LIBRARY REVIEW REPORT

SOUTH EASTERN UNIVERSITY OF SL

26th to 28th October 2009

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1. EXTERNAL REVIEW PROCESS

University accountability for quality and standards is a key factor required to promote and safeguard public confidence in higher education. As higher education in Sri Lanka is a public good, universities must conscientiously exercise their responsibility for quality and standards. The library review is one of the components of the external quality assurance programme carried out in Sri Lankan universities.

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

Safeguarding the quality and effectiveness of library services in Sri Lankan universities and facilitating continuous quality improvement are key purposes of the external review process. In addition, it encourages good management of university libraries and enhances confidence in a library's capacity to safeguard the quality and effectiveness of its services, both internally and externally. It is also expected to provide systematic, clear and accessible information on the university library services as well as provide accountability through external quality assessment and a public report. Moreover, the process promotes identifying and sharing good practices in provision of library services. However, it is understood that the final responsibility for quality and standards remains within the institution itself, since it alone has the powers to control and to change existing practices.

Key features of the library review process include the critical analysis of the Self Evaluation Report (SER) prepared by the library concerned, observation of library resources, observation of documents, observation of other facilities available, and gathering information on activities towards quality assurance through discussions with as many stakeholders as possible.
The external review process for university libraries identifies eight broad areas for assessment.
1. Mission and Goals
2. Management
3. Resources
4. Services
5. Integration
6. Contribution to academic output
7. Networking
8. Evaluation

The review team consisting of the following members conducted the review from October 26 to 28, 2009.
- Mr. Harrison Perera (Former Librarian, University of Peradeniya)
- Mr. P. Vidanapathirana (Former Librarian, University of Sri Jayawardenapura)
- Dr. Ruwan Wickramarachchi (Senior Lecturer, University of Kelaniya)

On 26th morning, the Quality Assurance Specialist of the Quality Assurance and Accreditation Council briefed the review team about the quality assurance process and writing of the review report. The agenda of the three-day visit was discussed and finalized with the Acting Librarian (annex1).

During period of review, the review team met the Vice Chancellor, Deans, Acting Librarian, library staff (both academic and para-professional), academic staff, and students. The list of persons met is given in annex 2.

The review team was also able to observe resources of the main library as well as Science library (see annex 3). Several documents were also perused. These included the corporate plan of the library, lists of duties of library staff, library policies etc. The list of the documents examined is given in annex 4.

On 28th, the review team briefed the Acting Librarian and senior staff of the library about findings of the team. In addition, on the same day the team also met the Vice Chancellor again and provided a feedback on the review of SEUSL libraries.

After the review visit, this report was prepared incorporating the findings of the review team. In the report, strengths/good practices and weaknesses are highlighted together with our recommendations. Each aspect has been given a judgement of good, satisfactory or needs improving. The draft report will be sent to the library and the feedback will be obtained. If there is disagreement with any judgement, it would be resolved by the QAAC through discussion. The judgement will be submitted to the Standing Committee on Quality Assurance of the UGC for approval. After its approval, the report will be published in the QAAC Website, www.qaacouncil.lk. The library should take action to improve the quality of the aspects that receive a judgement of ₌Needs Improvement₎ within six months of approving the judgements by the Standing Committee on Quality Assurance.

2. BACKGROUND OF THE UNIVERSITY AND THE LIBRARY

The South Eastern University of Sri Lanka was first established as the South Eastern University College of Sri Lanka in October 1995 at Addalaichenai and elevated to a national university and renamed as the South Eastern University of Sri Lanka (SEUSL) in May 1996. In May 1998, SEUSL shifted from Addalaichenai to the present site at Oluvil in the Ampara district. Student population of the University is approximately 1300.

The University consists of four Faculties; namely: Applied Sciences, Arts and Culture, Islamic Studies and Arabic, and Management and Commerce. All faculties located at Oluvil except the Faculty of Applied Sciences which is located at Sammanthurai.

South Eastern University Library was established on October 23 1995, along with the establishment of the South Eastern University College. The main library is located in the main campus at Oluvil and the Science Library is located at at Sammanthurai Campus.

SEUSL libraries strive to provide information and knowledge based resources to library users and public of the Eastern region Sri Lanka. Digital Knowledge Center - a unique facility with

computer systems and multimedia equipments facilitates access to large number of e-resources on the first floor of the main library.

American Corner which is a donation of American Government, located on the first floor of the library. It provides print and electronic collections on Business, Economics, and English as a second language, American Studies, Law, and Politics.

