# LIBRARY REVIEW REPORT

## UVA WELLASSA UNIVERSITY

13th to 15th December 2010

**Review Team :**

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# 1. EXTERNAL REVIEW PROCESS

The external review process is shaped by how much can reasonably and practicably be covered in a periodic external review process without imposing an additional burden on the libraries reviewed 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**
1. to safeguard the quality and effectiveness of library services in Sri Lankan universities.
2. to facilitate continuous quality improvement
3. to encourage good management of university libraries
4. to instill confidence in a library's capacity to safeguard the quality and effectiveness of its services, both internally and externally
5. to identify and share good practices in the provision library services
6. to achieve accountability through external quality assessment and a public report
7. 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 judgments, 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. The proposed layout for the SER is as follows:
1. Introduction
2. Vision, Mission and Objectives
3. Management
4. Resources
5. Services
6. Integration
7. Contribution to Academic Output
8. Networking
9. Evaluation
10. Annexes

**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 judgments on the .quality and effectiveness of library services.

The review team visited the Uva Wellassa University Library from 13th to 15th December, 2010. The review team consisted of three University Librarians and one Academic member. The agenda of the three day visit is given in Annex 1.

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 standard'. 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 agreed 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. These 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

## 2.   BACKGROUND OF THE UNIVERSITY AND THE LIBRARY

Uva Wellassa University established on 1st June, 2005 is the 14th National University and the first Entrepreneurial University in Sri Lanka providing education for the students with the focus on employer needs with professionalism. The course director driven structure of education generates the knowledge base for education and the practical knowledge enlighten their path. Value addition for local resource base caters for sustainable development in the nation. The thrust toward excellence is the key factor that gives the University to become the leading center of excellence for value addition in Sri Lanka. The first batch of graduates have just passed out from the university and awaiting the first convocation ceremony to be held in the University shortly.

The origin of the Uva Wellassa University Library can be traced back to August 2006, when the University was formally established in Badulla. At the beginning the Library was

temporally housed in one of the halls in the University and the initial operations were undertaken by lecturers to meet the essential information needs of the undergraduates. Later on the Library was shifted to the Administration building by the year of 2006 and recruited one Assistant Librarian to carry out the Library operations as it is an essential need of the University system.

After that, the growth of the library is very steady and the collections comprised of personal donations, Institutional donations and purchased books by the University. By the year 2009, the work load of the Library could not be managed with one Assistant Librarian and two Operations Assistants. Therefore in 2009 March, the University recruited another two Assistant Librarians and one Operations Assistant for the smooth functioning of the Library. At the same time the Library was shifted to another location in "Block G" a refurbished factory building located in the University premises in 2009 August to provide more space.

At present, the Library is catering to over 1300 readers including both students and Staff of the University. It provides library clients with quality services and access to information, offers inclusive of teaching and learning environment by providing equitable access to the library services for all clients. It possesses a collection covering a vast area of knowledge in Computer Science, Philosophy, Economics and Business Studies, Physics and Chemistry, Engineering and Technology, Agriculture and Animal Sciences, Management and Finance, Tourism, Aquaculture and Fisheries, Mathematical Science, English Language and Linguistics etc. The present library collection encompasses over 10,000 books and other non book materials.

The Library organized its collection using Dewey Decimal Classification System (DDC) and Catalogue its collection based on Anglo American Cataloguing Rules edition II (AACR II).

**Vision of the University:**

The Vision of the Uva Wellassa University (UWU); **"To become the renowned centre of knowledge and expertise for value addition to the Sri Lankan resources base by the year 2015."**

**The Mission of the University:**

**"Fulfill the University vision with creative, innovative ideas and to provide the knowledge base to the stake holders."**
In addition the University has developed 07 Aims and 07 Values.
The UWU Library intends discharging the following services taking into consideration the integral part of the University Information Service (UIS) that is now at its infancy. The UIS includes many services that will be integrated through an electronic system.
a) University Library Service (ULS)
b) University Knowledge Base (UKB)
c) University Resource Planning (URP)
d) University Management Information System (UMIS)

## 3. FINDINGS OF THE REVIEW TEAM

### 3.1 Vision and Mission of the Library

The instruction from the top management in the University is to share the overall University vision and mission in discharging responsibilities by faculties, departments, and divisions instead of formulating separate visions, missions for different faculties, departments and divisions. The whole University follows this instruction and formulates objectives for each division under their purview, falling in line with the overall vision, mission of the University. The Library as well shares the overall vision and mission of the University and formulates 7 objectives for the library. The Library tries achieving these objectives within its available human and physical resources for the satisfaction of its users.

