LIBRARY REVIEW REPORT

UNIVERSITY OF SRI JAYEWARDENEPURA

16th to 18th September 2009

Review Team :
Mr. Gamini Silva
Ms. T. N. Neighsoorei, Sabaragamuwa University of SL
Prof. H. M. Bandara, Sabaragamuwa University of SL

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1. EXTERNAL REVIEW PROCESS

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 data generated and used by the library itself to appraise quality of its services. The greater the reliance of external quality assessment upon the library's own evidence of self evaluation, the greater is the prospect that standards will be safeguarded and quality will be enhanced.

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

Main features of the External Review Process
- Production of an analytical Self Evaluation Report (SER) by the library staff
- Peer Review : Review against the Vision, Mission, Goals and Objectives contained in the SER and a Review Visit of 2 to 3 days
- Publishing the Review Report with judgements, and the strengths / good practices and weaknesses identified

Self Evaluation Report
The first and most important step in the process of external review is the self evaluation by the library. The Self Evaluation Report (SER) is provided by the library staff. Detailed guidelines on the preparation of the SER are given in Part III of the Quality Assurance (QA) handbook for Sri Lankan University Libraries.

Peer Review
Peer review is carried out by a team of three Academics with at least two Librarians from the University System. The reviewers receive the library's SER prior to the review visit, gather evidence during the visit and then make judgements on the quality and effectiveness of library services.

The Vision, Mission, Goals and Objectives contained in the SER provide an important reference point for the external review. They are also reproduced in the review report. Reviewers evaluate the quality and effectiveness of services provided by the library under review according to the goals and objectives aspired to them by the library staff. Accordingly, management, resources and the services are all evaluated according to the goals and objectives set by the library or University themselves. This approach allows the external review process to take account of innovation, creativity and the diversity of universities and libraries.

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

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

Review Visit
The purpose of the review Visit is to review, consider and test the evidences provided by the library staff in the Vision, Mission and Objectives.

A visit normally lasts for 2 to 3 days. During the visit, the review team conducts discussions with the library staff, Academic staff and students (Undergraduates and postgraduates) of the University. Further, the review team observes resources and facilities of the main library and branch libraries (if any), and peruses the relevant documents.

The review visit usually ends with a feedback meeting to the library staff and the senior management of the University. The review chair will summarize the findings of the team and invite questions for factual clarification, but this meeting should not be seen as an opportunity to question the teamøs judgements. The section below on review Outcomes contains details on procedures following the receipt of a draft report by the university / library.

Programme for the review visit is given in Annex 3.

Review Judgements
The review team will summarize its findings in each aspect, noting strengths, good practices and weaknesses. At the end of each aspect, the review team will use one of following three judgements:
- *Good*
- *Satisfactory*
- *Unsatisfactory*

In judgements of ÷*Good'* or *'satisfactory',* the review team will wish to highlight strengths and good practices in the aspect of evaluation. In the ÷*good'* category, there are likely to be

few, if any, weaknesses, and in the *'satisfactory'* category, there will be at least one weakness and the ‑unsatisfactoryø category, there are likely to be no examples of significant strengths or good practices.

The collective statements on each of the eight aspects will lead the review team to their overall judgement concerning the quality and effectiveness of library services.

There will be three options open to the review team in making the overall judgement:
- *Good*
- *Satisfactory*
- *Needs major improvements*

In all cases, the overall judgement will be supported by the evidence contained in the review report. If an overall judgement of ‑*satisfactory' or 'needs major improvements'* is given, the review report will give clear reasons for this judgement and suggest how the University and the library might address the matters giving rise to the judgement.

Judgements of *'needs major improvements'* will be exceptional. In such a case, there would need to be evidence of significant weaknesses in a majority of the aspects, giving rise to serious concerns. Further, for an overall judgement of ‑needs *major improvements'* to be given, a review team will need to have judged at least three of the eight aspects as *'unsatisfactory'*.

Review Outcomes
The libraries and the relevant Universities are expected to plan follow-up action(s) as a result of an external review of a library. One year after a review, the library will be requested to provide a brief report to the QAA Council of the UGC on action(s) taken in response to the review recommendations.

Should any of the review aspects be judged as *'unsatisfactory',* the library concerned will be requested to take action within six months to remedy the problems identified and report accordingly to the QAA Council. It will be for the QAA Council to decide whether a follow-up visit is necessary. Once the QAA Council is satisfied with the outcome, an amended report will be published to reflect the action(s) taken.

Request for a Discussion
Following an external review, a University / library may request the QAA Council for a discussion with the review team about the contents of the review report, prior to publication. The University / library should notify the QAA Council of its wish to take up this opportunity within one month of receipt of the first draft of the review report, highlighting the particular areas it wishes to discuss.

The discussion meeting may last up to one day and should take place within three months of the University / library making the request. The meeting should normally be chaired by a member of the QAA Council. The chair of the meeting may not be a member of the University concerned, nor may he or she have any other close links with it. Others present at the meeting will be members of the review team (all if possible, but at least two), and representatives chosen by the University, who are likely to include some of the library staff who participated in the review and members of the senior management of the University.

Detailed notes of the meeting should be taken, if possible by a representative of the QAA Council.

The decision is likely to focus on one or more of the following:

- A request from the University / library for clarification of one or more of the statements made in the draft report
- A request from the university / library that one or more of the statements in the report be changed
- The university / library wishes to ask the review teamøs advice on how to address issues raised during the review
- The university / library wishes to discuss how to build on good practices identified by the review team, perhaps taking account of practices at other libraries

The notes of the meeting will be approved by the chair, if necessary after consultation with UGC Standing Committee on QAA. He or she will then make a final decision on the contents of the reports, which will then be published.