The Library has a special feature of having õPeace Cornerö which comprises the collection of specific materials related to, conflict resolution, humanitarian intervention, Peace building within a Peace Studies perspective, conflict analysis, and conflict resolution. This collection is donated to the Library by the University of Bradford, especially meant for the Post-Graduate students of a course leading to Post Graduate Diploma in Conflict Resolution and Peace Preparedness.

SEUSL libraries contain resources related to the curricula of academic programmes as well as for leisure reading. The total number of books of both main and branch library is 80,000 including special collections. Annually library subscribes to more than 100 titles of journals, CD ROMs, Audio Visual materials and online databases. Library collection is organized in a professional manner in order to gain easy access. For this purpose Dewey Decimal Classification (DDC) system is used to classify materials. Journals are displayed in alphabetical order on shelves and bound volumes are classified by using the standard system of DDC.

The Main library has facilities to accommodate differently able users with special needs. During the meeting with the Vice Chancellor / South Eastern University of Sri Lanka the Review Team was informed that with outside funds a new library building with state-of-the-art facilities will be put up in the University Park, Oluvil.

Vision, Mission, Goal, Objectives and Strategies of the Library

Vision of the University
to develop and strengthen its role as world class university through teaching and learning, continuous improvement of academic research and support programs, and utilize the best and suitable administrative practices that will lead to regional and national development with the integration of advanced technologies in the university system to meet the global challenges.

Mission Statement of University
To develop high calibre personnel of analytical and inquiring mind, leadership qualities, high ethical and moral values with ability to face challenges, in a changing environment addressing regional and national needs living harmoniously among diverse groups of people, in a conducive physical environment for creation and dissemination of knowledge, facilitating social interaction between the University and the community and achieve international repute with the support of committed and competent staff.

Vision of the library
To be a knowledge centre enabling intense intellectual inquiry by providing a dynamic learning environment and proactively linking the users with global knowledge to support the vision of SEUSL as that of a world class university.

Mission of the library

To be an excellent library to support the teaching, learning, research and community service activities of the University by providing client-oriented, innovative, and competent professional services; by building strong and relevant resource collections; by managing an efficient and effective system; and by implementing and utilizing available and relevant technology in order to support the University mission as that To develop high calibre personnel of analytical and inquiring mind, leadership qualities, high ethical and moral values with ability to face challenges,.

Objective 1

Equip the university Library to serve expanding educational and research needs of the students, researchers and faculty members.

Strategies

- To provide appropriate infrastructure capacity to meet the needs of the University community
- To Implement effective system of library management
- To Develop information resources and provide easy access to user community
- To develop human resources of the library to ensure delivery of quality services and to maintain high levels of professionalism
- To develop and implement a systematic approach to market the Library and its services
- To Exploit the potential of technology in all areas to deliver a wide spectrum of excellent information services.
- To automate all function of the LIBRARY
- To Establish an Archive to preserve literature particularly related to the South Eastern region, Islam and Muslims in Sri-Lanka and the University.
- To Establish a Digital Library Unit in view build the valuable, rare literature and documents
- To enhance the facilities of the Digital Knowledge Centre.
- To collaborate, affiliate and cooperate with organizations worldwide to share resources, enhance productivity
- To Establish Library Networks with SEUSL Library as a focal point so as to formulate a mechanism for Resource Sharing and Cooperative Programmes in the South Eastern Region

Objective 2

Enhance the cultural values and traditions of communities of Sinhalese, Muslims and Tamils continuously.

Strategy

- Enhancing the Cultural Museum into the South Eastern University Cultural Centre

3. FINDINGS OF THE REVIEW TEAM

3.1. Vision, Mission and Objectives

The Review Team observed that vision and mission of the SEUSL libraries support and aligned to vision and mission of the University. However, Reviewers feel that mission statement should also pay attention to social, cultural and economic development of the Eastern region of Sri Lanka, especially as SEUSL libraries at present contribute towards scholarly work in the region.

The Objectives of SEUSL libraries are appropriate and lead the library towards achieving its mission, and strategies and support stated objectives. However, 11 diverse strategies are developed for objective 1. Reviewers are of the view that these strategies could be grouped into 2-3 categories and categorized under separate objectives. This may enable better monitoring, management and achievement of objectives.

Strategies 1.2, 1.3, 1.4, 1.5, 1.6 1.10, 1.11 and 1.12 under objective 1 (see page 5) have been achieved to certain level of satisfaction. However, more work could be done in order to enhance services provided by the library. Existing infrastructure facilities available at both main and science libraries should be upgraded. Therefore, strategy 1.1 requires more attention, especially from the University. Strategy 1.7 which is related to automation of the library, which has been partially completed. However, circulation module has not been activated yet. Although the library holds valuable special collections particularly related to South Eastern region, Islam and Muslims in Sri Lanka, adequate steps have not been taken to preserve these collections (strategy 1.8). Strategy 1.9 which refers to establishment of a digital library with a view of building a valuable collection of rare literature and documents has not started due to lack of funding.

