

# LIBRARY REVIEW REPORT

UNIVERSITY OF PERADENIYA



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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 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 judgments, and the strengths/good practices and weaknesses identified.

Step-wise process of the external review of libraries is given in the Annex 1.

### **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 this 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 judgments 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 agreed national guidelines.

## **Aspects of Evaluation**

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

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

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

The first two decades of the twentieth century marked a new phase in the development of higher education in Sri Lanka. The graduates educated in England were in the forefront of those who agitated for a university. The Ceylon University Association, formed in 1906 spearheaded the movement for a university adapted to local needs.

As there was increasing agitation for a university, in 1911 the government appointed the MacLeod Committee to report on the establishment of a university in Ceylon. In March 1915 the Secretary of State of the colonies sent his dispatch on the establishment of a University College at Colombo affiliated with the University of Oxford. The outbreak of the First World War postponed the establishment of the University College. In January 1921 the University College was officially opened in College House at Colombo.

During the period 1921-1941 the University College grew rapidly and the intake of students increased from 116 to 904. In 1925 a Draft University Ordinance was prepared but a controversy developed over the site of the university and it was only in 1927 that the question was resolved. In 1942 the University of Ceylon was founded and the Medical College (established in 1870) became the medical faculty of the new university.

The period from 1942-1960 is important because the University of Ceylon, established by Ordinance No. 20 of 1942 remained the only institution of university rank till 1959, when two other universities were established. It was also during this time the Library of the University of Peradeniya developed quite rapidly and was moved to its present permanent building. The transfer of university departments was started in 1949 and by 1953 there were three faculties: Arts and Oriental Studies, Agriculture and Veterinary Sciences.

The origin of the library of the University of Peradeniya can be traced back to January 1921, when the University College was formally opened at Colombo. The nucleus of the library housed at College House was a collection of 2500 valuable books on History, Literature and Oriental Studies donated by Sir Ponnambalam Arunachalam in memory of his late son A. Padmanabha. The growth of the library from its inception to 1942 was slow. In 1939 when the stock had reached 27,000 volumes, the library was shifted from

College House to a more spacious building called "Villa Venezia". Since the establishment of the university in Ceylon in 1942, the growth of the library had been more satisfactory and Mr. R. S. Enright, the first librarian of the University College and later of the university took a great interest in building up the collection. In 1957 the two major faculties Arts and Oriental Studies along with the library was moved to Peradeniya. As the new building was under construction the library was temporarily housed on the ground floor of the Arts Building where it remained until 1960, when it was transferred to its permanent building.

The resources for instruction, research and extension of the library almost doubled during the period from 80,000 in 1952 to 1140,000 in 1960. The first phase in the development of the library saw the gradual building up of the "Ceyloniana Collection" (Ceylon Collection). The library also received several donations after the initial donation by Sir Ponnambalam Arunachalam. The library of the University of Peradeniya had two able librarians at its inception. R.S. Enright, B.A., F.L.A. who held office until his demise in 1952 and S. C. Blok, B.A., F.L.A who held the post of librarian from 1952 to 1965. The library also enriched its collection by acquiring the library of Muhandiram D.P.E. Hettiarachchi, one of the best collections of rare books and the donation of the collection of late D.R. Wijewardene.

In 1972, the University of Peradeniya became a campus and it remained so until 1978. Since 1979 it was renamed University of Peradeniya. Along with the university, the library also evolved through those stages.

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

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

##### **The University Vision**

To be a centre of excellence in higher education with a national and international standing.

##### **Library Vision**

Be a national leader in the development and provision of information services for the higher education and research.

##### **University Mission**

To contribute to the development of knowledge based society with social sensitivity, ethical rectitude and economic prosperity through education, research, dissemination of knowledge and active participation in national policy formulation and development in and efficiently managed, intellectually stimulating and harmonious university environment.

##### **Library Mission**

To develop and provide user focused, relevant, quality information required for independent thinking, life long learning, knowledge based society to excel in teaching and learning, research and professional contribution to national development in intellectually stimulating university environment.

The mission of the library only aims to develop and provide user focused quality information. Provision of services is equally important to contribute to national development as envisaged by the vision of the university.

##### **Library Net Work Goals-Goal 01**

To become the cutting edge techno-based modernized information service centre.

It has to be achieved in the future. The library lacks some of the basic facilities to become a modern information centre, for example adequate computer terminals.

##### **Goal 02**

To be the most sought after academic and research centre.

It is the most sought after academic and research centre in certain domains only.

It is so in the field of social sciences taking into consideration the quality of the collections, the rare book collections and special collections.

