

LIBRARY REVIEW REPORT

WAYAMBA UNIVERSITY OF SL



14th to 16th December 2009

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1. EXTERNAL REVIEW PROCESS

The external review process is shaped by how much can reasonably and practicably be covered in a periodic external review process without imposing an additional burden on libraries which would reduce their effectiveness in providing services. The aim is to use evidence and data generated and used by the library itself to appraise quality of its services.

The review team consists of Prof. Rohana P. Mahaliyanaarachchi, (Sabaragamuwa University of Sri Lanka), Mr J A Amraweera , Buddhist and Pali University and Dr (Ms). Pradeepa Wijetunga (University of Colombo) and the team visited the Library of the Wayamba University of Sri Lanka during the period from 14th to 16th December 2009.

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

The following aspects of codes of practices were considered under the review assessment:

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

The evaluation of eight aspects was based on:

- Meetings held with the Vice Chancellor, Librarian, Senior Assistant Librarians, Assistant Librarians, Library Staff, Deans, members of the academic staff, Technical and non-academic staff of the Library and undergraduate students.
- Observation of Library
- Reviewing documents maintained by the Library

Each of the eight aspects was judged as ‘Good’, ‘Satisfactory’ or ‘Unsatisfactory’ paying attention to the strengths, good practices and weaknesses found in each area. An overall judgment was given as ‘Good’, ”Satisfactory” or “ Need Major Improvements” after taking into consideration the judgments given to each of the eight aspects.

2. HISTORICAL BACKGROUND AND PRESENT STATUS OF THE RAJARATA UNIVERSITY OF SRI LANKA AND THE LIBRARY SYSTEM

Historical background and present status of the University

The Wayamba University of Sri Lanka was established as the 13th university in Sri Lanka. It was started its functions as an independent University in 1999. In 1992 Wayamba Affiliated University College was started at Kuliypitiya and Makandura. In 1996 it became the Wayamba campus of the Rajarata University of Sri Lanka. In 1999 the WUSL was established in the same premises with four faculties, namely Faculty of Agriculture and Plantation Management, Faculty of Applied Sciences, Faculty of Management and Finance Studies and Faculty of Livestock Fisheries and Nutrition.

The Wayamba University of Sri Lanka is an emerging university which has been joined to the national university system. At present the university comprises of four faculties and these faculties are located in two distinct places. The Faculty of Applied Sciences and Faculty of Management and Finance Studies are located at Kuliypitiya premises and the other two faculties are located at Makandura premises.

The Main library is located at Kuliypitiya and there is a branch library at Makandura premises. There is a senior assistant librarian to manage the library at Makandura while the main library is headed by the librarian.

The view of designing the academic programmes of Wayamba University is to produce the graduates who can meet the requirements of modern employers. The university offers special degrees in the respective disciplines throughout the above faculties and some departments offer External degrees, Diploma and Certificate courses for the professionals.

Historical Background and Present Status of the Library System

The Library of the Wayamba University is the main vehicle for acquisition, organization and distribution of knowledge and information to her academics. The library provides services to the university community such as students, academic staff members and non academic staff members.

The library of the Wayamba University is consisted with main library and a branch library. The main library is located at Kuliypitiya and the branch library is at Makandura premises. Presently, the library staff consists of 04 professional, 08 paraprofessionals and 10 supportive staff. The whole Library Network holds about 48,000 books and about 29 periodicals. These resources are available in both print and electronic formats. Services of the library include lending facilities, reference facilities, interlibrary loan systems, current awareness programs, workshops and library website maintenance. The library wishes to implement a library automation project using “KOHA” - open sources library software.

3. FINDINGS OF THE REVIEW TEAM

3.1 Vision, Mission and Objectives

The Vision of the University

The vision of the Wayamba University of Sri Lanka is *“to be an excellent in Higher Education in Sri Lanka”*

The Mission of the University

The Mission of the Wayamba University is *“to develop human resource to meet the national development needs through innovative educational programs, research and outreach programs”*

The Vision of the Library

There is no separate vision to the library.

The Mission of the Library

“Give the maximum support to the university crowd by providing information for their studies and research, fulfills their teaching and learning every subject taught in the university and also helps to recreational readings. Support to reading for other activities and other necessities for their carrier development.”

The Objectives of the Library

Objective 01

The library has to develop the collection, resource, Services building and other infrastructure facilities including electronic media to achieve the University vision mission and goals.

1. To be a center for studies, research, and other academic activities of students and staff of the Wayamba University of Sri Lanka.
2. To be a nationally and internationally recognized library for Sri Lankan studies,
3. To be the supportive center for higher studies in Wayamba province and to the Island as well.

