LIBRARY REVIEW REPORT

RAJARATA UNIVERSITY OF SL

23rd to 25th September 2009

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1. EXTERNAL REVIEW PROCESS

The external review process is shaped by how much can reasonably and practicably 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 review team consists of Prof. Rohana P. Mahaliyanaarachchi, (Sabaragamuwa University of Sri Lanka), Mr Harison Perera (University of Peradeniya) and Ms. Pradeepa Wijetunga (University of Colombo) and the team visited the Library of the Rajarata University of Sri Lanka during the period from 23rd to 25th September 2009.

The review was conducted adhering to the guidelines provided in the *Quality Assurance Handbook for Sri Lankan University Libraries*, published by the Quality Assurance and Accreditation Council of the UGC in December 2007. The review was based on the Self Evaluation Report (SER) submitted by the Library of the Rajarata University of Sri Lanka and supported by the information provided and gathered during the three-day site visit to the Library of the Rajarata University of Sri Lanka.

The following aspects of codes of practices were considered under the review assessment:
1. Vision, Mission and Objectives
2. Management
3 Resources
4. Services
5. Integration
6. Contribution to the Academic output
7. Networking
8. Evaluation

The evaluation of eight aspects was based on:
- Meetings held with the Vice Chancellor, Librarian, Senior Assistant Librarians, Assistant Librarians, Library Staff, Deans, members of the academic staff, Technical and non-academic staff of the Library and undergraduate students.
- Observation of Library
- Reviewing documents maintained by the Library

Each of the eight aspects was judged as ‑Good‑, ‑Satisfactory‑ or ‑Need Improvement‑ paying attention to the strengths, good practices and weaknesses found in each area. An overall judgment was given as ‑Confidence‑, ‑Limited Confidence‑ or ‑No Confidence‑ after taking into consideration the judgments given to each of the eight aspects.

2. BACKGROUND OF THE UNIVERSITY AND THE LIBRARY

Historical background and present status of the University

Rajarata University of Sri Lanka, located in the beautiful surroundings of Mihintale, overlooking the Mihintale historically associated with the introduction of Buddhism to Sri Lanka. It is just 14 k.m. away from the ancient capital of Anuradhapura, the centre of the world renowned hydraulic civilization.

Rajarata University of Sri Lanka (RUSL) was established on November 07, 1995 by Hon. Richard Patirana, Minister of Education and Higher Education, vide Gazette Notification No.

896/2 as an affiliated University under the section 21 of the Universities Act No. 16 of 1978 and was ceremonially opened on January 31, 1996. It was subsequently decided to elevate the Rajarata Affiliated University to a National University, amalgamating Polgolla and Puliyankulama Affiliated Universities at Polgolla and Puliyankulama. RUSL has completed its 13 year of operation and the 13th anniversary was celebrated in January/February 2009

The Rajarata University of Sri Lanka is an emerging university which has been joined to the national university system. At present the university comprises of five faculties with over 4900 students, more than 210 academic staff members and 321 non academic staff members. The Faculty of Social Sciences & Humanities, Management Studies, and Applied Sciences are located at Mihintale premises where the Faculty of Agriculture and the Faculty of Medical and Allied Sciences are established at Puliyankulama and Saliyapura consecutively.

The arising Faculty of Rajarata University is the Medicine and Allied Sciences which exhibits a rapid development in a very short time, such as three years. The faculty expects the pass out of her first batch as doctors within 2011 which enables their contribution for national economy.

The view of designing the academic programme of Rajarata University is to produce the graduates who can meet the requirements of modern employers. The university offers general and special degrees in the respective disciplines through out the above faculties and some departments offer post graduate degrees such as PGDM, MBA. In addition some independent units (ELTU, PEU) offer Diploma and Certificate courses for the professionals.

Historical background and present status of the Library system
The Library system of the Rajarata University is the main vehicle for acquisition, organization and distribution of knowledge and information to her academics. The library provides services to the university community such as under graduates, post graduates, academic staff members and non academic staff members. In addition, the library serves to the researchers and outside community in the region.
The library system of the Rajarata University is consisted with main library and three faculty libraries in different locations. The Main Library and Applied Sciences library are located within the Mihinthale premises and serves to the Faculties of Social Sciences and humanities, Management studies and Applied Sciences consecutively. The Library located in Puliyankulama serves to the Faculty of Agricultural Sciences and the Library located in Saliyapura serves to the Faculty of Medical and Allied Sciences.
Presently, the library staff consists of 7 professional, 15 paraprofessionals and 15 supportive staff. The whole Library Network holds about 100,000 books and about 100 journal titles (foreign and local). These resources are available in both print and electronic formats. Services of the library include lending facilities, reference facilities, interlibrary loan systems, current awareness programs, workshops and library website maintenance. Useful links for online resources are also provided (limited abstracts only) through the library web site. The library wishes to implement a library automation project using õKOHAö - open sources library software.
 The newly established Medical and Allied Sciences Library is still under formation and present collection is more then 2500 books and 150 AV materials. Authorities hope to develop this in to a comprehensive library with modern facilities.
The founder of the library system, the Rajarata University of Sri Lanka, was prof. Piyadasa Ranasinghe (1996-1999). After his measureless service the headset was offered to Mr. Kapila

Jayalal Sirisena (2000-2002). The library shifted to the own building in 2003 under the librarianship of Mr. Gamini de Silva (2002-2003). The post of librarian has been vacant from the year 2004 to the date and a Senior Assistant Librarian is acting this post at present.

