

# LIBRARY REVIEW REPORT

**SABARAGAMUWA UNIVERSITY OF SL**



17<sup>th</sup> to 19<sup>th</sup> August 2009

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## **1. EXTERNAL REVIEW PROCESS**

### **Main principles of the review process**

Higher education in Sri Lanka is a public good. Therefore the universities are expected to conscientiously exercise their responsibility to maintain quality and standards. A key factor required to promote and safeguard public confidence in higher education is university accountability for quality and standards.

The quality assurance system of Sri Lankan universities which has been started by the Committee of Vice Chancellors and Directors (CVCD) in 2001 is a mechanism towards ensuring university accountability to maintain quality and standards that are expected by stakeholders. External review process is one of the components of this quality assurance system. The other components are development of Subject Benchmarks, Sri Lankan Qualification Framework and Code of Practices. Under the World Bank funded Improving Relevance and Quality of Undergraduate Education (IRQUE) Project of Ministry of Higher Education, These activities are now conducted by the Quality Assurance and Accreditation Council, (QAAC) which functions under the University Grants Commission (UGC).

The components of the External Review Process are Subject/Programme reviews, Institutional reviews and library reviews. Initially, only the subject/programme reviews and institution reviews were included in the external review process. However, the libraries were also included considering their importance to the academic programmes, research and university community as a whole.

External reviews of libraries are carried out with the aim of safeguarding the quality and effectiveness of their services, encouraging their good management and facilitating continuous quality improvement. It is also expected to identify the good practices and the areas to be further developed.

### **Aspects of the library review**

The following eight aspects were considered in the review process.

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

### **Review Process**

External review is based on the Self Evaluation Report (SER) prepared by the library staff. The SER of the library of the Sabaragamuwa University of Sri Lanka (SUSL) was provided to the review team on 31<sup>st</sup> July 2009. The review team consisted of the following members

- Mr. P. Vidanapathirana ó Librarian, University of Sri Jayewardenepura
- Ms. Pradeepa Wijetunge ó Acting Librarian, University of Colombo
- Prof. M. J. S. Wijeyaratne ó Senior Professor of Zoology, University of Kelaniya

The review was conducted from 17<sup>th</sup> to 19<sup>th</sup> August 2009.

The Review visit was commenced with a private meeting of the review panel with the Quality Assurance Specialist of the QAAC, which was followed by a meeting with the Librarian to finalize the agenda of the visit. The agenda of the review visit is given in Annexure 1. Then the Librarian gave a presentation on the Self Evaluation Report, which was followed by a discussion. Two Senior Assistant Librarians were also present at this meeting. During the review process the review team had discussions with the Vice Chancellor, Deans of Faculties, Heads of Departments, members of the academic and administrative staff, non academic staff, members of the Library Committee, undergraduate students and academic support staff. The list of persons met is given in Annexure 2.

The review team observed the facilities available in the main library and the libraries of the Faculty of Agriculture and Faculty of Management Studies. These facilities are listed in Annexure 3. The documents observed during the review visit are listed in Annexure 4.

During the review visit the good practices/strengths and the weaknesses were identified. On 19<sup>th</sup> August 2009, the Librarian and the Senior Assistant Librarians were given a feedback on the findings of the review team.

#### **Publication of the review report**

The findings were incorporated into the review report highlighting the good practices/strengths and weaknesses. Some recommendations were also made in the report. Each of the eight aspects was also graded as Good, Satisfactory or Unsatisfactory. Based on the judgments given to each aspect, an overall judgment was also made. The report will be submitted to the QAAC which will be then forwarded to the library for their comments. If the library staff is in disagreement with any of the findings, those will be clarified through the involvement of QAAC. The judgments will then be submitted to the Standing Committee on Library and Information Science (SCOLIS) and the Standing Committee on Quality Assurance of the UGC. The report would then be published in the website of the QAAC, [www.qaacouncil.lk](http://www.qaacouncil.lk).

#### **Follow up action**

The library is expected to take action within six months of publication of report to remedy the problem identified in these aspects which are judged as unsatisfactory.