Strategies

1. Acquisition of books, periodicals, and other electronic non conventional materials through purchasing gift and exchange programs.
2. By increasing service quality of the library with the experienced library personals.
3. By increasing the staff to meet the necessities of entire reading community.
4. By increasing new technology such as computers and such other equipments.
5. By increasing computerized system for registration, circulation, and other library operations.
6. Rehabilitation and innovation of library building to satisfy the user population to fulfill their information needs

Objective 02

Weeding, conserving and preserving of library materials to meet future needs of the user community of the university and Wayamba province.

Strategies

1. weeding of outdated information materials from the collection with the assistance of the teaching staff,
2. Conservation of important material, of the library with the help of the binding section and keeping them as rare materials in suitable environment to use for special academic purpose.

Objective 03

Build the connection with the Wayamba scholars and institutions (Libraries, Research centers, , Scholars, Historians, Scientists of the area in Technical colleges, Teacher training colleges schools etc. of Wayamba province) and of course with other national and international academic centers in the Island.

Strategies

1. Providing communication and organizing training programs for librarians / the persons who are responsible for the library or pothgula, to develop their library to build up the conditions as an attractive and popular place of the area.
2. Assist to Wayamba Scholars and institutions to develop the skills of the students / readers of their libraries through exhibitions, debates and competitions etc and providing books pictorials information which were no value to University student.

The major weakness observed by the review team is that there is no it's own vision for the library. The idea of the senior library staff is that the vision of the library and the university should be same. However, it is not correct and library may have it's own vision. In regarding the mission of the library the review team have observed the wording of the mission statement is not appropriate and need rewording.

3.2 Management

The Management Structure

The Library is managed by the librarian who is mainly responsible to the Vice Chancellor. There is qualified librarian who is the head of the library.

There is three more professional staff including two Senior Assistant Librarians and one Assistant Librarian to support the Librarian to manage the system. The branch library is managed by the Senior Assistant Librarian under the supervision of the Librarian. Eight paraprofessional staff members (Library Assistants) and ten supportive staff members (05 Library Attendants, 02 Book Binder and 03 labours) are employed in the library. The hierarchical structure of the library management is given as an annexure.

Management of the main library and branch library

- i. Main library is managed by the librarian with the help of a senior assistant librarian and assistant librarian.
- ii. Branch Library is managed by a Senior Assistant Librarian under supervision of the Librarian.

- iii. The Senior Assistant Librarian in the Makandura branch library follows the instructions of the respective Deans in the case of formulating internal policies and procedures, administering the staff and maintaining infrastructure.
- iv. Acquisition process of library materials are handled by the respective libraries under supervision of the librarian and payments are settled through the Main Library.
- v. Equipments (furniture and other infrastructures) and stationery are supplied to the respective libraries through the main library. However, the branch library obtains equipments through faculty funds also.
- vi. Policies, procedures and annual reports are prepared by the main library in collaboration with branch library.
- vii. Recruitment, training and transferring staff among both libraries are administrated by the Librarian.
- viii. The communication link between the main library and the branch library is maintained through regular/irregular meetings e-mail, telephone, fax and post.

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

Duties and Responsibilities

Librarian

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

Senior Assistant Librarian/ Assistant Librarian

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

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

Policies

The Review team was unable to find out the properly documented rules and regulations of the library approved by the library committee and the senate. There are decisions taken by the University senate in regarding user administration, fining, acquisition of resources etc. However there should be a document that provides guidelines for user administration, fining, acquisition of resources, development policy, weeding/discarding of materials, interlibrary loans, IT application, conservation and preservation, bibliographic control, financial control and staff training, etc.

Library committee and Acquisition committee

There are two committees to manage the activities of the library. One is named as Library and publication committee. The other one is library Acquisition committee. The Library and publication Committee is consisted with all four Deans of respective faculties, librarian, director of computer centre, senior assistant librarians, assistant librarians, director career guidance unit, Director Staff development, and Head English language teaching unit. The chairperson of this committee is appointed by the University senate. Policy and management decisions of the library are taken by this committee. However the review team has observed that Vice Chancellor is not chairing this very important committee.

There is another committee named as Acquisition committee which is responsible to take decisions in respect of purchasing books and other materials for the library. This committee is chaired by the librarian. The other members of this committee are representatives of the Deans, Senior assistant librarians, SAB (supplies), registrar, bursar and two academics appointed by the Vice Chancellor.

The review team have not seen justifiable reason/s to have two separate committees. Further, it may hinder the efficiency of the library activities. Also review team has identified that it is not good practice not to chair these committees by the Vice chancellor.

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

- Resources are acquisitioned to the library through purchases, donation and exchange of materials.
- The Librarian attends to the both Committees and thereby he has the opportunity to demand for allocations or funds. Resources are acquired by each branch library separately under the control of the Librarian.
- Periodicals are purchased by the main library and the branch library.
- Cataloguing and Classification are done by both libraries. All the libraries follow AACR 2 for cataloguing and DDC (21 version) for classification.
- Catalogues are computerized in all branches and the main library.
- Librarian or senior assistant librarian attends to the faculty boards.

