

# LIBRARY REVIEW REPORT

UNIVERSITY OF RUHUNA



12<sup>th</sup> to 14<sup>th</sup> August 2009

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## 1. EXTERNAL REVIEW PROCESS

University accountability for quality and standards is a key factor required to promote and safeguard public confidence in higher education. As higher education in Sri Lanka is a public good, universities must conscientiously exercise their responsibility for quality and standards. The library review is one of the components of the external quality assurance programme carried out in Sri Lankan universities.

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 information generated 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.

Safeguarding the quality and effectiveness of library services in Sri Lankan universities and facilitating continuous quality improvement are key purposes of the external review process. In addition, it encourages good management of university libraries and enhances confidence in a library's capacity to safeguard the quality and effectiveness of its services, both internally and externally. It is also expected to provide systematic, clear and accessible information on the university library services as well as provide accountability through external quality assessment and a public report. Moreover, the process promotes identifying and sharing good practices in provision of library services. However, it is understood that the final responsibility for quality and standards remains within the institution itself, since it alone has the powers to control and to change existing practices.

Key features of the library review process include the critical analysis of the Self Evaluation Report (SER) prepared by the library concerned, observation of library resources, observation of documents, observation of other facilities available, and gathering information on activities towards quality assurance through discussions with as many stakeholders as possible.

The external review process for university libraries identifies eight broad areas for assessment.

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

The review team consisting of the following members conducted the review from August 12 to 14, 2009.

- Mr. J A Amaraweera (Librarian, Buddhist and Pali University)
- Mr. Gamini Silva (Former Librarian, University of Rajarata)
- Dr. Ruwan Wickramarachchi (Senior Lecturer, University of Kelaniya)

On 12th morning, the Quality Assurance Specialist of the Quality Assurance and Accreditation Council briefed the review team about the quality assurance process and writing of the review report. The agenda of the three-day visit was discussed and finalized with the Librarian (annex 1).

During period of review, the review team met the Vice Chancellor, Deans, Librarian, library staff (both academic and para-professional), academic staff, and students. The list of persons met is given in annex 2.

The review team was also able to observe resources of the main library as well as faculty/unit libraries (see annex 3). Several documents were also perused. These included the management structure of the library, lists of duties of library staff, library policies etc. The list of the documents examined is given in annex 4.

On 14th May, the review team briefed the Librarian and senior staff of the library about findings of the team.

After the review visit, this report was prepared incorporating the findings of the review team. In the report, the strengths, good practices and the weaknesses are highlighted together with our recommendations. Each aspect has been given a judgement of good, satisfactory or unsatisfactory. The draft report will be sent to the library and the feedback will be obtained. If there is disagreement with any judgement, it would be resolved by the QAAC through discussion. The judgement will be submitted to the Standing Committee on Quality Assurance of the UGC for approval. After its approval, the report will be published in the QAAC Website, [www.qaacouncil.lk](http://www.qaacouncil.lk). The library should take action to improve the quality of the aspects that receive a judgement of 'unsatisfactory' within six months of approving the judgements by the Standing Committee on Quality Assurance.

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

The University of Ruhuna established in 1978 as the Ruhuna University College by the Parliamentary Act No. 16 of 1978. In February 1984, the Ruhuna University College was shifted to the new building complex at Wellamadama. It was converted to a fully fledged university in 1984

At the beginning, University of Ruhuna had only 4 faculties; Agriculture, Arts, Medical and Science with about 40 academics, 50 non-academics and 272 students. Presently, there are 7 faculties with 450 Academics, 800 non-academics and about 6000 students. The University has already produced more than 10,000 graduates for the nation within its short history of 30 years.

Initially, there were 2 branch libraries established for the faculties of Science and Arts. Faculty of Agriculture library was established at Mapalana in 1979, and Faculty of Medicine was established in 1980. In 1985, the main library was set up in the newly constructed building at Wellamadama premises. In 2000, the Engineering Faculty library was inaugurated and the Allied Health Science library was established in 2009.

The library provides services to the university community, including nearly 6000 undergraduates and post-graduate students, 450 academic staff members and 800 non-

academic staff members. In addition, services are provided also to the researchers and the outside community in the region.