Assessment in quality and the effectiveness of the library are generally linked closely to the university.

The library generally seems to have committed itself to support the vision and mission of the university to a considerable extent by its continued efforts to provide library services to undergraduate programmes, graduate education and research activities as envisaged by the Ten Year Plan.

One additional goal which is not included is that the library should serve as a University Archive engaged in collecting all documents, letters and correspondence of Vice chancellors, photographs and all other memorabilia.

### **3.2. Management**

The library's function is to help the university to achieve its mission and goals. For this the library is provided with over 100 professional, para-professional and support staff. To make the best use of the available staff the library has set up 7 divisions in such a manner that there is an effective work flow. Each division is under a Senior Assistant Librarian or a Senior Assistant Registrar. There is also a Systems Analyst in charge of the computer workstations of the main library and branch libraries. Each Senior Library staff and the two Senior Assistant Registrars have a job description and a job plan for each year. Further the Para-professionals have been requested to produce their job plans to realize the objectives of the Ten Year Plan and this is a good omen for efficient and effective management. However the Review Team noted that such important divisions such as the Reference and Periodicals are not distinctly separated and managed.

As the Librarian is in charge of the overall supervision he is in a position to co-ordinate all the activities at the apex. The division into departments and close co-ordination has facilitated optimum use, maintenance and development of facilities.

The main Library has a Collection 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 rightly emphasizes on Humanities and Social Sciences and provides leadership to all Branch Libraries. However the CMP applies only to the Main Library. The Library has a De-selection policy which lays down criteria for weeding library materials but the policy is not followed by Branch Libraries. Some of the Branch Libraries have already disposed of some weeded materials contrary to the De-selection policy of the main Library. The Review Team found that perhaps since the establishment of the library no material has been weeded out or disposed from the collection in the main library. Instead all weeded out material are stocked in a corner on the fifth floor. As the 'Ceylon Collection' is considered as a cornerstone of the collection, a separate acquisition policy or guide lines have to be formulated regarding the collection. The updating of the 'Ceylon Collection' was stressed by the academic staff of the Arts Faculty. A guideline for acquisition refers to a sub committee on acquisition consisting of three Heads of sections from the Library and three academic members. But as the Library staffs are also academics there is a possibility that all committee members would be from the Library without any representation from the academic staff. The academic staff also complained that there is undue delay in the ordering of materials. There were also complaints from the staff that no notice is not given to them on the arrival of the books they have ordered for the library. However, both the complaints were denied by the librarian. According to him the delay of ordering was with the vendors or publishers as they took a long time to trace ordered materials. It was also stated by the librarian that as soon as materials were received the relevant department of studies are informed. The present managerial structure is well designed with clear lines of responsibility and accountability (annex I). There are altogether seventeen Senior Assistant Librarians who are in charge of service divisions. The administration - Library Services Division is under the two Assistant Registrars while the computer unit is under the Systems Analyst. Under each Divisional Head there are Senior Staff Assistants and Staff Assistants. The next rank consists of the Library Assistants and under them are the Library Attendants and Labourers. Thus each employ

knows whom to serve and there is a span of control. The University Act of no. 16 of 1978 Para 60 (1) provides the statutory foundation for the Post of Librarian. He is in charge of the overall supervision of the activities of the Library. A job description could elaborate his function.

The Senate Library Committee is the highest decision making body of the University on Library operation and the Committee comprises of the Vice Chancellor, Deans of all faculties, Academic staff representatives and the Librarian as members. The Senate Library Committee brings in most of the recommendation on the developing of the libraries in the system.

### **3.3. Resources**

#### **Staff**

In a university, the Library Staff is the driving force and manpower is an important component.

The University of Peradeniya Library (UPL) has a staff of over 100 including professionals, para-professionals and support staff. There are nineteen professionals manning the service divisions or Branch Libraries. The qualified staff performs professional duties and their number is adequate and each one of them is in charge of a service division or an activity which is important in meeting the Library objectives and obligations. However the Review Team noted that the Periodical Division should be separated and placed under a Senior Assistant Librarian as a good percentage of the annual vote is spent on Periodicals. In general the organizational structure is appropriate to carry out the functions of the Library.

#### **The Physical Resources**

##### **Computer facilities etc.**

In the Main Library there are three Computer Terminals available for the Academic Staff and four for the Students. This is not sufficient at all when compared to the number of users. In most of the Branch Libraries too there is a shortage of computer facilities. In the Science Faculty Library there are only two computer terminals and there is a labourer looking after them right throughout the day which could be considered as wastage of manpower. In the Medical Faculty there are only two computers for the users and access to the MEDLINE facility is not freely available. In the Allied Health Sciences Branch Library there is no connectivity and it is an enormous drawback. The setting up of E-zones at the Faculty Libraries of Agriculture, Medical and Science is a move in the correct direction but with insufficient computers the E-zones would not be affective.