## **2. BACKGROUND OF THE UNIVERSITY AND THE LIBRARY**

Sabaragamuwa University of Sri Lanka (SUSL) was established in 1995 under the Section 21 of the Universities Act No 16 of 1978 with by amalgamating 3 Affiliated University Colleges existed at that time. These were the Sabaragamuwa Affiliated University College at Belihuloya, Uva Affiliated University College at Rahangala and Buttala Affiliated University College at Buttala. The University was ceremonially opened on 2<sup>nd</sup> February 1996 by the Prime Minister of Sri Lanka. Until 2001, the university functioned in 3 places, namely Rahangala, Belihuloya and Buttala. The Faculty of Agriculture was functioning at Rahangala until it was shifted to Belihuloya in 2001. The Faculty of Applied Sciences was functioning at Buttala until it was shifted to Belihuloya in 2008. The Faculty of Social Sciences and Languages and Faculty of Management Studies, together with one department of the Faculty of Applied Science, namely the Department of Surveying Sciences, were functioning at Belihuloya from their inception.

At present there are five faculties, the latest addition being the Faculty of Geomatics, which was established in 2004 by elevating the Department of Surveying Sciences.

Sri Lanka Military Academy at Diyatalawa is also accredited by the SUSL. The B.Sc. Degree in Military Studies is awarded by SUSL to the army officers who follow the prescribed courses at the Military Academy.

SUSL has six study centers/units also. These are the Centre for Computer Studies, Centre for Environment and Sustainable Development, Agribusiness Research and Development Centre, Staff Development Centre, Career Guidance Unit and External Degree Programme & External Services Unit.

The main library of SUSL has been established in 1993 as the Library of the Sabaragamuwa Affiliated University College. The Library of the Uva Affiliated University College at Rahangala functioned as the Library of the Faculty of Agriculture when the university was established. Similarly, the Library of the Buttala Affiliated University College functioned as the Library of the Faculty of Applied Sciences. The main library at Belihuloya served the Faculty of Management Studies, Faculty of Social Sciences & Languages and the Department of Surveying Science, which were located at Belihuloya premises. After shifting Faculty of Agriculture to Belihuloya, the library was also moved. When the new building for the Faculty of Agriculture was constructed, the agriculture books were removed from the main library and a new agriculture library was established in the new building together with an e-learning centre and reading rooms.

With the shifting of the Faculty of Applied Sciences from Buttala to Belihuloya, the library was also moved and books were kept in the main library. When the new building for the Faculty of Management Studies was completed the books on management studies were removed from the main library and a separate library for the Faculty of Management Studies was established. This faculty library has a lending section and a reference section separately.

The library is in the process of automation. The cataloguing is now completed and at present online access to the catalogue is available. The automation process is expected to be completed before the end of 2009.

The library functions under the librarian. In addition, there are four senior assistant librarians. One senior assistant librarian is on study leave. There are 14 library assistants, 1 clerk, 6 library attendants, 1 office machine operator and 7 labourers in the main library and the faculty libraries.

The SUSL library collection is approximately 133,000. A leased line connection of 10 Mbps is available to the main library and faculty libraries.

### **3. FINDINGS OF THE REVIEW TEAM**

#### **3.1. Vision, Mission and Objectives**

In the Corporate Plan 2006-2010, the SUSL has identified its vision as "To be an internationally acclaimed centre of excellence in higher learning and research producing dynamic managers, leaders and nation builders to guide the destiny of Sri Lanka". The vision

of the library stated in the SER is "The Sabaragamuwa University Library fulfils the main activity of developing the university through learning and research within the university by self studies and self improvement". It is commendable that the library had made an attempt to identify its vision. However rather than a vision, it is more or less the objective or the main activity of the library. It appears that when developing the vision of the library, the university vision has not been considered. Therefore, the vision of the library is not compatible with that of the University. Further, the review team noted that the vision of the Library given in the library home page of SUSL web site (Visited on 17<sup>th</sup> August 2009) is different from that given in the SER.