The library holds about 140,000 books and about 300 journal titles (foreign and local). These resources are available in both print and electronic formats. Services of the library includes lending facilities, reference facilities, inter-library loan facilities, conducting awareness programmes, conducting workshops and maintenance of ISURU, the Web based library information system. Useful links for the online resources are also provided through this system. ISURU also provides access to the CD collection of the library and the Online Public Access Catalogue (OPAC). According to the library statistics, the annual circulation of the library resources is more than 123,000.

### **Vision, Mission, Goal, Objectives and Strategies of the Library**

#### The vision of the University

The vision of the University of Ruhuna is to be an internationally respected, outstanding academic center, committed to rigorous scholarship, academic freedom, sound moral values and social responsibility.

#### The mission of the University

The mission of the University of Ruhuna is to produce internationally accredited, outstanding graduates who are innovative, analytical and adaptable with a life-long love of learning; and to contribute to the advancement of knowledge and enrichment of educational, cultural, economic and natural environments of the people in the region it serves.

#### The vision of the library

To be an internationally recognized academic library that caters for teaching, learning, research, and community development.

#### The mission of the library

The mission of the University of Ruhuna library is to support the university's commitment to excel in higher education by providing a high-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, collaborating with other universities, institutional and governmental libraries in Sri Lanka for resource sharing.

#### Goal

To support to create an effective and efficient environment by providing high-quality, timely, reliable and precise information to the university community and the research community in the Southern Region of Sri Lanka and by adapting to the new technology.

#### Objective 1

To increase the resource collection and services to meet the academic and recreational requirements of the university main library and the faculty libraries.

#### Strategy

- 1.1 Acquisition of books, periodicals, digital and other library materials through purchases and donations.
- 1.2 Increase information exchange programs with other organizations and libraries.

- 1.3 Increase the SDI and ILL services of the library for sharing resources.
- 1.4 Enhance and popularize the reference service initiated recently.

#### Objective 2

To complete and update the automation of the library house keeping operations and other services.

#### Strategy

- 2.1 Completing the computerization of the library information system by the retrospective convention.
- 2.2 Implementing a computerized registration system.
- 2.3 Implementing an automated circulation system.
- 2.4 Establishing an e-mail system to communicate with users.

#### Objective 3

Preservation and conservation of library resources.

#### Strategy

- 3.1 Digitalization of information sources available in the library.
- 3.2 Enhancement of the preservation process of the library.

#### Objective 4

Staff development through training and recruitment.

#### Strategy

- 4.1 Improve the professional and ICT skills of the library staff
- 4.2 Recruit more staff according to the user population and services
- 4.3 Introduce new carder positions to perform new technology-related tasks

#### Objective 5

Enhance the library usage through improving information seeking skills of the students

#### Strategy

- 5.1 Incorporate 'Library and Information seeking skills' as a subject module in the graduate courses in all faculties
- 5.2 Conduct more awareness programs to the users
- 5.3 Publicity through e-newsletters, library website, alert systems and videos

#### Objective 6

Secure the library materials available in the library using new technology

#### Strategy

- 6.1 Purchase a digital tattle tape system
- 6.2 Introduce a RFID security system
- 6.3 Establish an access control gate

### Objective 7

To develop infrastructure facilities to fulfill the urgent requirements of the library.

#### Strategy

- 7.1 Increase the physical space of the library
- 7.2 Improve the ICT and other infrastructure of the library
- 7.3 Rehabilitation and renovation of the library

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

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

The team observed that vision and mission of the University of Ruhuna Library (URL) support and aligned to vision and mission of the University. However, reviewers feel that mission statement should also pay attention to socio-economic development of the southern region of Sri Lanka. Furthermore, the library should not only aims to develop and provide user-friendly quality information but also provide user-oriented services.

The goal of URL is appropriate and leads the library towards achieving its mission, and strategies support stated objectives. Activities relating to strategies of objectives 1 and 4 are on-going activities of URL and achievements to date are satisfactory. Although activities relating to objective 2 are progressing, reviewers felt that the progress is a slow one. With regard to the objective 3, URL has not paid an adequate attention into preservation and conservation activities of its resources. It was found that part of the Sri Lanka and Ruhuna collections which contain invaluable documents is in the danger of destroying and needs urgent attention. Some of the strategies relating to objective 5 are progressing satisfactorily; however, achievement of this objective is hampered due to lack support received from the University. Apart from introduction of RFID security system, objective 6 has already been achieved at the main library. However, security systems are yet to install at faculty libraries. Due to lack of funding, the library faces problems relating to objective 7. The review team recognizes that certain decisions relating to achievement of the goal and strategies are beyond control of URL, especially with regard to allocation of funds and support received from the University.

