

# LIBRARY REVIEW REPORT

**EASTERN UNIVERSITY OF SL**



20<sup>th</sup> to 22<sup>nd</sup> October 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 periodic external review process without imposing an additional burdens on libraries which would reduce their effectiveness in providing services. The aim is to use evidence and data generated and used by the library itself to appraise quality of its services. The greater the reliance of external quality assessment upon the library's own evidence of self evaluation, the greater is the prospect that standards will be safeguarded and quality will be enhanced.

### **Purposes of the External Review Process in Libraries**

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

### **Main features of the External Review Process**

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

### **Self Evaluation Report**

The first and most important step in the process of external review is the self evaluation by the library. The Self Evaluation Report (SER) is provided by the library staff. 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

It is strongly recommended that the SER be limited to a maximum of 40 pages including annexes. Detailed guidelines on the preparation of the SER are given in Part III of the handbook.

### **Peer Review**

Peer review is carried out by a team of three Academics with at least two Librarians from the University System. The reviewers receive the library's SER prior to the review visit, gather

evidence during the visit and then make judgements on the quality and effectiveness of library services.

The reviewer profile is given in Annex 2.

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 against national guidelines.

### **Aspects of Evaluation**

The following eight aspects have been chosen by the QAA Council of the UGC through participatory workshops as the most important areas for external review of libraries. Those aspects of evaluation reflect the concerns and expectations of staff in Sri Lankan University Libraries.

1. Mission and Goals
2. management
3. Resources
4. Services
5. Integration
6. Contribution to Academic Output
7. Networking
8. Evaluation

### **Review Visit**

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

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

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

Programme for the review visit is given in Annex 3.

### **Review Judgements**

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

- *Good*
- *Satisfactory*
- *Unsatisfactory*

In judgements of ‘*Good*’ or ‘*satisfactory*’, the review team will wish to highlight strengths and good practices in the aspect of evaluation. In the ‘*good*’ category, there are likely to be few, if any, weaknesses, and in the ‘*satisfactory*’ category, there will be at least one weakness and the ‘*unsatisfactory*’ category, there are likely to be no examples of significant strengths or good practices.

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

There will be three options open to the review team in making the overall judgement:

- *Good*
- *Satisfactory*
- *Needs major improvements*

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

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

### **Review Outcomes**

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

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

### **Request for a Discussion**

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

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

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

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

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

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

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

Eastern University of Sri Lanka is located in Vantharumoolai, 17 kilometers from the Batticaloa Town, Eastern Coast of Sri Lanka.

Prior to 1980, the Universities in Sri Lanka, unfortunately were very few in number. It was with an unquenchable thirst, the former Member of Parliament for Kalkudah electorate, Minister of Justice and Local Affairs late Mr.K.W.Devanayagam converted the illustrious in Vantharumoolai namely "Vantharumoolai Madhya Maha Vidyalaya" into Batticaloa University College on the 01<sup>st</sup> of August, 1981.

The Batticaloa University College began with two Faculties, namely the Faculty of Science and the Faculty of Agriculture. Both these Faculties were affiliated to the University of Peradeniya. Professor K.D.Arulpragasam successfully negotiated the upgrading of the University College to an independent University and was appointed the first Vice-Chancellor, when the University came into being in October 1986. This was uplifted on the 1<sup>st</sup> of October 1986 by a University Order dated 26<sup>th</sup> September 1986 issued under section 2 of the Universities Act No.16 of 1978 as the present Eastern University, Sri Lanka.

Two new Faculties *viz*, the Faculty of Commerce & Management with the Department of Economics. Commerce & Management, and the Faculty of Cultural Studies with the Departments of Arabic, Islamic studies and Fine Arts were established in 1988. The Faculty of Cultural Studies was then expanded to include the Departments of Languages, Social Sciences and Geography and renamed as the Faculty of Arts and Culture in 1991.

As a new faculty, Faculty of Health-Care Sciences (FHCS) has been approved by the Cabinet of Ministers and the University Grant Commission(UGC) in 2005 and established in 2006. The Faculty of Health-Care Sciences (FHCS) is located in the Batticaloa Town, which is 17 km. away from the Main University at Vantharumoolai. The Faculty has six Departments *viz.*, Human Biology, Patho-physiology, Clinical Sciences, Primary Health Care, Medical Education & Research, and Supplementary Sciences.

Since the establishment of the Eastern University, Sri Lanka in 1986, there has been only a single Library to cater the needs of four Faculties namely Faculty of Agriculture, Faculty of Arts and Culture, Faculty of Commerce & Management and Faculty of Science. There was a Branch Library for Faculties of Arts & Culture and Commerce & Management that was established in 1991 in the Batticaloa town and it had functioned till 1994. Later on it was amalgamated with the Main Library, Vantharumoolai, when these two Faculties were shifted from Batticaloa to Vantharumoolai. Actually, total floor area of the Main Library was only 7,448 sq.ft. to accommodate all the sections and for all purposes. Later on, the Library acquired the nearest buildings and expanded its area and now the floor area has been expanded upto 11,464 sq.ft. and the seating capacity is around 157 in nos. The present floor area of the Branch Library is 1573.85 sq.ft. and the seating capacity is about 25 in numbers.