Limited AC facilities are available in the Main Library for the legal deposit collection and certain areas in the Medical and Vet. Medical and Animal Science Libraries. It is urged that the "Ceylon Room" and the special collection areas need to be air conditioned. It is gratifying to note that the Engineering Faculty Library is being provided with sufficient computers by the Faculty of Engineering.

##### **Buildings and Space**

The Main Library which was moved to its present building in 1960 was originally planned for four hundred thousand books but now it stocked over six hundred thousand. Extensions for the Main Library building have to be affected as early as possible. The Medical Faculty, Science Faculty and Agriculture Faculty Libraries are purpose built. The Engineering Faculty

Library occupies the ground floor of the new building and it is suggested that the first floor of the building be refurbished as early as possible to provide more room for bound journals, discussion rooms and computer stations. The Dental Reading Room was converted into a full fledged Library in July 2008 and it is too early to comment on it. The Veterinary Medicine and Animal Science Library has a floor area of 5985 sq.ft and sitting accommodation for 109. The Allied Health Sciences Library caters for 550 students and the Library is housed in a building not suitable for a Library. The reading room of this Library is used as an examination center during the time of examinations and the students are greatly inconvenienced.

### **The Collection**

The resource collection of the Peradeniya University Library is one of the largest in Sri Lanka. It possesses 469000 books and subscribes to 225 current periodicals. On the basis of the total collection of books available for borrowing in the Library, there were 20 books per user which is a high performance indicator. The 'Ceylon Room' on the ground floor in the Library is the largest and comprehensive collection on Sri Lanka. The Palm Leaf Manuscripts collection consists of over 5000 items. The Legal Collection acquired by the Printers and Publishers Ordinance of 1951 is of approximately 352700 items. Lastly there are the rare book collections and the special collections including the Kalupahana collection, Hettiarchchi collection and H.A.I.Goonathilaka collection.

The E-resources the Library possesses are not comprehensive when compared to printed book collection. It subscribes to several data bases- JESTER (Humanities and Social Sciences) PERI through INASP (Scientific Publications) and SCOPUS (Science and Technology). However the resource facilities have not developed to the standard the academic staff has expected. Though regular stock counts are undertaken, the currency and the relevancy of the collection is not well maintained. The students demand more copies of text books. The academic staff also pointed out that they are not satisfied with the 'Ceylon Room' Collection. The special collections should be prominently displayed. The Hettiarchchi collection which is one of the most valuable collections is housed in the basement and more attention has to be given for its conservation. The Legal Collection has to be organized giving priority to accessibility and conservation. The collections of E-resources do not supplement the collection of printed materials.

### **Funding**

The Library receives funds only for the acquisition books and periodicals. In 2007 the books and periodicals vote was Rs.20 million. But orders of books and periodicals could be sent only till August 2007 and after that payment has to be made on credit. However the ordering of books and other materials continued without any interruption.

### **3.4. Services**

The University of Peradeniya Library (UPL) provides an array of services to its clientele in such a way that the university could actualize its vision and mission. The services provided by the UPL are as follows.

- OPAC (On Line Public Access Catalogue).
- Data Base Search Facility.
- Photocopying Services
- On- Line Journal Facilities
- Borrowing, Renewing and Reservation

- Reference services including -Ceylon Roomø
- Permanent Reference
- Scheduled Reference
- User Education Services
- Services for Visually impaired users
- Document Delivery Services
- Dissemination of Information Services
- The branch libraries also provide most of these services. The library also accommodates outside scholars and researchers and makes its resources available to them.

However the users are not much aware of most of these services, offered by the Main Library and its branches. For an example the Medical Faculty Library provides most of these services but users including some member of the academic staff were not much aware of the MEDLINE facility available in the library and the services of the HELLIS NETWORK. The user education programmes for the first year students were held during the first week after they enter the university and most of the students held the view that it served no purpose.

The library provides effective and efficient services for a certain extent. Services such as Renewing, Reserving, Scheduled Reference, Dissemination of Information are designed to help the users to use the library more effectively, In the branch libraries, the Current Content Page Service and On Line Data base searching facilities are available but the students and the academic staff make little use of them because no properly organized user education programmes are available. Timing of User Education programmes to students is not suitable.