The mission of the University stated in the Corporate Plan 2006-2010 is "to search for and disseminate knowledge, promote learning, research and training to produce men and women proficient in their respective disciplines processing practical skills and positive attitudes enabling to contribute towards sustainable development of the country". The mission of the library stated in the SER is "the information resource centre strives to provide a vibrant environment for teaching and learning within the campus which meets the current information needs of staff and students while facilitating the acquisition of the information skills that form the basis of lifelong learning". It is commendable that the mission of the library is identified. The mission is compatible with the mission of the university; however the term "Information Resource Centre" has been used instead of "library". The review team did not find any evidence to prove that the nomenclature of library has been changed. In all documents presented to the review team, the term "Information Resource Centre" was not used but the term "Library" had been used. Therefore, although a mission had been developed, it appears that no attention has been paid to existing nomenclature. Further, the review team noted that the mission given in the library home of the SUSL website (visited on 17<sup>th</sup> August 2009) is different from that given in the SER.

In the Corporate Plan 2006-2010 of the SUSL, one of the objectives has been indicated as "expand educational facilities of the university" (Objective 1.3). One of the strategies to achieve this objective is "enhancing facilities of the university library through construction of a new library complex with required facilities" (Strategy 1.3.1). The review team noted that an extremely important strategy has been identified to fulfill the objective. However, although the new library complex is to be completed in 2009 as per the action plan given in the Corporate Plan 2006-2010, no action beyond submitting the proposal has been taken. The review team also noted that no follow up action has been taken on the proposal.

The review team noted that there is no unit plan for the library. Other than constructing a new library complex, there is no other action or strategy identified to develop the facilities in the library. However, Action 2 of the Strategy 1.3.1 of the Corporate Plan 2006-2010 is to expand computer facilities and e-learning facilities at all Faculties. The review team noted that this has been done and continuously being improved. The e-learning centre at the Faculty of Agriculture is in fact attached to the Faculty library.

The Objectives of the Library has not been clearly identified. It is highly recommended that the library develop its vision to be compatible with the university vision and also review the mission too to be more compatible with university mission, using approved nomenclature. Further, the website may also be updated to indicate the changes. It is also recommended to identify clear objectives of the library so that the service provided can be improved further.

### **3.2. Management**

It is commendable that policies and procedures have been developed. Library committee helps in formulating policies and in decision making.

The Review Team noted that some books in the library are stacked instead of keeping them in the usual. In addition in some places, the books were kept in double rows making it extremely difficult to the readers to select the books. This unpleasing and reader-unfriendly environment may be one of the reasons for declining usage of the library by the university community. Review team also noted that some of the books which are used for course work have been kept in a separate room.

In addition in some places, the distance between the rows of library cupboards was observed to be too narrow for the readers.

Review team noted that one of the main reasons for this poor state of management of the main library is the lack of space. This has resulted mainly due to adding the collection of the library of the Faculty of Applied Sciences in 2008 without providing adequate space.

During the lunch interval of the university the lending counter was closed. This can be another reason for the poor turnout at the library. The management should have been more concerned on such reader unfriendly conditions.

The Review Team noted that there is no proper organizational structure to reflect an efficient and effective functioning of the library. The online accessibility to the catalogue was also observed to be unavailable during most of the period of the study visit. Even it was repeatedly informed to the librarian, it was not rectified. However, when this was directly informed to the relevant personnel, it was rectified within minutes. This is another example for poor management of the library.

The review team also noted that the library allocation is not fully utilized to purchase books. Although the funds are not fully utilized review team was informed that the requests are rejected when they are expensive. The students also reported that some books which are needed for their studies are not available or are not in sufficient numbers.

It was evident that the Librarian is trying to manage the library using a central authority rather than delegating powers in a hierarchical structure. There are three Senior Assistant Librarians with professional qualifications and experience. They can be motivated to be innovative in maintaining services more systematically by vesting the powers with a sense of responsibility.

### **3.3. Resources**

Library has an adequate qualified and experienced staff to serve the university community. They are equipped with professional qualifications as well as with the experience.

Photocopying services are available in the main library and also in Faculty libraries, which is commendable.

Internet facilities are provided at the library of the Faculty of Agriculture which is also commendable. The internet speed is very fast due to availability of 10 Mbps lease line.

The newly introduced software appears to have some problems as it could not be accessed during most period of the study visit. However, this was rectified on the last day of the review visit within minutes when it was informed to the relevant officer.

