LIBRARY REVIEW REPORT

OPEN UNIVERSITY OF SL

17th to 19th December 2009

Review Team :

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1. EXTERNAL REVIEW PROCESS

In Sri Lanka, undergraduate education provided by universities is entirely financed by public funds. Therefore, the undergraduate education provided by the universities can be considered as a public good. Hence, the universities are expected to conscientiously exercise their responsibility to maintain quality and standards. A key factor required to promote and safeguard public confidence in university education is their accountability for quality and standards.

As a mechanism towards ensuring university accountability to maintain quality and standards that are expected by stakeholders, the quality assurance system of Sri Lankan universities was introduced by the Committee of Vice Chancellors and Directors (CVCD) in 2001. At present these activities are conducted by the Quality Assurance and Accreditation Council (QAAC) Division of the University Grants Commission (UGC) with the financial support from the World Bank funded Improvement of Relevance and Quality of Undergraduate Education (IRQUE) Project of the Ministry of Higher Education. External review process is one of the components of this quality assurance system, the other components are the development of Subject Benchmarks, Sri Lankan Qualification Framework and Codes of Practices for University activities.

The components of the External Review Process are Subject/Programme reviews, Institutional reviews and library reviews. Library reviews are carried out with the aim of safeguarding the quality and effectiveness of their services, encouraging their good management and facilitating continuous quality improvement. It is also expected to identify the good practices and the areas that need improvement.

Aspects of the library review
The following eight aspects were considered in the review process.
1. Vision, Mission and Objectives
2. Management
3. Resources
4. Services
5. Integration
6. Contribution to academic output
7. Networking
8. Evaluation

Review Process
External review is based on the Self Evaluation Report (SER) prepared by the library staff. The SER of the library of the Open University of Sri Lanka (OUSL) was provided to the review team on 7th December 2009. The review team consisted of the following members
1. Mr. Harrison Perera – Former Librarian, University of Peradeniya
2. Mrs. R.C. Kodikara – Librarian, University of Moratuwa
3. Prof. M. J. S. Wijeyaratne – Senior Professor of Zoology, University of Kelaniya
Professor Wijeyaratne served as the Review Chair.

The Review visit was commenced on 17th December 2009 with a private meeting of the review panel with the Director of the QAAC Division of the UGC, which was followed by a meeting with the Vice-Chancellor. Then the agenda for the review visit was finalized with the Librarian. The agenda of the review visit is given in Annex 1. Then the Librarian gave a

presentation on the Self Evaluation Report, which was followed by a discussion. Senior staff of the library and the Assistant Librarians of the Regional Centres were also present to this meeting. During the review process the review team had discussions with the Senior Management Committee which consisted of the Deputy Vice-Chancellor, Deans of Faculties and Directors, members of the academic and administrative staff, Para-Professional and non academic staff of the Library, members of the Library Committee, undergraduate students and Postgraduate students. The list of persons met is given in Annexure 2. The review team observed the facilities available in the main library. These facilities are listed in Annexure 3. The documents observed during the review visit are listed in Annexure 4. During the review visit the good practices/strengths and the weaknesses were identified. On the last day of the review visit, i.e., on 19th December 2009, the Vice-Chancellor, Librarian and the Senior staff of the Library were given a feedback on the findings of the review team.

Publication of the review report
The Review report includes the findings of the review team together with the good practices/ strengths and weaknesses. Some recommendations are also given in the report. Each of the eight aspects was judged as Good, Satisfactory or Needs Improvement. Based on the judgments given to each aspect, an overall judgment was also made. The report will be submitted to the QAAC which will be then forwarded to the library for their comments. If the library staff is in disagreement with any of the findings, those will be clarified through the involvement of QAAC. The judgments will then be submitted to the Standing Committee on Library and Information Science (SCOLIS) and the Standing Committee on Quality Assurance of the UGC. The report would then be published in the website of the QAAC, www.qaacouncil.lk. The library is expected to take action within six months of publication of report to remedy the problem identified in these aspects which need improvement.

2. BACKGROUND OF THE UNIVERSITY AND THE LIBRARY

The Open University of Sri Lanka (OUSL) was established in 1980 under the provisions of the Universities Act No. 16 of 1978 and became fully operative under the Ordinance No. 3 of 1980. Amendments were effected in 1983 through OUSL Ordinance No.1 and in 1986 through OUSL Ordinance No.12. Today it is the only single mode distance higher education institute in Sri Lanka under the UGC. The OUSL was ceremonially inaugurated by His Excellency the President of the Democratic Socialist Republic of Sri Lanka on 19th June, 1980, and became fully operational on 22nd July, 1980. It is situated in Nawala and functions through a network of centres spread throughout the island. This network consists of 5 Regional Centres, 18 Study Centres and 6 Teaching centres. The university has 04 faculties, namely the faculties of Education, Engineering Technology, Humanities and Social Sciences and, Natural Sciences.