The students expressed their satisfaction with regard to library services on certain aspects only. Most students wanted the opening hours of the library be extended at least by one or two hours. This applies to branch libraries as well. The students in the Medical Faculty Library complained of frequent disturbances due to noise in the library not to mention the noise of telephones inside the library. Photocopying services are available inside the libraries except in the Allied Health Science Library, where students have to take the books to be photocopied outside the library using their library tickets and this is an inconvenience to the students.

#### **Orientation / User education programmes**

Orientation / user education programmes for first year students are held during the first week after the new students enter the university. They are also taken on a library tour. But it was noted by the Review Team that in some branch libraries orientation programmes are not properly conducted. The library staff stated that student participation in these programmes was not satisfactory. There is also the lack of support from the academic staff on such matters. However the Handbook on Information and Library Rules and Regulations and brochures are provided to students. User education programmes for the academic staff are not conducted officially at present.

#### **Teaching Information Literacy Programmes**

The branch libraries at Agriculture Medical and Science Faculties are engaged in teaching information literacy skills to the students in their respective faculties. The academic staff is provided with a separate study area and ICT facilities are freely available. The introduction of the information skills module for the first year undergraduates of the Faculty of ARTS is an activity of the Ten Year Plan of the Library.

The library data base and the OPAC provide accessibility to the library and its resources. Users find it difficult to browse the OPAC on their own and most students are not skilled enough to handle the OPAC. The Computer Terminals allocated for use in the main library as well as in some of the branches are not adequate and students have to wait for their turn to use the OPAC and the Internet. More over the data bases do not contain all the information of the library holdings. There are certain errors in the entries in the location of items. Besides the OPAC and the data bases of the libraries, the manual Card Catalogue serves its purpose by giving information on items in the library. However the maintenance of the Card Catalogue ceased in the year 2003. Members of the academic staff as well as library employees urged that the Card Catalogue be continued as it's still been used. This suggests that the OPAC is still not an efficient tool for locating resources in the library.

### **Access to Sources**

The main library should maintain a union catalogue which covers entries for all materials in the branch libraries. A catalogue on the holdings of the entire library system is available through library web page <http://www.pdn.ac.lk> except for the branches Allied Health Sciences, Mahaillukppallama and Dental Libraries. The other six are connected to the OPAC covering the fields Science, Technology, Social Sciences, Humanities.

The OPAC is accessible to all clients local and worldwide. Besides, each branch library maintains a catalogue on its own. The library collection and the catalogues are organized according to Dewey Decimal Classification Scheme which is used worldwide and other accepted bibliographic standards. Further the Union List of Periodicals, UPL and Access Guide to Materials were updated in the year 2008. The index to the theses submitted to the UPL is also been updated.

The UPL aims to establish retrieval tools and mechanisms for the users to access materials easily. Policies regarding access to library materials are disseminated to library users through the library handbook and brochures. Orientation programmes conducted by the library professionals also cover such topics as access to materials and the type of materials to which access could be made. Information literacy teaching programmes to students and the newly designed module on information skills for the First Year Undergraduates of the Faculty of Arts will also provide opportunities to make them aware of techniques regarding access to library materials. The library handbook, brochures, and the Web page also provide basic information on access to materials.

### **3.5. Integration**

University library integration means fostering close relationship and interaction between the library and faculties, service departments, divisions and units in achieving the goals and objectives of the university.

### **Participation in Committees**

According to the University Act No. 16 of 1978 the librarian is a member of the University Senate and all professional library staff members are academics. The librarian of the UPL is also a member of all important committees - the Senate Library Committee, Finance Committee, Academic Development and Planning Committee and University Research Committee.

The involvement of the library in these decision making bodies is very relevant and appropriate as they are important to library management. The main library and branch libraries have to work in close collaboration with the relevant faculties to facilitate the conducting of academic programmes and research activities. The participation of senior library staff at the Faculty Board is one effective way of becoming knowledgeable about faculty matters. The librarian and all branch librarians participate in the Faculty Board meetings. The Faculty Library Committee is composed of representatives from each department and it facilitates constant dialogue with the members of the faculty. However it was noted by the Review Team that the branch Librarians participate at faculty meetings only on invitation. The Senate Library Committee is the highest decision making body of the university library and its membership includes the Vice - Chancellor, Deans of all faculties, Academic staff representatives and the Librarian. The committee is responsible for vital policy decisions regarding the library.

### **The Partnership in Curricula Planning**

The partnership of libraries in curricula planning and revision is essential to timely ordering of learning materials, organizing of special user education programmes and training of students to use electronic media. The Curricula Planning and Revision Committees of the faculties should be aware of discipline - based learning resources in their respective libraries when introducing new disciplines, revising existing curricula or introducing new methodologies. Respective librarians should participate in such affairs.