Decision making

Decision making process of the library involves various components.

- Administrative decisions are taken by the Librarian in consultation with the Vice Chancellor and the Library Committee as and when needed.
- Informal staff meetings are conducted for problem solving when needed

Considering above situation of the library of the Wayamba University of Sri Lanka maintains a “**Satisfactory**” management system.

3.3 Resources

Human Resources

It is accepted fact that in an University Library the Library staff is an important component and the driving force for smooth operation. The Wayamba University Library System (WULS) consisted of a Main Library at Kuliyaipitiya and Agriculture Faculty Branch Library at Makandura around 30 Km from the Main Campus.

At the beginning of the University, there were only 10 members to manage both Kuliyaipitiya and Makandura Libraries. Then in the Main Library at Kuliyaipitiya, the cadre composed of total seven members *viz.* one Assistant Librarian, an Assistant Registrar, four Library Assistants, two Library Attendants and a single Labourer.

At present, there are four (4) professionals, ten (10) para-professionals and eleven (11) supportive staff in the Wayamba University Library System (WULS). Details of the staff provision is as follows: *Academic* : Librarian (Stationed in the Main Library, Kuliyaipitiya) - 01 ; Senior Asst. Librarians - 02 (One in the Branch Library at Makandura ; one in the Main Library) Asst. Librarians -01 (in the Main Library).

Non-Academic : 1. Staff Asst. Gr I -01; 1. Library Asst. Gr.I – 01 ; Library Asst. Gr II – 04 ; Library Asst. Gr. III – 04. *Supportive Staff* : Book Binders Gr. II – 02 ; Library Attendant Gr.II– 05 ; Labourer (Sp.Gr.) – 01 ; Labourer Gr.II – 01 ; Labourer Gr.III – 02.

At the beginning of the two libraries, there were only two Assistant Librarians to handle almost all the activities. Mr. Kapila Sirisena the First Librarian of the University was appointed in 2000. After his transfer to Rajarata University, the post kept vacant for three years and present Librarian was appointed in 2003. Prior to that, all the duties of both libraries was handled by a Senior Assistant Librarian with a very limited number of library staff, as the Acting Librarian. The Review Team was informed that one Senior Assistant Librarian(SAL) and an Assistant Librarian were appointed in mid 2009 and a few other Library Attendants who were selected after interviews were differed temporarily due to the present Presidential Election situation. Post of the Assistant Registrar (LS) which is vacant since 2007 has not been filled yet. There are no System Analyst Cum Programmer and Computer Applications Assistant posts to handle Automated Library System of both libraries.

Agriculture Branch Library at Makandura is managed by a SAL and the cadre is stands at four Library Assistants, two Library attendants and one Labourer. There is no Binder or Roneo/Photocopy Machine Operator in this branch Library. We observed that the library has to obtain services of Library Trainees on casual basis time to time. At present there are four such trainees in the Makandura Branch Library.

The supportive staff of both Libraries is well supervised by the Librarian and the professional staff and each employee knows his supervisor and his role to play. However, it was pointed out that training Programmes for the Para-professionals and supportive staff are not adequate.

Physical Resources

The Library Resources of the WULS has approximately 47200 monographs (Main Library [KL]– 29650 & Agriculture Branch Library [MkL]– 17500) and 29 journals (KL-09 & MkL-20). Apart from that the WULibrary system has access to e-journals via Emerald Databases. It also posses a fairly large collection CD-ROM,VCD and DVD learning materials (KL-1277 & MkL-300) which are kept in the E-resource Units of both libraries. A/V collection of the Library system stands at 94 (KL-54 and MkL-40 respectively) There are 489 Project Reports (Kl-10 & MkL -479). There is no Thesis Collection in both Libraries except 04 Theses kept in the KL. We observed that a small Map collection of 126 items available only at the Makandura Branch Library.

Presently, the Main Library has a floor area of 7326 sq.ft. and housed at the former Administrative building. Almost all the units and departments of the Main Library are congested within that non-expandable space. There is no sufficient reading space in the reference areas and stack area for the lending section is hardly affordable. There is no proper Cloak Room for students and at present, it consisted of a few desks at the staircase entrance to the Library. There is an E-resource and learning Unit in the Main Library with a recently furbished Network comprised with 20 Computers and other peripherals. The Review Team observed that a few cubicles in the Main Library are kept unutilized and can be converted into some Reference Rooms for Academic Staff and research students. Old discarded Computers and parts and some old furniture are stacked in two rooms, we observed. There is no Theses Collection, Wayamba Special Collection and Rare Materials Collection which would be a value added resource for the University. Learning Packs for special study areas like Insurance, Business and Accounting Studies are lacking. More Sinhala Books in Fiction as well as subject texts have to be acquired.