### **3.2 Management**

#### **The Divisions and the Staff**

As envisaged by the vision and the mission of the library, the library's function is to support the University to achieve its mission and goals. The library has 10 divisions each under a Senior Assistant Librarian or Assistant Librarian. One of the divisions namely administration is under an Assistant Registrar. The 4 branch libraries are managed by Senior Assistant Librarians under the supervision of the Librarian.

There are 9 professionals, 27 para-professionals, 17 library attendants and 9 other staff to manage the library. The separation of activities of the library into distinct divisions has helpful to maintain an effective work-flow and there is a clear line of control and supervision. There is also a clear distinction between professional staff and non-professional staff and the professional staff in a large measure attends only to professional duties. There are two assistant registrars library services (AR-LS) but there is only one AR-LS working in the

library and the other AR- LS is posted in the General Administration branch outside the library. If both AR-LS are serving the library attending to office administration, maintenance and reader services, it is envisaged that an enhanced service could be provided by URL.

#### **Liaison between the Faculty Libraries and the Main Library**

The URL consists of the main library and four faculty libraries viz. Agriculture, Medical, Engineering and recently established Allied Health Science Unit library. The faculty libraries are located far apart from the main library and the Senior Assistant Librarians who are in-charge of them have to be provided with sufficient authority. However, the main library co-ordinates the activities of the branch libraries by adhering to a centralized policies policy for the purchasing of books, library furniture, stationary and equipment. In addition, annual report and corporate plan of the URL incorporate branch libraries. Further, recruitment and training of staff are done by the main library. It was found that there is a close liaison exists between faculty libraries.

#### **Library Policies**

URL has a collection management policy (CMP) aimed to develop a resource collection focused on the requirements of teaching, learning, research and community needs. The CMP is applicable to the main library and all branch libraries. The library also policies on inter-library-loans, de-selection, acquisition etc.

The SER refers that all members of the library staff hold the responsibility for giving an uninterrupted service to the users. However, it was observed that that the library does not maintaining of job-descriptions or job-cards for different positions.

### **3.3 Resources**

#### **Human Resources**

In any university library the staff is the driving force and is an important component. URL served by 9 professionals, 2 administrative staff, 56 supportive staff totaling 67 employees. The supportive staff is well supervised by the professional staff and each employee knows his superior and his role to play. However, it was revealed by the support staff that training programmes are not sufficient and that the welfare facilities for the staff have to be improved. The number of professional staff is not adequate in the main library according to the student ratio and the number of supportive staff is also not sufficient according to the same. There are no cadre provisions for a system analyst/ programmer and certain posts such as technical officer and book binder have not been filled. In order to maintain the library information system of the library and its other systems, it is important to employ support staff with technical capabilities.

#### **Reading Materials**

The URL has approximately 140,000 books and subscribes to about 300 printed international and local periodicals, which are searchable through OPAC. The library collection (at the main library and faculty libraries) needs de-selection of outdated materials urgently. Most of the books on fields such as Information Technology, Management etc. in the main library and some of the faculty libraries are outdated. However, URL has sufficient materials both printed and non-printed to support the mission of the library and the scope of its programmes and services. The review team however noted that the number of copies of some text books as well as availability of electronic resources are not sufficient. The library also possesses 3 important special collections among which the Sri Lanka collection is the foremost.

### **Infrastructure Facilities**

The main library houses a small auditorium, a reading room, the University museum, and the multi-media resources centre. Although the main library was originally designed to house resources for only 2 faculties, now caters for 4 faculties. The acquisition section of the library needs to be enclosed for the safety of newly acquired materials. Most of the equipment located at the entrance to the library is exposed to salty atmosphere resulting corrossions and malfunctions. Medical students stressed a need for a separate area for discussions. Provision of a separate reading room for main library would ease the congestion in the existing reading area of the library. The library of Engineering Faculty is housed in a part of the administration block and requires a purpose built building.