The dates the review team visited were 16th to 18th September 2009. The agenda of the subject review is in Annex 1. A list of facilities observed, documents examined and persons met during the review is in Annex 2.

2. BACKGROUND OF THE UNIVERSITY AND THE LIBRARY

The University of Sri Jayewardenepura Library is proud of completing 50 years service to the nation. The historical roots of the library can be traced back more than a century to 1873 when the Ven. Hikkaduwe Sri Sumangala Nayaka Thero laid the foundation of the distinguished centre of learning as Vidyodaya Pirivena. It was reconstituted as the Vidyodaya University of Ceylon by an Act of Parliament. The University library was established on the upstairs of the Maligakanda Vidyodaya Pirivena building based on a collection belonging to Pirivena itself. Since there was no room for expansion, a Branch Library was established in a building at the Race Course in Colombo. This Library was shifted to the new Sumangala building at Gangodawila on 14th November 1961. It was located in the vicinity of the administration and faculty units. Adequate space was given to the library within the Sumangala Building and expanded with Sri Lanka Collection. Lending, Reference and Periodical divisions. It was designated as the main library and developed resources and services along with proliferation of major subject disciplines of the University.

After Insurgency of April 1971 the university was converted into a Rehabilitation Camp depriving the library facilities for intellectual community. The main library was temporary housed in a private residence in Hawlock Town. With reopening of the Vidyodaya University in 1972, the Main Library was shifted back to the old library premises of the Sumangala Building. With developments of new academic departments and new faculties, more facilities were urgently needed for expansion of the library services. It was planned to have a separate building for the library in view of expanding the services by providing more physical facilities as well as the services in context of a modern university library. New library building was completed in 1988 and shifted the entire collection from the Sumangala Building. Present library is centrally located with provision for a full-pledged library. It was designed to draw as much natural light, ventilation and fresh air as possible into the complex and to blend well with the surroundings.

Library has been evolved through the following phases of the university;

Vidyodaya University of Ceylon, 1959-1972
University of Ceylon, Viyodaya Campus 1972-1979
University of Sri Jayewardenepura- 1979-up to date

The Library System

The library system has to cater the needs for information, resources and enhanced services of the existing five faculties such as; Faculty of Arts, Faculty of Applied Sciences, Faculty of Management Studies and Commerce , Faculty of Medical Sciences and Faculty of Postgraduate Studies covering all academic departments and other units of the University . The user population is 12,912 and distribution of the user population over the faculties is attached.

Collection

The present book collection stands approximately 200,000 items together with bound journals. All the divisions are located in the main library building as follows;
1 Management Studies Division
2 Social Sciences Division
3 Humanities Division
4 Applied Sciences Division
5 Medical Sciences Division (Branch Library)
6 Periodicals Division
7 Information Technology Division

Area of the 3rd floor has been occupied by the Faculty of Medical sciences and hopes to utilize for the library as soon as their building projects are completed in the near future. A departmental branch library for Bio-Sciences has been located in the Faculty of Applied Sciences.

Corporate Plan   2006 -2010

The library also has been integrated with the corporate plan of the university.
The following improvements are planned accordingly;

➤ Widening e-resources by subscribing to more comprehensive databases, e-books and CD-ROM databases.
➤ Generate automation with all aspects of library services covering registration, circulation and other innovative operations.
➤ Installation of a sophisticated security system.
➤ Increasing seating capacities and location facilities.

The library has to offer a range of information services providing not only materials, but also tools to access them with technological skills and expertise of modern skilled librarians.

3. FINDINGS OF THE REVIEW TEAM

3.1. Vision, Mission and Objectives

Vision:
õTo make the library, an outstanding resource centre, that excels in the delivery of library and information services comprehensively.ö

Mission:
õTo provide access to library and information services in an efficient, effective and useful manner to support teaching, learning and research activities of the intellectual community by making resource materials available, and by assisting users to be acquainted with skills in locating information deemed necessary in the modern information age.ö

Goals:
1. To develop and maintain library collections according to the needs of users in context of modern university library.
2. To expand and expedite convenient access to collections through efficient processing and organizing of materials.
3. To provide digital services and the infrastructure to support users constantly.
4. Continue the Professional Development Programs to all categories of the library staff to improve the quality and relevance of the entire library system.
5. Develop a close relationship with faculties to support curriculum reforms, research and development activities.

Objectives of the library:
1. Develop the collection and enhance electronic resources.
2. Automate library operations for more efficiency and effectiveness.
3. Provide and promote excellent and innovative library services.
4. Develop in-house facilities and human resources.

3.2. Management

The Organisation Structure
The management structure has been designed to effect the smooth working of the4 library with clear line of accountability and responsibility. The majority of the professional staff has obtained postgraduate qualification and attends to professional duties. The senior library staff and the majority of paraprofessional staff have acquired ICT qualifications to keep up with changes and manage the library properly. However the improvements and proper maintenance of the network based services of the library remain static as long as the post of System Analyst/Network Administrator and technical officer remained unfilled.

Divisions and the Staff
The libraryøs function is to help the university to achieve its mission and goals. For this the library is provided with 56 professional, paraprofessional and supportive staff to make the best use of the available staff, the library has setup 8 divisions in such a manner that there is an effective work flow. Each revision is under a senior Assistant Librarian or a senior Assistant Registrar. All other Senior Staff Assistant, Staff Assistant and Library Assistants are assigned duties in their respective Divisions or Units. The entire library staff is portrayed in the organogram.