Physical resources are not adequate to maintain a standard library service for the entire university community. Infrastructure facilities are not adequate at all.

The main library building does not provide a conducive environment to users due to insufficient space.

There are frequent power failures and there is no generator to provide electricity to the library when there are power failures.

Internet facilities and other networked facilities are provided with a single phase power supply.

There is a sufficient number of books for general reading. However, the review team was informed that for some courses, the numbers of text books as well as the numbers of copies of frequently used text books are insufficient. Especially when the books are expensive, sufficient numbers of copies are not available.

Amount of funds allocated to purchase library books appears to be sufficient as the entire allocation is not utilized.

Reading room facilities in the main library and the library of the Faculty of Agriculture is adequate. However, in the library of the Faculty of Management Studies, these facilities are insufficient. The reading room of the main library is used as an examination hall also. This prevents the use of this facility during the examination period.

### **3.4. Services**

It is commendable that the following services are provided by the library.

- OPAC (Online Public Access Catalogue)
- Data based research facility
- Outreach activities such as presentations to school children, workshop for public libraries in the area, conducting lectures for Advance Level students and training facilities for the students who are following the Library Science Courses.
- E-mail & Internet facilities.
- Celebrating events of the reading month organized by the National Library.
- Reference services.
- Photocopy service.
- Orientation programs to new students.
- User education programs.
- Access to resources through multimedia facilities.

The Inter-Library-Loan service has not been introduced although Inter-Library-Loan Code prepared by the SCOLIS/UGC is available for use among the universities.



Quality of the services had been evaluated through a questionnaire. However, it was noted that the data were not analyzed and no follow up action has been taken to the comments made by the users.

The opening hours are not adequate to promote the optimum usage of the resources of the library. It was also noted that staff and students are not fully aware of the resources and services available in the library.

Issuing and returning facility is not provided during the lunch time.

### **3.5. Integration**

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

According to the SER (pp.30-31), the library integrates with the university community in three different aspects; 1) Librarian's participation as a member of the Senate and the Senior Asst. Librarian's participation at faculty boards. 2) Establishment of a Library Committee consisting of Vice Chancellor, Librarian and all Deans and 3) Offering user education programmes for newly enrolled undergraduates.

During the review visit these facts were confirmed through documentary evidence as well as through the meetings with various groups of stake holders. Review team noted the integration of the academic staff of the library with the teaching staff through participation at faculty meetings and Senate meetings. The Library Committee (LC) is highly involved with the administrative activities of the library including purchasing of library material. The Librarian and the staff should be commended for developing a good rapport with the higher academic authorities of the university.

However, the review team noted that there is ample provision for further improvements. The contribution of the LC could be further improved if the Registrar and the Bursar are also invited. Bursar's participation would be especially useful in monitoring the utilization of annual allocations to the library. Registrar could support the library in maintaining the infrastructure facilities. It was evident through the discussions that Senate is the only place where the Registrar and the Librarian meets formally but without any opportunity to discuss the library issues.

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

The orientation programme which offers a three-hour period for each new undergraduate to get familiarized with the library is a very positive practice but the review team identified that two academic skills development programmes are conducted by the Faculties of Applied Science and Social Science in total independence of the library.

It is highly recommended that these programmes are offered in collaboration with the teaching and library staff to maximize the benefits for the students. Librarian and the Senior Asst. Librarians developing their skills in teaching, learning and assessed through the Staff Development Centre of the university is recommended because their contribution is vital for delivering library related skills in which the teaching staff is not familiar. It is also recommended that such skills development programmes are offered to the all students.

### **3.6. Contribution to Academic Output**

The SER indicated (pp. 31-32) that the library understands well the key role it has to play in making the academic activities a success by identifying user needs and resources required. It further claims that many information services are offered for instance, Selective Dissemination of Information (SDI), Current Awareness Services (CAS), article delivery, quick information through e-mails, new accessions lists, photocopies and fax services. SER has also presented several challenges encountered by them with regard to infrastructure and the human resources to increase the quality of service.