### **Computing Facilities etc.**

The main library's computer unit consists of 30 computers which are networked and connected to the Internet. However, lack of adequate facilities to access the Internet and lack of an IT Centre in the University was stressed by the Deans in their meeting with the review team. The non-availability of sufficient computers in the Agriculture Faculty library was pointed out by the students at their meeting. The same issue was raised by the teaching staff of the Allied Health Sciences Unit library. In the Medical Faculty library, the problem is not so acute as the Computer Unit is a part of the library.

### **Funding**

The Library receives funds only for the acquisition of books and periodicals. The annual allocation is divided among faculty libraries. In 2008, the books and periodicals vote was Rs. 25 million. The reviewers of the view that the library of the Allied Health Science Unit needs a special allocation at its initial stage.

## **3.4 Services**

The library and branch libraries provide an array of services to the users of the students, the academic staff and the community at large. The Library's primary customers are the undergraduate and graduate students, academic staff and non-academic staff. Computing facilities allow students to access the Internet and access available electronic resources at the library. The following services are available for users of URL.

### **Reference Services**

Reference service is one of the most important facilities provided by URL to achieve its vision and mission and to serve as a center for information dissemination. Though there are sufficient professionals working in the main library and in faculty libraries, little use is made of this professional knowledge by the users, both students and staff. Further, little use is made of the Sri Lankan Collection and there are hardly any project based on it. The periodicals collection in the reference section of the library is not much used by the academic staff. The use of e-journals is also appears to be low.

### **General Orientation Services**

With the intake of a new batch of students, a general orientation programme is conducted. But only a few students attend these orientations which held on either first or second week of the new academic year due to various reasons. If the orientation programmes are held when first year students settle down, participation may be able to increased thus increasing the awareness about the library among students.

### **Lending Services**

At the beginning of each academic session, the undergraduate and post-graduate students are required to register with the library. Most books and CDs could be borrowed for a given time period.

### **Inter-Library Loan Services (ILL)**

No university library is self-sufficient and the URL supplements its resources by requesting books from the other university libraries for its users on loan. The ILL facility is not much used in the URL. Even recalling library materials or reservation of library materials is hardly practiced.

### **Dissemination of Current Information and other Services**

Information services are mainly directed at undergraduate and postgraduate students and the academic staff. Selective Dissemination of Information (SDI) is not regular. Only in the Agriculture Faculty library some mechanism to provide latest information to users especially to the teaching staff is maintained. Also users could contact the library through email, telephone and fax. In addition, the main library and some branch libraries also provide computing facilities.

## **3.5 Integration**

The integration of the URL could be discussed under two main headings.

1. Integration within the University
2. Integration with external bodies

An academic library plays a crucial role in supporting teaching, learning and research activities. In order to provide this a close collaboration should exist between the library and communities such as academics, students, administrative branches, and other units of the university.

### **Participation in Committees**

Librarian is a member of the Senate which is the most important decision making body for academic matters and also a member of the Finance Committee. The review team noted that the library is not represented in important sub-committees such as curriculum revision, research, information technology etc., limiting its effective contribution to the academic and administrative activities of the University.

Librarian or a representative of the librarian is not invited for faculty boards of Fisheries & Marine Science & Technology, Humanities & Social Sciences, Management & Finance, and Science. SALs of Agriculture and Engineering libraries participate respective faculty boards as invitees, however not on regular basis. Although SAL of Medical library is not invited for Faculty of Board of Medicine, a library committee is held with the participation of SAL and representatives from departments of Faculty of Medicine.

At present, Senate Library Sub-committee is inactive and this committee would have given an opportunity to discuss matters pertaining to the library with Deans and other stakeholders and also to enhance coordination between library and the University.

### **Contribution of Library Staff**

Although librarian has take part in publishing recent publications of the university, library could play a much wider and more productive role in university publications. SAL of Agriculture Faculty library is member of the editorial board of publications of the faculty.

Though senior library staff members are on par with academic staff, they are not appointed to posts such as Student Counselors of the University.

The review team observed that staff of the library is highly motivated and willing to provide a further contribution to the University. However, both professional staff and support staff of the library are of the opinion that their services are not fully utilized by the University. The reviewers also feel that the library staff is capable of playing a more constructive role in curriculum development, research, developing information literacy skills etc. It was also felt that University's general attitude towards the library is 'passive'. This might frustrate library staff and may result in reduction of the library's contribution to the University.