The Librarian
The library system of the University is supervised and managed by the Librarian who is responsible to the Vice - Chancellor which is in accordance with the University Act No. 16 of 1978 Para 60 (1) which provides the statutory foundation for the Post of Librarian. The Librarian has been able to serve as the Council member of the University as the nominee from the Senate. The Librarian is the member of the Senate, the highest law making body of the University.   He serves in other university subcommittees such as: Research and Publication Committee, Information Technology Committee, Faculty Library Committees and Convocation Committee as a regular member and in various other committees on invitation. The Librarian is also responsible for coordinating the editorial work of all the important Journals and other special issues of the university.

Senate Library Committee
The Senate Library Committee is the highest decision making body of the university on library operation and the committee comprises of the Vice Chancellor, Deans of all faculties, Academic staff representatives and the Librarian. The Senate library committee brings in most of the recommendations on the developing in the library system.

3.3. Resources

Physical Resources

Buildings and Space
The library building of SJL is a purpose built building covering an area of 10182 Sq Meters. The library now occupies the first and the second floors of the building while the rest of the building is occupied by the medical faculty temporarily.   The administration office and service division are closely located to each other and there is a cramp condition in the library. As a result of the limited space available staff of the library is greatly inconvenience without proper lunch room and rest rooms. Further there are request for separate reading areas by the academic staff and by the postgraduate students but such request could be granted only if more space made available for the library. The resource collection has to be separated into three sections viz; lending reference and permanent reference and such a move is possible only with the availability of more space for the library.

The collection
The present book collection of the SJL is approximately 200,000 items together with bound journals. A separate Pamphlet collection of various subjects is also maintained in special boxes. A news paper articles collection covering an array of subject areas is also maintained in the library. When calling for recommended list of reading materials, the library send book lists to the academic staff. It was emphasized that a separate collection of reading materials should be maintained for postgraduate students.

The Electronic Resources
The SJL facilitates the users to retrieve the latest information and resources through electronic media. The library also provides Online Journals and latest CD Rom data bases. Access is also available to important full text electronic journals under the programme of the Enhancement of Research Information.(PERI). However it was noted that E-Learning facilities are available only in Management Faculty Library.

Financial Allocations

There is an improvement in the allocation of books and periodicals as well as for IT allocations from the UGC during the past few years.

Books and Periodicals	IT Allocations
2006 Rs. 15 Million 2007 Rs. 24 Million 2008 Rs. 22 Million	Rs: 3 Million (For Automation of Library operations) Rs: 2 Million (For a Security System)

With the event of 50th year, Golden Jubilee Celebrations of the University of Sri Jayewardenepura, the library started a special collection. õVidudaya Collectionö, covers all publications written by the previous and present graduates as well as postgraduates of the Sri Jayewardenepura University.

The annual allocation receive by the library is equally divided among faculty libraries.

Human Resources

As stated earlier the library staff of SJL consists of 56 staff members including professionals, paraprofessionals and supportive staff. The number of professional staff is 8 and ratio of professional staff to the nonprofessional staff is satisfactory. As disclosed in the SER libraryøs HRD policy is to recruit and support a diverse and highly qualified staff of professional librarians, technical experts and supportive staff following the university recruitment procedure. Several continuing professional development programmes are being conducted with the assistance of NILIS, University Librarian Association (ULA) and Sri Lanka Library Association (SLA) through orientation sessions, short term courses and workshops. However some of the library assistants at their meeting with the review team stated that the training they received was not adequate and that they could not attend training programmes because they were not informed in time.

3.4. Services

The Services provided by the University of Sri Jayewardenepura Library (SJL) are another area to be reviewed. The library and the branches provide an array of services to the users ó the students, the academic staff and the community at large. The Libraryøs primary customers are the undergraduate and graduate students, academic staff and non-academic staff. The students use the course materials extensively and the Multimedia Center of the Library provides free down-loading facilities for use in accessing the electronic databases. The following services are available for users in the University of SJL Library.
The services provided by the SJL are as follows
1. Provision of major reference works
2. Issuing of books for lending and reference as required by users
3. Provision of text books, standard works and research materials
4. provision of multimedia facilities for users
5. Provision of facilities for visually handicapped users
6. Provision of periodicals; current issues back numbers and bound volumes
7. Conducting of user education programme
8. Current awareness services and SDI services
9. Inter Library Loans and Document Delivery Services

10. Photocopying services
11. Referral services
12 Independent Open Reading Facilities
13. Clock room Facilities
14. Provision of a Security Services

However there were demand s from the academic staff and students with regard to some other services. They pointed out that the opening hours of the multimedia section are not adequate. The clod=sing of the medical faculty library is another issue that was raised at the meeting of the medical students with the Review Team.

There were also some suggestions from the supportive staff with regard to services. During weekends and after hours there were no senior members working in the library and there were hardly in supervision. The Clock Room has to be shifted to a separate place and a proper system of issuing tokens has to be introduced. It was also pointed out that there no emergency lamp in the library and in case of an electricity failure checking out is not possible.

3.5. Integration

A regular mechanism is established to interact the library with academic departments, faculties and other academic service units of the university. The University Act itself gives the provision for the Librarian to be a member of the Senate and other various committees of the university. The Senate provides a forum for discussion of matters related to the library and share the views with other academics of the university.