The OUSL Library was started in 1980 with two collections donated by the University of Colombo and the Sri Lanka Institute of Distance Education. The library at first, catered only to the academic staff to prepare study materials for the distance learners.

Though the OUSL was planned to have regional centres, there were no branches of the library established in the early years of the university. Therefore the public library system was used as the study facilities for the remote learners of OUSL. A total of 24 public libraries were selected for the purpose and the students were assigned to the closest public library. Library loans were also possible with the coordination of the National Library Services Board

(NLSB). The NLSB also purchased books recommended by the faculty staff for the 24 public libraries.

In1983 Colombo Regional Centre library of the OUSL was started at the Sri Lanka Technical College, Colombo 10 where the Science Faculty was located initially.

The Audio Visual Unit was started with a slide collection produced by OUSL experts with the assistance of UNESCO in 1982. Some courses were also prepared in cassette format to be delivered to the regional and other centres. In 1988 the library catalog was computerized using UNESCO library software package, CDS/ISIS. In the same year the library was opened for the students. In 1995 a new library building was completed and the library was shifted to the new premise where it is housed at present.

A network of libraries are being developed comprising the Main Library at Nawala, Regional Libraries at the OUSL Regional Centres in Anuradhapura, Batticaloa, Kandy, Matara, Jaffna, and Study Centre Libraries at Ampara, Ambalangoda, Badulla, Bandarawela, Batticaloa, Galle, Gampaha, Hatton, Hambantota, Kalutara, Kegalle, Kurunegala, Kuliyapitiya, Monaragala, Polonnaruwa, Putlam, Ratnapura, Trincomalee and Vauniya.

The main Library has around 101,000 reading material with annual addition of more than 3000 books depending on the availability of funds and around 150 journal titles. Total number of students who had registered for the OUSL courses had reached more than 28000 as at April and the OUSL library caters to the needs of this large body of students dispersed throughout the country.

3. FINDINGS OF THE REVIEW TEAM

3.1. Vision, Mission and Objectives

The Vision of the library of OUSL as given in the SER is "to be an open and distance learning support facility through service excellence in information provision to onsite and offsite learners and teachers". However, this is different from the Vision given in the Library webpage and that given in the Library handbook which has not been printed yet. Further, it is different from the Vision displayed in the library. As such, the Vision of the library given in the SER is not known by most of the stakeholders. Although there are many leaflets that are distributed among the users indicating the services provided by the library, the Vision of the library was given only in one of those.

The Mission of the library as given in the SER is "to function as a learning support facility based on information and knowledge resources to assist the open and distance teachers and learners effectively, ensuring maximum possible access to knowledge resources". This too is different from the Mission statement given in the library web page. As the Vision statement, Mission is also given only in one of the leaflets to be distributed among the users.

However, although there are several Vision and Mission statements, it is commendable that the OUSL library has identified its Vision and Mission and some efforts have been taken to inform them to the users.

The review team noted that the Vision and Mission of the library can be considered as fairly in line with Vision and Mission of the University.

The library has identified its objectives also. The review team noted that these are also changed in an ad-hoc manner. The last objective given in the SER was not given in the handbook to be published. In the website, the objectives were incorporated into the Mission statement. One new objective had been added in the presentation given by the librarian to the review team.

There is no development plan for the library. However, in the university Corporate Plan 2006-2010, several strategies and activities had been identified. Some of the activities identified are routine functions of a university library (e.g. some activities of 4.4.1.1., 4.4.1.3., 4.4.1.4., 4.4.2.1.). Some of the activities given in the Corporate Plan had not been carried out during the envisaged time period. One example is user surveys. Review team noted that only one user survey has been done, that too very recently, although these were to be done annually according to the Corporate Plan.

If there had been a separate development plan, it could have been changed annually and action could have been taken to revise it if a necessity is arisen.

Based on the evidence gathered during the review process, the aspect of Vision, Mission and Objectives could be judged as 'SATISFACTORY'.