It could be stated the library's resources and services are not well utilized by the users due to lack of proper integration with the key bodies of the University. Further, the professional knowledge of the senior staff of the library remains unutilized.

### **Providing Information Skills**

In an environment where access to latest information is crucial, the Library could play an important role in providing skills such as Information searching, retrieval etc. However, the review team noted that the library does not get an adequate opportunity to improve such skills in both students and academic staff.

### **Integration with other External Bodies**

It is pleasing to note that the Library has a very good relationship with outside external library bodies such as the Sri Lanka Library Association (SLLA).

## **3.6 Contribution to Academic Output**

In order to facilitate teaching, learning and research, an academic library should act as an 'academic resource input' unit. The main library and the faculty/unit libraries of Agriculture, Allied Health Sciences, Engineering and Medical provide information sources and resources for teaching and learning functions. Further, these libraries contribute to scholarly activities and staff development activities.

### **Provision of Reading Materials and Learning Resources**

The library maintains a comprehensive collection of library materials to provide information services and resources for teaching, learning and research. The library updates its collection by calling for lists of reading materials from the academic staff every year. However, it was noted that majority of staff does not responds. The printed text book collection is adequate. However, as noted previously in some subject areas such Information Technology and Management, collection requires to be updated. In addition to its printed collection of books and journals, the library provides access to electronic resources such as electronic journals and electronic databases and CD ROM based journal collection which could be accessed through the network. Availability of electronic resources could be considered as inadequate. However, this is mainly due to constraints beyond control of the library such as lack of funding.

It also provides access to online library materials through networks. Further, IIL and DDS services enhance the resources available in the main library and the branch libraries. Most of the library facilities are planned to be automated in order to enable users to make full use of the resources available in all libraries.

The library seeks to use latest technologies to deliver its services. Automation of cataloging and part-automating of circulation enabled to search and locate printed material. Telephone, fax and email help lines are set up to provide information about general services as well as to respond queries such as searching for research articles etc. Electronic news letters are sent to staff informing latest developments/ activities and content pages of current issues of journal the library receives. Agriculture library maintains a collection of newspaper clippings of articles relating to agriculture and staff is updated through emails regularly on new additions to the collection.

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

The library is willing to provide information literacy skills to both staff and students when requested. However, as noted earlier, the library does not offer formal information literacy skills development courses. This is mainly due to faculties not initiating to incorporate such modules into their curriculum.

#### **Communication and Collaboration**

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.

#### **Research Consultation**

Research Consultation is another sphere by which the library contributes to the academic output. As most of the library professionals are allocated to the faculty libraries on the basis of their subject specialties, they can work effectively with students as subject specialists.

The review team feels that the library is innovative, proactive and forward looking entity which adds value to the University of Ruhuna. Discussions with both academic staff and students revealed that they too positively viewed the library's role as a resource input unit for teaching, learning and research activities. Reviewers of the opinion that the University (ie. faculties, departments and academics) should initiate and do the necessary ground work if the library's role to be based on a learning oriented model.

### **3.7 Networking**

The aims of the library networks are to provide resources not available in one's library by exchanging them from other libraries. Networks enable libraries to exchange library materials, expertise and equipment among participating libraries.

URL is a member of the Environmental Library Network (ENLINET), Agricultural Information Network (AGRINET), Health Literature Library and Information Services (HELLIS) and Health Systems Research (HSR), Development Information Network for South Asia (DEVINSA) and Cultural Information Network for South Asia (CINSA). It is also member of and The Sri Lanka Scientific and Technical Information Network (SLISTINET).

The library is also subscribed to number of electronic journals and databases. These resources could be accessed within the university through the university network. Due to funding constraints the library is not able to subscribe to well-known databases such as Sciencedirect, Digital Libraries of IEEE and ACM collection etc.

### **Resource Sharing**

Materials available at main library and faculty libraries are shared. Users could request books available at different location through this service. In addition users could also request books and articles available at libraries of other universities and some research institutes through IIL and DDS services. Although this service is very useful, it appears that very few use this facility. Lack of awareness may one of a main reason for this.

### **Library Catalogue**

The library uses ISURU, a customized version of an open source library software. It is worth noting that with this system which is as good as any other commercial library system if not better, managed to save substantial amount of funds for the University. The review team was pleased to learn that the system was developed by a professional staff member of the library. In addition, other electronic resources also could be accessed through ISURU. Due to bandwidth and connection issues, some of the faculty libraries maintain their OPACs separately. However, these catalogues could be searched through Internet. However it has to be stated that automation of library services has not made much progress. In the Agriculture Faculty library only cataloguing processes are automated and in the Engineering Faculty library automation process yet to be started.