Faculty Library Committees give the opportunity to the Librarians to maintain close relationships with faculty staff and to support genuine academic activities in the university. Sometimes they serve as Visiting Lecturers of the faculty. They are also knowledgeable about faculty affaires and ready to co-operate in fulfilling the library and information requirements. User education Programmes, Current Awareness Services, SDI Services and other presentations are done with interaction of the faculty staff.

Librarians and the teaching faculty can work together to develop the academic programs and enhance the facilities for learning and research activities of the students. Faculty involvement in various library related activities such as; collection development, bibliographic instruction, usage of e-resources, curriculum development and assisting in assignments of students are helpful to increase the close relationship with the library. Faculty librarian should have an opportunity to participate in faculty meetings, as it is necessary to be aware of on-going academic activities of the faculty. They should be invited, whenever the library matters are discussed at the faculty meetings.

The library staff is obliged to assist the users to find out correct book at correct time as required. Information Literacy programs are conducted by the librarians on request made by the academic staff for their students. Group presentations are useful to the students to identify resources from the library and to learn techniques in information searching and evaluation of materials. The modern course unit systems follow continuous assessments, projects and assignments. Since the system is resource-based learning, the librarian has to play a vital role as a facilitator in this process. Therefore library is ready to help the students by way of

introducing the information literacy skills for maximum benefit of the available resources and facilities in the university library system.

Since library network is integrated with university computer system, close links are established in maintenance of hardware and software systems, trouble shooting and networking etc.

Librarian is a member of the Research and Publication Committee of the university. He is the Co-coordinating Editor of the Vidyodaya Journal of the university. He conducts the Editorial Board meetings and takes necessary actions to publish and distribute the publications.

Since the Librarian, Senior Assistant Librarians and Assistant Librarians are equally treated with academic status they are volunteered to involve with all trade union and welfare activities in the university. They are also obliged to attend convocations, workshops, seminars, exhibitions, programmes, inauguration of new sessions and other major events of the university.

The Librarian of SJL is not a member of the important sub-committees like the Finance Committee and Academic Development and Planning Committee.

All Deans of Faculties are members of the University Council but the Librarian who is equivalent to a Dean is not a member of the highest body of the University. At present, there is a Senate Library Sub-committee and the Librarian is given the opportunity to discuss matters pertaining to the library with Deans and others.

The partnership of Libraries in curricular planning and revision is essential to timely ordering of learning materials, organizing of special user education programmes and training of students in library use. But the Librarian or his representative does not participate in the Curricular Planning and Research Committee.

Though senior library staff members are on par with Academic staff, they are not appointed as Senior Student Counselors or Student Counselors of the University. Such collaborative programmes where the Library staff and the Academic staff of the departments work together are lacking at the SJL. The professional staff of the Library consists of subject specialists and they can assist the undergraduate students to do their assignments very effectively. Through liaison programmes the library staff can encourage the staff and students to use various information sources the library acquires with limited funds.

It is gratifying to note that the Library has a very good relationship with outside external library bodies such as the Sri Lanka Library Association (SLLA).

It can be stated the library's resources and services are not well utilized by the users due to lack of proper integration with the key bodies such as the Academic staff. Further, the professional knowledge of the senior staff of the Library is utilisd to certain extent.

3.6. Contribution to Academic Output

Academic status of the Library and Librarians is undoubtedly important in a scholarly environment of a university. They have been recognized as initial partners in institutional development as their contributions and expertise are strategically important. Library is the most important intellectual resource centre of the academic community that helps the users for self development, fulfillment of curricular requirements and promotion of study and research. Accordingly, the SJL is expected to serve with close partnership with the respective Faculties to strengthen and facilitate the ongoing teaching programmes and thereby to enhance academic output and act as an academic resource input unit. Students are provided with textbooks and important reference materials for their use. Since the books are arranged to bring similar subjects together, they have the opportunity to make a free selection of reading materials. OPAC facilitates the easy location of materials and quick information retrieval. Orientation sessions and guided tours are conducted to make aware of the resources and facilities available for the users.

Librarian and all other senior Assistant Librarians are equipped with postgraduate and professional qualifications. Since they have the immediate access to the knowledge with more familiarity with different types of sources, they have the capacity to serve users more practically. Their subject competencies and sophistication with new information technologies can be used to promote the intellectual relationships between the students and the library. Librarian and other Senior Assistant Librarians are serving in Library Committees; Research and Publication Committees and other various Committees in the University. Their practical knowledge and expertise are easily transmitted to the total academic output of the entire university. They have the opportunity to make a valuable contribution in collection development and other service enhancements. The Library staff is working collaboratively and cooperatively with library users and other Departments of the University. The library staff and Information technology staff work in close liaison with each other in providing access to information, giving personal assistance to the users in location of materials, etc.

Librarians have the opportunity to use their specialties in teaching and other activities of the university. It is also easier to help in literature searching and research studies. Librarians are also involved with academic activities for undergraduates as well as postgraduates in other universities on requests.

The library provides reading materials not only for subject knowledge, but also for recreation. Current general periodicals and newspapers are also provided for reading within the library premises. It is observed that undergraduate need more seating capacities for reading their own notes rather than reading more comprehensive books and current research journals within the library. Information literacy skills are developed through group presentations. Access to databases are introduced through in-house training workshops and presentations organized through suppliers with a view to increase the proper usage of comprehensive databases. Orientation programs are conducted with guided tours to make familiar with the resources and services available in the library at the beginning of each academic session of the university. The studentsø handbook, which is distributed annually to the students, gives a description of the library and the facilities available for users.