Although Cultural Museum holds a number of rare and valuable items (strategy 2.1 of objective 2), adequate steps have not been taken to preserve them. The Review Team felt that more efforts should be taken in order to improve the condition of the museum. Also more actions could be included other than improving the cultural museum in relation to the objective 2.

3.2 Management

The senior library staff consists of the Acting Librarian and two Senior Assistant Librarians with postgraduate qualifications and one Assistant Librarian, who has to complete the thesis of the Master's degree in Librarianship. They are responsible for operations of major departments/divisions of the library. Paraprofessional staff is also benefitted with opportunities for career development through various courses, seminars and workshops conducted by local professional organizations such as Sri Lanka Library Association and University Librarians Association as well as by professional institutes such as Sri Lanka Library Services Board and National Institute of Library and Information Science of University of Colombo.

The Acting Librarian has covered the duties and taken necessary actions to support effective administration under the direction and co-operation of the Vice Chancellor. However, the Team noted that the post of Librarian, which is a key post in the university, has been vacant for a number of years.

Library management and general administration are centralized under direct supervision of the Acting Librarian. Duty lists are given to the staff and manuals of procedure have been prepared to assure the internal governance and proper operation of the library. However, duty lists provided are not comprehensive job descriptions.

The Review Team was pleased to note the positive attitudes of library staff as well as satisfaction of Senate Library Committee towards the management of SEUSL libraries.
The policies adopted through the SCOLIS/UGC also have been followed for uniformity in practice and to standardize the existing library operations. However, it is noted that only collection development and acquisition policy has been developed and practiced. The Review Team wishes to emphasize the importance of developing and adopting policies such as weeding etc. in order to manage library's work efficiently.

Legal base is ensured with formulation of the Senate Library Committee, which is responsible for the Senate as to advice in formulating policies and decision making process. However, reviewers feel that frequency of holding meetings (4 ó 5 times per year) is not adequate. Meetings should be held once a month.

Although the library manages to provide a satisfactory level of service, it is under heavy strain due to inadequate number of staff (both professional and support) to serve the library. Also absence of Assistant / Senior Assistant Registrar Library Services (AR/SAR) has overloaded administration work of the senior library staff. It was also noted that inadequate building space and lack of other infrastructure facilities has hindered the efficient and optimal use of available resources and also to cater the demand for enhanced services.

3.3 Resources

In any university library the staff is the driving force and is an important component. SEUSL Libraries served by 4 professionals, 17 supportive staff totaling 21 employees. Acting Librarian and two other Senior Assistant Librarians have obtained professional qualifications and one Assistant Librarian has completed 1st part of the postgraduate degree. The Review Team was pleased to note that both professional and support staff are highly motivated.
The Team also noted that the capacity of Acting Librarian and three Senior Assistant Librarians are not adequate to expand the services even though at present they are able to manage the basic requirements of the Library. Furthermore, opportunities to gain further exposure and continuous developments with a view of improving the quality of human resources are urgently needed.
All in all human resources available in the library are adequate for the maintenance of the basic services. Existing vacancies in Paraprofessional grades have not been filled up to date. Supporting staff is not adequate for shelving, cleaning and other routine duties. As the library increasingly use IT systems to manage its operations, it is advisable to employee a Systems Administrator/ Programmer, Technical Officers and train few existing staff to maintain systems.

The SEUSL libraries contain approximately 80,000 books and subscribes to over 100 printed international and local periodicals, which are searchable through OPAC. The main library's collection covers the subject areas such as Humanities, Social sciences, Management, Arabic and Islamic studies. Furthermore, The Uwais Sri Lankan Islamic Studies Collection and

other collections of eminent Muslim scholars portray the cultural heritage of the country. Science library's collection includes texts in Pure Sciences, Information Technology etc.
Collections of Peace Corner established in collaboration with Bradford University and the American Corner donated by the American government are adding a unique value of resources. Periodical collection has increased the research value of the library and maintains both print issues and electronic versions as recommended by the faculties. The Review Panel noted that arrangement of current periodical issues should be changed in order to bring the attention of the user. Dyn Ed which is a computer software package is a valuable resource for learning English language.