**Objectives of the library**
1. To provide a service exceeding expectations of the Library users
2. To provide the environment required to enhance the learning and research purposes of both undergraduate and academic staff of the University
3. To keep abreast of the  information needs and provide valuable material for user needs
4. To organize an archive of information for future
5. To work with a team spirit to maximize success
6. To develop library links Nationally and Internationally
7. To transport the entire library management system to an e-library management system.

### 3.2 Management

The Library management is done at three levels. The overall long term policy guidance and direction for the library is given by the Vice Chancellor himself as he is the pioneer Change Agent of this new concept, the University to become the "Center of excellence for value addition"

The second level is the Library Advisory Committee which is consisted of three Deans, the Heads of departments, two lecturers from computer science and broad general disciplines and the two Assistant Librarians. The third level is the operational level where the library staffs including the Operational Assistants and minor staff are involved. In addition the University Council, Senate, and Faculty Boards provide the required short term guidelines and directions for the smooth functioning of the Library. The day to day library operations are scrutinized and guided by the rules and regulations adopted by the different administrative institutions i.e. UGC, Treasury. The Library staff consists of two Assistant Librarians and three Operational Assistants (Library Assistants) The Library is growing and the services are provided by the library staff for the readers with utmost diligence. A Senior Librarian's services are demanded with further growth of the library. In addition the other para professionals' services as well are needed. The job security of the Operational Assistants may be guaranteed in order to retain them in the service and delaying their absorption into the permanent cadre for more than three years may create unnecessary legal problems. The Library Advisory Committee is a Senate sub-Committee to be chaired by the Vice chancellor of the University. The mandate of meeting  this committee is 6 times a year and during the year 2010 the committee had met only two times. The policy decisions are to be taken at this meeting and policies regarding Acquisition and Weeding out   and Lending of books are required. In addition, Manuals in connection with Acquisitions Procedure, library

bibliographic standards and services, circulation procedure, library based ICT services, Stock Taking etc. may be developed with the help of Senior Librarians.

### 3.3 Resources

#### *Building and Space*
At present the library is located in a separate building named "Block G" (refurbished factory building). The entire building is divided in to two parts and the library is established in the right side of the building. The library provides seating accommodation for 340 users including free reading area facilities for students to use their private text books and lecture notes. There are three computer terminals for the library staff and only one computer is allocated for the use of the readers.
(The library allocated one terminal for the users after the team suggested to do so)

Library has internet facility through Dialog Broad Band (Post-paid) Connection. There is hardly any room for future expansion as the building is put up for some other purpose and not an architect-designed or a purpose-built library building. It seems that, It is a prime need of the University to establish a environmental friendly and user friendly library building in the heart of the University.

#### Staff
Management of physical and human resources of the library is handled by two young Assistant Librarians. Routine work and day to day operations are carried out by three Operations Assistants under the guidance supervision of two Assistant Librarians. The entire staff in the library is committed for the duty and their positive attitude towards work performance and as well as towards their assigned responsibilities are commendable. In general the staff organizational structure is appropriate to carry out the functions of the library to meet the needs of the users satisfactorily. The Review Team emphasized the need of the professional leadership.

#### *Resource Collection*
The resource collection is comprised of personal donations, institutional donations and monographs / journals acquired by the library using annual book allocation. The current library collection is over 10000 (ten thousand) items and the library subscribes to 4 (four) current periodicals including 2 (two) international scholarly journals. The library possesses resource collections in the subject areas of Computing and Information Systems, Management Studies, Mathematical Sciences, Agriculture and Plantation Management, Horticulture and Landscape Gardening, Food Science and Technology, Aquaculture and Fisheries, Animal Science and other related interdisciplinary subjects (Broad General Subjects). Apart from books and journals the collection includes a small "Sri Lanka Collection" as a special collection with most comprehensive books on Sri Lanka covering History, Geography, Archaeology, Culture, Literature and Sociology in relation to Sri Lanka. In order to collect the knowledge and information in different subject areas the library maintains a paper cutting collections which covers the areas of Management, Agriculture, Aquaculture, Health and Nutrition, Plantation Management, Horticulture and Landscape Gardening, History, Environment etc. The Newspaper Collection includes 9 categories of daily newspapers and 10 weekend newspapers. The present audio visual collection of the library encompasses over 600 CDs and DVDs. At present the library is catering to over 1300 readers including both students and the staff.