At present the library does not support distance learning programmes by offering remote electronic access to its collections, electronic transmission or delivery of library material. Initiative for these services generally should be originated from external examination branch or Center for Open and Distance Learning.

## **3.8 Evaluation**

### **Library Performance Indicators**

In order to improve performance of the library, it is vital to evaluate performance regularly against professional standards and indicators. Libraries traditionally report their performance using statistics such as number of items in the collection, number of items acquired, number of items issued, number of registered users, number of enquiries made by users etc. The main library and faculty libraries use several traditional performance indicators and certain other indicators recommended by the Standing Committee on Library and Information Science (SCOLIS).

### **Statistics**

Statistics play a major role in the evaluation process and it is commendable that library statistics are compiled regularly to evaluate library services. For this purpose URL uses number of newly registered users, books issued, IIL requested, periodicals acquired, books catalogued and books computerized as performance indicators to measure its service provided to the University. Information obtained through these performance indicators is included in the annual report of the library. However, accurate information is not available on important measures such as processing time of new acquisitions, resource utilizations (except books) such as usage of computers, use of reading areas etc.

### **Library User Surveys**

A suggestion box is available for users to provide their feedback. This box is checked regularly by the library staff. Some actions also have been taken based on user feedback. However, URL does not conduct regular formal and comprehensive user surveys. As different user segments require and expect different services at different levels, it is very important to obtain user expectations and feedback on actual service levels provided by the library. This may also increase awareness about services provided and change stakeholders' attitudes towards the library. In order to enhance services provided, information obtained from these surveys should complement information obtained through standard performance indicators.

## **4. CONCLUSIONS**

The good practices/ strengths and the weaknesses of each of the eight aspects considered in the library review process are summarized as follows.

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

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

- Library mission is in line with the mission of the university
- Goal, objectives and strategies are appropriate and timely
- Stated goal, objectives and strategies lead the library towards achieving its mission
- Library has achieved or in the process of achieving majority of strategies

#### **Weaknesses:**

- Slow progression of Objective 2 (To complete and update the automation of the library house keeping operations and other services)
- Adequate attention has not been paid into preservation and conservation activities of its resources (Objective 3)
- Yet to succeed in developing infrastructure facilities to fulfill the urgent requirements of the library (objective 7) ó mainly due to reasons beyond the control of the library

### **2. Management**

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

- Librarian's control is effective
- Proper coordination and effective work flow
- Library policies are adhered to
- Links between branch libraries and the main library are well maintained

#### **Weaknesses:**

- De-selection policy is not consistently followed
- Meeting of library staff (both professional and para-professional) not held regularly
- The library staff has little communication with the academic staff
- Training facilities for the junior staff are not sufficient

### 3. Resources

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

- A comprehensive collection consisting of books, periodicals, special collections, rare books collection and materials in non-print formats
- Availability of electronic resources accessible through the university network
- Availability of highly motivated staff
- Availability of computing facilities in the main library and Medical Faculty library
- A collection development policy is being followed by the main library as well as in branch libraries

#### **Weaknesses:**

- Non-availability of adequate number of up to date text books on Information Technology and Management subjects
- Lack of space and shortage of essential furniture in the main library and faculty libraries
- Availability of e-resources is unsatisfactory
- There is no mechanism for conservation and preservation of library materials (especially the Sri Lankan collection)
- Absence of security systems for the faculty libraries
- Lack of cadre positions for System Analyst, Programmer in order to manage computing facilities

### 4. Services

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

- Provision of Inter-Library Loan (ILL) and Document Delivery Service (DDS) facilities
- Catalogues of main library, and faculty libraries of Medical and Agriculture could be accessed online
- The Library is kept open for long hours daily and the opening time is extended during examination time
- ISURU library system could be used for feeding bibliographic data/ searching in Sinhala and English (Note: most of commercial packages allow data entry and searching only in English)
- Availability of reference services and research consultation through email, telephone and fax