The Agriculture Faculty Branch Library (AFBL) at Makandura is housed in a more spacious two storied new building. Here also, we noticed that proper Cloak Room for students is lacking. There are only two racks kept separately for that purpose. There are separate sections for Reference and Lending and with more space and furniture. It shows some improvements than in the Main Library. We noticed that the Journal Collection though it is somewhat small, arranged in a proper way. But it has to be improved and more core journals have to be acquired. The AFBL has an OPAC with two Computers at the entrance to the Library for the users' queries. The Library consisted of an E-learning Resource Unit with 11 Computers with a small server. But it has not connected to the Main server yet. Library furniture is new and sufficient. It is needed to add Special Materials Collections for Agriculture, Fisheries & Marine Science, Food Technology in both hard copies and electronic formats. Here also the Theses Collection and Rare Materials collection are very small.

Financial Resources

Acquisitions and purchasing of other essential requirements for both the Libraries are borne by the University main funds. There is no other source of funds for the Library except minor allocations made by the IRQUE. Percentage of allocation for the Library resources is not sufficient to subscribe to more journals and information services. Despite the present financial constrains, most of the essential Bibliographic and user-oriented services are operated at a substantial level by the Librarian and his limited staff.

3.4 Services

The Wayamba University Library System (WULS) caters for the entire University community consisted of Academics, Administration, non-Academics and both Undergraduate and Post-Graduate student population in Kuliyapitiya and Makandura premises through its Library Network named WULN. It renders library services to two Faculties (Applied Sciences and Business Studies & Finance), 08 Departments (four Depts respectively) 04 other Units at Kuliyapitiya Campus, and two Faculties (Agriculture & Plantation Mgt. and Livestock, Fisheries & Nutrition) , 08 Departments and 06 Non-Academic Units at Makandura Campus.

The Library offers core services to his clientele such as; 1. Reference Service 2. Referral Service 3. Inter Library Loan Service (ILL) 4. Reservations 5. Current Awareness Service 6. User Educational Programs 7. Online resources free of charge 8. Information seeking facility to Researchers

In the Main Library, Reference Services are provided for clientele and answers to the Users' queries are sent through e-mail, Fax, and telephone. The WULN Network is used for these activities. ILL services are not much publicized among students and some of the Academics. New Accessions to the Library is also displayed near the entrance. Article indexing system is lacking and there is no positive step has yet been taken to initiate it.

Library Automation has been successfully done using Open-source Based (KOHA) Local software named *ISURU*. Almost all the Catalogue data has been converted successfully and OPAC is maintained near the Main counter using two Computers for easy reference. Steps are being taken to input users' data and initiation of the Circulation through *ISURU*. Bar-coding has to be started, but low allocation of funds hindered the process. The main feature of the *ISURU* is that it can be operated and utilized for maintain bibliographic records in major three languages compared to other commercial library software available in the country.

User-orientation programmes conducted by the Library have to be streamlined in order to make more students aware about library holdings, resources and its proper utilization. A separate Webpage for the Main Library is indicated in the contents of the Wayamba University Website (in the Home page) but link is not activated yet. Though the Library is on par with a Faculty, Library is categorized as a subordinate unit in the Web contents.

Due to this discrepancy Library OPAC cannot be accessed via the University website. This has to be rectified. But in the Website of the Makandura Campus, Library Webpage is linked and it can be accessed. But its OPAC is not finalized yet. Web-OPAC for both the Libraries is yet to be constructed.

At the Main Library there is a networked E-resource Center with 20 Computers. But Internet facilities are not provided for the students yet. Also the Center is not fully linked to the Campus-wide Network. Lack of trained personnel in this Unit hinders the progress of its smooth operations and utilizations. E-resource Center of the Makandura Branch Library has started its services in a limited scale. Here also more cooperation from the Computer Center of the campus required.

The Agriculture faculty library in Makandura is an active member of the CARP's *AGRINET* Network. Hence the Branch Library has been sharing its periodicals collection with scientific community of Agricultural Institutions through the SDCP (Selective Dissemination of Content Page) service of *AGRINET*.

Document Delivery and Photocopying services of both the Libraries are not operated by the Library. It is operated by some private vendors and their services are not upto satisfaction. Lack of staff in the Library System to handle such service prevented a workable photocopying operation.

3.5 Integration

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

It was observed according to the SER (pp.27-28) that the library integrates with the external environment in two aspects; 1) Integration with the university bodies, staff and students and 2) Integration with other libraries and library bodies.

The SER states that the Librarian is a member of the Senate, Council, Finance Committee, Land, building and Maintenance Committee, Audit and Management Committee, Academic development and planning, scholarships and Ethics committee and research and higher degrees committee. It was also established that the Senior Asst. Librarians in charge of branch libraries do attend the faculty board meetings.