Digital Knowledge Centre provides multimedia facilities and supports to increase the use of electronic resources for the users. Cultural Museum is a unique feature of the South Eastern University library. Collection of artifacts, manuscripts and other rare items which depicts the heritage of the communities viz Sinhala, Tamil and Muslims is unique and valuable.
Present collection of "Center for Physically Challenged" provides easy access to the users and has with basic equipments. It is also noted that further improvements are necessary with the increase of the number of users, in this category.

The library collection (at the main library and faculty library) needs de-selection (weeding) of outdated materials urgently. Most of the books on fields such as Information Technology, Management etc. are outdated. Collections in Information Technology, Management, Islamic Studies and Sinhala require strengthening. However, SEUSL libraries have sufficient materials both print and non-print to support the mission of the library and the scope of its programmes and services. The Review Team however noted that the number of copies of some text books as well as availability of electronic resources are not sufficient.

Building of the Science Library is not suitable for a professional library. It is also divided into various units and scattered around. Due to this more human resources are needed to maintain the services effectively. A new building should be considered as a priority.

Binding Unit is suitable for minor repairs and basic binding of books. It was brought to the notice of the Review Team that a project proposal for the establishment of a Conservation and Preservation Unit has been forwarded to the UGC through SCOLIS with a view of expanding the Binding Unit.

3.4 Services

SEUSL libraries provide an array of services to the users – students, academic staff and community at large. Main customers of the library are the undergraduate and graduate students, academic and non-academic staff. Computing facilities allow students to access electronic resources in the library. With limited amount of resources it is commendable that the following services are provided and maintained by the library.
1. Circulation (issue , return and reservations)
2. Reference services
3. Referral services
4. Inter- Library Loan (IIL) and Document Delivery Services (DDS)
5. Photocopying services
6. Current awareness services
   E.g. Content page alert service

New Accession lists
Displays
Current Awareness Bulletin (Applied Science Library)
7. Online Public Access Catalogue (OPAC)
8. User education programmes
E.g. Orientation
Library Lecture services
Information Literacy workshops
9. Literature Search Services (on request)
10. Assistance to users in search of information
11. Special orientation programmes for new students
12. Marketing of information and information Packaging (Applied Science Library)

In addition to serving its main customers, the library also provides services to the community including schools, organizations such as Vocational Training Authority and Sri Lanka Ports Authority.

It appears that academics are not much aware about ILL and DDS services provided by the library. The opening hours of the library are not adequate to promote reading and usage of the library. Students were of the opinion that the outsourced photocopy service is not satisfactory and past papers available in the library are not properly organized.

Quality of services has not been evaluated and no mechanism has been developed to get the feedback from the users apart from a suggestions box available at the main counter.
Reviewers are pleased to note that users including both staff and students are highly satisfied with the services provided by SEUSL libraries.

3.5 Integration

An academic library plays a crucial role in supporting teaching, learning and research activities. In order to provide this support a close collaboration should exists between the library and communities such as academics, students, administrative branches, and other units of the university.

Under Integration, the Review Team investigated the collaborative efforts taken by the library and how far the library is involved in the overall planning and decision making process in the University.

The Acting Librarian is a member of University Quality Assurance Committee, Senate Library Committee, Lands, Buildings and Maintenance Committee, Leave and Awards etc. However, he is not a member of important Senate committees such as Finance, Research and Publications, Curriculum development etc. Apart from Faculty of Applied Sciences, library is not represented at faculty boards (on invitation basis).

The Review Team was totally surprised to find that the Acting Librarian is not a member of the University Senate. This was an undisputable drawback to the library in involving itself in the university planning and decision making process. Obviously it has also become a major obstacle to the library in the integration process into university affairs. Due to this, the library is alienated from the rest of the university community.

Though library has conducted few ad hoc workshops on Information Literacy Skills, the University has not incorporated a module on Information Literacy Skills into its curriculum. Library staff expressed their disappointment with the arrangement made as to the time allocated to the Library User Education Programme for the first year students. The library was unable to conduct a well-planned structured Programme due to this drawback. The Review Team noted the lack of collaborative efforts in the integration of Information Literacy and user education programmes, in to the University learning process.

The library did collaborate with the academics to identify õwhatö is required with regard to teaching and learning and accordingly purchase, process and develop the library resources. However, as the Acting Librarian is not a member of the Research & Publications Committee, he is at a disadvantage to understand the research priorities of the academic community and the provision of information input required for research activities.
It should also be noted that the University requires to play a major role in integrating the library into the University in order to ensure the library fully contributes to achieve mission of the university.

3.6 Contribution to Academic Output

In order to facilitate teaching, learning and research, an academic library should act as an ÷academic res,inputø unit. The main library and the faculty library of Sciences provide information sources and resources for teaching and learning functions. Further, these libraries contribute to scholarly activities and staff development activities.