The review team could confirm that the library provides a satisfactory service to the user community. Nevertheless there is much scope for further developments. It was established through the available statistics that the use of the Reference collection has deteriorated considerably since 2002 due to several reasons; absence of a reading conducive environment, lack of reference material for certain subjects and lack of time to use the library. These could be addressed through improving the collection, extending the opening hours and providing better reading areas. The review team noted that in both lending and reference collections the working areas of the library staff is not separated from the reading areas negatively affecting the performance of both groups.

The discussions with the students and teaching staff revealed that their knowledge of e-resources available at the library is minimal. It is strongly recommended to offer frequent awareness programmes in accessing e-resources and other facilities available like ILL for the staff. Although it was mentioned in the SER that SDI, CAS are available, the review team was not provided with evidence to prove this. It is recommended to start a newsletter including new accessions and services.

Three statements in the SER (Para. 3 of page 32 and Para. 2 of page 33) give rise to the question whether the academic aspect of the senior library staff is understood in its correct sense. The three statements "Administrative library staffs are highly qualified...", "Librarians work closely with academics" and "The library staff of administrative level" gives the impression that the Librarian and the Senior Asst. Librarians belong to the administrative category rather than academic. However, it has to be strongly understood that the senior library staff (Librarian, Senior Asst. Librarians and Asst. Librarians) are academics and their role is not merely administrative. The senior staff need to demonstrate their capabilities in integrating with the teaching staff of the university. For this it is recommended that the senior staff expose themselves to the programmes offered by the SDC to develop general skills and competencies of the academic staff. It is also recommended more education and training programmes are provided to Library Assistants and other grades.

### **3.7. Networking**

The SER has discussed (pp.33-36) three aspects with regard to networking; 1) Limited ILL facilities within the university community and sharing of resources by the main library and the faculty libraries. 2) E-resources, especially several databases (Emerald, Ebscohost, Scopus etc) are available through networking and 3) Availability of IT facilities with recent purchasing of LIBSYS software, about 30 computers for the staff and seven computers for users.

Review team established that the library provides a satisfactory networking facility nevertheless there is scope for further developments in the three key areas.

Review team recognized that ILL facility needs to be improved. SER states that there is no ILL policy among the university libraries, but the Standing Committee of Library and Information Sciences (SCOLIS) of the UGC has developed an ILL policy and a request form for the university libraries which was made available to all university libraries. Librarian needs to adopt this and strengthen the ILL facility.

It was observed that the resource sharing within the university is satisfactory but the access to information provided through the Intranet is frequently disturbed due to power failures. Review team understands that this is beyond the control of the library staff yet it is recommended that the university authorities consider providing a generator to the library not only to retain continuous access but also to avoid possible damages to the library database and computer equipment due to sudden power failures. As recommended under the Section on *Contribution to academic output* library should offer more awareness programmes to promote the usage of e-resources by the university community.

Purchasing an advanced library automation system like LIBSYS would be a great advantage to the library to develop online access to its collection and the staff has adequate number of computers to perform the library operations. However, the review team perceived that the terminals allocated for users could be further increased. It was also noted that there need to be at least basic facilities within the library to use the audio visual materials available in the library.

### **3.8. Evaluation**

The section of the SER on evaluation does not indicate satisfactorily the different methods used to evaluate although it provides a list of strengths, weaknesses, opportunities and threats. However, the review team identified through the presentations, maintained statistics and discussions that several methods are being used to evaluate the service.

It is commendable that an evaluation of the services has been carried out using questionnaires. However, the analysis was not completed and therefore the team could not know the outcomes. Further, there was no evidence that periodic evaluations have been carried out. Therefore it is recommended that the evaluation of services (and any other aspect considered useful) through questionnaires may be continued at frequent intervals. Obtaining the feedback not only the students but also from the teachers, administrators and other staff would be beneficial.

Although a suggestions box is provided, it did not seem to be used effectively perhaps due to the fact that it is located near the security personnel. It is recommended to place it strategically so that the confidentiality of those who uses it is maintained.

Performance Indicators are being considered by the QAAC for the university libraries and once they are formally established the library will be better equipped to obtain feedback from the user community, monitor the performance closely and adopt remedial measures for identified weaknesses.

