all collections into separate sections and made the accessibility convenient to users through classification and indexing systems. Most subject related books bought to the library are recommended by the faculty ITUM.

Strengths / Good practices

1. The Library is well supported by the University through the provision of funds for the purchase of required materials. Part of the registration fees paid of postgraduate programmers is given to the resource development of the library eg: 10% of programme fee paid for ITUM courses.
2. The Library has a rich collection of over 90,000 subject related materials. Almost all of them fall into engineering technology subject areas. Given below is the available stock of the resources.

Material	Total	Lending	Reference
Books	83973	70499	13474
Theses	2255	78	2177
Conference Proceedings	953	781	172
Standards	885	49	836
Reports	757	290	467
Audio Visual Materials	203	171	32
Maps	182	172	10
Electronic Media	147	133	14
Pamphlets	28	0	28
Total	89383	72173	17210

Other collections include, Standards literature (SLS, BS, ASTM, ISO, IEC etc.), 120 print journal titles and accompanying CDs and DVDs and multimedia disks.

Weaknesses

1. It was observed less awareness among some of the undergraduate students about the collections Eg: NDT students.
2. Subject distribution of some areas is not adequate according to the undergraduate responses eg: Facilities management, Textile quality control, fashion technology.
3. In some subject areas, titles that are in high demand recorded inadequate number of books eg; specialized subject areas and newly planned courses.
4. All recommended books are ordered and added when received. It may that some recommended books are in lesser numbers.
5. Less representation reported in ama teur reading materials.

by undergraduates and less awareness among the students

Physical Resources

The library is housed in purpose designed building at a suitable location in the university premises closer to the main entrance of the university.

Strengths / Good practices

1. Ample space available in the library to house present collections as well as for future expansion.
2. Enough ICT equipment supplied to the library to maintain effective automated environment.
3. Internet accessibility to the students and staff is commendable.
4. The physical resources in the library are well maintained and serviced.

Weaknesses

1. Some areas need suitably equipped. Eg: Audio visual viewing area.
2. User enters into an empty area in the library ground floor
3. Some collections are noticed kept closed during the lunch time and equal comments received from students belong to different batches.

Human Resources

Job descriptions are given to each and every staff member (professionals, para professionals, skilled grades) in the library. Training opportunities are provided for all categories by the management. Very commendable team work is seen. A friendly atmosphere is seen across the staff categories. It was observed that the library has a happy workforce, commendable leadership and healthy relationship.

Strengths / Good practices

1. Adequate staff available in the library service in required capacities.
2. The staff levels are well trained to carry out duties in their job description
3. Job descriptions are given to each and every staff member (professionals, para professionals and skilled grades) in the library. Training opportunities are provided for all categories by the management.
4. Very commendable team work is seen.
5. A friendly atmosphere is seen across the staff categories

3.4. Services

It is evident that the Library provides traditional library services such as reference, lending, photocopying, inter-library loans, referral service etc. These services are supplemented by the modern library services such as document delivery, online reservation of library material and status check, Internet access, and provision of access to full text e-journal databases. As such, from the point of view of the library administration, it was clear that the Library has been able to provide an up-to-date library information service fulfilling its commitment in realizing the Vision, Mission and Objectives of the University.

These observations were confirmed by all segments of the University community who took part in discussions with the Review Team. They included the top management of the

the academic staff, and the undergraduate, NDT and

Strengths / Good practices

1. The Library is completely automated, thus giving its user community with remote login facilities and streamlined and efficient library housekeeping system. It has also enabled the Library user community to reserve library materials and to check their borrowing status etc. remotely. It is noteworthy in mentioning here that the ICT developments taken place in the Library is reported by Lucy Tedd in her monograph entitled *'Digital Libraries: Principles and Practice in a Global Environment'*.¹
2. The Library operates an effective and efficient document delivery service. Copies of the items obtained under the scheme are well organized and presented for other library users.
3. It is visible of the initiatives taken by the Library to educate its user community through library orientation programmes, Information Literacy (IL) skills development programmes and workshops. We were also informed of an advanced IL programme for students.
4. Updating of the awareness of the Library services and resources among the academic staff is taking place smoothly with the use of email communication.
5. The Library is using the Universal Decimal Classification (UDC), International Medium edition for classification of library materials, the Anglo American Cataloguing Rules for cataloguing and the Sears List of Subject headings for subject headings / keywords, thus ensuring a high standard in bibliographic services. Although the maintenance of proper shelving order of books is difficult with the use of UDC, the Library has restricted the specificity of classification numbers at a reasonable degree to overcome the issue.