However except in the Faculty of Arts and Medicine librarians are not invited at the deliberations of the Curricula Co-ordinating Committee of the faculty. As such the contribution of librarians in curricula planning is minimum. It is quite important that qualified librarians are included in Curricula Co-ordinating Committee of the faculty to strength the academic programmes and research faculty- wise.

### **Information Literacy Training Programme**

The introduction of the course unit system has directed students more towards resource-based learning. In this context the partnership of librarians as co- workers facilitating students with information skills would be beneficial for optimizing the faculty goals. Only two faculties- Medical and Science have initiated information literacy teaching programmes for the first year students with the help of branch librarians. The Faculty of Agriculture has invited the branch librarian to teach a section on "Access to Information" for the new students and this is a positive sign of integration. Steps are been taken to introduce an "Information Skills" module for first year undergraduates of the Faculty of Arts and this would further strengthen academic integration of librarians.

In addition to the academic integration, the libraries need to foster relationship with faculty and university ICT centers for improving the ICT facilities in libraries.

### **Current awareness services and assistance to the students**

Current awareness services are provided to the academic staff and weekly and monthly lists of new accessioned items are directed through e-mail to them. The library's involvement in assisting students to do literature searching and such help for their research is imperative.

### **University Publications**

The librarian is a member of the University Publications Committee and also serves for the University Editorial Committee which bears the responsibility for the publications of the university calendars, proceedings of the annual research sessions etc.

However academic members of the Faculty of Arts complained that the library is not involved in the publication of their four journals but the librarian stated that he was not invited to do so. The Review Team also noted that the relationship between the academic staff and the library staff should be more close and intimate.

### **Requests for book orders**

At the beginning of the every calendar year all departments in the faculty are requested to forward lists of text books and supplementary reading materials for ordering. After orders are placed, information of availability is conveyed to the academic staff.

But the academic staff at their meeting with the Review Team stated that as requests for book orders are called only once a year there is a likelihood of delay in the ordering of books.

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

The University of Peradeniya Library (UPL) is expected to serve with close partnership with the respective faculties to strengthen and facilitate the ongoing teaching programmes and research and thereby to enhance academic output.

The UPL aspires to be an academic resource input with regard to all information provision for the mother organization. The objective of the library is to build up a comprehensive collection to cater to the needs of the whole University. At the beginning of every calendar year the members of the academic staff are given the opportunity to select and forward lists of reading materials which are needed for teaching, learning, and research.

As mentioned earlier certain E-resources are available in the library. They are expected to complement or supplement information available in printed formats. The setting up of E-zones at the faculty libraries of Agriculture, Allied Health Sciences, Medical and Science is a correct move to provide more timely information to the staff and students.

Information Literacy Teaching Programmes have come to the forefront with the introduction of the course unit systems and the students are more oriented towards resource based learning. The partnership of librarians as co-workers facilitating students with information skills would be beneficial for optimizing the faculty goals. The professional librarians are capable to teach students on how to use reference sources, how to access information with the help of bibliographical tools and how to use electronic resources effectively. Such teaching modules on Information Literacy are available only in the Medical and Science Faculties. It is imperative that information teaching programmes be included in all faculty curricula.

UPL is an undergraduate library network funded by public funds to assist the inspirational young to learn research, develop themselves and reach out for national endeavours as good citizens of Sri Lanka. The Library is treated as the most proactive, progressive and forward looking unit of the University and the progress of the UPL is quite considerable in several spheres. The data editing project started in 2005 aims to edit all E-bibliographic data and at present all libraries are bar-coding library materials. Provision of E-resources and Internet

facilities is not at a satisfactory level due to reasons such as limited funding and also due to conventional attitude of policy makers. It was also revealed at the discussions with the professional library staff that the collection of E-resources does not adequately supplement the collection of printed materials

The UPL and its branches are based on the learning oriented module and creating the environment for the maximum use of information is the raison d'être of the library. The library already provides ICT facility and plans to provide interactive learning programmes and to be equipped with online course content, but due to financial constraints such facilities are beyond reach.

Contribution of the library to academic output is not easy to measure due to unavailability of suitable indicators. Statistics on graduates, research publications etc needed for such an endeavour. The Review Committee was not provided with such data.