The library seeks to use latest technologies to deliver its services. Automation of cataloguing and the posting automated circulation system has enabled to search and locate printed

materials very quickly for Information retrieval; professional staff assists the users in various Information retrieval methods.

Contribution of the Library to Academic output is not easy to measure due to the non availability of suitable indicators. Statistics on Graduate, researcher publications etc are needed for such an endeavour. The Review Team was not provided with such data. In order to improve the performance of the library, it is vital to evaluate thr research carried out by the academic staff and the postgraduate students.

3.7. Networking

The aims of the Library Networks are to provide resources not available in one's library by exchanging them from other libraries. Networks enable libraries to exchange library materials, expertise and equipment among participating libraries. Library networks focus more on resource sharing in order to encourage the utilization of Information Technology in participating libraries. Networking in library and information services have been existed in our country during the past few decades. SLSTINET and HELLIS are some of the networks popular among the universities. The universities started to join the Lanka Educational and Research Network (LEARN) and develop their own Local Area Networks individually.

The University of SJP Library (UJL) is a member of the HELLIS and SLISTINET. The Library also subscribes to a number of electronic journals and databases as mentioned earlier. These resources could be accessed within the University through OPAC.

Due to pending constrains the Library is unable to subscribe to such well known databases as Science Direct, Chemical Abstracts, Digital Library of IEEE etc.

The University of Sri Jayewardenepura Library was able to implement Library IT Development Project in the year 2001 with the aim of automating all library operations. The network facilities were in demand for advanced studies and research purposes. At the beginning, it was started with installation of a Local Area Network (LAN) with 21 nodes and a file server. IT allocations received from the UGC were utilized for these activities and some basic equipment such as computers, printers, scanners and CD-Writers were obtained. The software package Alice for Windows was chosen to convert the existing CDS/ISIS database into a comprehensive database. Initially cataloguing, acquisition and periodical modules were used for automation of the basic operations. It is also planned to complete the basic requirements of circulation function at the end of the year 2009. Bar coding has to be completed before end of the year 2009.

Multimedia Centre located in the library is one of the key attractions and is used intensively by the students as well as by the academic staff. However postgraduate students have not access to the centre. Instructions to use the multimedia centre are given to the students during the first two years. IT facilities access to electronic resources and internet. There are 35 nodes installed with a backup server and a web server.

At present 77 network nodes are available within the library. Necessary actions have been taken to procure new 10 computers for the Multimedia Centre to increase networking facilities for the users. Web based activities also has been started to provide more facilities to the university community.

Library is volunteered to join the Inter-Library Loan service and document deliveries with the co-operation of other universities as well as with research institutes for sharing the resources within a networked environment. Other networks are also used to the maximum benefit of the users in participating with networking activities. All university libraries are planning for an Island Wide University Library Network with a view to maximize the resources and to improve the quality and efficiency of the services for the entire academic community of the country.

Library has become a regular member of the local networks established in different subject fields. The library represents in seminars, workshops and major events organized by all these Networks. HELLIS Network sponsored by the WHO is well established at regional level and there are more than 300 participating libraries in the network. Health professionals research workers and other users are connected with all medical libraries in the country. User seminars, access to databases, SDI services, Inter-Library Loan and document delivery services, training facilities and provision of books are some of the benefits entitled through these links for users in the library. Remote access facility is an advantage to the potential user.

At present the Library does not support distant learning programmes by offering remote electronic access its collection. Through the OPAC outsiders can access the library resources at any time.

3.8. Evaluation

Process of Evaluation
Evaluation is utilized to get the feed back from users to identify the service gaps in the existing library system and to make remedies to overcome the situations. It is also an eye-opener to make aware of on-going user needs and encourages taking necessary actions to make possible service enhancements. Register for Comments and Suggestions Box are kept at the Counter for convenience of the users. Complains are taken into account and inquired in a reasonable manner. User surveys are carried out occasionally, to evaluate the usage of periodicals in the library. Usages of the databases are also directed to make more presentations and awareness services for the benefit of the users.

Performance Evaluation
Job descriptions are given to Senior Professional staff and other Para-Professional categories of the library. Manual of procedures, which have been prepared few years ago are established in major library operations. Performances are evaluated automatically when recommendations for promotions to the higher grades are made. Those who have been offended for minor incidents are delayed in recommending for increments. Incremental benefits are given to the non-academic staffs, who have obtained professional qualifications. Evaluation sheets are issued among participants in the workshops conducted for the staff and feedback results are treated well and responded accordingly.

Evaluation of Collection and Services
Usage is considered in collection development activities and new editions and new titles are acquired on recommendations of academic departments. Since the department evaluations are covering the library resources and facilities, librarians are getting a chance to assist them in the process of evaluation with a sense of responsibility

Performance Indicators and Students

The Performance Indicators and Standard for Services of University Librarians adopted by the UGC/SCOLIS are used to access the overall performance of the library. The library plays a major role in evaluation of the resources and services of the entire library system. Annual statistics are maintained by the library may be a useful indicator of the improvements of the resources and services.

Library Performance Indicators

The three main Performance Indicators, finalized and adopted by the Standing Committee on Library & Information Science (SCOLIS) in 2008, are used to the overall performance of the Library Network. Suggestions made by the academic staff and the students are also considered. However, the practice of making suggestions through electronic access is not practiced.

The Review Team feels that the Library is adequately equipped, innovative and forward-looking entity which adds value to the University of Sri Jayewardenepura.