Library collection is basically divide as lending and reference and is organized according to Dewey Decimal Classification Schedule (DDC 21$^{st}$ ed.). Acquiring of library materials from local and international publishers and purchasing of library furniture are carried out as per the regulations laid down by the University.

## 3.4 Services

The services of a modern library can be evaluated under two aspects; Onsite services and Online services. It was observed that the UWU library operates only Onsite services and the objectives of the UWU library were set to provide maximum possible services to the users; staff and the students. Objectives that are laid down in relation to the library services are as follows;

- To provide a service exceeding the expectation of the library users
- To proved an environment required enhance the learning and research purpose of both undergraduate and academic staff of the university
- To keep abreast of the information and provide valuable materials for user needs (self evaluation report, 2010)

As per the strength of human resources and other information resources available, the staff of the library dedicated to provide whatever possible user services to its clients. The fact was observed during the visit to the library and also communicated through the student and staff interviews conducted by the review team.

Both students and staff highly commended about the friendliness of the library staff. The team too observed that the staff is helpful to the readers, and they make themselves sure to be available at the service points; circulation desk, reading / reference area to provide uninterrupted service from 8.30 a.m. to 7.30 p.m.

It was also noticed that the library staff; two academic staff ( Assistant Librarians) and other operational staff (03 Operations Assistants and Security staff), work together to achieve service objectives and service targets of the library. The team spirit they show while performing the functions are highly commendable and the very fact made the services successfully carried out.

## 3.5 Integration

Integration could be basically viewed from two points of views: the role played by the librarian and the library staff in the affairs of the university functioning and the services provided to educate the user community about the optimum use of library resources and services. It is observed that the functioning of the university is envisaged through the administrative / academic forums of the Council, Senate, Library Committee, Board of Management, Research Committee, Higher Degree Committee, Finance Committee, Audit Committee, three faculty boards, degree programmes course committees of 11 degree programmes and the Procurement Committee. The two Assistant Librarians are participating at the Library Committee, Audit Committee and the Faculty Board of the Management Science. In addition, the Assistant Librarian acting as the in-charge of the library has served as a member of the Project Planning Committee which prepared the project proposal for the Higher Education for the Twenty First Century , University Development Grant (HETC/UDG) Project. As there is no Librarian or Acting Librarian, the Assistant Librarians were not invited for the Senate, which seems to be a big anomaly to what could be observed

in all other universities. The Assistant Librarians are invited to the Faculty Board of Management Sciences while the other two faculties have not extended this opportunity. The Assistant Librarians are not invited for the Research Committee and 11 degree programme course committees. The library staff have participated in some sub-committees such as the University Inauguration Programme for new students, boards of surveys, cultural events etc. It is also observed that the Assistant Librarian is also not invited for the UGC Standing Committee on Libraries and Information Sciences (SCOLIS).

The library staff has been invited to conduct a session on "Introduction to information sources and giving citations for reference sources" for the second year students of Animal science and export agriculture degree programme. The library also conducts orientation programme for new students.

### 3.6 Contribution to Academic Output

The role of the library becomes extremely important and vital due to the isolated geographic location of the university in Badulla and due to lack of alternative resource centers in the neighborhood. It is also to be taken into account that the library is just little over four years old and as such still in the very early stage of its development. In addition, the library human resource base is confined to two Assistant Librarians, and three temporary Operations Assistants without any paraprofessional exposure to library science discipline.

However, the discussions the Review Team had with the University administration, a section of the academic and non-academic staff and a small group of students revealed that the library has been successful in winning the confidence of its user community with a clear understanding of its limitations.