Yet, the spaces are not sufficient. The Library facilities available at present are considerably less than the requirements in the present situation and further more to synchronize with fast developing information revolution. It is a fact that the existing Main Library is a center that has been built up by restructuring an old building of a secondary school and the Branch has been constructed where a Motor Garage was functioning.

Main Library for the Faculties of Agriculture, Arts & Culture, Commerce & Management, is located in Vantharumoolai, Chenkalady.

Branch Library for the Faculty of Health Care Sciences is located at No : 50, New Road, Batticaloa.

Presently, the Main Library collection amounts to 79,400 volumes of books and it is relatively small compared to the other Universities; however the library has a very good collection of the latest books and rare collection as well. Every year, the Library acquires about 3500(average) books and 205 periodicals (purchased & donations) and other publications such as Hand Books, Project Reports leading to a gradual building of the collection at a substantial level.

The Eastern University of Sri Lanka has proudly produced from thence onwards till uncountable and unique number of graduates in distinguished and diverse fields.

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

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

##### **University Vision**

Eastern University, Sri Lanka to be a National Centre of excellence for higher learning and with a competitive advantage, responsive to the dynamics of the regional and global conditions.

##### **Library Network Vision**

In accordance with the Mission of the Eastern University of Sri Lanka - to be a center of excellence in higher education with emphasis on national relevance, International recognition and development, the Library is mounting as an exclusive cohort in the teaching, learning and research activities of the University.

##### **University Mission**

The purpose of the Eastern University, Sri Lanka are to pursue excellence in teaching, research and scholarship, to offer through its internal and external Faculties, Campuses and other Facilities, an unsurpassed range of opportunities for education and training to all those who will be able to benefit, to enhance public welfare, prosperity and culture by encouraging applications of learning and research: and to secure and administer resources to achieve these aims effectively.

##### **Library Network Mission**

The Mission of the Library categorically links and subordinates the Library's Mission to that of the University. The Mission of the Library is to support the University's commitment to excellence in higher education by;

- Providing quality information service to students, staff and the community at large
- Developing resources without prejudice and limitation to languages, contents and formats
- Ensuring a continuous free flow of information via state-of-the art technology
- Collaborating with University, Institutional and Governmental Libraries in Sri Lanka for resource sharing.
- Building up a local collection comprising of all types of materials specially related to the Eastern Province of Sri Lanka

##### **Library Network Objectives**

The Library of the Eastern University exists:

- To promote the educational, research, informational, cultural, recreational requirements of undergraduate and post-graduate students, Academic staff members, researchers, administrators, and Professionals.
- To provide the users with the right information at the right time (the user perspective)
- To provide the users with multi-discipline and accessible collection of library materials of all formats.
- To win minds of a number of users who feel that it would be a good thing to have.
- To provide easy access to the collection by Open Public Access Catalogue (OPAC) and

to be a techno-based modernized Information Service Centre.

*The Review Team suggests the following Objectives:*

- To promote the educational needs of the undergraduate and post-graduate students and the research needs of the Academic staff
- To provide all categories of users with the required information in the least possible time
- To provide reading materials in all formats and to maintain a multi-discipline collection
- To provide easy access to the collection through OPAC and to make the Library a Techno-based Center

**Judgment given by the Review Team on this aspect is "GOOD"**

### **3.2 Management**

#### **Structure:**

The library system's function is to help the University to achieve its mission and goals. For this the library is provided with a staff of twenty (20) including professionals, para-professionals and supportive staff. There are four professionals; sixteen para-professionals and the rest are supportive staff. To make the best use of the available human resources the library is divided into departments or units each under a Senior Assistant Librarian or on Assistant Librarian. The main departments are the Clients' Service Department, Reference Department, Periodicals Division, Permanent Reference Department, and Library Automation Division. It is gratifying to note that the post of System Analyst has been recently filled. However, the post of Asst. Registrar (Library Services) has to be filled.

#### **The Librarian**

The Library System of the Eastern University is supervised and managed by the Librarian who is responsible to the Vice-Chancellor which is in accordance with the University Act No. 16 of 1978 *para* 60(1) which provides the statutory foundation for the post of Librarian. The Librarian serves as a member of the Council of the University as a nominee of the Senate. The Librarian is a member of the Senate, the highest law making body of the University. She serves in other sub-committees such as: Financial Committee, University Procurement Committee, Building Committee and Research and Publications Committee.

#### **Collection Development and Management Policy**

The Library has a Collection Development and Management Policy (CMP) which is aimed to develop a resource collection which is focused on the requirements of teaching, learning, research and National Development. It emphasises in Humanities and Social Sciences but collects materials in all branches of universal knowledge. The Library also has a De-acquisition policy on the lines laid down by the UGC. The Library also follows the Policy on lost materials and Inter Library Loans Policy commonly followed by the Universities.

#### **Staff Training**

Most of the Senior staff members of the library have already acquired their professional qualifications and their knowledge is updated by seminars and workshops held from time to time. The para-professionals have participated in the training programmes, workshops *etc.* sponsored by several bodies like the SLLA and ULASL.

However, the supportive staff at their meeting with the Review Team stated that training is not adequate. The Computer Application Assistant also requires in-service training.