3. FINDINGS OF THE REVIEW TEAM

3.1. Vision, Mission and Objectives

The Vision of the University
The vision of the Rajarata University of Sri Lanka is õto be an internationally acclaimed Centre of Excellence in Higher Learning and Research producing Dynamic Social Scientists, Managers, Leaders and Scientists to guide the destiny of Sri Lanka.

The Mission of the University
The Mission of the Rajarata University is õto produce high quality, innovative intellectuals with creativity and discipline, develop competencies and dedication of staff, and create a conducive environment for teaching, learning, research and dissemination of knowledge and to promote co-existence with mutual respect and ethical behaviorö

Objectives of the University

Objectives of the Rajarata University of Sri Lanka are:

Objective 1:   To include identified Education disciplines into the University Curricula and introduce new Courses.
Objective 2:   To enhance quality of Teaching and Learning by introducing new methods and providing more opportunities for students to gain practical knowledge.
Objective 3:   To expand Educational facilities of the University.
Objective 4:   To develop Physical facilities to meet the demands of the students and staff.
Objective 5:   To establish an Academic Management Information System (AMIS).
Objective 6:   To expand facilities available for Research.
Objective 7:   To encourage local and foreign researchers to undertake research and Development activities related to new study areas.
Objective 8:   To attract and retain academic staff of the highest international caliber and develop Human Resources to meet the required capacity and to facilitate career development opportunities of all staff.
Objective 9:   To enhance relationships with key local, regional and international bodies and enhance industry connectivity.
Objective 10: To establish an Institute of External Degree Programmes and Extension Services which could offer a wide range of Courses and Programmes and to achieve a student population of 5,000 by 2010.
Objective 10: To undertake and implement Community Participatory activities.
Objective 11: To develop facilities required for qualifying RUSL with in the top 250 Universities in Asia.

The Vision of the Library
To be the best academic library in the country that caters to learning, teaching and research in the fields of Agriculture, Applied Sciences, Management Sciences, Medical and Allied Sciences and Social Sciences and Humanities.

The Mission of the Library
To provide information services through highest effective management of resources using best skills and technology for the teaching and learning process at Rajarata University of Sri Lanka

The Objectives of the Library

Objective 1:
To provide and maintain a collection of books, journals, multimedia and e-Journals that is current and comprehensive in terms of coverage of the various disciplines.

Objective 2:
To serve the readers of the library with best available information in a supportive and catering manner.

Objective 3:
To co-operate with other libraries and library related institutions.

Objective 4:
Providing best user services to the users. (To the students and academic staff members)

Objective 5:
Providing efficient library services implementing a new library automation system and buildup a Intranet connecting the faculty libraries.

Objective 6:
Staff Development through training and recruitment

Objective 7:
Exploit the usage of the library

Objective 8:
Conservation and preservation of the library resources

Objective 9:
To develop the professional skills of the librarians and others of the North Central Province

The Vision, Mission and Objectives of the Library are clearly defined with the Vision, Mission and Objectives of the University.

3.2. Management

The Management Structure
The Library is managed by the librarian who is mainly responsible to the Vice Chancellor. The librarian post is vacant at present. A Grade I Senior Assistant Librarian is the acting Librarian.

There are seven (07) professional staff inclusive three Senior Assistant Librarians and four Assistant Librarians to support the Librarian to manage the system. Three branch libraries established in the respective faculties are managed by the Assistant Librarians under the supervision of the Librarian. Fifteen paraprofessional staff members (Library Assistants) and fifteen supportive staff members (10 Library Attendants, 01 Machine Operator, 01 Book Binder and 03 labours) are employed in the library. The hierarchical structure of the library management is given as an annexure.

Management of Branch Libraries

i. Branch Libraries are managed by Assistant Librarians of the respective faculties under supervision of the Librarian.
ii. The relevant Assistant Librarians also follow instructions of the respective Dean in the case of formulating internal policies and procedures, administering the staff and maintaining infrastructure.
iii. Faculty of Applied sciences and Faculty of Medicine have faculty library committees headed by the Dean.
iv. Acquisition process of library materials are handled by the respective branch libraries under supervision of the librarian and payments are settled through the Main Library.
v. Equipments (furniture and other infrastructures) and stationery are supplied to the respective branch libraries through the main library. However, the faculty libraries obtain equipments through faculty funds also.
vi. Policies, procedures and annual reports are prepared by the main library in collaboration with branch libraries.
vii. Recruitment, training and transferring staff among faculty libraries are administrated by the Librarian.
viii. Plans, procedures and policies are formulated for the whole library system and all branch libraries are administered under the main library.
ix. The communication link between the branch libraries and the main library is maintained through regular/irregular meetings e-mail, telephone, fax and post.

The review team has observed that mutual understanding between library and faculty administration can be strengthen by having regular meetings with the participation of library and academic staff of the faculties.

Duties and Responsibilities

Librarian
The duties and responsibilities of the librarian have been briefed in the university act- 1978 in the part xi, section 39 and paragraph 1-2 (see annex 2).

Senior Assistant Librarian/ Assistant Librarian
Each Senior Assistant Librarian and Assistant Librarian handles a section of the main library or a faculty library. Their responsibilities are assigned by an internal letter issued by the librarian or the Vice Chancellor. Their responsibilities are to plan, design, implement and manage the activities of the faculty library or section of the main library. They are also expected to follow the policies and procedures and mechanism and work norms accepted in the library system. SAL and AL should report to the librarian.