3.2 Management

The Review Team focused on the management structure, policies, procedures and mechanisms being adopted in the Library Network of the OUSL. The Library System/ Network of OUSL consists of a Main Library, five Regional Centre Libraries and seventeen Study Centre Library Collections. The Main Library of Nawala has the following sections to maintain professional library operations:
- Library Administration
- Acquisition Department
- Cataloguing Department
- Reader Services
- Periodical Division
- Regional Library Services
- Virtual Library Services
- Binding

Each of the above Section is headed by a Senior Library Staff member. A new section titled Skill Development Unit has been established to develop the soft skills of learners and researchers.

The Library System is assisted by well-qualified professional Library Staff. Two have obtained PhDs and the third member has completed the requirements for her PhD. Due to its emphasis and focus on web-based resource services more ICT trained staff would be a definite asset in the future.

OUSL Library Network is very much different from conventional system, and initially the Library was expected to assist the academic staff in preparing distance learning material. However at present, the library operations have been extended to provide information for the distance learners on-site and remotely. OUSL Library Network is expected to promote open learning opportunities through web-based facilities for off-campus learners.

Though compatible with the vision statement of the university, it was noted, that the Library Vision Statement variedly recorded at different instances. Library does not have its own Corporate Plan but has incorporated it into the University Plan. Manuals of procedure with

regard to certain library operations were available but professional library policy statements need to be produced. Professional, Para-professional and Support Staff reported that they carry a heavy load of work and in some instances they are at the verge of demotivation due to inability to meet deadlines etc. However, they clearly understood their duties and responsibilities. Job Descriptions are available for all staff. If percentages of the workload under each duty and the work standards are included, it would further develop the Job Description Format. General satisfaction among all Library Staff on the opportunities they have received on training and career development and welcomed continuous training and orientation on the new **Libsys** system and foreign exposure relevant to OU library operations. It was not clear whether the Librarian had already requested new cadre, but due to heavy workload at the Main Library and staff shortages at the Regional Centres, new staff is an urgent priority.

Vision and Mission statements and Library Layout Plan were displayed in the Library, but display locations could be more prominent if moved elsewhere. Students were concerned on the Security checks at the Library entrance. Both Security and Library Staff are involved in the security procedures. It would be more practical to train the Security Staff to handle this duty and direct the Library Staff who at present involved at the front security operations to concentrate on the vandalism with regard to library material at various locations in the Main Library.

The Main Library building lack ideal environmental factors for any user to study for a longer period of time due to appalling conditions of ventilations etc. There is a termite threat with regard to the Library furniture and material. These need to be addressed urgently before the users decide to boycott the usage of the Library. Some Regional Library Staff expressed that the present library buildings are not suitable to house collections.

Out of the five Regional Centre Libraries, steps are recently being taken to staff and equip the Libraries at Kandy, Matara and Batticaloa. For the benefit of the off-campus learners at these Centres, a professional Development Plan is urgently required as those Centre – Libraries are under-resourced and under-developed. Perhaps the University needs to consider a separate budget to develop these Centre – Libraries as students are on the increase with the demand for resource facilities.

The Library system has produced brochures, newsletters etc. to promote awareness on the services and facilities provided to the end user and also conducted orientation and training Workshops. However, there were comments from both staff and students that they were "not aware" of basic library facilities available. One example was the use of On-line Public Access Catalogue (OPAC). Some Staff reported that due to Libsys, it has become more difficult to use OPAC and some students did not know how to use it. A series of Orientation Programmes would be appreciated by all users.

Another finding was the issue on lack of resources, even the core collections. Though the Review Team did not have the opportunity to meet the users of any Regional Centre – Library, the Regional Library Staff themselves expressed this grievance as they had to answer the Regional Centre - Library users. There is an urgent need to address the lack of resources and equipment specially at these Regional Libraries.

Librarian is an Officer of the University and reports direct to the Vice-Chancellor. She is a member of the highest academic forum, the Senate and a member of the Senior Management Committee. She also serves as a member of the following statutory sub-Committees of the Senate:

- Planning and Development Committee
- Education Technology Board
- Regional Education Services Board
- IT Committee

- Library and Information Services Committee
- Students Academic Forum

The Librarian is assisted by the Library and Information Services Committee on the policies, development etc. of the Library System. However, it was noted that the Librarian is not a member of the University Finance Committee. In past few years, the Library System has developed the web-based resources for the benefit of its off-campus users and the professional efforts taken by the present Librarian is commendable. However, the efforts are far from satisfactory from the point of the users as the demand for resource delivery has surged beyond the university anticipation.

Review team noted that the authority and responsibilities of the Librarian are clearly defined. An Advisory Committee assists the Librarian on Library Policy. There are many divisions in the Library System and clear roles of the Library staff have been identified to manage the Library Operations effectively.