### **Senate Library Sub-Committee**

The Senate Library Sub-Committee is the highest decision making body of the University on library operations and the Committee comprises of the Vice-Chancellor, Deans of Faculties, Academic Staff representatives and the Librarian as members. The Senate Library Sub-Committee brings in most of the recommendations on the development of the libraries in the system. The Librarian is also a member of the Council as a nominee of the Senate and this has enhance her position within the University.

### **Performance Management**

All Library staff members are given Job Descriptions which clearly define the tasks, responsibilities and accountabilities according to their positions grades.

### **Strengths**

1. The Librarian is a member of the Council as a nominee of the Senate
2. The Senate Library Sub-Committee takes important decisions regarding the Library
3. There are Faculty Boards in each Faculty
4. There are student representatives in the Faculty Boards
5. Regular meetings of Senior staff members and Supportive staff
6. The System Analyst and the Computer Application Assistant contribute their share making library activities more effective
7. The Library staff is extremely co-operative
8. All Library staff members are given job description with clear definitions of their responsibilities and accountability
9. training of the Supportive staff has to be given priority

### **Weaknesses**

1. There are no library representatives in the Faculty Boards
2. No Post of Assistant Registrar needs to be filled
3. New cadre positions are needed specially with regard to supportive staff
4. Poor maintenance of the Library
5. Training of staff is required. The Computer Application Assistant and Supportive staff have to be trained
6. There is a vacancy for a Binder and the Bindery lacks equipments
7. Students have no knowledge to use the OPAC
8. Allied Health Care Science Faculty Library is closed during lunch hour
9. No Reference Librarian at present

**The judgment given by the Review Team on this aspect is "SATISFACTORY"**

## **3.3 Resources**

### **Human Resources**

In any University Library the staff is the driving force and is an important component.

In the Eastern University Library(EUL) there are four(4) professionals, one System Analyst and sixteen(16) para-professionals and supportive staff. The supportive staff is well supervised by the professional staff and each employee knows his supervisor and his role to play. However, it was pointed out that training programmes for the supportive staff are not adequate. The post of Assistant Registrar(Library Services) and the post of Binder has to be

filled. As there is a dearth of supportive staff the Main Library and faculty libraries are unable to extend library hours or to keep the library open during week ends or during the lunch interval.

### **Physical Resources**

The EUL has approximately 79,500 monographs and acquires 205 journals. It also possesses a large collection of handbooks, project reports and CD-ROMs. However, it was noted that most of the journals are acquired as donations and the Academic staff strongly stressed the non-availability of core journals of their teaching and research. It was also revealed that more subject wise Tamil books are required for the students. The facilities available for the Academic staff to carry out research are also unsatisfactory. Further, all types of books (reference books, permanent reference and rare books) are not well separated most probably due to lack of space. The Academic staff recommended reading materials for purchase but the whole process of acquiring of materials is time-consuming.

### **Infrastructure facilities**

The main Library located in the old building has 154 seats and the branch library has 25 seats. The Swami Vipulanantha Institute of Aesthetic Studies(SVIAS) Library has seating facility for 21 users. The problem of space is very crucial and once the new Library Complex is completed the problem would be solved. A new library building is also needed for the Branch Library at the Faculty of Health Care Sciences. The present floor area is 1573 sq.ft. and the seating capacity is about 25. Both library buildings are not purpose built buildings. The Main Library is housed in a restructured old building of a secondary school and the Branch Library has been constructed where a Motor garage was functioning. The SVIAS Library is of 2000 sq.ft. occupying a portion of the Main Hall of the Institute and the seating capacity is not sufficient at all. Further the Faculty of Health Care Sciences Library is greatly affected by the lack of space for a discussion room.

### **Financial Resources**

The EUL depends on the University Grants Commission (UGC) allocations for a great extent. Further books and other materials are acquired by donations made by International agencies. IRQUE Project has also provided the EUL with considerable funding.

### **Strengths**

1. The Tamil language collection at the EUL is outstanding and comes next to the Jaffna University Library.
2. When ordering books and other reading materials the recommendations of the staff are considered
3. The Systems Manager and the Computer Applications Assistant are an asset to the Library.
4. Most of the Senior staff are professionally qualified
5. Very close co-operation with the Academic staff in organizing the book collection
6. The Library possesses a valuable Ola-leaf collection and Private collection
7. A Braille collection is available

### **Weaknesses**

1. The existing Library building of the Main Library is too old and is unable to render its services and functions effectively. The Branch Library is also located in a building not suitable for a library. The existing library building of Swami Vipulanantha Institute (SWIAS) is not appropriate for a library and occupies a section of the main hall.

2. Books and other materials issued to staff are not returned in time.
3. Permanent and reference books are issued to its staff
4. Post-graduate students have access problems
5. No facilities for Inter-Library Loans (ILL)
6. There is no separate research area for the staff.
7. Most subject-wise Tamil books are not available
8. Sri Lankan Collection, Regional Collection and Private Collections are all mixed up
9. Books on Pharmacology and Allied Health Sciences are few in numbers
10. No copies of theses by the Academic staff available in the Library
11. Reference and Lending Sections have to be separated in the Branch Library
12. The required journals are not available
13. No separate section for Bound journals
14. Computer tables are required
15. No Sri Lanka Collection at Allied Health Sciences Library
16. No pest control system
17. User surveys are not conducted to assess the collection

**The judgment given by the Review Team is "GOOD"**

### **3.4 Services**

This chapter provides an overview of all the services provided by the Eastern University Library (EUL). It includes some details as the hours of access, the use of the Catalogue, SDI and other information services and some out-reach activities conducted by the EUL.