Part x of the university act-1978 indicates that õteacherö shall be deemed to include librarian, Deputy Librarian and Senior Assistant Librarian and Assistant Librarian. Therefore Librarians are included in the teacher category and have being privileged similarly.

Policies
The Rajarata University of Sri Lanka has rules and regulations approved by the library committee and the senate. Guidelines for user administration, fining, acquisition of resources etc. are available in this document except collection development policy, weeding/discarding of materials, interlibrary loans, IT application, conservation and preservation, bibliographic control, financial control and staff training.

Procedures /mechanism
Various procedures and mechanism are used to ensure the maximum utilization of the library.

i. Resources are acquisitioned to the library through purchases, donation and exchange of materials.
   - The Librarian attends to the Library Committee of the university and thereby he/she has the opportunity to demand for allocations or funds. The Librarian decides the annual financial allocation for each branch library. Resources are acquired by each branch library separately under the control of the Librarian.
   - Periodicals are purchased by the main library and the branch libraries.
   - Cataloguing and Classification are done by each branch library. All the libraries follow AACR 2 for cataloguing and DDC (21 version) for classification.
   - Catalogues are computerized in all branches and the main library.

Decision making

Decision making process of the library involves various components.
- Administrative decisions are taken by the Librarian in consultation with the Vice Chancellor (Library Committee) as and when needed.
- The Library Advisory Committee which is composed of the Vice Chancellor, Deans, and the Registrar meets monthly.
- Administrative/policy decisions are taken at the regular senior library staff meetings.
- Informal staff meetings are conducted for problem solving when needed
- The Faculty Librarians meet the Librarian regularly to take faculty-level decisions.
- Some faculty level decisions are taken at Faculty Board meetings.

Considering above situation of the library of the Rajarata University of Sri Lanka maintains a good management system.

3.3. Resources

The Review Team covered the physical resources available at the four libraries in the Library Network of Rajarata University of Sri Lanka and observed the impact made on the teaching, learning and research activities of the University.
The Main Library serves two Faculties, namely, the Faculties of Social Sciences and Humanities and Management Studies. Out of the other three Branch Libraries, Applied Sciences Library is the closest to the Main Library. Agriculture Library is at Puliyankulama and Medicine and Allied Health Sciences (AHS) in Saliyapura.

Communication
Selection of materials for the four libraries is mainly done by the academic staff of the four faculties. However, the Review Team felt that the Senior Library Staff (Senior Assistant Librarians and Assistant Librarians) should interact and communicate much more closely with regard to selections and recommendations of the Faculties.

Books
Students of all four faculties conveyed the limited number of copies of text books and supplementary readers both in the Lending and Reference Sections in all Libraries. Specific examples were given from the following subjects / areas:

► History and Archaeology
► ICT
► Environmental Management
► Climate Change
► Water Resource Management
► Soil Sciences
► Mathematics
► Sri Lanka Collection
► Pharmacology

In some instances the students pointed out that certain library items which were essential for their studies were available ONLY in the Scheduled Reference Section. The students of the Faculty of Agriculture stated due to their present lecture-schedule they hardly have time to visit the Agriculture Library, to return the Scheduled Reference Books borrowed on the previous day, by   8:30 a.m. and to refer the library even in the evening as lectures continue up to 5:30 p.m.
If the Senior Library Staff could closely liaise with the Faculty academics when they recommend the number of copies, the items could be divided in a fairer manner between Lending and Reference Sections. Placing all or majority of copies of a text book etc. at one location would not unfortunately assist the students.

Journals
Both academic staff and students were concerned on the lack of scholarly and research journals in the libraries EXCEPT in the Faculty of Medicine and Allied Health Sciences. Academic Staff of Faculty of Management Studies reported that they are not officially informed the reasons why the recommended journals are not ordered. The Review Team again noted that close communication is very much required from the Library.
Except the Agriculture Library the access to e-journals was not reported from elsewhere. Though EMERALD e-journal package was available in the past, academic staff was not aware of it.
Review Team also noted duplication of some journals (e.g. Waidyawaraya and Fortune). Again the Library Staff could try to minimise the duplication.

CD Collection
The usage of CDs was very much limited due to the following reasons:
► Limited number of terminals in the Library (except in the Medicine and Allied Health Sciences Library)
► Unavailability of Internet access (specifically in the Medicine and Allied Health Sciences Library)
► Constant breakdown of machines (e.g. Main Library)
Access to Resources
► Instead of Card Catalogue, the Libraries have decided to develop e-catalogue using WINISIS software. KOHA a open-source software has been installed only in the Agriculture Library. However, all the bibliographic records are still not inputted into the system and due to this reason the Users are unable to find out what books etc. are available in the Applied Sciences Library.
► **Unavailability of Internet access**
Students of the Faculty of Medicine and AHS were very concerned on this drawback as they have been assured Internet access for a long time.

► **Limited number of computer terminals**

As the main source of access is the e-catalogue the availability of adequate number of terminals is a must.

► **Lack of promotion and Promotional material**

All Libraries have produced Library Brochures to develop awareness of available resources in general, but no brochures were available to publicize e.g. Periodicals, CDs, Newspaper and Special Collections. Staff and students were not aware of HELLIS and AGRINET Library Networks and the services provided. Even the Inter-Library-Loan (ILL) Scheme approved by the Standing Committee on Libraries and Information Sciences (SCOLIS) has not been publicized. For a young regional University Library these facilities certainly would assist to fill gaps in resources to some extent.