The review team is of the view that the aspect of Management could be judged as 'SATISFACTORY'

3.3. Resources
The main Library established in the main University premises has a well qualified, professional staff with required skills and knowledge. All the cadre positions in the top level are filled and there are a few vacancies (Library Assistant 03, Library Attendant 01) in the lower grades. According to the Self Evaluation Report (SER) out of 33 cadre positions 29 positions have been filled in the Main Library. The library has taken steps to appoint 3 ALs to cover the duties of Kandy, Matara & Anuradhapura.

The present library building has been constructed in 1995. 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. How ever the Main library and RC & SC 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 Centre Libraries have a book collection of over 100,000 and 37675 respectively. The total number of periodical titles in the collection is 463which includes print ad e journals.

The staff has attended relevant training programs. All bibliographic data are searchable in OPAC in the Main Library while the complete collection of Kandy regional Library is searchable in WINISIS. Main library provides OPAC terminals, internet access facility in Virtual resource Centre. OUSL past exam papers and course material collection can be downloaded from OUSL library websites.

The review team is of the view that the Resources NEED IMPROVEMENT.

3.4 Services

One of the objectives of the library is:
"Disseminating relevant information through suitable access systems to facilitate the learning process"

In keeping with the above objective, 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 User Education Program with information brochures, the photocopy service, collection of multimedia for viewing, 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 by the readers and users of the Main Library. The Library staffs both in the Main and the RC & SC libraries are 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. Library has prepared instructional brochures, library rules & regulations and user guides for all users.

In 2009, "Libsys" integrated software package had been installed and all bibliographic data (total over 1,00,000) have been entered and bar coding of books completed. Kandy RC library has entered all its data in WINISIS. Readers of both libraries are able to search the holdings with least time spent.

The review team is of the view that the aspect of Services could be judged as 'GOOD'

3.5 Integration

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

The Librarian is an ex-officio member of the following forums involved in the process of planning and decision making:
- The Senate
- Senior Management Committee
- Planning and Development Committee
- Education Technology Board
- Regional Education services Board
- IT Committee
- Library and Information Services Committee
- Students Academic Forum

Overall planning of the library is supported by the VC and Senior Management. The Librarian participates in other sub committees as and when need arise. The library professional staff engages in direct and indirect teaching and learning activities. Ordering recommended reading materials, providing articles requested by the faulty for research and teaching purposes, conducting IL courses are some of the activities practiced as collaboration between faculty and the library.

User Education programs are also conducted by Senior Library staff to upgrade the literary skills of staff and students. These sessions include basic information searching and compiling for studies, information reviewing and compiling for literature surveys, mind mapping techniques etc. Most of the SALs and ALs have participated in user education and information literacy programmes conducted in the University.

The review team is of the view that the aspect of Integration could be judged as 'SATISFACTORY'.

3.6 Contribution to Academic Output

The librarian and the library staff fully understand the vital role they have to play in relation to academic output of the university. The librarian and her senior staff have the knowledge to identify the resources required. Further, the librarian or one of her representatives participates at the Faculty Board meetings. However, review team noted that there is no agenda item in the Faculty Board meetings to inform the faculty members the new developments of the Library and the activities carried out by it which are useful to fulfill academic requirements.

It is commendable that the Skills Development Unit is established and plans are underway to offer short courses on Information Literacy. Several user education programmes are also conducted by the Library which contribute to enhance academic output. These include giving some information to new students during their orientation period and providing user education training sessions on request. However, review team is of the view that library tour to new students would also be very useful to enhance academic output.

The review team noted that library supports the academic output by helping the academic staff to obtain research articles. However, it appears that most of the academic staff members and students are not aware of the facilities they could obtain through the library to enhance their academic output.

The review team also noted that output/outcome indicators have not been identified to evaluate the contribution to academic output.

The review team is of the view that the aspect of Contribution to Academic Output could be judged as 'GOOD'.