SEUSL libraries provide approximately 80,000 including special collections, over 100 titles of journals, electronic resources (CD- ROMs, Audio Visual materials and online databases), and IIL service to support academic activities of the university. The printed text book collection is adequate. However, collections in some subject areas such Information Technology, Business Management, Islamic Studies insufficient and required to be updated. In addition, books and journals available in Sinhala is insufficient to cater the growing Sinhala speaking student community. Availability of electronic resources could be considered as inadequate. However, this is mainly due to constraints beyond control of the library such as lack of funding.

The library seeks to use latest technologies to deliver its services. Automation of cataloging records has enabled to search and locate printed material. Electronic news letters are sent to staff informing latest developments/ activities and content pages of current issues of journals that the Science Library receives.

Digital Knowledge Centre of the main library consists of multimedia computers, video cassette, DVD and audio cassette players which enables using of DVDs, VCDs, CDs, video and audio cassettes. American Corner also offers number of DVDs and video cassettes. A comprehensive computer based English language learning solution is available in the American Corner.

Furthermore, in order to enhance libraryøs efforts of contributing to academic output, SEUSL libraries offer information literacy and user education programme for learning and research and has organized several book exhibitions on different themes and conduct library lecture series to promote reading habits, conduct Digital Video Conference (DVC) Programme on

various relevant topics in collaboration with the World Bank, introduce world famous literature in collaboration with the faculty to promote the reading habits among the users, and celebrate international celebration days by poster presentation and telecasting documentary programmes.

Although library contributes in publishing articles of faculty members, the Review Team feels that research and publication work of professional library staff members is not adequate. The Review Team felt that the library is innovative, proactive and forward looking entity which adds value to the South Eastern University of Sri Lanka. Discussions with both staff and students revealed that they too positively viewed the library as a resource input unit for teaching, learning and research activities. Also Reviewers are of the opinion that the SEUSL libraries role is based on ‑learning oriented modelø

3.7 Networking

Under Networking the Review Team investigated the provisions for ILL, consortia agreements, support for distance learning and interlinking libraries for accessing resources.
The library uses a customized version of an open source library software KOHA, as an integrated library system to provide On-line Public Access Catalogue (OPAC) in the main and Science Libraries for easy and speedy access of resourceful information. It is worth noting that with this system the library managed to save a substantial amount of funds for the University.

Bar-coding of library materials has been completed in the Science, but not at the main library. This has delayed activating the circulation module which would have speeded up the circulation of materials and developed the efficiency of library operations.
A resource corner has been initiated with the assistance of the public diplomacy Section of U.S.A. Embassy in the main library to further develop the resourceóbase of print and non-print materials for staff and students. A unique feature, a special software to learn English Language, was noted by the Review Team as a extremely valuable asset obtained under this link with the American Center.

To support the Postgraduate Programme in Conflict Resolution and Peace in collaboration with University of Bradford (UK), the library has established a Peace Corner with required resources for the postgraduate students.
Institutional Membership of DELNET (India) has been obtained to borrow resources to broaden access to relevant materials.

Library is a member of the consortia established by Standing Committee of Libraries and Information Sciences (SCOLIS) to subscribe for research and scholarly e-journals. Also the library has agreed to honour the Inter-University ILL Code initiated by SCOLIS to share resources among the universities.

3.8 Evaluation

In order to improve performance of the library, it is vital to evaluate performance regularly against professional standards and indicators. Under Evaluation, the Review Team investigated the system adopted by the library for evaluating its performance. Libraries traditionally report their performance using statistics such as number of items in the

collection, number of items acquired, number of items issued, number of registered users, number of enquiries made by users etc. SEUSL libraries also maintain statistics on the usage of library services.

The Minimum Library Service and Delivery Standards adopted by SCOLIS were prominently displayed in the library.

A Suggestion Box is kept for feedback from users. Certain comments / suggestions by the users were recorded in the Self Evaluation Report. However, unfortunately no professional initiatives have been taken to assess the library performance.

Since its inception in 1995, no user or periodical Survey has been conducted by the Library except a research study done by one of the Senior Assistant Librarian on the usage of periodicals, in the entire university library network, for her Masters' degree. As different user segments require and expect different services at different levels, it is vital to obtain user expectations and feedback on actual service levels provided by the library.

Although Quality Assurance and Accreditation Council (QAA) has conducted a workshop on how to select library performance indicators for respective university libraries, no performance indicators have been identified for SEUSL Libraries.

4. CONCLUSIONS

Good practices/ strengths and weaknesses of each of the eight aspects considered in the library review process are summarized as follows.