Staff

There are seven (7) professional staff distributed among the Library Network. Medicine and AHS Library is served by a Senior Assistant Librarian and an Assistant Librarian and Agriculture, Applied Sciences Libraries are managed by two Assistant Librarians. Three professional staff members hold postgraduate Qualifications in Librarianship and the Assistant Librarians are following courses to obtain postgraduate Qualifications.

The Review Team felt that the Acting Librarian is overloaded with managing the Library Network as well as taking responsibility in running the Periodical Section etc. Another Senior Assistant Librarian is required to assist her in the Main Library.

As a decision has been taken to use new open-source software for Library operations all staff should be given training in new trends of Information and Communication Technology (ICT).

Students and staff were satisfied with the Library Staff, but suggested that further training in Customer Care and overall Library Operations. Some students were concerned on the disturbance created by the Circulation Staff.

Commitment of Support Staff (Library Attendants and Labourers) should be recorded and specially by the Staff at Medicine and AHS Library. While appreciating their committment, the Faculty assured that in near future overnight accommodation and / or transport could be provided after 8 p.m.

Space

All four libraries require more space, but the Review Team strongly recommend the top priority should be given to Agriculture Library as it has been provided with a store room used for paddy in the past. High temperature and inadequate space is totally unsuitable for a user-friendly academic library. It would be ideal if the IT Centre releases the second floor of the Main Library and Faculty of Applied Sciences provides its space of the second floor to the Library.

Budget

As a young academic Library, Rajarata University Library Network requires adequate funds to manage its operations effectively and efficiently. Major portion of its funds were provided to the new Medicine and AHS Library in 2009, which surely has had adverse effect on other libraries.

3.4. Services

Section on Services review all the services provided by the library. Hours of access, catalogue of library resources, and dissemination of information to users, assistance provided by the library staff to the users and the outreach activities provided by the library are covered.

It was observed according to the SER (pp.27-29) that the library system of the Rajarata University offers seven types of services to the user community. During the review visit, availability of these services was confirmed through the discussions with the library staff, students and the academic staff of the faculties and through observations by the team members.

1) Main library and the branch libraries (except the Medical Faculty library) are kept open from 8.30 am to 6.15 pm from Monday to Friday and from 8.30 am to 4.15 pm on Saturdays. Medical faculty library is kept open from 8.00 am to 8.15 pm from Monday to Friday and from 8.30 am to 4.30 pm on Saturdays. 2) It was observed that the computerization of the catalogue is going on in the main library as well as in the branch libraries. 3) It was established that the main library and the branch libraries all have lending, overnight reference collection (Short Reference or SR collection) and permanent reference collections. 4) Access to information is provided through computers to a limited extent. 5) Outreach activities are offered by the library staff serving as resource persons at NILIS, ULA, SLLA, Local Government Authorities, Ministry of Education and National Library Services Board. 6) WINISIS is used in all libraries to automate the catalogue except in the Faculty of Applied Science in which a special system based on KOHA (open source software) is used. 7) An outsourced photocopying service is provided within the library except in the faculties of Agriculture and Medicine.

The attempts made by the library staff to provide a service to the user community are commendable, especially when the limitations encountered by them are considered. However the review team noticed the following aspects which need the attention of the library staff as well as the faculty and the university administration.

There is no extension of opening hours during the examination period (Table5.1 of p.28).

It was established that the students of the MBA programme (which is the only postgraduate programme in the university so far) have not been provided with library facilities, but under consideration to commence with the next intake. As a result of the discussions between the review team and the Dean/Fac. of Management, the faculty agreed to bear the cost of overtime of the library staff out of the earned funds so that the library can be kept open for MBA students on Sundays. At present only Rs. 2000.00 is being planned to charge as the library fee but not a refundable deposit per card issued.

Although the library possesses a substantial collection of material (tables 4.2 and 4.3 of page 18) students of all faculties agreed that the collection is not adequate. The expected more copies from the recommended texts as well as supplementary readings. Having a few copies in the reference collection is not helpful according to them, when there are large numbers to use the texts within a short period time to complete their assignments.

According to the students who use the main library the special collections (Sri Lanka and Permanent Reference Collections) are closed after 4.30 and also on Saturdays. Though it is

mentioned in the SER (p. 28) that AV material can be borrowed it was noted that they are allowed only to be used within the library.

In all libraries it was ascertained that the seating capacity is inadequate according to the student numbers, in the Agriculture and Medical libraries inside temperature is not conducive for studying. It was also noted by the team that even the hand written note books are not allowed in the reading area in the Applied Science Library therefore students have no place to study. This is further aggravated by the absence of any reading rooms where students can take their own notes and photocopies to study without any restriction. This was a common problem to students of all faculties.

Main library has only 3 computers out of 8 working in the AV room. Of these two are reserved for the students while one is for the staff. However the access is extremely limited due to the numbers of students using the library specifically from Faculties of Social Science and Humanities and Management. The review team also established from the students that the use of pen drives is not allowed therefore they are not able to download information using these computers. The students of these faculties affirmed that they were not aware of the AV Room and that they have not seen the brochure before. In the branch libraries also computers for students are limited to one or two. Faculty of Medicine library is yet to obtain Internet connection, this is getting delayed because there are no signals to this area but it is expected that within the next couple of months it will be improved.