### **3.7. Networking**

#### **University of Peradeniya Library Network**

University of Peradeniya Library Network (UPLN) is a major Network that covers the Main Library and Branch Libraries except the Allied Health Science Library and the Dental Reading Room. UPLN consists of seventy computer terminals in all libraries connected to the LEARN (Lanka Educational Research Network). Access to Internet and other E-resources are provided to all workstations across the campus. Most of the E-resources are made available free of charge through INASP (International Network for Availability of Scientific Publications). It is considered that the establishment of E-zones in the branch Libraries of the Allied Health Sciences, Science and Agriculture Faculty is a great move towards becoming a modern information service center. The Library Software "Alice for Windows" is used by the Library to support Automation of the Library functions of the Network. Access to the Library collection is provided through OPAC (Online Public Access Catalogue) in all Libraries except at the branch libraries of the Allied Health Sciences and the Dental Reading Room.

#### **Interlibrary loan (ILL) and Document Delivery (DD)**

The Inter Library Loan facility is available for the users of the UPLN and for outsiders when necessary through the Network. If library materials are not available in the Network they could be obtained through inter- loan system from other libraries in the country. But the ILL process is very slow and time consuming as revealed by the academic staff at their meeting with the Review Team. There is less user awareness on this service and some of the academic members are totally ignorant of it.

The Agriculture Information Network (AGRINET) of Sri Lanka is a Network of thirty Agriculture and Agriculture related Libraries in Sri Lanka and the Library of the Faculty of Agriculture is a member of the Network. The Medical Faculty is a member of the Health Literature Library and Information Service (HELLIS) Network which is a Network of Medical and Health Science Libraries in Sri Lanka sponsored by the WHO. This Network is connected to the WHO Regional Network of Health Sciences Libraries in the South East Asian Region. The Network serves nine member states in the region and there are more than three hundred participating Libraries. It is an effective mechanism for Health literature / information support to Health professionals and researchers in the country. Through these Networks the Agriculture Faculty Library and the Medical Faculty Library are benefited in various means such as compilation of bibliographies, access to electronic Data Bases, user awareness seminars, Selective Dissemination of Information, Inter Library Loan Service,

Document Delivery service, Provision of Books, Publications and equipment and Training Library personnel. Each Faculty Library of UPLN except for Allied Health Sciences Library has a membership of the Sri Lanka Scientific and Technical Information Network (SLISTINET) which is a Network of Universities, Science and Technology Institutions established for Library co-operation. However the members of the academic staff in the course of their discussion with the Review Team stated they were not much aware of such Networks. The need for user awareness programmes is greatly felt especially with regard to HELLIS Network. Further the academic staff of the Medical Library should be offered more opportunities to use the MEDLINE facility which is freely available under the patronage of the WHO as stated earlier.

At present the library is not engaged in any Distance learning programmes. With the recent establishment of the Centre for Distance and Continuing Education, the Library would be called upon to extend its services to cater to those who are engaged in distance learning. The SCOLIS, a committee formulated under the University Grants Commission is the body that deals with issues common to the University Libraries. The establishment of an Island - wide Network is hindered by several factors and the UPLN is also badly affected in this regard.

### **3.8. Evaluation**

#### **Staff**

All staff members are expected to produce individual Job description and Job Plans. Job descriptions describe the workload, percentage of each duty and the specific standards to be followed performing individual duties. All senior library staff completes the Job Plans with a minimum of 6 objectives to be achieved during the year. Staff is assessed on their performance, quarterly or half yearly, on the basis of the present Ten Year Plan. Sixty two activities are divided into 13 cells with 12 co-ordinators to administer them.

#### **Resources**

The academic staff is encouraged to assist in evaluating the resources in the library through the Senate Library Committee. Senior library staff regularly goes through the collection according to their subject specialization and weeds such damaged or obsolete materials out of the collection. The recommendations of students are also considered.

#### **Services**

Staff is trained throughout the year and orientation programmes are conducted on quality and customer care, ICT and Reference etc. to achieve the activities of the Ten Year Plan.

#### **Advisory Committees**

Senate Library Committee directed by the Vice- Chancellor brings in most of the recommendations on the development of library services. The Faculty Library Committees chaired by the Deans of the Faculties take decisions at the Faculty level pertaining to other matters in the libraries.

#### **Performance Indicators**

The three main Performance Indicators, finalized and adapted by the standing Committee on Libraries and Information Science (SCOLIS) in 2008, are used to assess the overall performance of the library network. A set of minimum standards has been introduced for the UPL (annex xi). Suggestion boxes and Comments also help the evaluation process of the UPL. However the practice of making suggestions through electronic access is not practised.

### **Personnel Assessments**

Job description 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 according to the agreed standards and personnel drive and strive to achieve the objectives set during a particular period. However, procedures for personal assessments are common to all university employees except the job plans system of the Library. Further to these personnel assessment has been done according to UGC circulars.