#### **Weaknesses:**

- Lacking of a pest control system for the Library
- Selective Dissemination of Information (SDI) services are not regularly maintained
- Although ILL and DDS services available, usage of these services are low
- A photocopying service is not available within the Agriculture Faculty library
- Low participation for general orientation programmes
- The Engineering Faculty Library is closed during weekends

## 5. Integration

### Good Practices/Strengths:

- Faculty libraries are involved in information literacy training programmes
- Recommended lists of reading materials are obtained from the academic staff
- Current Awareness Services (CAS), Content Page Services (CPS)
- Consultation and collaboration with library users
- SALs of Agriculture and Engineering Faculties participate in faculty boards on invitation
- Library's recent involvement in University publications

### Weaknesses:

- Library is not represented in faculty boards of Fisheries & Marine Science & Technology, Humanities & Social Sciences, Management & Finance, and Science
- Non-functioning of the Senate Library Committee
- Library is not represented in important sub-committees such as curriculum revision, research, information technology etc.
- Library is not involved in enhancement of information literacy skills
- University's passive attitude towards the library

## 6. Contribution to Academic output

### Good Practices/Strengths:

- Maintaining adequate collections of learning resources and other information sources
- Easy access to the Catalogues in manual and electronic formats
- SAL of the Faculty of Agriculture is a member of the Faculty Editorial Board
- Use of modern technology to deliver services to the university community
- Favourable view of library role as an academic resource input unit by both staff and students
- Availability of computing facilities at the main and Agriculture libraries

### Weaknesses:

- The professional knowledge of the senior staff of the library is not fully utilized for the academic output
- Lack of availability of up-to-date electronic resources
- Collections such as information technology, business management etc. require updating
- Inadequate infrastructure and facilities hamper services provided as an academic input unit
- Lack of initiative from the University to increase the utilization of library services

## 7. Networking

### Good Practices/Strengths:

- Connected to a number local and international information networks
- Use of ISURU, an internally customized system for library automation
- Online accessing of University and faculty library catalogues
- Sharing resources between the main library and faculty libraries

**Weaknesses:**

- The scarcity of electronic sources and equipments
- Branch Libraries have a problem of bandwidth for Internet access
- Lack of awareness among user community regarding services provided by the library
- Some of the services offered such as OPAC are yet to be fully centralized

**8. Evaluation**

**Good Practices/Strengths:**

- Use of well accepted indicators to evaluate performance library services
- Use of the three Performance Indicators finalized by SCOLIS
- Inclusion of information on performance indicators in annual report of the library
- Availability of a suggestion box

**Weaknesses:**

- Not focusing on Performance measures such as processing time of new acquisitions, information on resource utilization etc
- Restricting performance evaluation to a limited set of performance indicators
- Not conducting comprehensive user surveys
- Other criteria such as effectiveness of the catalogue, collection coverage could be used to supplement the present assessment methods

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

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

**5. RECOMMENDATIONS**

1. Reactivating the Senate Library Sub-Committee and major decisions regarding the library to be taken by this committee
2. Representing the library in faculty boards, sub-committees such as curriculum development and revision, research, information technology etc.
3. Provisioning of a separate reading room to ease the congestion in the main library and Medical Faculty library

4. Construction of a purpose build separate library building for the Engineering Faculty library
5. University acting as a driving force in order to enhance services provided by the library
6. Preservation and conservation of library resources, especially the Sri Lankan and Ruhuna Collections
7. Provision of more infrastructure facilities and essential furniture for the main library and faculty libraries
8. Additional funding for Allied Health Science Unit library
9. Removal of outdated and unusable books from shelves
10. Updating and increasing number of copies in collections such as Information Technology, Management etc.
11. Holding staff meetings regularly
12. Extending the service hours of the library
13. Completion of cataloguing and circulation services
14. More electronic resources to be acquired
15. Installation of security system for the faculty libraries
16. Increasing the awareness about the library among university community, especially the staff
17. Consideration of performance measures such as processing time of new acquisitions, resource utilization etc., in addition to standard performance measures
18. Filling up of existing cadre provisions such as technical officer, binder etc.
19. Provision of new cadre positions such as systems analysts, programmer etc.
20. Conducting comprehensive user surveys
21. Increasing computing facilities at the main and faculty libraries (may be except Medical Faculty)
22. Inclusion of course modules in degree programmes in order to develop skills in information literacy
23. Benchmarking performance of the library
24. A pest control programme to implement
25. Protection of equipments (especially at the front desk) from salty atmospheric conditions
26. Provisioning of photocopying services for library of the agriculture faculty
27. Provisioning of adequate technical support to manage computing facilities
28. Increased usage of services provided by the library
29. Increasing the bandwidth for Internet access of faculty libraries
30. Provisioning of fire extinguishers and first aid boxes
31. Centralization of OPAC among the main library and faculty libraries
32. Partitioning of the acquisition section of the main library
33. Providing more training facilities for the junior staff
34. Encourage senior library staff to serve as subject specialists and help the students in their library- based assignments
35. Provisioning of storage facilities for library resources such as back-up volumes of periodicals
36. Including the Librarian as a member of Editorial Committees
37. Appointing library professional staff to posts such as Student Counselors
38. Pay more attention into repairing damaged books