1. Mission and Goals of the Library

Good Practices/Strengths:
- Library mission is in line with the mission of the university
- Objectives and strategies are appropriate and timely
- Objectives and strategies lead the library towards achieving its mission
- Library has achieved or in the process of achieving majority of strategies

Weaknesses:
- Yet to succeed in developing infrastructure facilities to fulfill the urgent requirements of the library (objective 1.1) – mainly due to reasons beyond the control of the library
- Adequate attention has not been paid into preservation and conservation activities of its resources (strategy 1.7)
- Slow progression of Objective 2 (Enhance the cultural values and traditions of communities of Sinhalese, Muslims and Tamils continuously) mainly the strategy relating to it.
- More actions (strategies) could be included in relation to objective 2.

2. Management

Good Practices/Strengths
- The library has an adequate number of qualified academic/professional staff for smooth running of services in the library
- The library is emerging as a centre of excellence in Islamic studies and Arabic Languages in the country
- Team spirit has been established with a corporate culture.
- Provision of duty lists for all staff of the library
- Collection development policies are being formulated and followed.
- A separate Corporate Plan, 2006 has been prepared and followed by the library

Weaknesses
- Failure in filling the vacancy for the post of Librarian is an obstacle to develop the library and services
- Inadequate cadre provision of all categories of the staff and delays in filling the existing vacancies
- Slow pace in installing of the Library Material Management and Security System
- Acting Librarian is over burdened with general administration and routine duties of the library due to absence of AR(SAR)/Library Services
- Lack of written library policies
- Duty lists provided are not comprehensive

3. Resources

Good Practices/Strengths:
- Adequate collection and e-resources to support teaching, learning and research activities of the university
- Building up of a comprehensive collection of Arabic languages and Islamic studies has created a greater value of the library
- Resources for differently able persons
- Digital Knowledge Centre, American Corner, Peace Corner, and availability of number of special collections
- Solicitation of donations for resources has been successful at local as well as international level
- Attitude of the staff towards services is highly positive

Weaknesses:
- Insufficient space at both Main and Science Libraries
- Lack of purpose built buildings for both Main and Science Libraries
- Lack of up to date collections
- Sufficient amount of text books not available for new programmes such as Management and Information Technology, Islamic Studies etc.
- E-resource collection is not sufficient
- Non-availability of positions such as Systems Administrator/ Programmer, Technical Officer to manage IT systems of the library

4. Services

Good Practices/Strengths:

- Qualified and trained academic/professional staff are available to maintain the services to a certain extent and at satisfactory level
- Most of staff are loyal and well disciplined and extend their services with positive attitudes
- Library users are highly satisfied regarding the services provided by the library
- Clear User guides are available throughout the libraries.
- Library has installed an open source sophisticated software rather than going for an expensive commercial software
- Library provides services to community at large

Weaknesses:

- Not filling the post Librarian for a number of years has detrimentally affect the services and management.
- Opening hours do not encourage users for the effective utilization of the library
- Photocopy services provided to users is not satisfactory
- Quality of services has not been evaluated

5. Integration

Good Practices/Strengths:

- Library is capable of understanding the teaching and learning requirements of the University
- Library purchase, process and deliver required materials for teaching and learning
- Existence of the Senate library committee
- Participation of SAL/ Science Library in the faculty board of Applied Sciences on invitation
- The Library is represented in University Quality Assurance Committee, Senate Library Committee, Lands, Buildings and Maintenance Committee, Leave and Awards etc.

Weaknesses:

- Acting Librarian is not a Senate Member
- Library is not represented at faculty boards except Applied Sciences on invitation
- Acting Librarian is not a member of important senate committees such as Finance Committee, Research and Publications Committee, Curriculum development Committee etc.
- No collaborative efforts in integrating Information Literacy Skills and User Education Programmes into University Curriculum
- University has not taken steps to fully integrate the library with the university activities.

6. Contribution to Academic Output

Good Practices/Strengths:
- Availability of printed and electronic resources to support teaching, learning and research
- Favourable view of library role as an ‑academic resource input unitø by both staff and students
- Providing number of special collections, multimedia learning tools
- Availability of a comprehensive computer based English language learning solution
- Positive attitudes of library staff in relation to services provided
- Digital knowledge centre, American corner, and Peace corner enhances libraryøs contribution

Weaknesses:
- Lack of availability of up-to-date electronic resources
- Collections such as information technology, business management, Islamic studies etc. require updating
- Collection in Sinhala books/ journals is insufficient
- Inadequate infrastructure and some facilities hamper services provided as an ‑academic input unitø
- Lack of technical support staff
- Professional library stafføs contribution towards research and publications is inadequate

7. Networking

Good Practices/Strengths:
- Steps have been taken to strengthen the resource-base of the Library through certain links
- University consortia Membership obtained
- Inter-university inter-library loan code accepted
- Ability to access e-resources network throughout the university
- Main and Science Libraries are electronically linked to share resources through OPAC

Weaknesses:
- Circulation module has not been activated even in the Science Library where bar-coding of materials has been completed.
- Delay in bar-coding of materials in the Main Library.
- No steps taken to assist in Distance Education initiatives.