However the SER did not provide adequate information about the activities performed through integration. The review team established through its visit that the Library Committee (LC) although a significant body for integration with the university community, is not chaired by the Vice Chancellor as in the other universities and also instead of Deans only the representatives of the Deans are the members of the LC. It was also established that faculty library committees are not established yet.

The review team observed that there is much scope to improve the integration with the teaching staff. The contribution of the Library Committee could be further improved if the Vice Chancellor and the Deans participate. Registrar's and 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.

Certain shortcomings mentioned by the staff and the students i.e. lack of adequate number of text books and lack of relevant books can be addressed effectively if the LC can be strengthened and Faculty Library Committees are established.

3.6 Contribution to the Academic output

Collections and learning resources

Though the collections are variable in composition and quantity, the types of library inputs, operations, services and outcomes are more or less equally distributed within the entire library system of the university. The main library and branch library provide information and physical resources for teaching, learning and research activities. There are provisions for Text books, Guides and Instruction manuals, Access to the Internet and CD Collection.

Further, despite the increasing prices of printed and electronic library materials, there are significant numbers of books and e materials are available at all the libraries. Highly demanded titles are available in multiple copies. However, the students comment that number of core books should be increased at least 5-10 copies per book. The speed of acquisition of new materials and re-shelving of the materials is acceptable. Most of the library functions and services are planned to be automated in order enabling the users to take full advantages of the resources available at each library. However, automation is not commenced yet, which is needed to be accelerated, if the library expects to provide better service to academic staff and students.

There is sufficient number of text books in the libraries but there is a lack of printed journals in the fields of management, applied science and agriculture.

User availability

Mainly the user categories are:

- Undergraduate students,
- Academic staff members
- Non academic staff members

The permanent academic staff is allowed to borrow 6 lending and 3 SR books at a time while for temporary academic staff it is 3 lending and 2 SR books at a time. The academic staff is not given library cards. Instead they have to fill a form at the library while they borrow a book. The academic staff can keep a book for a period of three months with two extends.

The Students are allowed to borrow 2 lending and one SR book at a time. They are issued with library cards.

There is the facility of on line reference. However, majority of the academic staff and students are unaware about this facility. Therefore a well organized awareness program is needed to implement about the facilities available at the library.

Library Access hours to Users

Opening and Closing hours of main library and Branch library are from 8.00 am- 6.00 pm on weekdays. It is not open during weekends. However during examination period it is open from 8.00 am- 8.00 pm week days and Saturdays from 8.00 am- 6.00 pm.

However, the main library does not provide library facilities to the Postgraduate students (MBA) of the faculty of Management Studies due to lack of provisions. However, Faculty administration has agreed at the discussion held with the review team to provide funds for overtime and other expenses to the library staff for opening the library on Sundays for the use of MBA students.

Even though there is an e- learning system is available at the library which is a modern concept in the libraries the students has not given much opportunity to use it. Furthermore they are less aware about this facility.

Communication and collaboration with library users and other staff members

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

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

3.7 Networking

This section is expected to provide an overview of the resource sharing methods such as interlibrary loan, consortial borrowing agreements, access to virtual e-collections, and IT facilities available in the library etc. The SER has discussed (pp.32-33) three aspects with regard to networking; 1) ILL facilities within the university community and sharing of resources by the main library and the faculty libraries. 2) Establishing an E-Zone in the library and 3) Establishing ISURU (Open source library software) in the library system.

Review team established that the library has attempted to provide 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. Most of the academic staff members whom the review team met mentioned that instead of going through the library they use their personal connections to obtain material from other universities. The librarian need to discuss the issues faced by the teaching staff when using the ILL facility of the library and strengthen the service.

It was observed that the resource sharing within the university is satisfactory but the access to information provided through the catalogue is disturbed due to power failures. Review team understands that this is beyond the control of the library staff but 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.

The library still has a vast scope to develop the e-resources collection. Although it is mentioned in the SER that Emerald is subscribed to the review team found that it is not renewed in 2009 due to financial cuts. The university administration and the academic staff need to support the library to strengthen its e-resource collection.

3.8 Evaluation

This section is expected to assess the methods adopted by the library to evaluate its performance. Quantitative as well as qualitative methods used to obtain feedback from the library users and performance indicators used to evaluate the library need to be reviewed here.

The section of the SER (page 34) on evaluation does not indicate satisfactorily the different methods used to evaluate the services. However the review team identified that the participation of the librarian in many committees is used as the main method of evaluation. Shortage of senior staff and absence of a full time librarian from time to time may have caused this lapsed.

4. CONCLUSIONS

1. Vision, Mission and Objectives

Strengths

- Vision and the mission of the University is par with the country's present needs.