From a statistical perspective the usage of the library as per the monthly number of library visits and the number of items issued during the period 2006 to 2010 is shown in figure 1.
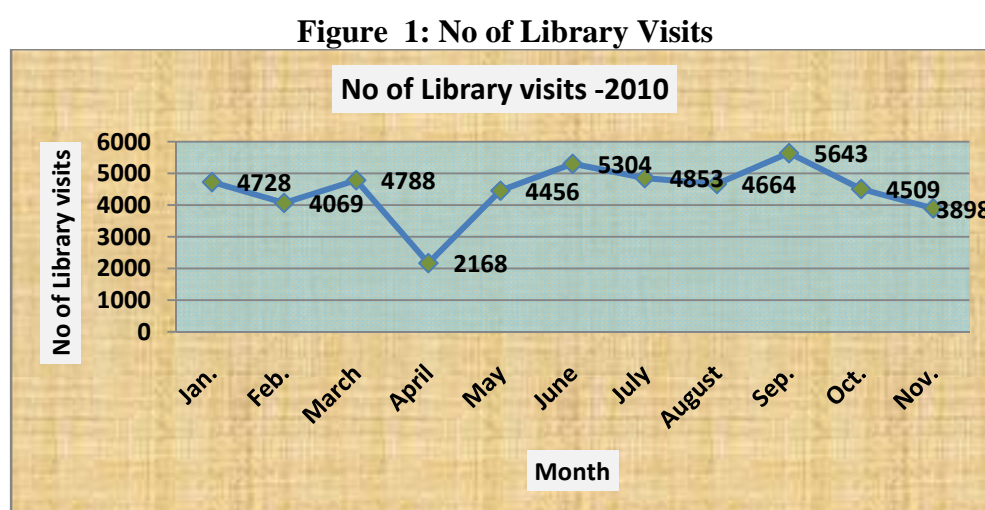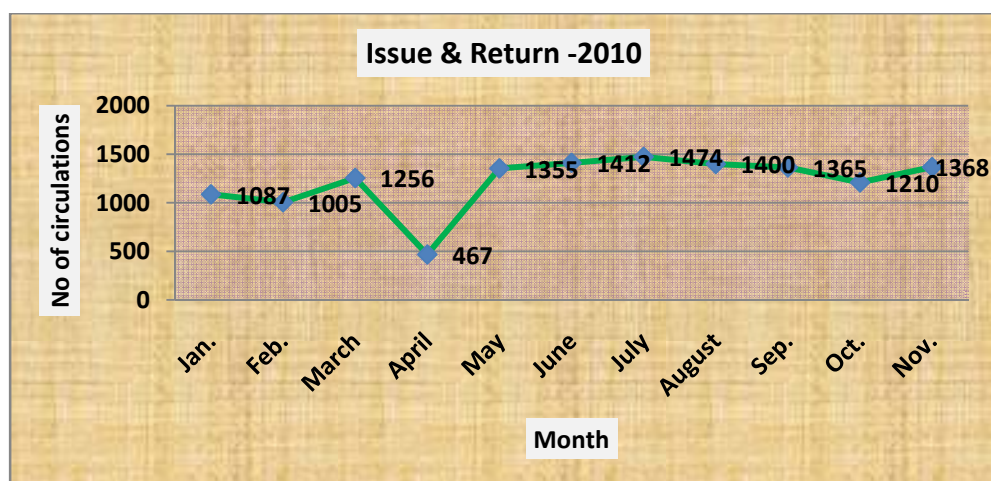
**Figure 1: No of Library Visits**



**Figure 2 : No of Circulations (Issue & Return)**

**Issue & Return -2010**

A check on the issue records revealed that 83 members of the academic staff of 91 have borrowed books, which included the Vice Chancellor and all Deans. Therefore, it is evident that the library has made all efforts to make its contribution subject to its limitations. The absence of proper ICT facilities and services in the library, inadequate number of copies of prescribed text books, lack of required journals or access to full-text databases, absence of a library photocopy facility located in the library, lack of time to visit the library due to heavy academic programmes interspersed mostly with one hour intervals and the distant location of the library from a majority of lecture rooms were found to be constraints in this aspect. It was also observed that the relationships between the library staff and the user community are cordial. The importance of the library as visualized by the Vice Chancellor is evident from excerpts from his statements at our meeting, such as "…library is a place where we keep it open for longer hours", "…library has a major role to play" and " it is a repository of all knowledge in the university".

## 3.7 Networking

Networking of a library can be defined as professional communication within the library community and with other relevant stakeholders. In Sri Lanka the library communities build their communication through institutional memberships, informal networks and through established information networks.

Since the university caters to multi-disciplinary programmes the library also should be harnessed to provide information across subjects to its users. Presently the UWU library has ties only with the AGRiNET; the agricultural information network where agri-based information is exchanged and delivered. Obviously it is important to have ties with AGRiNET as there is agriculture study programmes conducted at the university.

## 3.8 Evaluation

A suggestion box is available at the entrance of the library. A user survey questionnaire has been administered and the responses have been analyzed. The suggestion box is used by a very few undergraduates and when inquired from the undergraduates they were happy about the service rendered by the library staff. When inquired from the academic and the other staff in the university they were of the opinion that there are lots of other areas to be improved. Some academic staff members suggested that Aesthetic discipline biased books must be made available in the library and the undergraduates should be encouraged to read those books.