8. Evaluation

Good Practices/Strengths:
- Majority of Library Users are satisfied with the services (They expressed their satisfaction to the Review Team during respective Meetings)
- Maintains statistics on the usage of library services
- Suggestion Box available for User-feedback

Weaknesses:
- No systematic and continuous programme to evaluate library performance.
- No professional Surveys conducted to obtain User Perception on library operations.
- No Library Performance Indicators identified.

Based on the observations made during the visit by the Review Team, the eight aspects were judged as follows:

Aspect Reviewed	Judgement
1. Mission and Goals	Good
2. Management	Good
3. Resources	Good
4. Services	Satisfactory
5. Integration	Needs Improvement
6. Contribution to Academic Output	Good
7. Networking	Satisfactory
8. Evaluation	Needs Improvement

5. RECOMMENDATIONS

1. Reformulate objectives and strategies in order to develop few separate objectives focusing on different areas
2. Focusing on Strategies 1.1 (developing infrastructure facilities), 1.8 (preservation and conservation activities) and 1.9 (establishment of a digital library)
3. Paying more attention into strategy 2.1 (Enhance the cultural museum) mainly the strategy relating to it.
4. More strategies could be formulated in order to achieve objective 2 (Enhance the cultural values and traditions of communities of Sinhalese, Muslims and Tamils continuously)
5. Post of Librarian has to be filled immediately
6. General administration could be entrusted to an AR(SAR)/Library Services to assist the Librarian
7. An organization structure should be available for the stakeholders reflecting the delegation of powers and responsibilities.
8. Decentralize the management of Faculty branch libraries to avoid unnecessary delays and increase the efficiency and effectiveness of the services
9. Providing comprehensive job descriptions instead of Duty lists.
10. Development and adoption of library policies
11. Increasing the frequency of Senate library committee meetings
12. Filling existing cadre positions available
13. Providing additional cadre positions for both professional and support staff
14. Installation of the Library Material Management and Security System

15. A purpose built library complex is the first priority to cater the growing needs of entire university community. Museum could be integrated into the library by bringing it into the present university complex
16. Increase the number of copies of most frequently used textbooks according to number of users
17. Updating collections such as Information Technology, Management etc.
18. Conduct awareness programmes and arrange presentations to increase the usage of periodicals and e-resources
19. Take steps to preserve and conserve collections
20. Provide more computers to the Main Library and Applied Science library
21. Books for general reading and recreation have to be provided in the Applied Science library
22. Reading materials in Sinhala has to be increased according to the number of users.
23. Provision of cadre positions such as systems administrator/ programmer and technical officers to maintain IT systems
24. Training of at least few existing staff to maintain IT systems
25. Provide access to more e-resources
26. Accepted norms has to be followed in deciding cadre provision in different grades
27. Stimulate interest in further studies leading to higher postgraduate qualifications (e.g. PhD) and encourage research studies by the senior professional staff of the library.
28. Pay attention for continuous professional development of the entire staff of the library.
29. Attention of the top management is needed to obtain adequate financial allocation for books and periodicals as well as for other equipments to maintain quality service for the readers.
30. An effective management plan has to be developed to maximize utilization of the annual allocations.
31. Identify the needs of the readers and project the service enhancement in the context of services of a modern university library
32. Conduct user education and awareness programmes with proper schedules
33. Extending opening hours of both the Main and Science Libraries
34. Special presentations on available databases and e- journals could be arranged for the academic staff and for students.
35. Reader service areas are to be properly designed to improve the reader friendly environment.
36. Encourage users to use that suggestion book/box regularly to get the feedback from the user community
37. Improve photocopy services
38. Provision of past papers should be more organized
39. Providing training on customer service for staff
40. A pest control programme to implement
41. Provisioning of fire extinguishers and first aid boxes at appropriate locations
42. Acting Librarian to be included to the University Senate as a full-time member
43. Acting Librarian should be a member of the committees such as Research and Publications, Computer and Technology, Curriculum Committee, and Finance
44. Information Literary Skills and User Education Programmes to be incorporated into University Curricula
45. Taking necessary steps to represent library at faculty board meetings on invitation basis
46. Updating collections of the library
47. Providing more books and journals in Sinhala