3.7 Networking

The review team focused on the resources sharing methods, support to distance learning programmes, link between the Main Library and Branch Libraries, and available IT facilities. Networking and resource sharing among the Regional and Study Centres are vital for OUSL Library System as its main task is to provide web-based and print material to all off-campus learners.
OUSL Library has established links with the few local Library and Information Networks and initiated collaborated resource sharing with some relevant local and international organizations for mutual benefit. Inter-Library-Loan facility through these network links has been initiated mainly for the academic staff so that library material not available within the OUSL Library system could be obtained. Document Delivery Scheme too is available for the academic staff specially with regard to articles published in current research and scholarly journals. A Virtual Library System and web-based resource and information services are

provided to the users of the Main Library and Regional Libraries at Kandy and Matara. Web-based resources developed up to date include OPAC, Subject Gateways, New Arrivals, Past Question papers, access to other useful websites and to e-journals etc. Very limited number of ICT equipment is a main barrier, specially at the Regional Library Centres in accessing the web-based resources. The new library system, Libsys, too has created more than one technical difficulty for easy and fast access to OPAC records. A distributed library system connecting all Regional and Study Centres is planned for 2010. OUSL Library also hopes to initiate a network within Asian Association of Open University Libraries in future. Apart from these ambitious plans, OUSL Library System distance resource base requires urgent development plan to deliver more priority resources to its end users.

The review team noted that provisions are made for Inter-Library Loan and Document Delivery facilities. Links have been established with local library and Information Network for possible resources sharing. Remote users are provided with limited access to web-based resources.

The review team is of the view that the aspect of Networking could be judged as 'SATISFACTORY'.

3.8 Evaluation

Librarian or a representative is invited to all Faculty Board Meetings and various statutory sub-committees of the Senate. These forums as well as the Library and Information Services Committee provide the opportunity for the Top Management and Academic Staff to comment / suggest on the operations of the Library System. Student views / opinions are given through Student Forums. Suggestion Boxes are kept in the Main Library for written suggestions etc. and the Reader Services Librarian go through the suggestions on a daily basis. Statistics are kept on the usage of virtual Resource Centre, AV Resource Centre and on Circulation of items etc. The Minimum Library Service and Delivery Standards approved by the Standing Committee on Library and Information Sciences (SCOLIS) were not displayed in the library premises though SCOLIS had requested that these should be displayed so that library users would realize the library standards honoured by each University Library. OUSL Library System has not finalized any library Performance Indicators though University Grants Commission through Quality Assurance and Accreditation Council has instructed all University Libraries to finalize them. Though Job Descriptions were available for staff, without work norms / standards performance assessments would not be effective. Up to date no general Library User Survey has been conducted. Library users are encouraged to offer comments and suggestions on library performance

The review team is of the view that the aspect Evaluation could be judged as 'NEEDS IMPROVEMENT'.

4. CONCLUSIONS

This Chapter summarizes the major strengths/good practices and weaknesses identified during the review visit and give the judgments for each aspect as well as the overall judgments arising from the review.

1. Mission and Goals of the Library

Good Practices/Strengths
1. Vision and Mission of the library has been identified.
2. Library has contributed towards the preparation of the university corporate plan.

Weaknesses
1. Vision and Mission of the library are not updated in the website.
2. Vision, Mission and Objectives are changed in an ad-hoc manner
3. There is no action plan / unit development for the library.
4. Some of the activities identified in the Cooperate Plan have not been carried out on time.

2. Management

Good Practices/Strengths
1. Energetic and well-focused Librarian
2. Professionally qualified and committed library staff
3. Availability of international and project related funds
4. Interest of the University Top Management and Academic Staff to develop the Library System
5. Steady increase of user Community

Weaknesses
1. Lack of professional library policies
2. Disgruntled overloaded staff
3. Limited ICT related core resources and facilities
4. Uneven development in the Library System, specially the Regional Libraries
5. Ineffective awareness development on Library services and facilities
6. User unfriendly library environment

4.3 Resources

Good Practices/Strengths
1. Has a qualified, experienced, knowledgeable & trained staff
2. Wide collection of books & journals cater to the needs of its users
3. Provision of e-resources, facility for internet browsing, use of multimedia & photocopying
4. Display of subject guides floor plans
5. Strong liaison with Academic staff of all faculties in providing facilities, resources and services etc
6. ICT equipment available to maintain effective automated environment in the Main Library

Weaknesses
1. Dearth of awareness of the assistance that could be obtained from the Librarian or professional staff for academic input (specially among students).
2. Unable to provide full use of resources due to financial constraints, structure of the building etc
3. Few PCs available for OPAC & internet access
4. Unbearable workload of the library staff members

5. Non availability of sufficient number of copies and titles of books on subjects
6. Non availability of Sinhala/Tamil medium books and journals
7. Limited floor space, ICT facilities and non-conducive environment in the RC & SC libraries
8. Inadequate staff available in certain capacities (AL,LA Library attendants & Labourers, especially in RC & SC libraries)
9. Delay in processing and informing the arrival of recommended books for staff.
10. CDs are not issued

