

**MEASURING THE EFFECTIVENESS OF  
INFORMATION SERVICES  
PROVIDED BY THE UNIVERSITY LIBRARIES**



**(With special reference to  
Eastern University of Sri Lanka and  
South Eastern University of Sri Lanka)**

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## ABSTRACT

Information is considered to be a basic resource for national development. Information plays a significant role in improving educational standards and quality of research.

In higher educational institutions, particularly at the university level, these information needs are accomplished through university libraries. The ultimate goal of any library service is to ensure that the users are able to access the information for purposes for which they require it. Library should fulfill an information seeker by not just giving out the materials but with the self confidence and ability evolved in him or her. User satisfaction must be related with the performance of the information services.

This study reveals to what extent especially the libraries of the Eastern University of Sri Lanka and the South Eastern University of Sri Lanka are contributing information services. The aim of the study is to measure the effectiveness of information services provided by the two university libraries.

Except Non-academic staff, 40% of all the other staff has been selected and the students constitute 20%. In order to muster the data to measure the information service quality, structured questionnaires and observation have been utilized. The collected data have been presented in the form of tables, graphs and pie charts. These data were analyzed using univariate analysis which incorporate percentages, frequencies and five step Likert scale.

This study has been analyzed under four major research dimensions as follows; Information Identification Services, Information Location Services, Information Document Delivery Services and Information Advisory Services.

The study revealed that the user satisfaction of all four research dimensional aspects of information service is at the moderate level in both university libraries.

The research emphasizes was concluded that the initial awareness and orientation programmes should be done very carefully when freshers come up with the motivation to participate. Further, guide books and manuals have to be prepared in a comprehensive manner. A diagram of the layout of the library should be displayed at the entrance. The number of staff required to supervise the services should be recruited. Online catalogues especially the classified catalogues should be enhanced. Information resources. Information resources must be in their proper places. Users should be provided self service instructions and training on e-resources. Library co-operation, resource sharing and networking between them would minimize the constraints. Preparation & Dissemination of information documents should be done in the expected time frame. Recruitment of Reference librarians is vital. Preparation of information consolidation products from different sources should be put together in an organized from one package. Inter library loan facility could be considered for the sake of users' satisfaction. Improvement of photocopy services is must. Training and exchange programmes for library staff should be organized to upgrade their skills in various aspects in librarianship. Subject academic representatives from all departments should be appointed for contacts from library. There is a need for policies that integrate information services.

Both libraries are comparatively young and they are still maturing to be fully fledged university libraries as such they find it hard to keep pace with the rapid informative explosion and its accompanying impact.