Weaknesses

- The Library does not have a separate Vision.
- The wordings of the library mission is not appropriate.

Overall Judgement for Vision, Mission and Objectives is “SATISFACTORY”

2. Management

Strengths

- Senior staff in the library is well experienced persons.
- Branch library and main library staff are working closely with the faculty administrations.
- There is a University library committees and Acquisition committee
- Ability to manage the library activities successfully with the existing limited number of staff.
- Mutual favourable understanding between library and faculty administrations in regarding allocating the funds.
- Favourable support from the current Vice Chancellor in regarding the development of the library.

Weaknesses

- Delays in payments at the Bursar's department in regarding purchased books.
- Vice Chancellor is not chairing the Library committee which is very important to take policy decisions in regarding the library without delays.

***Overall Judgement for Management is “ SATISFACTORY” ***

3. Recourses

Strengths:

- Collection of Core Library materials is well classified using DDC, organized and shelved in standard manner for easy location by the users.
- When ordering books and other reading materials the recommendations of the staff are considered
- Very close co-operation with the Academic staff in organizing the book collection
- The Library possesses a valuable e-resources collection ie. CD-ROM,VCD,DVD housed in the e-Learning Resource Unit
- A more spacious library building for the Main Library and another two storied new building for the Branch Library at Makandura
- Two modern e-resources and learning Units at the Main Library and AFB Library at Makandura

Weaknesses:

- Not sufficient floor area for the Reference Library
- No Theses Collection, Wayamba Special Collection, Rare Materials Collection and Report Collection in both libraries
- Lack of Study packs and core materials and Sinhala texts for Insurance, Accounting, Fisheries and Marine Science
- Journal collection is not up to date
- E-resource materials are not properly classified

Overall Judgement for Recourses is "SATISFACTORY"

4. Services

Strengths:

- Qualified Librarian and SALs and ALs are at a professional service
- Mutual job understanding and cooperation of the para professional and supporting staff for library activities
- E-Resource and Learning Units serve for the clientele at the both Main and the Branch Library
- Library Automation activities of both Libraries are done using comparatively less expensive locally created Open-source based Software. Its maintenance cost and overheads are affordable
- Activities of the Circulation counter are well organized and Library staff is cooperative to the users.
- Classification and processing services are timely done
- Binding service is run with two trained Binders
- Library has linked to the WUWebsite and AFB Library webpage at Makandura is fully operational
- OPAC is operational and supply bibliographic information to the users

- Outreach services like AGRINET and SLSTINET are rendered via the Library Webpage links.

Weaknesses

- Lack of full quota of the Professional staff for services
- Not much cooperation with the University Computer Unit and network for E-resource Units
- Proper place is not assigned in the University Website for the Library
- No WebOPAC is in operation
- No Proper cloak Room for students in both the Libraries.
- No internal Photocopy service in the WUL System
- No General reading Room for students who can use their own reference materials without any restrictions.
- No Audio-visual Room

Overall Judgement for Services is "SATISFACTORY"

5. Integration

Strengths

- Librarian is a Senate and Council member
- Senior Asst. Librarians and Asst. Librarians participate at the respective faculty boards.
- A Library Committee is already established.

Weaknesses

- The collaboration with teaching staff seemed inadequate despite the integration of library staff with the teaching staff at various committees.
- Students as well as the teachers need more course specific orientation programmes

Overall Judgement for Integration is "SATISFACTORY"

6. Contribution to the Academic output

Strengths

- A satisfactory number of books and periodicals available at the main and branch libraries.

Weaknesses

- No structured e learning system which is a modern requirement of an academic library.
- Contribution to e journals is not adequate
- Academic staff or the students are not well aware of the many facilities and services offered by the library.
- The use of library by the academic staff and students is not in a satisfactory level.

Overall Judgement for Contribution to the Academic output is "UNSATISFACTORY"

7. Networking

Strengths

- Wayamba University Library Network is established
- Library has a computer unit which could be used to access Internet and other learning resources.
- Branch libraries have membership of subject related resource sharing networks.

Weaknesses

- Teachers and students are not well aware of the resources and facilities available.
- Library Computer room is under-utilized.
- Library staff needs more training in handling e-resources and IT based facilities.

Overall Judgement for Networking is "SATISFACTORY"

8. Evaluation

Strengths

- Librarian is a member of many sub committees in the university so that the feedback of the staff is received.

Weaknesses

- Adequate methods are not used to evaluate the service and facilities.