The application of electronic technology in the library is minimal and this aspect has to be looked into with least delay. The duty conscience among all the staff in the library is at a higher degree irrespective of the poor working conditions prevailing. It is to be mentioned here that when asked about the opinion of the students attended the meeting with the Review Team about the library operations out of four choices very good/ good/ average / poor the general consensus of the student group was that it is "good" (out of the 4 choices)

Although the performance indicators are not yet developed by the library, it was revealed that a higher number of readers use the library daily. The reading room facilities are available in the upper floor of the library and the undergraduates hardly use this facility during day time as the library is located little far away from their usual leisure hour visiting places. The Library Personnel Assessment is remotely practiced other than the routine supervision done by respective officers.

## 4. CONCLUSIONS

### 1. Vision, Mission and Objectives

***Strengths***
1. Having an overall Vision and a Mission for the whole institution and sharing the same by its sub divisions instead of formulating separate Visions and Missions for individual divisions
2. Deviating from the traditional concepts and trying to adopt new vistas for the 21st century

***Weaknesses***
1. Incapacity among the lower management levels to understand and absorb the broad Vision and Mission as most of them are trained and gained experience under the traditional system
2. Not being able to pull the weight effectively by the lower levels of management as the aims and values of the University are broad and their breakdowns in terms of goals and objectives or otherwise is not available.

### 2. Management

***Strengths***
1. The Uwa Wellassa University works as a single family and the Library staff has very well understood the binding among all other groups in the family and contributes a lot to maintain the binding as required
2. Duty consciousness, allegiance, integrity and commitment among library staff towards the institute and achieving its objectives is at a higher degree
3. Exemplary arrangements and organization of the library irrespective of the physical constraints encountered

***Weaknesses***
1. Non existence of a smooth communication flow from top down in order to understand the expectations of the top management and make those expectations a reality
2. Immaturity among the library staff to understand the nontraditional type of a set up and to deviate from the traditional mindset under which they have been trained and gained experience

3. Lack of senior staff to interpret and to put into practice in the appropriate context, the policy guidelines and decisions made by the top management
4. In adequate proactive long term planning with appropriate vision
5. Non provision of e-learning facilities for the readers
6. Lack of training provided for the staff other than "on the job training" which takes its own phase.

## 3. Resources

### *Strengths*
1. Within the limited space available the library provides a satisfactory service.
2. Proper coordination and effective work flow.
3. Duty conscious and committed library staff
4. A comprehensive collection consisting of monographs, periodicals, Sri Lanka Collection and materials in non-printed formats.
5. Accessibility to all materials available to both staff and students in a restricted manner.

### *Weaknesses*
1. Non existence of a user friendly and environment friendly purpose built library building with proper ventilation in order to provide a quality and effective library service.
2. Unavailability of a professionally qualified librarian with work experience in academic librarianship
3. Lesser number of copies of text books available in the lending collection
4. Lack of collection development and a management policy
5. Inadequate number of computer terminals for readers

## 4. Services

### *Strengths*
1. The service environment that they provide service to the university community consists of following strengths;
2. The library is housed in a separate premises (a renovated garment factory building, which was transformed to an office space efficiently; but not suitable for a library in terms of ventilation, height and provision of space. It was noted that the present premises is a make shift location and the new library building is already designed for the university)
3. Inspirational institutional leadership, where library operations and requirements are supported and looked after according to the corporate vision and mission of the university.
4. Dedicated, energetic and enthusiastic staff - 02 assistant librarians ( 01 trained, 01 not trained), 03 operation assistants (not trained for library operations)
5. Support from the academic heads for the library to upgrade services and collection.
6. Fairly good resource collection for the study purposes of the students; upon which the reference services and lending services are provided. The collection consists of recommended readings.
7. The library provides following basic services to the users
   i. Reference services ( Permanent & scheduled reference service)
   ii. Lending services
   iii. These services are provided to the students, academic staff and the administrative staff of the university.

8. Document delivery services for the research article requirements of the academic staff
9. News paper cutting service
10. User education services (only orientation programs are conducted.)

## *Weaknesses*

Though the UWU library provides basic services to its user community, the review team noticed few weak areas that need improvements to maintain a healthy academic library service environment professionally. These areas are noted through the observations made during the site visits to the library and through user interviews conducted.