#### **4. CONCLUSIONS**

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

##### **1. Vision, Mission and Objectives**

###### **Good Practices/Strengths**

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

###### **Weaknesses**

1. Vision and Mission of the library are not compatible with the vision and mission of the university.
2. Vision and Mission of the library are not updated in the website.
3. There is no action plan for the library.
4. Objectives of the library are not properly identified.
5. No action has been taken to update the activity plan given in the corporate plan.

##### **2. Management**

###### **Good Practices/Strengths**

1. The library has an adequate number of qualified staff for smooth running of the library.
2. Non-academic staff of the library is willing to co-operate in library activities.
3. Library has sophisticated library software for running of a network based library system.

###### **Weaknesses**

1. There is no conducive environment in the library for the users
2. Allocations are not utilized to the maximum benefit of the users.
3. The library depends on security staff hired by the university for maintaining some services of the library.
4. Senior staff is not given adequate responsibility.
5. There is poor communication between the librarian and the senior staff of the library.
6. Library allocation is not fully utilized.
7. No action has been taken to increase the usage.

### **3. Resources**

#### **Good Practices/Strengths**

1. Adequate space is available for a new library building within the campus.
2. Library maintains good relationships with the academic staff as well as with students.
3. E-resources have been introduced to the users of the university.

#### **Weaknesses**

1. Annual allocations is not fully utilized
2. Purchasing of books through the Supply Branch of the university is not dependable for an efficient service.
3. Resources are located according to the availability of space rather than considering convenience of the users.

### **4. Services**

#### **Good Practices/Strengths**

1. Library has sophisticated library software for networking
2. Qualified and trained staff is available to maintain the services satisfactorily.
3. Non academic staff of the library is highly dedicated

#### **Weaknesses**

1. Opening hours are not scheduled according to the needs of users of the library
2. Inter-Library-Loan procedure has been neglected by the library.
3. Administration areas are not separated from service areas of the library.

### **5. Integration**

#### **Good Practices/Strengths**

1. Librarian or a Senior Asst. Librarian participates at faculty board meetings.
2. Establishment of a Library Committee consisting of Vice Chancellor, Librarian and all Deans
3. Offering user education programmes for newly enrolled undergraduates.
4. Librarian and the staff maintain a good rapport with the academics of the university.

#### **Weaknesses**

1. There is ample provision for further improvement of on-going activities.
2. Library skills development programmes are conducted by the Faculties of Applied Science and Social Science in total independence of the library.

### **6. Contribution to Academic output**

#### **Good Practices/Strengths**

1. Library understands well the key role it has to play in making the academic activities a success by identifying user needs and resources required.
2. It offers many information services for staff and students

### **Weaknesses**

1. Academic staff or the students are not well aware of the many information services offered by the library.
2. The use of the Reference collection has deteriorated considerably since 2002 due to several reasons
3. In lending and reference collections the work areas of the library staff is not separated from the reading areas due to space limitations and this has negative effects on the performance of both groups.
4. Staff and students have a limited knowledge of e-resources available at the library is minimal.

## **7. Networking**

### **Good Practices/Strengths**

1. ILL facilities within the university community and sharing of resources by the main library and the faculty libraries.
2. Possession of E-resources, especially several databases (Emerald, Ebscohost, Scopus etc) are available through networking and
3. Availability of IT facilities with recent purchasing of LIBSYS software, about 30 computers for the staff and seven computers for users.

### **Weaknesses**

1. ILL facility though available is mainly limited to the main and faculty libraries.
2. Information provided through the Intranet is frequently disturbed due to power failures.

## **8. Evaluation**

### **Good Practices/Strengths**

1. Library maintains statistics of the usage
2. Has carried out a feedback survey

### **Weaknesses**

1. A Suggestions box is provided it did not seem to be used effectively perhaps due to the fact that it is located near the security personnel.