Overall Judgement for Evaluation is "SATISFACTORY"

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

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

5. RECOMMENDATIONS

1. Need to identify separate vision for the library.
2. Reword the mission of the library.
3. Vice Chancellor is requested to chair the Library committee
4. Instead of two committees (library committees and Acquisition committee) one committee will be helpful to increase the efficiency and the time wasting. Propose to establish a fully powered library committee chaired by VC.
5. Consider to establish faculty library committee.
6. All the existing vacancies in the cadre of the WU Library System needed to be filled.
7. Proper training In-service or Institutional should be given to the para professionals and supportive staff members in both the Libraries
8. A separate common General Reading room facility should be organized in the Library
9. Internal photocopy service should be organized for users in both the Libraries
10. More allocation of funds should be released for Text and reference Books, and Core Journals in all the subjects with the consultation of Heads and Deans
11. Internet facility should be supplied to both Academics and the students at the
12. E-resource and Learning Units of the both Libraries.
13. More cooperation should be arranged among the University Computer Unit and the Library system
14. Appoint a System Librarian to handle all operations of the WULN
15. Cloak Rooms with necessary furniture should be arranged for both Libraries
16. Arrangements should be made to fix the link to the Main Library in the University Website with full facilities
17. All the Library operations should be fully automated using existing ISURU Software package.
18. Bar-Coding of Books and other reading materials should be started with a view to initiate online Circulation
19. Steps should be taken to create a WEBOPAC
20. Special Wayamba Collection, Rare materials and Theses Collection should be organized
21. User-Oriented programme should be streamlined
22. Bindery of the Library should be furnished and Binders should be given further training
23. Library Committee to be chaired by the Vice Chancellor
24. Deans to participate in the Library Committee instead of representatives
25. Establish Faculty Library Committees to develop more collaboration between the library and the faculty.
26. Devote more time for library related issues at the Library Committee and move “publications” to another committee.
27. Offer frequent awareness programmes by the library for teaching staff and students.
28. Increase the number of services to teaching faculty i.e. content page service. New arrival alert service etc
29. Increase the number of awareness programmes for students
30. Produce written Library Policy and Operational Guidelines on Resources for the entire Library Network.
31. Develop closer professional Communications with Staff and Students to identify their specific resource needs.

32. Conduct periodic User and Periodical Surveys to assess the usage of resources etc.
33. Publicize available resources in the Library Network among Staff and Students.
34. Introduce e learning system at all the libraries
35. Find out the possibility of joint registration for e journals with other Universities that is more cost effective.
36. Start a library news letter (Both E news letter and printed) to distribute among the students and academic staff
37. Provide IT training for the library staff immediately.
38. University should provide funding and other facilities for this.
39. Launch a forceful awareness campaign for teachers and students to promote the facilities available in the library.
40. Establish links with other resourceful libraries like British Council and American Centre.
41. Develop closer links with teaching staff to exploit the resources of these libraries.
42. Develop Policy / Guidelines for evaluation.
43. Publicize and use SCOLIS / UGC approved Service and Delivery Standards.
44. Develop and adopt suitable Performance Indicators

7. ANNEXURE

Annex 1. AGENDA FOR THE LIBRARY REVIEW VISIT

14th December 2009

08.30 am – 09.00 am:	Private meeting of Review Panel with QAA Council representative
09.00 am – 09.30 am:	Finalizing the Agenda with Librarian
09.30 am – 10.00 am:	Tea
10.00 am – 10.30 am:	Meeting with VC, Deans and library staff
10.30 am – 11.00 am:	Presentation
11.00 am – 11.30 pm:	Meeting with the Librarian
11.30 pm – 12.00 pm:	Meeting with the SAL and AL
12.00 pm – 01.00 pm:	Lunch
01.00 pm – 02.00 pm:	Observing Library facilities
02.00pm – 02.30 pm:	Meeting with Dean and the academic staff of the Faculty of Applied Sciences
02.30 pm – 03.00 pm:	Meeting with Students of the Faculty of Applied Sciences
03.00 pm – 04.00 pm:	Documents review
04.00 pm – 04.30 pm:	Report writing

15th December 2009

08.30 am - 10.00 am:	Observing Reader Services
10.00 am - 10.30 am:	Meeting with the Library assistants
10.30 am - 11.00 am:	Meeting with the other staff of the library
11.00 am - 12.00 am:	Meeting with undergraduate students of Faculty of Management studies
12.00 pm – 12.30 pm:	Lunch
12.30 pm - 02.00 pm:	Visit Makandura premises and Meeting with the Dean and academic staff
02.00 pm - 03.00 pm:	Meeting with undergraduate students of Makandura premises
03.00 pm - 04.00 pm:	Observing Library facilities at Makandura premises
04.00 pm - 05.00 pm:	Private meeting of the reviewers