48. Providing more electronic resources
49. Providing technical support staff to maintain computing facilities
50. Improving infrastructure facilities to enhance library's role as an ₌academic input unitø
51. Encouraging professional library staff to engage in more research and publication work
52. Speed up the Library automation project (e.g. bar-coding and activating the circulation module).
53. Investigate initiatives for assisting Distance Education Programmes.
54. Initiate a professional system to evaluate the library performance in consultation with SCOLIS and Senate Library Committee
55. Conduct comprehensive user surveys
56. Identifying and adopting library performance indicators
57. Benchmarking performance of the library

6. ANNEXES

Annex 1. AGENDA FOR THE LIBRARY REVIEW VISIT

Day 1 **(Monday 26ᵗʰ October, 2009)**
0800 Hrs. ó 0830 Hrs. Meeting with IQAU Chairperson and Acting Librarian, finalizing the agenda
0830 Hrs. ó 0900 Hrs. Meeting with the Vice Chancellor
0900 Hrs. ó 1130 Hrs. Presentation by the Acting Librarian/ Tea
1130 Hrs. ó 1230 Hrs. Observing resources and facilities of the main library
1230 Hrs. ó 1330 Hrs. Lunch
1330 Hrs. ó 1430 Hrs. Meeting with support staff
1430 Hrs. ó 1500 Hrs. Observing resources and facilities of the main library
1500 Hrs. ó 1530 Hrs. Observing documents/ Tea
1530 Hrs. ó 1630 Hrs. Visit to the Cultural Museum

Day 2 (Tuesday 27ᵗʰ October, 2009)
0830 Hrs. Visit to the Faculty of Applied Sciences (FAS), Sammanthurai
0830 Hrs. ó 0930 Hrs. Presentation by the Sr. Assistant Librarian/ FAS
0930 Hrs. ó 1000 Hrs. Meeting with the Dean/ FAS
1000 Hrs. ó 1030 Hrs. Meeting with academic staff/ FAS
1030 Hrs. ó 1100 Hrs. Meeting with support staff of Science Library/ Tea
1100 Hrs. ó 1130 Hrs. Meeting with undergraduates of FAS
1130 Hrs. ó 1230 Hrs. Observing resources and facilities of the main library/ Observing documents
1230 Hrs. ó 1315 Hrs. Lunch
1400 Hrs. Arrival to main campus, Oluvil
1400 Hrs. ó 1430 Hrs. Meeting with undergraduates
1430 Hrs. ó 1500 Hrs. Meeting with academic staff
1500 Hrs. ó 1545 Hrs. Meeting with the Senate Library Committee
1545 Hrs. ó 1615 Hrs. Observing documents/ Tea
1515 Hrs. ó 1645 Hrs. Private meeting of reviewers

Day 3 (Wednesday 28ᵗʰ October, 2009)
0800 Hrs. ó 0930 Hrs. Private meeting of reviewers
0930 Hrs. ó 0945 Hrs. Briefing the Vice Chancellor regarding the review
0945 Hrs. ó 1130 Hrs. Feedback on the review to the staff of the library/ Tea
1130 Hrs. ó 1200 Hrs. Informal meeting with staff of the library
1200 Hrs. ó 1300 Hrs. Lunch
1300 Hrs. ó 1630 Hrs. Report writing

Annex 2. LISTS OF PERSONS MET
- The Vice-Chancellor
- The Deans of the faculties of Applied Sciences, Arts and Culture, Islamic Studies and Arabic Language, and Management and Commerce
- Members of Senate Library committee other Deans
- Academic staff of faculties of Applied Sciences, Arts and Culture, Islamic Studies and Arabic Language, and Management and Commerce
- Senior library staff of the main library and library of FAS
- The supportive staff of the main library and library of FAS
- Undergraduate students of faculties of Applied Sciences, Arts and Culture, Islamic Studies and Arabic Language, and Management and Commerce

Annex 3. LIST OF FACILITIES OBSERVED
- Main library of SEUSL
- Digital knowledge Centre
- Computing facilities
- Faculty library of FAS
- Special collections of the main library
- American Corner
- Peace Corner
- Cultural Museum
- Facilities for differently able persons

Annex 4. LIST OF DOCUMENTS EXAMINED
- Duty lists
- Documents on Inter-Library-Loans
- Collection development policy
- Documents relating to performance
- Corporate plan of the library
- User guides developed by library
- Information brochures developed by the library
- Research and scholarly work of senior library staff