4.4 Services

Good Practices/Strengths
1. Having a better understanding about the library Vision, Mission and the objectives
2. Existence of a range of quality services with instructional brochures
3. Having an Efficient, capable & knowledgeable staff (all categories)
4. Installation of fully integrated software
5. Having (e mail) intranet facilities for better co-ordination and information of library services to staff
6. Availability of on-line journals for research purposes
7. Digitization of past papers etc and development of Virtual resource Centre
8. Availability of seating accommodation

Weaknesses
1. Restricted issuing hours (after 5 pm & weekends)
2. Unawareness of available library services & facilities by users
3. Less publicity given for User Education program/Library tour etc
4. Long waiting time for photocopying
5. Insufficient number of computers for multimedia & internet use
6. Less facilities for PG students while levying a library fee on them
7. No written policies weeding out and donation etc.
8. ILL, DDS, BLDSC & referral services need to be made aware among all categories,

4. 5 Integration

Good Practices/Strengths
1. Participation in various Boards / Committees etc. described above.
2. Initiation of orientation programs on user education and information literacy skills development programmes.
3. Provision of a separate research area to foster academic gatherings in the Library.
4. Librarian has engaged in staff training courses conducted by the University Staff Development Centre and in other courses as a Resource Person in Staff Development initiatives.
5. Librarian and Staff have conducted Workshops on the use of e-journals for the academic staff.
6. Recognition gained from the university community and willingness to accept responsibilities and membership in academic and non-academic forums
7. Service oriented enthusiasm demonstrated by the employees

Weaknesses
1. Efforts made in utilizing the generated income in favor of the Library (i.e. non-refundable deposit paid by postgraduate students), seems to be inadequate. In this situation, the Reviewers noted that there is a communication gap with the relevant authorities.
2. Integration with academic departments seems not highly productive

6. Contribution to Academic Output

Good Practices/Strengths
1. Information on library is given to new students during their orientation programme
2. Librarian or her representative participates at Faculty Board meeting
3. User education training sessions are provided.
4. Staff is provided with research articles on request.
5. Skills development unit is established.

Weaknesses
1. Not much publicity is given to the facilities and services of the library.
2. No library tour is given to newly recruited students
3. Performance indicators on contribution to academic output have not been identified.

7. Networking

Good Practices/Strengths
1. Keenness of the University Top Management and Academic Staff to develop networking facilities
2. Professional and able library staff
3. Availability of funds through international donors and projects
4. High demand for web-based resources

Weaknesses
1. Lack of planning for Network Development
2. Lack of funding to purchase appropriate software and hardware
3. Limited number of ICT qualified library staff

8. Evaluation

Good Practices/Strengths
1. Availability of forums and mechanism to comment / suggest on library performance
2. Availability of statistical data to assess usage of library services.

Weaknesses
1. No Library Performance Indicators identified
2. Minimum Library Service and Delivery Standards are neither displayed or publisized
3. Up to date no Periodicals / User Survey conducted

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

Aspect Reviewed	Judgement
Vision, Mission and Objectives	Satisfactory
Management	Satisfactory
Resources	Needs improvement
Services	Good
Integration	Satisfactory
Contribution to academic development	Good
Networking	Satisfactory
Evaluation	Needs Improvement

5. RECOMMENDATIONS

1. The Vision, Mission and Objectives may not be revised in an ad-hoc manner.
2. A separate development plan may be developed for the library and regularly updated, preferably on annual basis.
3. The Vision, Mission and Objectives may be given wider publicity by publishing them in all leaflets/brochures provided to the user community.
4. The Vision and Mission statements given in the webpage may be updated. Objectives may also be published in the webpage.
5. Mission and Objectives may also be displayed in the library.
6. The Librarian may produce a Development Plan specially for the Regional Libraries taking into consideration the state of "underdevelopment" of staff, resources and facilities and steady increase of demand.
7. The Librarian may carefully study and review the current manual procedures on Library operations and consider producing professional Library policies for the entire library system.
8. The workload of all Library Staff may be reviewed and plan for additional cadre.
9. The Librarian may seek professional advice on various library buildings with special reference to the Main Library Building to create ideal environment conditions for library usage.
10. For the benefit of the off-campus users, the Library Management may conduct a Survey to find out the demand for web-based resources and provision of access.
11. The RC & SC libraries may be provided with adequate staff, floor space and IT facilities in order to provide a quality reader/information service
12. Assigning SAR with administrative duties (preparation of overtime etc) and relieving the Staff Assistant for day to day routine matters, digitization of materials may be handled by the Library assistant and relieve labourers for other duties, CAA cum clerk to be assigned for administrative work etc