1. Absence of professional leadership in the library. Only two assistant librarians operate the service and their experience is not more than 1 ½ years in an academic library. This has an effect on designing and initiating library services in user oriented manner. Lack of professional guidance evidently had caused non initiating of most of the library services such as;

   a. Building up a comprehensive library catalogue in a professional manner giving perfect details of the materials available and giving access points for information retrieval.

   b. It was seen that there is a computer file of library materials created through Access, but observed the entries are limited to very few fields of a standard bibliographic entry. This makes the user to search information in very crude way in the absence of broad subjects, keywords and other bibliographic description.

   c. The same fact will cause to reenter data in future, in the event of the UWU library, transforming to a standard bibliographic software package for automation.

   d. Providing interactive and systematic inquiry handling service for the students and academics. No evidence was found of conducting professional inquiry handling service with query history kept in systematic records. In an academic library subject query handling takes an important place especially for students who need to complete assignments and projects and for the researchers.

   e. Literature survey support for academic s in their research – this is very important for UWU to upgrade the research support for academics as they are not in a position to visit other libraries in Colombo or in another township.

   f. Upgrading the document delivery service - It was also noted that the library operate document delivery services only through University of Wayamba. There are other universities who always provide whatever articles available within their collection.

   g. Initiating Inter Lending System – Though it was mentioned in the report that the library is engaged in ILL no evidence found for inter library borrowing system in place. Since the standing committee of Library and Information Science of UGC had introduced ILL code and is available on the individual websites, the UWU library could borrow materials from other universities.

   h. Conducting the user surveys in a professional manner

   i. Preparing library hand book and necessary marketing materials such as brochures, leaflets and notices etc. promote and to create awareness about the library resources and services.

   j. Conducting and Compiling Current Awareness Service such as; Selective Dissemination of information, current contents, information alert services etc. (The library prepare new arrival list monthly).

2. Absence of trained Para-professional staff. There are operational assistants employed on casual basis who work with the two assistant librarians in a true team spirit, but lacks professional knowledge to support the service.

3. No evidence was found in training library staff to provide professional service to their users. It is essential to train library for new trends in supplying user services.

4. Automation initiatives are not taken so far to automate the library functions though there were some attempts made to computerize the catalogue. It is highly important the library system to shift to a modern library software package as the library catalogue is available in electronic form but not complete.

5. No web presence for the library to support minimum service like online accessible catalogue (Online Public Access Catalogue), basic rules and regulations and general subject and directional inquiries. Hence no support could be given to the learners online and e-learning support is essential in modern user services.

6. The library also do not provide "User Access" terminal for the users to search library catalogue. The situation made all the library users to come to the counter to inquire the availability of materials. If proper computerized catalogue (OPAC) available users could have access the library remotely form their work stations.

7. Absence of photocopying facility – the students of any higher learning entity highly depend upon photocopying facility of the library and the service became essential among the student learning behavior. The students borrow the books and obtain the photocopying service operated at outside locations. The practice is not efficient in terms of the time spent, activity flow and the material security.

8. User education can be strengthened by introducing more hands on training on information literacy and information skills aspects.

## 5. Integration

### *Strengths*
1. The Assistant Librarians are invited for the Library Committee, Audit Committee, Faculty Board of the Management Science, HETC/UDG Programme Planning Committee.
2. The Vice Chancellor, Deans and the members of the academic staff had a positive and favorable perception about the need of library services and its present level of functioning.
3. Efforts are made to introduce programmes leading to the development of information literacy (IL) skills of students.

### *Weaknesses*
1. The Assistant Librarian has not been able to attend the Senate, Research Committee, Higher Degrees Committee, other two faculty boards and 11 degree programme committees in the University as well as SCOLIS at the inter university level.
2. Lack of opportunities and capacity to introduce IL programmes to cover the entire student body.
3. Lack of Internet / Intranet based library information services to enable the university administration /academic staff / students to keep abreast of library services

### 6. Contribution to Academic output

***Strengths***
1. The ability of the library to provide basic minimum resources and services to meet the needs of the university community.
2. Use of the library by the academic staff and students.
3. Congenial and dedicated library staff.
4. Identification of the library as a vital aspect of university education set-up by the stake holders.
5. Extended library opening hours.
6. Identification of the new library building as the next building to come up in 2011-2012 period

***Weaknesses***
1. Inadequate library resource base including the:
    * human resources with experience and professional / para professional exposure;
    * the library collection with sufficient number of copies of recommended text books, journals and access to e-resources;
    * library ICT facilities and services;
    * Other infrastructure including the custom designed library building.
2. Somewhat moderately distant location of the library from the main academic centre of the university

### 7. Networking

***Strengths***
1. Knowledgeable senior staff – the two assistant librarians are aware about the existing networks.
2. Willingness to participate in relevant networks
3. Financial support if the library needs to enroll as institutional member with other institutions.