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

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

## 5. RECOMMENDATIONS

1. developing a vision and a mission compatible with those of the university,
2. identifying objectives of the library,
3. developing an action plan for the library and
4. identifying performance indicators and working towards achieving those.
5. delegating powers to the senior staff in view of giving more responsibility to them with accountability
6. getting a Cadre position for an Assistant Registrar / Library services
7. providing opportunities for training and career development for different categories of the library staff.
8. developing an organization chart of the library has to be prepared with responsibilities and duties of the staff.
9. developing a mechanism to provide a conducive environment to users
10. developing a better relationship with all staff of the library
11. directly purchasing books from the suppliers instead of purchasing through the university Supply Branch as done in all other universities in order to expedite purchasing and fully utilizing the allocation
12. increasing the number of copies of most frequently used textbooks without considering the cost as funds are available
13. full utilization of the facilities available with new software package
14. immediately taking follow up action with the already submitted proposal to construct a new library complex.
15. increasing the usage of periodicals and e-resources by conducting awareness programs and presentations.
16. immediately paying attention to locate the collection of Applied Science in a different building until the new building is constructed
17. conducting user education and awareness programs to all users at the beginning of each academic year
18. opening the counter during the lunch time by arranging a duty roaster system.
19. separating service areas such as the binding section from the operational areas.
20. changing the location Suggestion book/box could be maintained properly to get the ideas from the users.
21. Reader service areas have to be designed properly in planning of the new library building.
22. User education and orientation programs have to be conducted at the beginning of the sessions of the university. Special presentations on database and other services can be made available for the academic staff.
23. The contribution of the LC could be further improved if the Registrar and the Bursar are also invited. Bursar's participation would be especially useful in monitoring the utilization of annual allocation to the library.
24. Registrar could support the library in maintaining the infrastructure facilities. It was evident through the discussions that Senate is the only place where the Registrar and the Librarian meets formally but without any opportunity to discuss the library issues.
25. If the Librarian can be informed of the books and periodical requirements for the new courses through the Senate, LC or faculty boards the considerable gap now occurs between the commencement of new courses and in obtaining the reading material can be reduced considerably.

26. It is highly recommended the information skills programmes offered by the faculties should be offered in collaboration with the library staff to maximize the benefits for the students.
27. Librarian and the Senior Asst. Librarians may develop their skills in teaching, learning and assessed through the Staff Development Centre of the university because their contribution is vital in delivering library related skills in which the teaching staff is not so competent.
28. It is also recommended that the credited academic skills development programmes are offered to the students of the other faculties also.
29. Decreasing usage of the reference collection could be addressed through
  - improving the collection,
  - extending the opening hours and
  - providing better reading areas.
30. It is strongly recommended to offer frequent awareness programmes in accessing e-resources and other facilities available like ILL for the staff.
31. It is also recommended more education and training programmes for Library Assistants and other grades.
32. ILL policy developed by the Standing Committee of Library and Information Sciences (SCOLIS) need to be adopted to strengthen the ILL facility.
33. It is recommended that the university authorities consider providing a generator to the library.
34. Library may offer more awareness programmes to promote the usage of e-resources by the university community.
35. The number of terminals allocated for users could be further increased.
36. It is also recommended to provide at least basic facilities within the library to use the audio visual materials available in the library.
37. It is recommended that the evaluation of services (and any other aspect considered useful) through questionnaires may be continued at frequent intervals.
38. Not only the students but obtaining the feedback from the teachers, administrators and other staff also would be beneficial.
39. It is recommended to place the suggestion box strategically so that the confidentiality of those who uses it is maintained.
40. Performance Indicators are being considered by the QAAC for the university libraries and once they are formally established the library may adopt them for better evaluation.



## **6. ANNEXES**

### **Annex 1. AGENDA FOR THE LIBRARY REVIEW VISIT – SABARAGAMUWA UNIVERSITY OF SL**

#### **17<sup>th</sup> August 2009**

08.30 am ó 09.00 am:	Private meeting of Review Panel with QAA Council representative
09.00 am ó 09.30 am:	Finalizing the Agenda with Librarian
09.30 am ó 09.45 am:	Tea
09.45 am ó 10.45 am:	Presentation by the librarian on the Self Evaluation Report
10.45 am ó 11.30 am:	Discussion
11.30 am ó 12.30 pm:	Observing facilities in the main library
12.30 pm ó 01.30 pm:	Lunch
01.30 pm ó 02.30 pm:	Observing documents
02.30 pm ó 03.00 pm:	Meeting with the Senior Assistant Librarians
03.00 pm ó 04.00 pm:	Meeting with administrative staff
04.00 pm ó 04.30 pm:	Private meeting of reviewers
04.30 pm ó 06.30 pm:	Report writing