13. Copies of books and journal titles on certain subject areas may be increased, specially on Sinhala & Tamil medium (law reports, law journals, physics (RC), engineering (Computer, Electronics, Telecom) ,science (Chemistry) etc)
14. All senior library staff may be given access to all modules, including system set up of Libsys software
15. CCTV cameras maybe made operative
16. Provision of better ventilation for the entire library may be provided for an improved working conditions and for a greater output (air condition staff working areas)
17. Unused materials weeded out or store them separately to be issued on request
18. A Library Development Fund may be 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. and any other requirements such as heavy cutter for the bindery
19. Policies on weeding out and donations may be developed.
20. Number of PCs may be increased for the users, in both Main (VRC & Skills development unit) and RC &SC libraries
21. The proposed new extension to the present building may be initiated without further delay
22. Checking of library materials especially at the Library Exit End may be carried out.
23. All cadre vacancies may be filled with immediate effect.
24. Copies of books may be increased and purchase of core-journals, latest editions of recommended text books be given priority.
25. Short term/ overnight borrowings may be made available
26. Damaged AV materials may be replaced.
27. Facilities for staff in RC & SC libraries may be improved.
28. New cadre may be created, at least 3 ALs, 01 AR, 06 Las, 06 L for main, RC & SC libraries are needed.
29. Cataloging section on the entry floor may be re-located. Student study area (access from outside) may be converted for this purpose
30. Access to E-journal may be enhanced in order to popularize them especially among researchers
31. Rotation of staff may be carried out in order to train and empower the personnel in all aspects in the library.
32. VRC may be open at 8.30am and issue of books may be extended up to 6.00 pm. Library may be open on Poya days especially for the Post Graduate students.
33. Introduction of IL as a pre-academic module for Under Graduate students may be considered.
34. Hands on sessions on searching techniques on internet, e- resources may be introduced
35. Library Performance Indicators may be identiefied
36. Main library, RC & SC pay more emphasis on marketing their services. Skills development facility may be given priority
37. Awareness program on LMS may be carried out for students & staff
38. Link between media centre and the library may be established
39. Library registration may be amalgamate with university registration (PG students)
40. A sound communication system may be maintained by the Library in order to inform about the Library Services (UES, BLDSC, ILL etc) and resources made available (new arrivals of books & journals etc.) for the readers/users ensuring a user friendly mechanism.
41. Communication with the Librarian, SAL/AL. at Faculty level and department Levelmay be strengthened.

42. It is recommended to publicize the services offered and resources available in the library more effectively
43. Paraprofessional and Support Staff may be provided with training on English and Tamil language skills, basic computer skills and Libsys OPAC searches.
44. Periodical or User Perception Surveys may be conducted
45. Until sufficient mechanisms / tools are in place for performance assessment, a Suggestion Box may kept at a suitable place in each library to obtain feedback from all users and that the Library publicizes their availability.
46. More publicity may be given to the facilities available at the library and the services provided by it.
47. A library tour may be given to each student during the orientation programme.
48. Performance indicators on contribution to academic output may be identified.
49. Library matters may be included as a permanent agenda item of the Faculty Board meetings.
50. A Networking Plan with emphasis on ICT may be produced as an urgent priority.
51. Possibilities of international collaboration for resource sharing may be investigated
52. A Survey maybe conducted throughout the OUSL Library System to obtain user perfection of Library Services.
53. Minimum number of Library Performance Indicators may be developed.
54. SCOLIS approved Minimum Library Service and Delivery Standards may be displayed in the libraries and publicized among the users.

6. ANNEXES

Annex 1. AGENDA FOR THE LIBRARY REVIEW VISIT

Day 01 - 17th December 2009 (Thursday)	
Time	**Activity**
07.30 - 08.15 a.m.	Meeting of the Review Panel with the QAA Council representative
08.15 - 08.45 a.m.	Welcome meeting by the Vice-Chancellor
08.30 - 09.00 a.m.	Breakfast
09.00 - 09.30 a.m.	Discuss the Agenda of the visit
09.30 - 10.45 a.m.	Library presentation on the SER and discussion
10.45 - 11.30 a.m.	Meeting with the Senior Management Committee (Working tea)
11.45 a.m. -12.45 p.m.	Meeting with the Senior Staff of the Library
01.0 01.30 p.m.	Lunch
01.30 - 02.00 p.m.	Meeting with the para - professional staff of the Library
02.00 - 02.30 p.m.	Meeting with the Academic Staff of the Faculty of Natural Sciences
02.30 - 03.00 p.m.	Meeting with the students of the Faculty of Natural Sciences
03.00 - 03.15 p.m.	Tea
03.15 - 03.45 p.m.	Meeting with the para - professional staff of the Library (continued)
03.45 - 04.30 p.m.	Meeting with the Support Staff of the Library