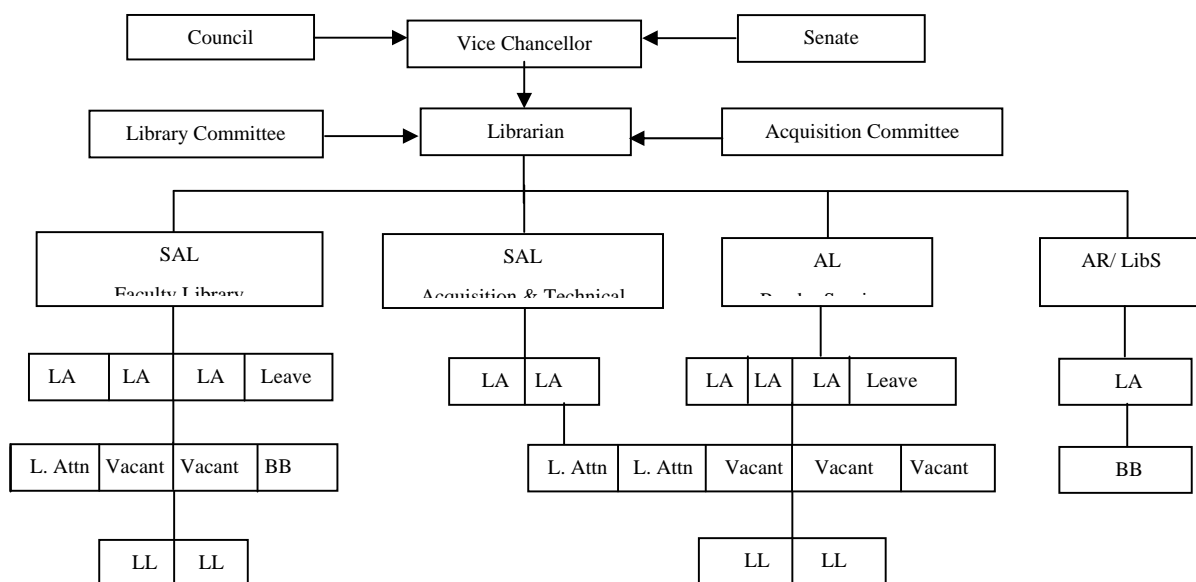
16th December 2009

09.00 am - 10.00 am:	Meeting with undergraduate students
10.00 am - 11.00 am:	Meeting with the library staff of the Faculty of Agriculture Library Observing facilities of the library of Faculty of Agriculture
10.00 am - 11.00 am:	Meeting with undergraduate students of Faculty of Agriculture
11.00 am - 11.30 pm:	Meeting with the Dean and academic staff of the Faculty of Management Studies
11.30 am – 12.30 pm	Final Meeting with the library staff
01.00 pm - 05.00 pm:	Lunch and Report writing

Annex 2. PERSONS MET DURING THE REVIEW VISIT

- Vice Chancellor
- Deans
- Librarian
- Senior Assistant Librarians and Assistant Librarians
- Registrar
- Members of the academic staff
- Library assistants
- Non academic staff of the library
- Undergraduate students

Annex 3. MANAGERIAL STRUCTURE OF THE LIBRARY / WUSL



Abbreviations:	SAL	-	Senior Assistant Librarian
	AL	-	Assistant Librarian
	AR/ Lib S	-	Assistant Registrar /Library Services
	LA	-	Library Assistant
	L. Attn	-	Library Attendant
	B.B	-	Book Binder
	LL	-	Library Labour

Annex 4. COLLECTION OF THE LIBRARY NETWORK

Both Kuliyaipitiya and Makandura	
Lending	34162
Reference	11077
Special Collection	762
Audio Cassettes	94
Audio CDs	660
Video Cassettes	9
Video CDs / DVDs	879
Floppy Diskettes	93
On-line Subscriptions / Databases	2
Total	47717

Lending and Reference Materials separately

Books	Kuliyaipitiya Library	Makandura Library
Books	29645	17500
Journals E-Journals	09 Emerald Data bases	20 Emerald Data bases
CDs and DVDs	1277	300
Audio Cassettes	54	40
Project Reports	10	479
Theses	04	0
News Papers	05	09
Map	0	126

Annex 5. HUMAN RESOURCES OF THE LIBRARY

Academic Staff (Total)	04
Non Academic Staff (Total)	18
Total	22

Library Staff	Total
Librarian	01
Senior Assistant Librarian	02
Assistant Librarian	01
Library Assistant	08
Library Attendant	04
Book binders	02
Laborers	04
Total	22

Annex 6. OPENING HOURS

Opening hours depend on the Academic Calendars of the Faculties of the University.

	Main Library	Branch Library	} Period of Academic Sessions
	From - To	From - To	
Monday - Friday	8.00 am - 6.00 pm	8.00 am - 6.00 pm	
Saturday	Closed		} Period of the Study Leave & Exams
Monday - Friday	8.00 am - 8.00 pm	8.00 am - 8.00 pm	
Saturday	8.00 am - 4.30 pm	8.30 am - 4.30 pm	