### **Library user surveys**

The professional library staffs conduct user surveys when necessary. The clientele to be surveyed and the questions to be asked are decided by them and the questions are framed in such a manner to find out how well the library supports its mission and achieve its goals and objectives. Professional standards (annex xi) and indicators are constantly used to evaluate all library services. Some of the branch libraries have a code of work (annex ix) and mandatory standards. It is worth while that all branch libraries have a code of work and minimum standards.

It appears that user surveys are not regularly done. The library incurs nearly 1/3 of its budget on periodicals and it is imperative that user surveys have to be conducted more regularly specially with regard to such materials as periodicals.

### **Statistics**

In the evaluation process statistics play a major role and it is gratifying to note that statistics are compiled regularly to evaluate library services.

Such criteria as Effectiveness of the Catalogue, Titles Availability, Collection Coverage and Acquisition Speed could also be used.

## **4. CONCLUSIONS**

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

#### **Strength**

- Library Vision supports University Vision
- Satisfactory, goes together with the Mission of the University
- Goal 01 and Goal 02 are satisfactory

#### **Weaknesses**

- The Library Vision is narrower than the University Vision. The Library should endeavor to be a National Leader in the development and provision of Information Services for education with International standards.
- The Library aims only to provide quality Information but the provision of Services is equally important.

- Goal 01 has to be achieved yet.
- The Library could be the most sort after academic and research center only in certain domains for an example in Social Sciences.
- An additional goal is that the Library should serve as a University Archive for all documents, letters, correspondence and other memorabilia of the University.

## **2. Management**

### **Strength**

- Librarian's control is effective.
- Proper coordination and effective work flow
- Employees to produce job plans
- Training is properly conducted and is continuous

### **Weaknesses**

- Reference and periodical sections are not distinctly separated.
- De-selection policy is not consistently followed.
- A collection of withdrawn books is stocked on the fifth floor of the main library building and it has become a threat to the building.
- No special projects on the "Ceylon Collection"
- Undue delay in the ordering of recommended books by the Academic Staff and undue delay in notifying the staff of the arrival of such books.

## **3. Resources**

### **Strength**

- A comprehensive collection consisting of monographs, periodicals, special collections, rare book collections, Legal Deposit collections and materials in non-printed formats.
- Access to all materials is available to both staff and students in a restricted manner.
- Professional librarians are engaged only in professional duties
- Setting up of E-zones and subscription to several Databases
- A Collection Development and Management Policy is been followed by the main library.

### **Weaknesses**

- More copies of text books are required for the undergraduates
- Updating the Ceylon Collection
- Computer terminals are inadequate and no connectivity in some branch libraries.
- Most of the E-resources do not supplement the printed materials
- AC facilities are lacking in such areas where Rare book collection, Special collections, and the Legal collection are located.
- Extensions to the Main Library building has to be affected as early as possible
- Purpose built buildings have to be provided to branch libraries which are housed in temporary buildings

#### **4. Services**

##### **Strength**

- The library provides an array of services
- The library conducts Information Literacy Programmes
- The Library's services are available to outside scholars and researchers
- Access to all types of materials is easy to some extent
- The services are performed in such a way that the university could actualize its vision and mission

##### **Weaknesses**

- Need for User Education Programmes for undergraduates
- Timing of orientation programmes for first year undergraduates is not suitable
- OPAC is not still an efficient tool for searching
- Updating of the Card Catalogue has ceased

#### **5. Integration**

##### **Strength**

- Library is involved in most decision making bodies
- Faculty librarians are involved in Information Literacy Training Programmes
- Recommended Lists of reading materials are obtained from the Academic Staff
- Current awareness services and assistance to academic staff

- The librarian is in the University Publications Committee

### **Weaknesses**

- Faculty librarians participate at Faculty meetings only on invitation.
- Faculty librarians are not invited for Curricula Coordinating Committees
- Book orders from the academic staff are called only once a year

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

### **Strength**

- The library aspires to be an Academic resource input
- E-zones have created more opportunities for Information Literacy Programmes
- Library is treated as the most proactive asset
- E-resources are available in the library and these supplement the materials in printed format
- Information Literacy Teaching Programmes have come to the forefront with the introduction of course unit systems
- UPL and its branches are based on e-learning oriented modules

### **Weaknesses**

- The contribution of the library to research by the academic staff is not measured
- Information Literacy Teaching programmes are available only at two branch libraries
- Statistics are lacking on research publications by graduates
- Lack of support from the academic staff

## **7. Networking**

### **Strength**

- With the setting up of E-zones the library is moving towards becoming a modern Information service center
- The Inter Library Loan facilities are available for all users and for outsiders

### **Weakness**

- The computer terminals, located at the Main Counter near the entrance to the main library should be relocated.
- University of Peradeniya Library Network does not cover all the branch libraries.