Weaknesses

From the discussions we had with the stakeholders and through our observations we have not noted any major weakness prevalent within the system. However, the following areas indicate the possible improvements.

1. The need to conduct user education programmes on the use of e-resources toward the second and third years of the students' career was mentioned by some students present. They stated that at the initial stage of their enrollment at the university they are not in a proper mental frame to absorb understand and remember what they were taught.
2. Inadequacy of awareness building among the students of the library services and resources
3. The need to operate library photocopy service on Saturdays. This has become necessary as the Faculty of Architecture conducts its programmes on a Tuesday to Saturday roster.
4. Some students mentioned that the issuing of library ID cards get delayed due to some reason. It was noted that the delay is due to student registration related problem and it will not recur.

3.5. Integration

Decision making and overall planning

The library is in a comfortable position in decision making for development of resources, services, amenities etc. Overall planning of the library is amply supported by the vice chancellor and deans. The librarian is also invited to take part in other sub committees as and when such need arise. The Library professional staff collaborates in direct and indirect teaching and learning activities. Librarians are sometimes invited to deliver information

hands-on information searching, information literacy, e-journals, e-books, e-theses etc. Some of these lectures had been incorporated into the curriculum. Following activities can be considered as collaborations between faculty and the library. Ordering recommended reading materials (books, journals, electronic materials, etc.). Providing articles requested by the faculty for research and teaching purposes. Conducting information literacy programs requested by faculty from time to time.

User Education has been an important aspect of the services in the library since the library's inception. Library staff visits academic departments to introduce the facilities and services. Including library online catalogue, online journals and the library website. Orientation programmes are being handled by the User Education Unit. It includes library tours, video shows, and hands on sessions etc. The library plans to offer a one credit non GPA module named as 'Advanced Information Literacy' program.

Strengths / Good practices

1. The Librarian is a member of the following committees.
 - The Senate
 - Faculty Board
 - Board of Studies in ITUM
 - Higher Degrees Committees
 - Leave and Awards Committee
 - Senate Research Committee
 - Library Committee (Chairperson)
 - MIS Committee

Weaknesses:

1. As the formal decision making body the library committee is not chaired by the Vice Chancellor.
2. It was observed that some faculties do not invite the librarians or the nominee to represent the library at the faculty boards.
3. Integration with academic department seems not highly productive.
4. Direct collaboration with the academic activities is not seen strong with the library.

3.6. Contribution to Academic Output

The Library has been able to make a highly significant contribution towards the academic output through the provision of a cutting edge information resources and services, with a proactive and innovative approach. This has become a reality due to continuous support the Library was able to receive from the University administration.

Strengths / Good practices

1. The provision of access to required sections of the IEEE, ACM, Science Direct, Emerald Insight and Grove Art Online databases.
2. Operation of an efficient and free-of-charge document delivery service
3. Inter Library Loan service available to the academic staff and students
4. Operation of the fully integrated RFID enabled library management software system for library housekeeping and information services.
5. All members of the para professional staff and above grades are provided with PCs.

- is to offer a common search interface to search all databases available to the Library user community and to digitize theses and dissertations
8. The Library is open up to 10.00 p.m. during examination periods.

3.7. Networking

The primary subject focus of the University of Moratuwa Library is directed towards Engineering, Architecture and Information Technology. As such, opportunities available for formal networking become narrower. It was observed that the Library is a founder member of the Sri Lanka Scientific and Technical Information Network (SLSTINET). The overall observation of the Team is that the Library has exerted efforts to develop networked environment within its mandate.