***Weaknesses***
1. No initiatives taken to participate with other information networks
2. The UWU library is not a member of the information network of libraries called 'Library Friends': a Yahoo group, where so much of information is exchanged in professional and friendly manner.
3. Professional relationship with similar institutions (universities, research institutes etc. ) is not strong
4. Institutional memberships are not attempted to access especially the electronic databases
5. Absence of representation of UWU library at the Standing committee of LIS at UGC (SCOLIS)

### 8. Evaluation

***Strength***
1. Enthusiastic and energetic staff in the library with utmost commitment and confidence
2. Initiations taken to introduce user surveys and suggestion box
3. Initiation taken to introduce the "Guide to Library"

### *Weaknesses*

1 Lesser progress monitoring and reviewing
2 Narrower mindset due to less experience and inaccessibility to modern library practices

Based on the observations made during the visit by the review team and discussed above, the eight aspects were judged as follows:

| Aspect Reviewed | Judgment Given |
|---|---|
| Vision, Mission and Objectives | Satisfactory |
| Management | Unsatisfactory |
| Resources | Satisfactory |
| Services | Satisfactory |
| Integration | Satisfactory |
| Contribution to Academic Output | Satisfactory |
| Networking | Satisfactory |
| Evaluation | Satisfactory |

## 5. RECOMMENDATIONS

Based on the above findings the review team would like to make the following recommendations:

1. Vision Mission of the University may be made effectively understood by the lower levels by breaking them down into appropriate short term and long term goals and objectives or otherwise
2. Fill the senior level vacancies, especially the Librarian post, in the library with qualified personnel in order to minimize the vacuum existing in the managerial hierarchy
3. Allow library by providing required human and physical resources to develop independently as a centre of dissemination of knowledge
4. The vacancies at the Assistant Librarian level should be filled; it is to be noted here that if a suitable professional with requisite ICT skills could be recruited it would make the improving of the library ICT resources and services an easier task
5. Action to be taken to develop a permanent para-professional staff in the library
6. Regularize Library Committee Meetings with appropriate officers possibly with chairing by the Vice Chancellor
7. Policy and Procedure Manuals may be developed with least delay
8. Suitable forms / mechanisms to be provided to collect and record useful library statistics (circulation, library attendance by students, technical services parameters etc.)
9. The librarian should be invited to Faculty Board Meetings ,Research Committee, Computer /ICT Committee, Higher Degrees Committee and 11 degree programme committees
10. UWU Library representation to be established at SCOLIS level
11. Acquisition of Electronic Resources should be given priority

12. As a long term library strategy, essential core journals required for teaching and research to be identified in consultation with the academic staff and most suitable means of access for such titles individually or collectively (whether electronic or print ) to be decided; regular and continuous funding to be provided to enable subscribing to the same.

13. The library should acquire more copies of text books and other auxiliary reading materials for extra reading

14. The present Access (software package) based library catalogue to be improved with a user friendly interface and a dedicated user OPAC terminal to be provided in the library (short term strategy to counter the lack of OPAC); It would be desirable to provide a print version (list or card based) also as a back-up

15. Library web site (linked to the university web site) to be developed and electronic services gateway giving access to e-resources important for university community to be provided through the same

16. Separate group email addresses to the officers of the university, library committee members, members of the academic staff, and students to be formed and could be used as a major medium of communication between the Library and other stake holder groups

17. Well tested and proven Integrated library management software system used in other university libraries in Sri Lanka such as KOHA based ISURU system (developed and used at Ruhuna University Library and used at Rajarata, Wayamba and South Eastern universities ) or LibSys system (used by Moratuwa, Kelaniya, Sabaragamuwa, Jaffna and Open university libraries) to be installed and implemented  (long term strategy); The development of a customized system for UWU Library is not recommended.

18. The library should adhere to bibliographic standards. Bibliographic data entry to be made in conformity with the AACR II standards; this is to be observed in entering surnames of Buddhist monks; Library stamps needed to be cosmetically changed, for example stamp for "UWU Library" to be prepared in preferably 1cm X 3cm size  (as shown below) and to be stamped intermittently in books and periodicals



UWU
Library

Accession number of books to be stamped (or written) in a selected page other than the title page (i.e., page 25 or 33 etc.)

19. An Authority File is to be created to maintain the uniformity of the Access points in the catalogue, Assigning Broad Subjects, Keywords, AACR formats etc.