The services provided by the EUL and its branch libraries are as follows:

- OPAC (Online Public Access Catalogue)
- Data Base Search facility
- Photocopying Services
- Borrowing, Renewing, and Reservation
- Reference Service including "Ceylon Room"
- Permanent Reference
- User Education Services
- Document Services

The Branch Libraries are also providing these services

#### **Opening Hours**

The Library is kept open for long hours during weekdays and week ends (7.30 a.m. to 5.00 p.m.). The students are requesting to keep the Library open during lunch hour in the Branch Library. The lack of supportive staff mainly library attendants was emphasized during the discussion.

#### **OPAC Facilities**

OPAC Facilities has been temporarily suspended due to the data transfer to LibSys during the visit of the Review Team. There is one Computer Workstation with internal connectivity for the use of staff and students at the counter. The Card Catalogue also helps the users to trace certain catalogued materials such as rare books and old holdings.

The Review Team is of the opinion that more terminals have to be provided to students and staff separately.

### **Photocopying Services and Inter Library Loans (ILL)**

Photocopying Services are available both in the Main Library and at the Branch Library of the Faculty of Allied Health Care Sciences. There were complaints from the students that there is undue delay in the Photocopying Service and they also complained that the charges are high. The Inter Library Loan (ILL) facility is not much in use and some staff members were not aware of this facility.

The clients commonly expressed their moderate satisfaction regarding the access to library materials. However, they were not satisfied with access to electronic resources such as AV materials. The lack of an Audio-Visual Unit in the Library is another factor that hinders teaching and learning processes at the Eastern University.

### **Strengths**

1. The Library staff is very supportive to students and staff
2. Library Handbook and library guides were very instructive and informative
3. Content Page Service is good
4. Services are targeted for the present and future teaching, learning and research needs of the university
5. The quality of the service provided is good
6. The opening hours of the Library are convenient for the undergraduate students

### **Weaknesses**

1. Photocopying services are available but time consuming and the rates are high
2. There are no facilities for Inter Library Loans (ILL)
3. Post-graduate students have access problems
4. There are no standard practices in Conservation and Preservation
5. Orientation of students not properly done
6. No display of new arrival of books
7. Daily newspapers are kept in the Periodicals Division
8. Undergraduates are not provided with awareness and information seeking methods
9. Weeding of books not done regularly
10. Bindery needs improvements. No trained staff and equipments
11. No proper Cloak Room
12. No Discussion Room in the Allied Health Science Library
13. No proper security system for the Library
14. No separate area for research and Post-graduate students
15. No Audio-Visual Unit

**The judgment given by the Review Team on this aspect is "GOOD"**

### **3.5 Integration**

When reviewing the effectiveness of a University Library, integration which means fostering active partnership and interaction of the library with faculties and other service departments is important. To build of the image of the library and to assert its importance the partnership is essential.

### **Membership of the Council, Senate and other Committees**

A regular mechanism is established to interact the library with Academic departments, Faculties and other service units of the University. The University Act itself gives the

provision for the Librarian to be a member of the Senate. In the Eastern University, the Librarian is also a member of the Council as a nominee of the Senate. Further the Librarian of the Eastern University serves in the Finance Committee, Building Committee, Procurement Committee and Information technology Committee. The involvement of the Library in these vital decision making bodies enhances its importance within the University.

### **Faculty Library Co-operation**

Faculty Library Committees give the opportunity to the Librarian and Senior staff to maintain close relationship with Faculty staff and to support all well designed Academic activities. The faculty is involved in various Library-related activities, as collection development and it help increase close relationship with the Library. The Faculty Librarian of the Allied Health Science Library should participate in the Faculty meetings. In the EUL only the Assistant Librarian in-charge of the Allied Health Science Library attends the Faculty Board meetings but not the others including the Librarian.

### **Information Literacy Programmes**

Information Literacy Programmes give an opportunity for the senior staff of the Library to interact very closely with the undergraduates. Information Literacy Programmes should be included in all Faculty curricula and the Senior staff of the Library could conduct them and thereby integrate with the student community.

### **Interaction with other Units**

The Library Network is integrated with the University Computer Network System, Close links should be maintained in Hardware, Software systems, trouble shooting and networking etc. The System Analyst and the Computer Applications Assistant could contribute their share in integrating the Library with the University Computer System.

### **University Publications Committee**

The Librarian is a member of the research and Publications Committee. She is also a member of the University Editorial Committee which publishes all vital publications including the University Calendars, and Proceedings of Annual Research Sessions. However, she is not a member of the faculty Publications Committees.

The integration of the EUL with the Academic community is very close available because the staff of the Library is very friendly, courteous and co-operative. This support given by the staff to the student community in their library-based assignments is worthy of mention.