Strengths / Good practices

1. Use of ICT to form Sri Lanka Library Friends Group.
2. Library cooperation with relevant university and special libraries in the country.
3. Informal contacts with five foreign university libraries.

Weaknesses

1. Presently there is no electronic networking between university and other libraries.

3.8 Evaluation

Strengths/Good Practices:

1. To obtain user feedback suggestion boxes are kept at several places.
2. The job descriptions are maintained
3. The system generated statistics are used for evaluation

Weaknesses:

1. Staff performance evaluation is not clearly implemented
2. Usage of professional standards in evaluation is vague
3. User requirements, especially students requirements are not surveyed very often
4. No indication of constant use of performance indicators maintained by the library.

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

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

the eight different aspects, the reviewers are able to give for the Library of the University of Moratuwa.

4. RECOMMENDATIONS

1. Chair the Library Committee by the VC to take up issues very quickly and expedite the process of decision making in relation to library matters. It is also desirable to conduct meeting in two months.
2. Expedite the process of issuing ID cards for new comers with the collaboration of the university administration.
3. It is better if the reading area is shifted to a side or to another floor giving area to house one of the collections of high use (e.g. Lending or PR section) giving ready access to the resource area as the user enters into a space where no services offered.
4. It is suitable to place an Inquiries facility/ counter at the entry level óGround floor.
5. The Librarian should be a member of the Quality Control & Progress Review Committee. The Library should maintain a systematic and continuous program for evaluating its performance, for informing the university community of its accomplishments, and for identifying and implementing needed improvements.
6. All stakeholders (i.e. students, graduates, academic staff, library staff, other users etc.) should be made to respond to take part in performance evaluations/feedback forums.
7. User requirements are to be surveyed very often and with newly started courses and modules.

Reference:

Tedd, Lucy A. and Large , Andrew. (2005) Digital libraries: Principles and practice in a Global Environment. Munchen : Saur.

RARY REVIEW VISIT

Day 1 – 19th August 2009

08.30 am ó 09.00 am:	Private meeting of Review Panel with QAA Council representative
09.00 am ó 09.30 am:	Meeting with VC, DVC & Bursar
09.30 am ó 10.00 am:	Meeting with Chairman/QAA Unit
10.00 am ó 10.30 am:	Tea
10.30 am ó 11.00 am:	Meeting with Library Committee
11.30 am ó 12.45 pm:	Presentation on the SER & Discussion
12.45 pm ó 01.45 pm:	Lunch
01.45 pm ó 02.45 pm:	Library Visit
02.45 pm ó 03.15 pm:	Meeting with senior staff of the library
03.15 pm ó 03.30 pm:	Tea
03.30 pm ó 04.15 pm:	Meeting with NDT staff & students
04.15 pm ó 05.00 pm:	Wrap up

Day 2 – 20th August 2009

09.00 am - 10.00 am:	Meeting with Faculty of Engineering (staff & UG students)
10.00 am ó 10.15 am:	Tea
10.15 am - 11.15 am:	Meeting with Faculty of Architecture (staff & UG students)
11.30 am - 12.30 am:	Meeting with Faculty of IT (staff & UG students)
12.30 pm - 01.15 pm:	Lunch
01.15 pm - 01.45 pm:	Meeting with Para professionals
01.45 pm - 02.15 pm:	Meeting with support staff
02.30 pm ó 03.30 pm:	De-briefing with L/SAL/AL/SAR
03.30 pm	Tea & Wrap up

Day 3 – 21st August 2009

09.00 am ó 09.45 am:	Meeting with PG Director & Students (Fac. of Engineering)
10.00 am - 10.45 am:	Meeting with PG Director & Students (Fac. of Architecture)
10.45 am ó 11.15 am:	Tea
11.15 am ó 12 noon:	Meeting with PG Director & Students (Fac. of IT)
12 noon - 01.00 pm:	Debriefing with L/SAL/AL/SAR
01.00 pm:	Wrap up