- E-zones have been set up only in three branch libraries
- Inter library Loan process is very slow
- User awareness of the ILL and Document Delivery services is not satisfactory
- Most users are not aware of National Networks such as HELLIS
- OPAC is not available at two branch libraries

## **8. Evaluation**

### **Strength**

- All staff members have to produce job descriptions and job plans
- 12 staff members coordinate 13 sections
- The Senate Library Committee takes all important decisions
- Staff training takes place throughout the year
- Three main Performance Indicators, finalized by SCOLIS are used to assess performance
- Personnel assessments are done annually
- User surveys are conducted by professional staff
- Standards and Indicators are used to evaluate the library services
- Statistics play a major role in evaluation

### **Weaknesses**

- Other criteria as Effectiveness of the Catalogue, Collection Coverage could be used to supplement the present assessment methods.
- The research undertaken by graduates and the teaching staff could also be assessed

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

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

## **5. RECOMMENDATIONS**

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

1. Not only provision of quality information but also high quality services should be included in the Mission
2. Setting up of a University Archive should be one of the additional goals.
3. De-selection policy should be consistently followed
4. Special care should be taken on the "Ceylon Collection" to make it more effective and efficient
5. The library should take measures to minimize the delay in the ordering of library materials
6. The library should acquire more copies of text books for the undergraduates
7. The Computer Terminals located at the entrance to the library should be relocated and a special multimedia unit be created
8. Special Collections should be shifted to a more prominent place
9. More attention should to be paid to the Legal Deposit Collection and a special fund has to be obtained to locate and organize it
10. Acquisition of Electronic Resources should be given priority
11. Increasing the number of Computer Terminals for both students and academic staff
12. Updating reading materials in Arts
13. A uniform Collection Development Policy applicable to all faculties has to be formulated
14. Extending the Main Library Building and also building purpose built libraries for the branch libraries
15. User Education Programmes to be made more regular for undergraduate students
16. Special Training Programmes to train students and teaching staff on OPAC and Electronic Resources
17. Priority be given to Library Automation, specially circulation
18. More integration with Faculties and Departments and more collaboration in academic activities

19. Suitable programmes to uplift cooperation between library staff and academic staff to be undertaken
20. Professional staff to be involved more in Curricula Reform Committees
21. The librarian should be invited to serve in Faculty Editorial Committees
22. The library should develop a mechanism to measure its services more effectively
23. The contribution of the library to research by the academic staff should be measured
24. Most suitable criteria need to be developed for evaluation.

## **6. ANNEXES**

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

#### **Day I (Tuesday 16 December)**

- 8:00 a.m. Arrive at the Main Library University of Peradeniya
- 8:30 - 9:00 Meet **Prof. H. Abeygunawardena** Vice-Chancellor / University of Peradeniya and **Prof. K.S. Walgama**, Chairman / QA Unit
- 9:00 - 10:00 Meet Members of the Senate Library Committee
- 10:00 - 11:00 Meet Teaching Staff of Faculty of Arts
- 11:00 - 12:30 Presentation on the Library Network by the Librarian and discussion with the Senior Library Staff
- 12:30 - 1:30 p.m. LUNCH**
- 1:30 - 3:30 Visit Allied Health Science and Vet. Medical and Animal Science Libraries (*Reviewers to visit as two Groups*)
- 4:00 - 4:30 Wrap up of Day I

#### **Day II (Wednesday 17 December)**

- 8:30 a.m. Arrive at the Main Library
- 9:00 - 11:00 Visit Science and Medical Libraries(*Reviewers to visit as two Groups*)
- 11:30 - 12:30 Clarifications if any with the Librarian
- 12:30 - 1:30 p.m. LUNCH**
- 1:30 - 3:30 Visit Agriculture and Engineering Libraries
- 4:00 - 4:30 Wrap up of Day II

#### **Day III (Thursday 18 December)**

- 8:30 a.m. Arrive at the Main Library
- 9:00 - 10:00 Meet Para-Professional Staff of Library Network
- 10:00 - 11:00 Meet students of Faculty of Arts
- 11:00 - 12:30 Meet Support Staff of Library Network
- 12:30 - 1:30 p.m. LUNCH**
- 1:30 - 2:30 Meet System Analyst / Library Network on ICT issues
- 2:30 - 4:00 Wrap up with the Librarian