### **Integration**

#### **Strengths**

1. Librarian is a member of the Council as a nominee of the Senate
2. The Librarian is a member of the Senate and in several other important committees like Finance, Building, Procurement
3. Students participate in the Faculty Boards
4. The Library staff helps the undergraduates in their assignments as most of them are library-based.
5. More integration with outside Units as the Computer Centre of the University with the appointment of the Systems Analyst
6. The library provides SDI Services, Content Page Service and other information to the Academic staff

7. Participation of staff in Information Literacy Programmes
8. The Librarian is in the University Editorial Committee
9. Participation of the Academic staff in the selection and ordering of library books
10. Support for publications by the staff (15 copies of each publication ordered by the Library)

### **Weaknesses**

1. The Librarian is not invited for Faculty meetings
2. The professional knowledge of the senior staff of the library is not fully utilized
3. Information Literacy teaching Programmes are not well organized
4. Assistance given to the Academic staff to do their research is not adequate. For example, there is not theses List available in the Library and not copies of Theses by staff members
5. More emphasis has to be given to Orientation Programmes to first year students
6. No facilities for research work inside the Library
7. Books issued to Academic staff are not returned and PR books lent to staff are overdue

**The judgment given by the Review Team for this aspect is " GOOD "**

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

Collection, Development and Management Policy of the library of EUL is focused at the three pillars of Higher Education i.e. Teaching, Learning and Research and through that contributes to the national development. In realizing this task, the library, through its various services and facilities, provides and disseminates relevant information to the university community, while delivering information literacy skills to its users through various programmes.

Librarian and the Senior Assistant Librarian of the EUL library hold Masters Degree in Library and Information Science with a number of years of service. Thus they are professionally competent to face the challenges in providing information needs of the academic staff members. Since they have the immediate access to the knowledge with more familiarity with different types of sources, they have the capacity to serve users more practically. Their subject competencies and sophistication with new information technologies can be used to promote the intellectual relationships between the students and the library.

Librarian and other Senior Assistant Librarians are serving in Library Committees; Research and Publication Committees and other various Committees in the University. Their practical knowledge and expertise are easily transmitted to the total academic output of the entire university. They have the opportunity to make a valuable contribution in collection development and other service enhancements.

The Library staff is working collaboratively and cooperatively with library users and other Departments of the University. The library staff and Information technology staff work in close liaison with each other in providing access to information, giving personal assistance to the users in location of materials, etc.

Through dissemination of current, accurate and relevant information along with varied services the library contributes immensely to the teaching, learning processes and to research activities of the university. Increased number of transactions in the service counters and usage

of the library by large number of undergraduates for long hours during their examination time are evident for the contribution made by the library for the academic output of the university, as all those users would be graduates passing out with a Degree. Similarly, library contributes towards every research paper that is published through its provision of relevant information.

The EUL is expected to serve with close partnership with the respective Faculties in ordering books. At the beginning of every calendar year all departments in every faculty are requested to forward lists of text books and supplementary readers for ordering. The orders are placed with Booksellers / Publishers and confirmations of availability of the items are conveyed to the Teaching staff. The new books are displayed at prominent locations in the Libraries for the information of the academia. Further, quarterly lists of new accessioned items are directed to academia to develop awareness-on new publications and weekly/monthly displays of new publications are set up in the libraries for physical browsing and reservations

Students are provided with textbooks and important reference materials for their use. Since the books are arranged to bring similar subjects together, they have the opportunity to make a free selection of reading materials. OPAC facilitates the easy location of materials and quick information retrieval. Orientation sessions and guided tours are conducted to make aware of the resources and facilities available for the users.

The library provides reading materials not only for subject knowledge, but also for recreation. Current general periodicals and newspapers are also provided for reading within the library premises. It is observed that undergraduate need more seating capacities for reading their own notes rather than reading more comprehensive books and current research journals within the library. Orientation programs are conducted with guided tours to make familiar with the resources and services available in the library at the beginning of each academic session of the university. The library seeks to use latest technologies to deliver its services. Automation of cataloguing and the posting automated circulation system has enabled to search and locate printed materials very quickly for Information retrieval; professional staff assists the users in various Information retrieval methods.

### **Strengths**

1. Orientation session are conducted to make aware of library resources
2. Library Senior staff are well qualified, knowledgeable and friendly
3. Maintaining adequate collections of learning resources and other information sources
4. Inter Library Loan and Document delivery programmes to provide access to materials not owned by the Library
5. Currency of library materials
6. Purchasing of textbooks relevant to course units
7. Convenient access hours to users
8. Easy access to the Catalogues in manual and electronic formats
9. Communication and collaboration with library users and other Departments of the University
10. Electronic News Letters are sent to staff members informing latest developments / activities and also Content Page Services
11. Librarian is a member of the Council.
12. Participation of the senior staff in the Senate and various subcommittees of the Senate.
13. The Library staff is innovative and active in carrying out research.

### **Weaknesses**

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

**The judgment assigned to this aspect is "*SATISFACTORY*"**

### **3.7 Networking**

#### **ICT facilities and Automation in the EUL**

The EUL has initiated its computerization of activities seven years back, in 2002 with a handful of Computers. At the initial stage, there was no trained staff to man the computerization work and maintain the database. It is commendable that an able Library Assistant (*Mr. G.A.Moses*) volunteered to create the Database named *Library System* for the Main Library using Microsoft Access 98 under the guidance of the Librarian. Despite its limited facilities the computerized system sustained main library operations *viz.* data entering, circulation, retrieving, clientele registration, searching and cataloguing. The very automated system of the library is continued the usage of its own creation until 2008.