The review team ascertained that the catalogue is being converted in the libraries but due to staff and computer shortages this process is rather slow. For instance out of 14,000 books in the Applied Science Faculty library only 7000 have been entered to the database. According to the students it is not possible to find the books   from the system but as students from some other faculty of Agriculture the need for a catalogue is not felt because the available books are limited and the students know their location.

While the students were satisfied with the service in other faculties, in the Agriculture faculty, students commented that they cannot take photocopies of the Permanent Reference (PR) collection since the photocopying service is established outside the library and the PR material cannot be taken out of the library even for a short time.

3.5. Integration

Integration reviews the collaboration between the library and other communities and departments of the university. Activities such as involvement of library staff in the overall planning and decision making process of the university, participation in the relevant subcommittee of the Senate, faculties and involvement in academic activities are covered under integration etc.

It was observed according to the SER (pp.30-31) that the library integrates with the university community in two aspects; 1) Librarian's participation as a member of the Senate and the Senior Asst. Librarians'/ Asst. Librarians participation as nominated members in the faculty boards.2) Through the Library Committee.

During the review visit it was confirmed that the Librarian is a member of the Senate and that the Senior Asst. Librarians and Asst. Librarians in charge of branch libraries do attend the faculty board meetings.

However the SER did not provide adequate information about the integration and the review term did not meet the members of the Library Committee as a whole although VC and the Deans were met individually. It was also established that in some faculties (fac. of Agriculture), faculty library committees are not established.

The review team observed that there is much scope to improve the integration with the teaching staff. The contribution of the Library Committee could be further improved if the Registrar and the Bursar are also invited. Bursarøs participation would be especially useful in monitoring the utilization of annual allocations to the library. Registrar could support the library in maintaining the infrastructure facilities.

If the Librarian can be informed of the books and periodical requirements for the new courses through the Senate, LC or faculty boards the considerable gap now occurs between the commencement of new courses and in obtaining the reading material can be reduced considerably.

The orientation programme which offers a three-hour period for each new undergraduate to get familiarized with the library is a very positive practice but the review team identified that more programmes can be introduced to the senior students as well.

3.6. Contribution to Academic Output

Collections and learning resources
Though the collections are variable in composition and quantity, the types of library inputs, operations, services and outcomes are more or less equally distributed within the entire library system of the university. The main library and faculty libraries provide information and physical resources for teaching, learning and research activities. There are provisions for Text books, Guides and Instruction manuals, Access to the Internet and CD Collection, Inter Library Loan system and e-mail Alert Services.
Further, despite the increasing prices of printed and electronic library materials, there are significant numbers of books and e materials are available at all the libraries. Highly demanded titles are available in multiple copies. The speed of acquisition of new materials and re-shelving of the materials is acceptable. Most of the library functions and services are planned to be automated in order enabling the users to take full advantages of the resources available at each library. However, automation will be completed in 2012, which is needed to be accelerated, if the library expects to provide better service to academic staff and students.
There is sufficient number of text books in the libraries but there is a lack of printed journals in the fields of management, applied science and agriculture. However there are 13 research journals are available in the library of medical sciences.

Library Access hours to Users
Opening and Closing hours of main library and faculty libraries are not same. For example, the Medical library is open from 8.00 am-8.00 pm on weekdays and from 8.30am-6.00pm on weekends throughout the whole year for the convenience of medical students who are busy with clinical schedules. However, Opening hours in the faculty library of Faculty of Agriculture is 8.30 am to 6.00 pm and students comment that it is more practical if it will be open at 8.00 am.
However, the main library does not provide library facilities to the Postgraduate students (MBA) of the faculty of Management Studies due to lack of provisions. However, Faculty administration has agreed at the discussion held with the review team to provide funds for

overtime and other expenses to the library staff for opening the library on Sundays for the use of MBA students.

User availability
Mainly the user categories are:
- Undergraduate students,
- Academic staff members
- Non academic staff members

The catalogues are available to the above users in electronic formats under the Win ISIS Library Automation Software. Access to the library has provided via local area networks only the Main library. However, no e- learning system is available at the library which is a modern concept in the libraries. The computer based learning center of the Medical Library with 10 computers have allocated for studentsø educational purposes.

Communication and collaboration with library users and other staff members
Most of the members of the Library staff are working collaboratively and cooperatively with the library users and other departments at the university. Especially, students are pleased with the services provided by the library staff.

The discussions with the students and teaching staff revealed that their knowledge of e-resources available at the library is minimal. It is strongly recommended to offer frequent awareness programmes in accessing e-resources and other facilities available like ILL for the staff. It is recommended to start a newsletter including new accessions and services.

3.7. Networking

Probably due to the fact that it is a young regional academic institution, Networking has not been developed in the Library Network according to the expectation of a Quality Assurance Review Team.

Though SCOLIS under the University Grants Commission has approved an **Inter-Library-Loan (ILL) Scheme** among all Sri Lankan University Libraries, the Library Network of Rajarata University has not publicized the advantages of this facility among the staff and Students.

The existence of *2008 Guide to Current Periodical Resources in Academic Institutions of Sri Lanka: A Union List* published by the University of Peradeniya Library Network which has listed all current scholarly and research journals available in all University Libraries which is an ideal to identify the location of a particular journal too was not publicized. Both of these publications would be invaluable for a regional academic library which lacks resources for its users.

Due to financial constraints no effective measures have been taken to subscribe to virtual electronic collection.