Library User Surveys

The Professional Staff conduct user surveys from time to time. The clientele to be surveyed and the questions in the questionnaire are decided in such a manner to find out how well the Library supports its Mission and achieve its goals and objectives. Standards and indicators are constantly used to evaluate all library services.

However, it appears that user surveys are not regularly conducted. As the Library spends about 1/3 of the budget on periodicals, it is imperative that user surveys have to be conducted more regularly on such materials.

Statistics

Statistics play a major role in the evaluation process and it is commendable that Library statistics are completed very regularly to evaluate library services.

Library Statistics are tabulated under the following Performance Indicators:
1. Newly registered users
2. Number of books issued
3. Number of Inter-Library Loans (books) requested
4. Number of periodicals acquired
5. Number of titles acquired
6. Number of titles catalogued
7. Number of titles computerized

Personnel Assessments

Job descriptions are used as base documents for all staff to focus on their specific duties and achieve selected objectives by the end of each year. Personnel assessments are done and annual increments are given on the basis of completion of duties according to the agreed standards, drive and strive to achieve the objectives set during a particular period. However, procedures for personnel assessments are common to all university employees. Further to these personnel assessments has been done according to UGC Circulars.

The Main Library and Faculty Libraries use several traditional Performance Indicators and certain other indicators recommended by the Standing Committee on Library & Information

Science (SCOLIS). As such the periodical evaluation processes effected by the SJL are appropriate and very much reliable.

Performance Indicators used by the SJL can be categorized as follows:
 a.) Operational management ó for day to day comparison
 b.) Evaluation and review ó Analysis of activity in relation to user requirements, comparison with other libraries

4. CONCLUSIONS

1. Vision, Mission and Objectives

Vision:
The Review Team is of the opinion that the vision be as follows;
õTo make the library, an outstanding resource centre, that excels in the Quick delivery of library and information services comprehensively whenever called upon to do so.ö

Mission:
õTo provide access to library and information services in an efficient, effective and useful manner to support teaching, learning and research activities of the intellectual community by making resource materials available, and by assisting users to be acquainted with skills in locating information deemed necessary in the modern information age.ö
The Review Team accepts that the Library mission supports university mission.

Goals:
The amendments suggested by the Review Team are indicated in red colour as follows;
1. To develop and maintain library collections both in printed and misprinted format according to the needs of users in context of modern university library.
2. To expand and expedite convenient access to collections through efficient processing and organizing of materials and user orientation.
3. To provide digital services and the infrastructure to support users constantly.
4. Continue the Professional Development Programs to all categories of the library staff to improve the quality and relevance of the entire library system.
5. To develop a close relationship with faculties to support curriculum reforms, upgrade research; enhance user skills and other development activities.

Objectives of the library:
The Review Team accepts the objectives and suggests the strategies for 1 and 2indicated in red colour.
1. Develop the collection and enhance electronic resources.
   Strategy: The need for text books and books for extended reading and nonprinted materials have to be acquired.
2. Automate library operations for more efficiency and effectiveness.
   Strategy: To automate the circulation function first and the other functions subsequently
3. Provide and promote excellent and innovative library services.
4. Develop in-house facilities and human resources.

The judgement assigned to this aspect is "**Satisfactory"**

2. Management

Strengths / Good Practices
1. Librarian's control is effective
2. Proper coordination and effective work flow
3. Employees to produce job descriptions
4. Library policies are adhered to

Weaknesses
1. All Deans do not attend the Senate Library Committee meetings
2. No library Representatives in the Faculty Boards except in the Faculty of Medicine
3. Sri Lanka Collection is not well maintained
4. Opening hours of the Audio-Visual Library are not satisfactory and the Medical Faculty Library is closed during the lunch hour.
5. Lack of a well maintained Security system for the whole Library
6. The Library staff has little communication with the Academic staff
7. Training facilities for the junior staff are not sufficient and not properly conducted

The judgement assigned to this aspect is "**Satisfactory**"

3. Resources

Strengths / Good Practices
1. A comprehensive collection consisting of monographs, periodicals, special collections, rare books collection and materials in non-print formats
2. Access to all materials is available to both staff and students in a restricted manner
3. Professional Librarians are engaged in professional duties
4. Para-professional members of the library staff are skilled in Computer Technology
5. The library abides by the service standards set for Sri Lankan University libraries and has an Acquisition and a De-selection policy
6. The library has a separate reading room for the undergraduate students which is a unique feature at SJL
7. The inauguration of a special collection called Vidudaya to commemorate the 50th Golden Anniversary of the University.

Weaknesses
1. The library occupies only the first and second floors of the building meant for the library and the rest is occupied by the Medical Faculty. The lack of space is the main cause for the present congestion of the library
2. Lack of basic facilities such as lunch rooms, toilets for all grades of staff.
3. The reference section is not separated from the lending section and the users are greatly inconvenienced
4. The Audio-visual unit does not have any materials on certain fields such as Archaeology
5. The multi media centre is not meant for the use of postgraduate students
6. More copies of text books are required for the undergraduates
7. Usage of journals and e-journals are not satisfactory
8. There is no mechanism for conservation and preservation of library materials
9. Accumulation of materials set apart for binding
10. Lack of a System Analyst, Computer Technicians and Technical Officers
11. No university archive is maintained at present

The judgement assigned to this aspect is "**Good**"