The Database of the EUL could not be linked with the systems established in other National Universities in the country due to the limitations of the software.

Not only has it possessed advanced features, but also it has difficulties in coping up with the fast growing collection of the library. Since it does not conducive for, the enormous volume of data entered. In addition, the materials in the periodical section could not be operated with that system. Moreover, it has no room for the Bar Coding of materials.

Hence, the Library planed to migrate to the new library management system called *LibSys 4* which has very recently been purchased and installed in the library server. With the installation of *LibSys 4* the Library could carry out ordering (books and periodicals), indexing and other retrieval services, and online searching, in addition to collection retrieval, cataloguing, and circulation.

We observed that the former system built on MS Access 98 is still operational in the Faculty of Allied Health Sciences Library.

The migration process of the existing bibliographic data of the library collection to the new system is currently in progress. After the completion of the migrating process the Library could be able to provide access to entire library collection through OPAC (Online Public Access Catalogue) to users at any time of the day. Also we noticed that the Library is planning to encode the library materials using Bar-Coding.

A single computer is loaded with the Catalogue at the Library of the Swami Wipulananda Institute of Aesthetic Studies (SWIAS) and made operational semi-manually for circulation of library materials. The SWIAS Library has only one PC at the Charging Counter.

### **Card Catalogue**

A set of Card Catalogue cabinets are still available for the users since OPAC has not fully operational and it is useful in finding certain resources such as rare materials and old holdings. However, the card catalogues are not updated once the library embarked towards the integrated system.

### **Computer Terminals**

At the Main Library, Computers are made available for all professional staff and work operations; four for the Library Assistants, two at the Charging Counter, and one for the students. We were informed that the library has planned to render an extensive computer facility for the Faculty staff and students in near future. All these computers are connected to the Main Server and Internet. Computers at the Branch Library were given the same facility, except Server connectivity.

The Library has already planned to open a fully refurbished Information Resource Center in the Main Library with more than 30 terminals. A fast Server has been installed and required networking topology is being fitted. We were told that, in early next year full searching facilities will be made available to Academic staff, students and the researchers at the Centre. The Server Room of the Main Library is air-conditioned. Frequent power failures hinder smooth operation of this valuable facility.

### **ICT Support**

One Computer Work Station on for the use of staff and students with Internet connectivity.

- OPAC facilities (Temporarily suspended due to the data migration to LibSys 4)
- Electronic Databases (subscriptions to be renewed)

The Library has recently been installed the integrated automation software LibSys 4, which is widely preferred by many of the University Libraries in Sri Lanka. Eastern University is the tenth institution to have this system in Sri Lanka.

### **E- Resources**

The Main Library provides access to online E- recourses through Internet and University Intranet to all Work Stations across the University.

Most of the E-resources are made available, free of charge through INASP (International Network for Availability of Scientific Publications) and others are from some Open Access Online Data bases.

### **Electronic Journals**

More Online resources are yet to be subscribed from next year. The Library could not provide services before due to the paucity of fund allocation and the absence of a fully Automated Library System. With the implementation of the automation the Library anticipates to serve its users with novel Electronic Resources.

Use of e-journals other e-resources will be more with the introduction of a Library Information Science course as an optional module for the first, second, third year undergraduates of the Faculty of Arts.

### **Interaction with University Computer Centre**

In addition to the Academic integration, the Main and the Branch Libraries need to foster relationships with Faculty and University for software updating, trouble shooting, networking and training of Library staff or improving the ICT facilities in the Library System.

### **Computer Network**

The Main Library and Branch Libraries are connected to the University Local Area Network (LAN) which is maintained by Centre for Information Communication Technology (CICT) of the University.

University has obtained the Internet facility through LEARN and SLT Net. However, in the Main Library, Internet facility is provided for the Library staff but not for the clientele. In near future, Eastern University is getting Internet connection through a 256 Kbps Leased line.

At the moment, the Main Library has 14 Data points in all sections of the Library. In addition to this, the library has 30 network points in newly established E-learning Centre in the Library (Computer peripherals yet have to be connected). E-resources unit is in progress for providing online resources and CD ROMs at the Library for the use of students and staff.

### **Disseminating of Information and delivering of Information Literacy skills**

Through dissemination of current, accurate and relevant information along with varied services the EU Library system contributes immensely to the teaching, and learning processes and to research activities of the University. Increased number of transactions in the service counters and usage of Library by large number of undergraduates for long hours during their examination time are evident for contribution made by the Library for the Academic output of the University, as all those users would be graduates passing out with a Degree. Similarly, library contributes towards every research paper that is published through its provision of relevant information.

### **Liaison with National Networks**

The Main Library involved in the Agriculture Information Network (AGRINET) of Sri Lanka which is a Network of thirty Agriculture and Agriculture related Libraries and Institutes in the Country. AGRINET is supported by the CARP (Sri Lanka Council for Agriculture Research Policy).

Similarly FHCS Library involved in Health Literature Information Service (HELLIS) Network which is a network of Health Science and Medical Libraries of Sri Lanka which is sponsored by World Health Organization. This network connected to the WHO regional HELLIS network of Health Science Libraries in the South East Asian region. This network functional in nine members states in the region and there are more than 300 participating libraries including University Libraries; Hospital Libraries, Professional Organizations, Special Libraries, Research Institutions & Health Department Libraries. This is an effective mechanism for health literature and information support to health professionals and researchers in the country.