Up-to-date no steps have been taken to provide Distance Learning by the Rajarata University. The Library Network has with the assistance of WINISIS software recorded most of the bibliographic records of the Library Collection. KOHA, a open-source system has been identified to link the four libraries by January 2012.

At present, Union Catalogue facility is not available in the Library Network.

3.8 Evaluation

Up to date the Library Network has not conducted any User Perception <u>or</u> Periodical Survey. A suggestion Book is maintained and written comments from the users are checked on weekly basis. Periodically students forward lists of books required for their studies.

Though SCOLIS has approved ***"Minimum Library Service and Delivery Standards"*** for all University Libraries, these were not displayed in any library <u>nor</u> any indication shown whether they are honoured.

Various statistics were collected on library operations, but proper Performance Standards are not established.

4. CONCLUSIONS

1. Vision, Mission and Objectives

Strengths
- Vision and the mission of both the University and the Library are par with each other.

Overall Judgement for Vision, Mission and Objectives is "Good"

2. Management

Strengths
- There is a good relationship between library administration and the University administration.
- Faculty libraries are working closely with the faculty administrations.
- There are faculty library committees as well as University library committees.
- Ability to manage the library activities successfully with the existing limited number of staff.
- Mutual favourable understanding between library and faculty administrations in regarding allocating the funds according to the urgent requirements. eg, in 2009, seven million Rs was allocated to Medical Library with the concurrence of other faculties.
- Favourable support from the current Vice Chancellor in reading the development of the library.

Weaknesses
- There is no permanent librarian to lead the library.

Overall Judgement for Management is "Good"

3. Resources

Strengths
- Friendliness and dedication of the staff despite the numerous hardships they encounter
- Availability of a fairly good collection
- Readiness of the academic staff of the library to work collaboratively with the teaching staff

Weaknesses
- Inadequate books and journals in many subject areas
- numbers of copies from main text books
- awareness among users about the facilities available in the library
- infrastructure facilities, to provide a suitable service for the users.
- basic facilities to the library staff.

Overall Judgement for services is "Need Improvement"

4. Services

Strengths
- Librarian is a Senate member
- Senior Asst. Librarians and Asst. Librarians are nominated members in the respective faculty boards.
- Every newly enrolled undergraduate is provided with a brief orientation programme.

Weaknesses
- The collaboration with teaching staff seemed inadequate
- Some of the senior students need more course specific orientation programmes

Overall Judgement for Integration is "Need Improvement"

5. Integration

Strengths
- Interest in the Top Management (e.g. Vice Chancellor, Deans etc.) to develop Library Network.
- Enthusiasm and Commitment of Library Staff
- Recognition by the National Treasury to assist a new regional University.

Weaknesses
- Unavailability of Library Policy and Operational Guidelines
- Unavailability of ICT facilities
- Lack of publicity of Library Resources among users
- Lack of close communication with students and staff

Overall Judgement for Resources is "Need Improvement"

6. Contribution to Academic Output

Strengths
- Sufficient number of books and periodicals available at the main and branch libraries.
- Providing facilities to the academic staff and students through ILL program.

Weaknesses
- No structured e learning system which is a modern requirement of an academic library.
- Contribution to e journals is not adequate

- Academic staff or the students are not well aware of the many information services offered by the library.

Overall Judgement for Contribution to the Academic output is "Need Improvement"

7. Networking

Strengths
- Enthusiasm of the Library Staff to develop Networking facilities
- Managerial support from Top Management (e.g. Vice-Chancellor)
- Availability of tools for resource sharing.
- Availability of open-source system.

Weaknesses
- Lack of interest in publicizing tools on resource sharing
- Lack of equipment for interlinking Libraries
- Limited ICT skills among staff to develop and maintain Network operations.
- Lack of Funds

Overall Judgement for Networking is "Need Improvement"

8. Evaluation

Strengths
- Collection and availability of statistics on some library operations.
- Availability of a Suggestion Book for user feedback.

Weaknesses
- Unavailability of Policy / Guidelines for the evaluation of performance.
- Limited mechanisms to assess performance.
- Non-usage of Service and Delivery Standards approved by SCOLIS / UGC.
- Unavailability of professional Performance Indicators

Overall Judgement for Evaluation is "Need Improvement"

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

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

5. RECOMMENDATIONS

1. Need to appoint permanent Librarian sooner.
2. Some faculties like agriculture should appoint faculty library committee.
3. Extend the opening hours during exam times in all libraries and in the Medical Faculty on week-days as students requested.
4. Provide overnight accommodation facility to the library staff who works on-overtime shifts (For those who have transport difficulties).
5. As proposed offer the library facilities to the MBA students from the next intake and to charge a non- refundable library fee (which will be an income for the university) and a refundable fee per library card issued (This refundable fee can be retained if the student drop out of the course without returning the library books to minimize the lose to the library. Therefore the fee should be a substantial amount)
6. Prepare low cost temporary reading rooms in the faculties where students can read the study material which are not allowed in the library.
7. Increase the number of text copies according to the student needs
8. Keep the special collections open after 4.30 pm and on Saturdays with the approval of the university administration as this may need extra funds to cover the overtime payment of extra staff.
9. Increase the number of computers in the library system for the library staff as well as for the studentsø access
10. Improve access to AV room by the students by repairing or replacing the five computers out of order and adding more computers.
11. Promote the availability of AV room and the use of CD/ROMs within the AV room among the students and staff so that this facility is exploited by the users.
12. Expedite the entering of records to the databases so that a comprehensive catalogue is available for the users. Librarian need to discuss with the VC and the Deans to obtain

extra financial support from NAITA or Vocational Training Authority to obtain trainees for data entering.