## **6. ANNEXES**

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

#### **Day 1 (Wednesday 12 August)**

8.30 am. - 10.30 am.	Presentation of the Library and the discussion with the library staff
10.30 am. - 11.30 am.	Meet the students of the faculties of Humanities and Social Sciences, Management and Accounting
11.30 am. - 12.30 pm.	Meet the Deans and the academic staff of the faculties of Fisheries, Marine Sciences & Technology; Humanities and Social Sciences; Management; and Science
12.30 pm. - 1.30 pm.	Lunch
1.30 pm. - 2.30 pm.	Library Visit ó main library
2.30pm. - 3.30 pm.	Meet the para-professional staff of the library
3.30pm. - 4.30 pm.	Wrap up (Day 1)

#### **Day 2 (Thursday 13 August)**

8.30 am. - 9.00 am.	Meet the Vice- Chancellor/ University of Ruhuna
9.00 am. - 10.30 am.	Meet students of the main campus
10.30 am. - 11.30am.	Meet the technical staff
11.30 am. - 12.30pm.	Discussion (matters arising from the meeting)
12.30 pm. - 1.30 pm.	Lunch
2.00 pm. - 2.30 pm.	Meet the Dean/ Faculty of Agriculture
2.30 pm. - 3.00 pm.	Meet the academic staff /Faculty of Agriculture
3.00 pm. - 3.30 pm.	Library Visit
3.30 pm - 4.00 pm.	Meet students/ Faculty of Agriculture

#### **Day 3 (Friday 14 August)**

8.30 am. - 9.00 am.	Meet the Dean/ Faculty of Medicine
9.00 am. - 9.30 am.	Meet students/ Faculty of Medicine
9.30 am. - 10.00 am.	Meet the Academic Staff/ Faculty of Medicine
10.00 am.- 10.30 am.	Library Visit
10.30 am. - 11.00 pm.	Meet Coordinator & staff/ Unit of Allied Health Sciences
11.30 am. - 12.00 pm.	Meet students/ Unit of Allied Health Sciences
12.00 pm. - 1.00 pm.	Lunch
1.30 pm. - 2.00 pm.	Library Visit
2.00 pm. - 2.30 pm.	Meet the Dean & Academic Staff/ Faculty of Engineering
2.30 pm. - 3.30 pm.	Briefing the librarian and the senior staff of the library
3.30 pm. ó 5.00 pm.	Report writing

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

- The Vice-Chancellor
- The Deans of the faculties of Agriculture, Engineering, Fisheries and Marine Sciences and Technology, Humanities and Social Sciences, Management, Medicine and Science
- The academic staff of each faculty
- The senior library staff of the main library and faculty libraries
- The supportive staff of the main library
- The supportive staff of faculty libraries
- Undergraduate students of faculties of Agriculture, Fisheries and Marine Sciences and Technology, Humanities and Social Sciences, Management, Medicine and Science

## **Annex 3. LIST OF FACILITIES OBSERVED**

- Main library of the university of Ruhuna
- Computing facilities of the main library
- Faculty libraries of Agriculture, Engineering and Medicine
- Library of Allied Health Science unit
- Computing facilities of the faculty libraries
- Special collections of the main library
- Special Units / Sections of the main library and faculty libraries

## **Annex 4. LIST OF DOCUMENTS EXAMINED**

- Management structure of the library
- Lists of duties
- Documents on Inter-Library-Loans
- De-selection policy
- Acquisition Policy
- Library policy
- Documents relating to performance