Through this network Main Library and FHCS Library benefited in various activities such as;

- Access to electronic data bases (MEDLINE, IMSEAR, WHO publications etc)
- User Awareness seminars
- Selective Dissemination of Current Content Page Services (SDCP) .
- Inter Library Loans (ILL)
- Document Delivering Services (*Via.LISA*)
- Compilation of Union List of Bibliography
- Provision of books and publication
- Provision of equipment and training Library personals

With the appointment of a Systems Analyst and Computer Application Assistant to the Main Library, most of the Library Automation, Information and Networking activities seem to have a live pace. We noticed that those staff members needed to be supplied with more facilities, working spaces and further training for the enhancement of services.

### **Strengths/Good Practices**

- Guidance of the Librarian and her clear vision towards Automation of the Library operations
- Creation of a Semi-Automated Library System using MS Access 98 By a paraprofessional in 2002 and still in operation
- Fullest cooperation of the Library staff for the Automation activities
- Creation of the Library OPAC using MS Access 98 and conversion of Catalogue Data and migration it to new LibSys 4.0
- Appointing a System Analyst and Computer Applications Assistant for networking operations
- A separate automated Unit for E-Learning Centre
- Services of the EU Library System connected to the Eastern University LAN maintained by the Center for Information Communication Technology (CICT) of the EU
- Capability of sharing of Catalogue data and e-Resources of the EUL with other SL University Libraries through LibSys
- Through this Network resource sharing activities between the Main Library and FHCS Library are streamlined
- Information gathering via International Agencies like INSAP, MedLine, IMSEAR and WHO etc
- Assisting Faculty of Arts to build Information Literacy skills of Undergraduates
- Liaison with National Information Networks like AGRINET

### **Weaknesses**

- Physical environment and status of the existing Main Library building is not conducive for an Automated Library Unit
- Time taken for migration of Catalogue Data to the New System
- Insufficiency of suitable fast-operating Terminals for the e-Learning Resource Center (ERC)
- Lack of Computer Tables, and other standard major furniture for the ERC
- Poor links with the Faculties from the Main Library
- Inability to create a circulation system via LibSys
- Insufficient ICT facilities at the FHSC Library
- Lack of Space for house Computers in the FHSC Library
- No Computer facilities in the Swami Wipulananda Institute of Aesthetic Studies (SWIAS) Library (It has only a single PC to store Catalogue Database)
- No WebOPAC in the EUL System
- No Separate Web page for the EU Library
- No Barcoding for Library books
- Not sufficient Computer Peripherals in the Library Network

The Review Team has declared its Judgment as ***Satisfactory***

## **Evaluation**

### **Library Performance Indicators**

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

The Main Library maintains a Computer Unit consisting of 30 computers connected to Internet for the use of students. Allied Health Sciences Library also possesses 05 computers which are used to provide Information Technology skills to undergraduate students. All these facilities helped to enhance the Academic output of both undergraduate students and teaching staff.

The Review Team feels that the Library is an innovative, proactive and forward-looking entity which adds value to the Eastern University. Discussions with both staff and students revealed that they too positively viewed the library's role as a resource input unit for teaching, learning and research.

### ***Library User Surveys***

The Professional Staff conduct user surveys from time to time. The clientele to be surveyed and the questions in the questionnaire are decided in such a manner to find out how well the Library supports its Mission and achieve its goals and objectives. Professional Standards (*See annexure*) and indicators are constantly used to evaluate all library services. The Main Library has a Code of Work (*See annexure*) and Mandatory Standards.

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

### **Statistics**

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

Library Statistics are tabulated under the following Performance Indicators:

1. Newly registered users
1. Number of books issued
2. Number of periodicals acquired
3. Number of titles acquired
4. Number of titles catalogued
5. Number of titles computerized

### **Personnel Assessments**

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

university employees except the job plan system of the Library. Further to these personnel assessments has been done according to UGC Circulars.

The Main Library and Faculty Library of Allied Health Sciences use several traditional Performance Indicators and certain other indicators recommended by the Standing Committee on Library & Information Science (SCOLIS). As such the periodical evaluation processes effected by the EUL are appropriate and very much reliable.

Performance Indicators used by the EUL can be categorized as follows:

- a.) Operational management ó for day to day comparison
- b.) Forward planning ó Medium to long-term
- c.) Evaluation and review ó Analysis of activity in relation to user requirements, comparison with other libraries

## **Evaluation**

### **Strengths:**

Statistics are maintained on daily issues, registered users, and number of enquires *etc.*

1. The final version of ISO 11620 ó Information and Dissemination-- Library Performance Indicators used
2. Operational Management ó day to day organizational control
3. Use of traditional Performance indicators
4. User feed-back through suggestions are obtained
5. The Annual Report is prepared continuously
6. Staff training is done every year
7. The three Performance Indicators finalized by SCOLIS are used to users performance
8. User surveys are conducted by Senior staff
9. Standards and indicators are used to evaluate the Library services
10. Inclusion of Information as a Performance Indicator in the Annual Report of the Library
11. The Librarian is a member of the Council
12. Senate Library Committee takes all important decisions