13. Moving the photocopying service to the library premises in the Agriculture faculty or provide a suitable mechanism so that the students can copy material available in the Permanent Reference Collection.
14. The Senior staff of the library need to conduct awareness programmes for the students and the staff from time to time to promote the collection and the services available in the library.
15. Establish Faculty Library Committees to develop more collaboration between the library and the faculty.
16. Discuss library related issues at the Library Committee.
17. Offer frequent awareness programmes by the library for teaching staff
18. Increase the number of services to teaching faculty i.e. content page service.
19. Increase the number of awareness programmes for students
20. Produce written Library Policy and Operational Guidelines on Resources for the entire Library Network.
21. Develop closer professional Communications with Staff and Students to identify their specific resource needs.
22. Conduct periodic User and Periodical Surveys to assess the usage of resources etc.
23. Publicize available resources in the Library Network among Staff and Students.
24. Introduce e learning system at all the libraries
25. Find out the possibility of joint registration for e journals with other Universities that is more cost effective.
26. Start a library news letter to distribute among the students and academic staff
27. Convince Top Management the utmost importance of Networking.
28. Survey and acquire required equipment for successful network operations.
29. Train staff on ICT skills which are essential for resource sharing and network activities.
30. Publicize the available tools for resource sharing.
31. Develop Policy / Guidelines for evaluation.
32. Publicize and use SCOLIS / UGC approved Service and Delivery Standards.
33. Develop and adopt suitable Performance Indicators

6. ANNEXES

Annex 1. AGENDA FOR THE LIBRARY REVIEW VISIT

23rd September 2009

08.30 am ó 09.00 am:	Private meeting of Review Panel with QAA Council representative
09.00 am ó 09.30 am:	Finalizing the Agenda with Librarian
09.30 am ó 09.45 am:	Tea
09.45 am ó 10.45 am:	Presentation by the librarian on the Self Evaluation Report
10.45 am ó 11.30 am:	Discussion
11.30 am ó 12.30 pm:	Observing facilities and Documents in the main library
12.30 pm ó 01.30 pm:	Lunch
01.30 pm ó 02.30 pm:	Meeting with Dean and the academic staff of the Faculty of Management Studies
02.30 pm ó 03.00 pm:	Meeting with the Senior Assistant Librarians and Assistant Librarians
03.00 pm ó 04.00 pm:	Meeting with students of Faculty of Social sciences
04.00 pm ó 04.30 pm:	Meeting with students of Faculty of Management Studies
04.30 pm ó 06.30 pm:	Report writing

24th September 2009

08.30 am - 09.00 am:	Meeting with the Librarian
09.00 am - 10.00 am:	Visit and observe Faculty of Applied sciences Library
10.00 am - 11.00 am:	Meeting with undergraduate students of Faculty of Applied sciences
11.00 am - 12.15 pm:	Meeting with the Dean and academic staff of the Faculty of Applied Sciences
12.15 pm - 01.00 pm:	Lunch
01.00 pm - 02.00 pm:	Visit and observe Faculty of Medical Sciences Libraray
02.00 pm - 03.00 pm:	Meeting with undergraduate students of Faculty of Medical Sciences
03.00 pm - 04.00 pm:	Meeting with the Dean and academic staff of the Faculty of Medical sciences
04.00 pm - 05.00 pm:	Private meeting of the reviewers
05.00 pm - 07.00 pm:	Report writing

25th September 2009

08.30 am - 09.30 am:	Visit and observe Faculty of Agriculture Library
09.30 am - 10.00 am:	Meeting with the library staff of the Faculty of Agriculture Library Observing facilities of the library of Faculty of Agriculture
10.00 am - 11.00 am:	Meeting with undergraduate students of Faculty of Agriculture
11.00 am - 11.30 pm:	Meeting with the Dean and academic staff of the Faculty of Agriculture
11.30 am ó 12.30 pm	Final Meeting with the library staff
01.00 pm - 05.00 pm:	Lunch and Report writing

Annex 2. PERSONS MET DURING THE REVIEW VISIT

- Vice Chancellor
- Dean/Faculty of Agriculture
- Dean/Faculty of Applied Sciences
- Dean/Faculty of Management Studies
- Dean/Faculty of Medicine
- Librarian
- Senior Assistant Librarians and Assistant Librarians
- Registrar
- Bursar
- Members of the academic staff
- Library assistants
- Non academic staff of the library
- Undergraduate students

Annex 3. SPECIAL COLLECTION OF THE LIBRARY

Name of the collection	Main Library	Agriculture library	Applied Science library	Medical library
Special Collection	6528	na	na	na
Sri Lanka Collection	1104	97	na	na
Advocate Ranbanda Senaviratne Collection	161	na	na	na
Prof.Thilak Hettiarachchi Collection	502	na	na	na

Annexure 4: Spaces of the library

Library	Total capacity/m^2	Reading capacity / m^2	Reference capacity / m^2	Multimedia centre/ m^2
Main	1792m^2	-	304m^2	96m^2
Agriculture		128.88m^2		60 m^2
Applied	624 m^2	-	274 m^2	-
Medicine	40 m^2	20 m^2	20 m^2	-