4. Services

Strengths / Good Practices
1. The library provides an array of services
2. The library services are available to outside scholars, researchers, alumni and retired staff
3. Multimedia Centre of the Library provides free downloading facilities for user in accessing the electronic databases
4. Access to Inter-Library Loan and Document Delivery Service
5. Services are user oriented
6. The Library is kept open for long hours daily and the opening time is extended during examination time
7. The Inter-Library Loan (ILL) Service supplements the resources of the Library
8. E-mail system covers all academic staff members and facilitates current content page service and SDI services
9. The academic staff use the multimedia centre for their research work

Weaknesses
1. Need for user education programmes to attract students to the library
2. Language Learning Centre and IT centre of the Medical Faculty Library should have more English language books
3. Lack of facilities to provide digital information services
4. Sri Lanka Room is not well maintained
5. The Acquisition Section of the Main Library needs better security
6. Weeding of the collection is not systematically done
7. A pest control system for the Library is lacking
8. The need for a sophisticated security service for the whole library.
9. The lack of a Bindery inside the library
10. No stock taking of the collection has been done recently

The judgement assigned to this aspect is "**Satisfactory**"

5. Integration

Strengths / Good Practices
1. Librarian is a member of the Senate and other important committees
2. Faculty Library Committees give an opportunity to interact with academics
3. Information Literacy Programmes and Resource Based Learning
4. Library network is integrated with the university computer system
5. Senior library staff enjoys the academic status.
6. Recommended lists of reading materials are obtained from the academic staff
7. Current Awareness Services (CAS), Content Page Services (CPS) and assistance to staff
8. Library's recent involvement in University publications and the librarian is the coordinating editor of several journals published by the university

Weaknesses
1. The Librarian is not a member of the Council
2. Librarians do not participate at Faculty Board meetings except in the medical faculty
3. Librarians are not invited for Curriculum Development Committees
4. The Librarian is not a member of the Finance Sub-committee
5. Senior staff of the Library are not appointed as Student Counselors
6. No liaison programmes with the Academic Staff
7. Library is not involved in the enhancement of literary skills

The judgement assigned to this aspect is "**Good"**

6. Contribution to Academic output

Strengths / Good Practices
1. The Vision of the Library is to be an Academic Library that caters for teaching, learning and research
2. Orientation session are conducted to make aware of library resources
3. Library Senior staff are well qualified knowledgeable and friendly
4. Some of the staff members undertake teaching and supervision responsibilities for undergraduates as well as postgraduates
5. Information on the library is incorporated in the university hand book given to students
6. Maintaining adequate collections of learning resources and other information sources
7. Inter Library Loan and Document delivery programmes to provide access to materials not owned by the Library
8. Currency of library materials
9. Purchasing of textbooks relevant to course units
10. Convenient access hours to users
11. Easy access to the Catalogues in manual and electronic formats
12. Communication and collaboration with library users and other Departments of the University
13. Electronic News Letters are sent to staff members informing latest developments / activities and also Content Page Services

Weaknesses
1. The professional knowledge of the Senior staff of the Library is not fully utilized for the academic output
2. No Course Specific Information Services
3. The contribution of the Library to research by the Academic staff is not measured
4. Lack of support from the Academic staff
5. Lack of availability of up-to-date electronic resources
6. Lack of initiative from the University to increase the utilization of library resources
7. Lack of computers to provide information like catalogue searching
8. New statistical packages like STATA are not available
9. No conducive physical environment for teachers and researchers
10. E-journals, Periodicals are not satisfactory

The judgement assigned to this aspect is "**Satisfactory"**

7. Networking

Strengths / Good Practices
1. All users are on e-mail and it facilitates SDI and other services
2. Facilitates the functions of the Multimedia Centre for academic staff as well as students
3. E-learning facility
4. More focus on resource sharing
5. Provides various products and services to its users
6. Inter-Library Loan facility for undergraduate students and Academic staff members
7. Easy access to the catalogues of the University Libraries is possible

Weaknesses
1. The scarcity of electronic sources and equipments
2. The opening hours of the Multimedia section is not adequate.

The judgement assigned to this aspect is "**Good"**

8. Evaluation

Strengths / Good Practices
1. Statistics are maintained on daily issues, registered users, and number of enquiries *etc*.
2. The final version of ISO 11620 ó Information and Dissemination-- Library Performance Indicators used
3. Operational Management ó day to day organizational control
4. Use of traditional Performance indicators
5. User feed-back through suggestions are obtained
6. The Annual Report is prepared continuously
7. The Senate Library Sub-committee takes all important decisions
8. Staff training is done every year
9. The three Performance Indicators finalized by SCOLIS are used to users performance
10. User surveys are conducted by Senior staff
11. Standards and indicators are used to evaluate the Library services
12. Inclusion of Information as a Performance Indicator in the Annual Report of the Library

Weaknesses
1. Other criteria as Effectiveness of the Catalogue, Collection coverage could be used to supplement the present assessment methods
2. The research undertaken by graduates and the teaching staff could also be assessed
3. Not focusing on Performance measures such as processing time of new acquisitions
4. Non availability of information on resource utilization

The judgement assigned to this aspect is "**Good"**

Based on the observations made during the visit by the Review Team and as per the facts discussed above the judgments given to those eight aspects under review are as follows:

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

5. RECOMMENDATIONS

1. Space of the Building should be expanded by shifting the Medical Faculty to another location to ease the congestion in the Main Library
2. Provision of more reading space inside the Library
3. Provision of more infrastructure facilities such as provision of lunch rooms, toilets, rest rooms, etc.
4. Provision of well equipped space for researchers including postgraduate students
5. Reconstitute Faculty Boards by including library representatives in them.
6. Including Senior Assistant Librarians in the Curriculum Development and Revision Committees
7. Including a representative of the library in the several important committees like the
8. Finance Committee
9. Filling up of existing cadre provisions such as System Analyst, Computer Technician and Binder
10. Creation of new cadre positions to extend the service hours of the Library
11. Providing more training facilities for the junior staff
12. Senior Library staff should serve as subject specialists and help the students in their library-based assignments
13. Senior library staff should conduct more Library Awareness Programmes to both students and Staff
14. The Library Orientation Programmes to be continuous
15. A better security system for the whole Library system
16. Provision of storage facilities for library resources such as back-up volumes of periodicals
17. Library professional staff should be appointed to such posts of Student Counselors
18. The Library should have more liaison programmes with the Academic staff.
19. It is recommended that more functions and services of the Library be automated
20. More electronic resources and equipments be acquired
21. Major decisions regarding the Library should be taken by the Senate Library Sub-committee

22. Evaluation of research undertaken by the academic staff has to be done
23. It is recommended that the Library Performance Indicators be properly adhered to
24. Setting up of a separate cloak room outside the library
25. Sri Lankan Collection should be well maintained
26. 29.　　　Opening hours of the Audio-Visual Library have to be extended and the Medical Faculty　Library should be kept open during the lunch hour.
27. The reference section be separated from the lending section
28. There should be a mechanism for conservation and preservation of library materials and setting up of a bindery inside the library
29. No university archive is maintained at present
30. Weeding of the collection should be done regularly
31. A pest control system for the Library should be initiated
32. Stock taking of the collection has to be done more regularly

6. ANNEXES

Annex 1. AGENDA FOR THE LIBRARY REVIEW VISIT

First Day (16th Wednesday, September 2009)

8.30 a.m.	Arrive at the Main Library, University of Sri Jayewardenepura
	Welcome the team - ***Librarian and the Senior Staff***
9.30 a.m.	Tea
9.45 a.m.	Meet Dr. N L A. Karunarathne, Vice-Chancellor
	Librarian
10.00 a.m.	Meet members of the Senate Library Committee and Teaching Staff
	Librarian and the Senior Staff
11.00 a.m.	Presentation by the Librarian and discussion
12.00 noon	Lunch
1.00 p.m.	Visit acquisition Unit
	Librarian
1.30 p.m.	Meet the Faculty Library Committee members, academic staff members and students of the Faculty of Medical Science
	Visit the Medical Science Library
	Mrs. C S Dharmarathne/ Senior Assistant Librarian
2.45 p.m.	Tea
3.00 p.m.	Meet the Faculty Library Committee members, academic staff members and students of the Faculty of Arts -Visit the Social Sciences Division, Processing Unit & Humanities Division
	Mrs. Anura Koonpola/ Senior Assistant Librarian
4.00 p.m.	Wrap up

Second Day (17th Thursday, September 2009)

8.30 a.m.	Arrive at the Main Library
8.45 a.m.	Tea
9.00 a.m.	Meet the Faculty Library Committee members, academic staff members and students of the Faculty of Management Studies & Commerce
	Visit the Management Division
	Mr. G M P Gallaba/ Senior Assistant Librarian
10.00 a.m.	Meet the Faculty Library Committee members, academic staff members and students of the Faculty of Applied Science
	Visit the Applied Science Division & Bio Science Branch Library
	Ms. P G R Samarawikrama/ Senior Assistant Librarian
12.00 p.m.	Lunch
1.30 p.m.	Meet the academic staff members and research students
	Visit the Periodicals Division
	Mr. A M S Angammana/ Assistant Librarian
2.30 p.m.	Tea
3.00 p.m.	Meet the academic staff members and research students
	Visit the IT Division and Multimedia Center
	Mrs. G D M N Samaradiwakara/ Senior Assistant Librarian
4.00 p.m.	Wrap-up

Third Day (18th Friday, September 2009)

8.30 a.m.	Arrive at the Main Library
8.45 a.m.	Tea
9.00 a.m.	Meet the administrative staff and non-academic staff of the university
	Visit the Reader Services Unit, Special Collections of the Ceylon Room and Visually Handicapped Service Unit
	Mr. G M P Gallaba/ Senior Assistant Librarian
10.00 a.m.	Meet the Para-professional staff members of the Library
	Mr. D A Dissanayaka/ Senior Assistant Registrar
10.30 a.m.	Meet the Library Attendants and other staff of the Library
	Mr. D A Dissanayaka/ Senior Assistant Registrar
11.00 a.m.	Visit Library office (Human resource training and development, Maintenance of building and equipments, Annual statistics), Binding and Withdrawal unit
	Mr. D A Dissanayaka/ Senior Assistant Registrar
12.00 p.m.	Lunch
1.00 p.m.	Wrap-up
	Librarian and the Senior Staff
2.30 p.m.	Tea

Annex 2. LIST OF FACILITIES OBSERVED

- Computer facilities in the Main Library
- Computer facilities of the University
- Main Library
- Bio Science Faculty Library

Annex 3. LIST OF DOCUMENTS EXAMINED

1. Management structure of the Library
2. The University Act
3. Special Units / Sections of the Library
4. Lists of Duties
5. Inter-Library-Loans
6. De-selection Policy
7. Acquisition Policy
8. Library Policy

Annex 4. LISTS OF PERSONS MET

1. The Vice-Chancellor
2. The Deans of the Faculties
3. The Academic staff of each Faculty
4. The Senior Library staff of the Library
5. The supportive Staff of the Library
6. Undergraduate students
7. Post-graduate students