Day 02 - 18th December 2009 (Friday)	
Time	**Activity**
08.30 - 08.45 a.m.	Breakfast
08.45 - 09.30 a.m.	Presentation on the Virtual Library
09.30 - 10.00 a.m.	Meeting with the Academic Staff of the Faculty of Engineering Technology
10.00 - 10.15 a.m.	Meeting with the Students of the Faculty of Engineering Technology
10.15 - 11.00 a.m.	Meeting with the Library Committee (Working tea)
11.00 - 11.30 a.m.	Meeting with the Academic Staff of the Faculty of Humanities & Social Sciences and Faculty of Education
11.30 - 12.00 a.m.	Meeting with the Students of the Faculty of Humanities & Social Sciences and Faculty of Education
12.30 - 01.30 p.m.	Lunch
01.30 - 03.00 p.m.	Library visit
03.00 - 03.15 p.m.	Tea
03.15 - 04.00 p.m.	Presentation on Skill Development Project
04.00 - 05.00 p.m.	Private Discussion of the Reviewers

Day 03 -19th December 2009 (Saturday)	
Time	**Activity**
08.45 - 09.00 a.m.	Breakfast
09.00 - 09.30 a.m.	Presentation on Regional Libraries
09.30 - 10.00 a.m.	Meeting with the Regional Library Staff
10.00 - 11.00 a.m.	Meeting with the Vice-Chancellor
11.00 - 11.15 a.m.	Tea
11.15 - 12.00 a.m.	Meeting with Postgraduate Students
12.00 - 12.30 p.m.	Wrap-up meeting the Senior Staff of the Library
12.30 - 01.30 p.m.	Lunch

Annex 2. PERSONS MET DURING THE REVIEW VISIT

Vice-chancellor
Deputy Vice-Chancellor
Dean/Engineering Technology
Dean/Natural Sciences
Dean/Humanities and Social Sciences
Acting Registrar
 Bursar
Director/Postgraduate Institute of English
Acting Director/Regional Education Services
Director/Education Technology
Head/Botany
Head/ Secondary and Tertiary Education
Academic staff of the Faculty of Natural Sciences
Academic staff of the Faculty of Engineering Technology
Academic staff of the Faculty of Humanities and Social Sciences
Senior Assistant Librarian/Training
Assistant Librarian/Kandy Regional Centre
Senior Assistant Registrar/Library services
Assistant Librarian/Virtual Resource Centre
Assistant Librarian/Matara Regional Centre
Senior Staff Assistants of the Library
Staff Assistants of the Library
Library Assistants
Undergraduate students
Postgraduate students
Book binders
Library attendants
Labourer of the Library

Annex 3. FACILITIES OBSERVE

Audio Visual Resources Centre
Periodicals Division
Selective Dissemination of Information Services
Virtual Resource Centre
Regional Library Services
Skills Development Unit
Staff Research Area
Digitization Unit
Binding Unit
Photocopy Service Unit
Reference Section
Lending Section

Annex 4. DOCUMENTS OBSERVED

OUSL Library News-News Letter
Open minds …. OUSL Library Handbook 2008
Manual of Procedures: Periodicals Division
                           Virtual Resource Centre
                           Reader Services
                           Acquisition Division
                           Regional/Study Centre Libraries
                           Administration

Broachers: Reader Services
            Open Minds….Find your own space for Learning
            Library Services (in Sinhala)
            Matara Regional Centre Library (in Sinhala)
New Acquisitions – August 2009
New Acquisitions – September 2009
New Acquisitions – October 2009
Past question papers index
OUSL handbook 2005/2006
Course Material on Information Literacy & Information Skills Development for
undergraduates
CDs:Exploring a Library
      OUSL Library Handbook
      Workshop on Books and Document Binding
      Workshop on Planning and Designing of current awareness products
      Workshop on Public Relation & Workplace Etiquette
      Training programme in information skills development
      Opening ceremony of KRC Library
      Training on Audio Visual Material Management, Digital conversion & Storage systems
Library Album
Documents on Training programmes conducted by the Library:
      Staff Training conducted in-house
      Profiles of the Professional staff members
      Job descriptions - Academic & Administrative staff

Job descriptions - Para-professional & Administrative staff
Job descriptions - Supporting staff
List of videos available