Annex 5. EQUIPMENTS OF THE LIBRARY

Name of items	Main Library (no. of items)	Agri. Library	Applied. Science Library (no. of items)	Medical Library (no. of items)
Lap top computers	-	-	-	-
Server computers	01	-	-	-
Normal PC	11	09	04	12
Scanners	01	01	-	01
Laser printers	03	-	01	01
Dot metric printers	01	01	-	-
Executive tables	07	02	01	02
Clerical tables	07	01	03	01
Reading tables	87	27	23	81
Computer tables	19	09	04	10
Arm chairs	168	74	60	154
Computer chairs	32	09	06	07
GOH chairs	-	01	-	-
Book shelves	232	55	100	33
Journal display racks	31	03	02	06
Laminating machine	01	-	-	-
UPS in working condition	05	07	04	04
Barcode readers	02	04	-	-
Cupboard	28	03	01	01
Glass Cupboard	42	02	02	09
Trolleys	03	01	01	-
Photocopier	02	01	-	01
Fax machine	01	-	-	-
TV with desk	01	01	-	-
Vacuum cleaner	01	-	-	-
Air conditioner	05	03	03	-
Paper cutter	01	-	-	-
Book binding machine	01	-	-	-
CD Servers	-	-	-	-
Book binding Hand press	01	-	-	-
Digital Camera	-	-	-	-
Color printer	-	-	-	-
Digital video Camera	-	-	-	-
Barcode printers	-	-	-	-
Cassette players	01	05	-	-
DVD player	-	-	-	-
Sound system	-	-	-	-
Audio cassette	10	01	-	-
Duplex machine	-	-	-	-

Annex 6. LIBRARY NETWORK FACILITIES

Library	Number of ports	Number of ports access to the students
Main Library	27	15
Agricultural Library	04	02
Applied Library	09	02
Medical Library	16	-

Annex 7. LIBRARY STATISTICS

Performance indicator	Main Library	Agriculture Library	Applied Science Library	Medical Library
1. Library Users				
• Students	1629	531	531	540
• Academic Staff	70	49	38	41
• Non Academic Staff	214	35	27	41
2. No of Book Issued				
• Students	42190	6754	4857	-
• Academic Staff	3746	918	586	-
• Non Academic Staff	625	200	312	-
3. Fines for overdue Rs.	118382.25	25259.00	2959.00	8210.00
4. No. of Photocopies	17777	-	-	-
• Official Use				
• Paid (Users)	-	-	-	-
5. Inter Library Loans	-	-	-	-
• Sent				
• Received	-	-	-	-
6. Periodicals				
• Purchased	70	15	08	05
• Donations	45	15	05	-
7. Books				
• Purchased	7425	295	320	2670
• Donations	20	140	378	651
8. No of Books catalogued				
• English	1800	1400	280	3182
• Sinhala	4000	100	40	139
9. Books Computerized				
• English	1800	1400	280	3182
• Sinhala	4000	100	40	139
10. No of lost Books	24	-	-	-

Annex 8. ISSUES TO THE STUDENTS

Issuing Books to the students in January - June, 2009

Month	MG		SSH		Applied		Total
	LN	SR	LN	SR	LN	SR	
January	657	63	3719	266	19	50	4774
February	411	66	3184	284	28	39	4012
March	577	23	2862	91	4	9	3566
April	201	2	478	8		7	696
May	1076	26	2872	34	40	29	4077
June	1433	40	3285	59	96	20	4933

Annex 9. HOURS OF ACCESS

During Academic programme		Main Library	Agriculture Library	Applied Science Library	Medical Library
	Weekdays	8.30a.m - 6.15p.m.	8.30a.m.-6.30p.m	8.30a.m.-6.15p.m	8.30 a.m.-8.15 p.m
	Weekends	8.30a.m. - 4.15p.m	8.30a.m. 4.30a.m	8.30 p.m4.15a.m.	8.30 a.m.-4.30 p.m.
During examinations period	Weekdays	8.30a.m - 6.15p.m	8.30a.m. 6.30a.m.	8.30a.m.-6.15p.m	8.30 a.m.-8.15 p.m
	Weekends	8.30a.m. 4.15p.m	8.30a.m. 4.30a.m.	8.30a.m.-4.15p.m	8.30 a.m.-4.30 p.m.

Annex 10. NUMBER OF LIBRARY TICKETS

Academic year	Lending cards				Reference cards				Total cards			
	M	A	Me	Ap	M	A	Me	Ap	M	A	Me	Ap
First year	02	02	01	02	01	01	01	01	03	03	02	03
Second year	02	02	01	02	01	01	01	01	03	03	02	03
Third year	03	02	01	03	02	01	01	01	05	03	02	04
Fourth year	03	03	01	04	02	02	01	01	05	05	02	05
Post Graduate	01	-	-	-	01	-	-	-	02	-	-	-

Where;   M-Main Library,   A- Agriculture Library,
            Me- Medical Library   Ap- Applied Science Library
   É Fines are levied on overdue materials depends from library to library.

Annex 11. PARTICIPATION OF THE COUNCIL, COMMITTEES etc.

Participation of the Library	Council	Finance Committee	Senate	Faculty Board	Procument Committee
Librarian / Representative of Librarian	No	Yes	Yes	As an Invitee	Yes
AL ó Agriculture Library	No	No	No	As an Invitee	No
AL ó Applied Sciences Library	No	No	No	As an Invitee	No
AL ó Medical Library	No	No	No	As an Invitee	No