### **Weaknesses**

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

The Judgment given by the Review Team is ***Good***

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

<b>Aspects Reviewed</b>	<b>Judgment Given</b>
Vision, Mission and Objectives	<i>Good</i>
Management	<i>Satisfactory</i>
Resources	<i>Good</i>
Services	<i>Good</i>
Integration	<i>Good</i>
Contribution to Academic Output	<i>Satisfactory</i>
Networking	<i>Satisfactory</i>
Evaluation	<i>Good</i>

#### **4. RECOMMENDATIONS**

1. There are no library representatives in the Faculty Boards, and Faculty Boards have to be reconstructed by including Library Senior staff members.
2. New cadre positions have to be created for the post of Assistant Registrar (Library Services), Binder and Supportive staff
3. Training of the Computer Applications Assistant and more regular training for the Library Assistants and Library Attendants
4. More training programmes for the students on the use of the OPAC and also on other electronic searching devices
5. Allied Health Science Library has to be kept open during lunch hour
6. A Reference Librarian should be appointed to the Main Library
7. The existing building of the Main Library is too old and in a semi-caries state and the Branch library is located in a building not suitable for a library. The existing library building of Swami Vipulananda Institute (SWIAS) is not appropriate and occupies a section of the Main Hall. Library buildings have to be provided for all the three Libraries.
8. Measures have to be taken to ensure that Academic staff return the books loaned to them in time.
9. Permanent and Reference books must not be given on loan to the Academic staff without any restriction.
10. Facilities should be there for Inter Library Loans (ILL)
11. A separate Research area should be provided for the staff
12. In the Allied Health Science Library, more books in Pharmacology and some basic books have to be provided
13. There should be a collection of copies of Theses of the Academic staff available in the Library
14. Reference and Lending and Permanent Reference books collections have to be separated
15. More User Surveys have to be conducted to assess the strength and movement of the collection
16. More subject-wise Tamil books are needed for the Library
17. A Sri Lankan Collection should be started at the Allied Health Science Library
18. A comprehensive Conservation and Preservation Policy has to be followed by the Library

19. Steps have to be taken to utilize professional knowledge of the Senior staff of the Library
20. Up-to-date electronic resources should be made available in the Library
21. The physical environment should be made more conducive for teachers and researchers
22. E-Journals and Periodicals are not adequate and provisions have to be made for purchasing these materials
23. Photocopying services though available are time consuming and the rates are high. Steps have to be taken to minimize this and to moderate the photo copying rates
24. Orientation of students has to be done more systematically
25. Proper Cloak Room facilities have to be provided
26. A proper Security System has to be established in the Library
27. A Discussion Room for the students has to be provided in the Allied Health Science Branch Library
28. Post-graduate students should be given proper access facilities

## 5. ANNEXES

### **Annex 1. AGENDA FOR THE LIBRARY REVIEW VISIT - EASTERN UNIVERSITY**

#### **Day 1 (20<sup>th</sup> October, 2009)**

- 9.30 am. - 10.30 am. Meeting with the Vice-Chancellor  
10.30 am - 11.30 am Presentation of the Librarian and the discussion with the  
Library Staff  
11.30 am. - 12.30 am. Meeting with the Deans and the Academic staff of the Faculties of  
Science, Agriculture, Commerce & Management, and Faculty of  
Arts & Cultural Studies  
12.30 pm. - 1.30 pm. Lunch  
1.30 pm. - 2.30 pm. Meeting with the students of the Faculties of Science, Agriculture,  
Commerce & Management  
2.30pm. - 3.30 pm. Library Visit ó Main Library  
Meet the Para-Professional staff of the Library  
3.30pm. - 4.30 pm. Wrap up (Day 1)

#### **Day 2 (21<sup>st</sup> October)**

- 8.30 am. ó 9.30 am. Meeting with the Dean and the Academic staff of the Allied Health  
Sciences Faculty  
9.30 am. - 10.30 am. Meeting with the members of the Library Committee of AHS Faculty  
10.30 am. ó 11.30am. Meeting with the undergraduate students of the AHS Faculty  
11.30 am. ó 12.30pm. Meeting with the Postgraduate students of the AHS Faculty  
12.30 pm. ó 1.30 pm. Lunch  
1.30 pm. ó 3.30 pm. Visit to the SWIAS Library  
3.30 pm. - 4.30 pm. Wrap up (Day 2)

#### **Day 3 (22<sup>nd</sup> October)**

- 8.30 am. - 10.30 am. Meeting with the Librarian and visiting Computer Division  
10.30 am. ó 11.30 am. Visiting the New Library site  
1130 am. - 12.30 pm. Meeting students of the Faculty of Arts & Cultural Studies Faculty of  
Medicine  
12.30 pm. ó 1.30 pm. Lunch  
1.30 pm. ó 2.30 pm. Library Visit and discussion  
2.30 pm. ó 3.30 pm. Examining of Documents  
3.30 pm. Wrap up

### **Annex 2. LIST OF FACILITIES OBSERVED**

- Computer Centre in the Main Library
- Computer facilities of the Faculty of Allied Health Sciences Library
- Main Library
- The Library of the Allied Health Sciences
- Library of Swami Vipulananda Institute of Aesthetic Studies
- New Library building site

**Annex 3. LIST OF DOCUMENTS EXAMINED**

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

**Annex 4. Lists of Persons Met**

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