20. The timing of the library orientation programme should be reset to make it more useful for students (according to students feedback, at the time of their arrival their mindset is not properly set to absorb its full contents)

21. The library photocopy service to be located in the vicinity of the library (preferably at the entrance with some partitioning)

22. The Computer Terminals may be made available for the users of the library  and  a special  multimedia unit  may be created

23. Introducing a Selective Dissemination of information service will be useful to the academic community

24. It is important to provide Literature Survey support for academic research by the library

25. The library should upgrade the document delivery service with other universities who always provide whatever articles available within their collection

26. It may be highly necessary if the library initiate Inter Lending System with other libraries.
27. User Education Programmes to be made more regular for undergraduate students and other information skills programmes also can be started
28. Special Training Programmes may be launched to train students and teaching staff on OPAC and Electronic Resources
29. Library hand book should be prepared in more informative manner and necessary marketing materials such as brochures, leaflets and notices etc. should be designed to create awareness about the library resources and services
30. The senior staff of the library should attend professional forums, seminars and conferences
31. More integration with Faculties and Departments and more collaboration in academic activities is desirable
32. Library should obtain the membership of the Sri Lanka Science and Technology Network (SLSTINET) and Library Friends Yahoo Group and Institutional memberships of American Information Resource Centre, Industrial Technology Institute, etc.
33. Professional relationships should be built up with similar institutions (universities, affiliated postgraduate institutions, research institutes etc. )
34. The library should buildup ties with other institutions like, American Institute of Sri Lanka Research, Marga Institute, Institute of Policy Studies, Centre for Agricultural Research(CARP), H K Agricultural Research & Technology Institute(HARTI), Dept of Agriculture Library, Gannoruwa etc.
35. Proper ventilation to be provided for the present library premises
36. Some direct pathway connecting the library with the academic buildings at the upper location will be a desirable step to promote library use
37. Although plans are made for the proposed new library building, it is necessary to re-assess whether it could be sufficient to meet the needs of projected student intake (for next 20 years?) and envisaged services and make necessary amendments; it should be located centrally.
38. Current awareness materials such as lists of new arrivals, current contents, information alert services etc. should be sent to the Vice Chancellor and to all the Heads of Departments. If these products are prepared electronically and distributed electronically the library can reduce the cost and increase the accessibility
39. Publicity brochures on library services may be developed to create awareness and promote library services among UWU user community
40. The library should develop a mechanism to measure its services more effectively with effective user surveys and observations
41. The contribution of the library to research by the academic staff should be measured
42. Most suitable criteria may be developed for evaluation of all aspects of the library

## 6. ANNEXES

### Annex 1. AGENDA FOR THE LIBRARY REVIEW VISIT

#### *Day 1-13, DEC., (Monday)*

| | |
|---|---|
| 8.30 a.m. | Arrival at the Library Uva Wellassa University |
| 8.30-9.00 | Private Meeting of Review panel with QAA Council Representatives |
| 9.00- 9.15 | Discuss the Agenda for the visit |
| 9.15 – 9.45 | Meeting with the Vice Chancellor |
| **9.45 – 10.00** | **TEA** |
| 10.00 - 11.30 | Meeting with Deans, Registrar, Bursar and Members of the Library Committee |
| 11.30 - 12.30 | Presentation of the Library -Assistant Librarian |
| **12.30 -1.30p.m.** | **LUNCH** |
| 1.30 – 2.30 | Meeting with Library Operations Assistants |
| 2.30 – 4.00 | Meeting with Academic Staff |
| **4.00 - 4.30** | **TEA** |

#### *Day 2-14, DEC., (Tuesday)*

| | |
|---|---|
| 8.30 – 10.00 | Meeting with Administrative staff and Operational Assistants |
| **10.00 –10.15** | **TEA** |
| 10.30- 11.30 | Meeting with students |
| 11.30- 12.30 | Observing documents |
| **12.30 -1.30p.m.** | **LUNCH** |
| 1.30 –2.30 | Meeting with Head of the Departments and IT Lecturers |
| 2.30 – 4.00 | Visiting University premises and Library |
| **4.00 - 4.30** | **TEA** |

#### *Day 3-15, DEC., (Wednesday)*

| | |
|---|---|
| 8.30 – 10.00 | Reviewers meeting |
| **10.00 –10.15** | **TEA** |
| 10.30 -12.30 | Feedback by Reviewers |
| **12.30 -1.30p.m.** | **LUNCH** |
| 1.30 | Reviewers Departure |