#### **18<sup>th</sup> August 2009**

08.30 am - 09.00 am:	Meeting with the Vice Chancellor
09.00 am - 10.00 am:	Meeting with the academic staff of Faculties of Geomatics, Applied Sciences, Social Sciences & Languages and Management Studies
10.00 am - 11.00 am:	Meeting with undergraduate students
11.00 am - 11.30 am:	Meeting with non academic staff of the library
11.30 am - 12.15 pm:	Meeting with alumni and postgraduate students
12.15 pm - 01.00 pm:	Lunch
01.00 pm - 02.00 pm:	Meeting with the Library Committee
02.00 pm - 03.00 pm:	Observing facilities of the library of the Faculty of Agriculture
03.00 pm - 04.00 pm:	Meeting with the academic staff of the Faculty of Agriculture
04.00 pm - 05.00 pm:	Private meeting of the reviewers
05.00 pm - 07.00 pm:	Report writing

#### **19<sup>th</sup> August 2009**

08.30 am - 09.30 am:	Observing document
09.30 am - 10.00 am:	Observing facilities of the library of Faculty of Management Studies
10.00 am - 11.00 am:	Private meeting of the reviewers
11.00 am - 12.15 pm:	Feed back on the findings of the review team
12.15 pm - 01.00 pm:	Lunch
01.00 pm - 05.00 pm:	Report writing

## **Annex 2. PERSONS MET DURING THE REVIEW VISIT**

- Vice Chancellor
- Dean/Faculty of Agriculture
- Dean/Faculty of Applied Sciences
- Dean/Faculty of Management Studies
- Dean/Faculty of Social Science & Languages
- Dean/Faculty of Geomatics
- Librarian
- Head/Department of Cartography, Photogrammetry, Remote Sensing and Geographic Information Systems
- Head/Department of Social Sciences
- Head/Department of Economics and Statistics
- Director/Local Technical Secretariat of the IRQUE Project
- Senior Assistant Librarians
- Senior Assistant Registrars
- Assistant Librarians
- Assistant Registrars
- Members of the academic staff
- Career advisor of the Career Guidance Unit
- Temporary Assistant Lecturers
- Tutors
- Demonstrators
- Alumni
- Postgraduate students
- Library assistants
- Non academic staff of the library
- Undergraduate students

## **Annex 3. FACILITIES OBSERVED**

- Lending section of the main library
- Reference section of the main library
- Periodicals section of the main library
- Book binding facility
- Cataloging section
- Photocopying facility
- Permanent reference section of the main library
- Library donations
- Audio Visual section of the main library
- Reading room
- Library of the Faculty of Agriculture
- Lending section of the library of the Faculty of Management Studies
- Reference section of the library of the Faculty of Management Studies
- Reading room of the library of the Faculty of Agriculture
- Servers
- Computers with internet access

- Printers
- Online access facility to the catalogue
- Library books
- Periodicals
- E-learning facility
- Lease line connection of 10 Mbps
- Scanners
- Laser Printers
- Photocopiers
- Multimedia projectors and screen
- Fax machine
- Self study carrels

#### **Annex 4. DOCUMENTS OBSERVED**

- Rules and regulations of the main library and faculty libraries
- Library policies and procedures
- Payment schedule for periodicals
- Allocation of funds 1998-2007
- Circulation statistics ó Reference library 2008, 2009
- Circulation statistics ó Lending library 2008, 2009
- Statistics on book collection
- Statistics on funds used for books and magazines 1998-2007
- List of magazines 2008/2009
- Membership statistics 1992-2005
- Duties and responsibilities of Labourers
- Duties and responsibilities of Library attendants
- Duty roster during study leave and examination periods
- Future plans for development
- Feedback forms
- Annual report of the library 2008
- Corporate Plan 2006-2010
- Procurement guidelines
- Guide book for main library
- Development plan 2006-2020
- Minutes of the Library Committee
- National Reading month celebration 2004 - Photo album
- Opening ceremony of main library 16/9/1995 ó Photo album
- Senate Minutes
- Annual report 2008 of the library