

**STUDY ON ATTITUDES OF LIBRARY
PROFESSIONALS ON RESOURCES AND
SERVICES OF THE NATIONAL LIBRARY
AND DOCUMENTATION CENTRE
SRI LANKA**



NATIONAL LIBRARY AND DOCUMENTATION CENTRE

**Study on Attitudes of Library Professionals
on the Resources and Services of the
National Library and Documentation Center**

Sri Lanka

(National Library of Sri Lanka)



Library Research Division

National Library and Documentation Center

Preface

Conducting research in library and information field in national level is a responsibility of the National Library and Documentation Services Board. Research is very important for the development of any field. Research is helpful for the generation of new knowledge in any subject field. Presently a number of research activities are carried out by the Library Research Division. The Library Research Division of the National Library and Documentation Services Board was established few years ago. The projects carried out by this division include the public library survey in provincial level, conducting library research studies on selected topic, organizing workshops on library research methodology, compilation of statistical handbook on libraries in Sri Lanka, etc. National Library and Documentation Services Board hopes to expand the library research activities in the future. This study on the attitudes of library professionals on resources and services of the National Library was carried out with the objective of making an assessment of the resources and services of the National Library in readers' point of view. I thank Mr. G. D. Amarasiri, Director in charge of Library Research Division and Mrs. Priyanga Bandara, Assistant Director and Head of the Library Research Division for conducting this study.

Prof. Somarathna Balasooriya

Chairman

Introduction

In any country a national library has to perform a number of essential functions. Collection of country's documentary heritage, maintaining bibliographical services in national level, providing assistant to other libraries, promotion of the reading habit are the main functions. Conducting research in library and information field is another main function of a national library.

National Library and Documentation Services Board established a separate division for library research few years ago with the objective of conducting library research activities in national level. Through the Library Research Division, National Library and Documentation Services Board conducts several library research activities. The library research activities presently carried out by the National Library and Documentation Services Board include provincial public library survey, survey on attitudes of national library readers about the resources and services of the National Library. Survey of government institution libraries compilation of statistical handbook on libraries in Sri Lanka and conducting workshops on library research methodology for librarians.

I am thankful to Mr. G. D. Amarasiri, Director in charge of Library Research Division and Mrs. Priyanga Bandara, Assistant Director and Head of Library Research Division for conducting this study.

N. H. M. Chitrananda

Director General

National Library and Documentation Services Board

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Chapter one

Introduction

The aim of this study is to understand the perception and attitude of library professionals on the resources and services of the National Library and Documentation Centre (NLDC) (National Library of Sri Lanka). When compare with the other countries of the world, the establishment of the National Library of Sri Lanka somewhat delayed. The preliminary activities for the establishment of the National Library of Sri Lanka were carried out in 1960s. Various scholars and commissions pointed out the necessity of establishing a National Library for Sri Lanka.

UNESCO was also enthusiastic during this period about establishing national libraries in countries where such libraries had not been established. As a result of these activities, Sri Lanka National Library Services Board was established in 1970 as a statutory body under the Ministry of Education. The main objective of Sri Lanka National Library Services Board was to establish the National Library of Sri Lanka. Since 1970 this institution carried out the preliminary activities for the establishment of the National Library of Sri Lanka. The National Library of Sri Lanka was inaugurated on 27.04.1990. The National Library of Sri Lanka has been carrying out the internationally accepted national library functions successfully so far.

Significance of the study

Only few research studies have so far been carried out on the resources and services of the National Library and Documentation Centre. Research studies on this aspect have not been done in the recent past. Therefore, this kind of study is very important to assess the present situation of the resources and services of the National Library of Sri Lanka. Attitudes and perception of library professionals are very important to understand the strengths and weaknesses of the National Library. The suggestions of library professionals are also important for the future development of the National Library.

Objectives of the study

Main objective

- ❖ The main objective of the study is to understand the attitudes of library professionals on the resource and services of the National Library and Documentation Centre

Other objectives

- ❖ To make an introduction of the National Library and Documentation Centre
- ❖ To give an explanation of the resources and services of the National Library and Documentation Centre
- ❖ To understand the strengths and weaknesses of the existing resources and services of the National Library and Documentation Centre
- ❖ To make recommendations for the improvement of the resources and services of the National Library and Documentation Centre

Methodology

This is an exploratory study. Questionnaire and written records were used as main data collecting techniques. Research population of the study was the library professionals in Sri Lanka. 50 questionnaires were received from library professionals and they were taken as the sample of the study.

Limitations of the study

Lack of awareness about national library resources and services among the library professionals is a major problem encountered in the study. Some library professionals were unable answer the questionnaire due to lack of awareness. Printed documents on the National Library of Sri Lanka is also limited in number.

Chapter Two

National Library and Documentation Center (National Library of Sri Lanka)

Historical Background

The necessity of establishing a national library for Sri Lanka was pointed out by various scholars and commissions in 1960s. By that time most countries of the world had established national libraries their countries. During this period UNESCO was also enthusiastic about establishing national libraries in countries where national libraries had not been established. As a result of these activities, Sri Lanka National Library Services Board was established in 1970 by an Act of parliament as a statutory body under the ministry of Education. Main objective of this institution was establishment and maintenance of the National Library of Sri Lanka. Since 1970 preliminary activities were carried out for the establishment of the National Library of Sri Lanka. Building up the National Library collection, construction of the National Library building, recruitment of the staff were the main activities carried out. National Library of Sri Lanka was opened on 27.04.1990. New National Library and Documentation Services Board Act were passed in parliament in 1998.

Function

According to the new Act of 1998 National Library and Documentation Center (National Library) is functioning under the National Library and Documentation Services Board. According to the Act the function of the National Library and Documentation Centre are as follows:

- 1) To make available for the use of all sections of the community, a national collection of Library materials and documentation resources appropriate to their needs.

- 2) To preserve the national and cultural heritage of Sri Lanka through the establishment, development and maintenance of a national collection of library and documentation materials, published in or related to Sri Lanka.
- 3) To receive copies of Sri Lankan publication deposited in the Department of National Archives under the printers and publishers ordinance.
- 4) To acquire by purchase or otherwise, copies of publication published in, or relating to, Sri Lanka, or foreign publications relevant to the needs of Sri Lanka.
- 5) To provide bibliographic services, including national bibliographic services and to compile a national union catalogue of library material of libraries in Sri Lanka.
- 6) To establish and create a national bibliographic database of documents and publications, published in, or relating to Sri Lanka.
- 7) To publish the National Bibliography of Sri Lanka.
- 8) To provide reference, information, referral, reprographic and documenting research services to all sections of the community of Sri Lanka.
- 9) To facilitate access to the library and documentation resources which are, or may in future become, available in or outside Sri Lanka to all members of the community.
- 10) To promote, advice and assist in the establishment, development and maintenance of library and documentation networks, including networks or public, school, academic, government and other libraries and documentation centers serving all sections of the community in Sri Lanka.

- 11) To promote and facilitate co-operation and resource sharing among libraries and documentation centers, at national and international levels including exchange of staff.
- 12) To promote the introduction and efficient application of new information technologies in libraries and documentation centers in Sri Lanka through the application of such technologies in the work on the centre and to provide advice, assistance and training to other bodies regarding the introductions of such technologies or promotional activities.
- 13) To undertake such projects and provide such facilities and services, in pursuance of the functions of the Board as the Board may from time to time require.

Structure

National Library and Documentation Centre consists of six divisions. They are as follows:

- 1) Acquisition Division
- 2) Reader Services Division
- 3) Bibliographic Control Division
- 4) Information Technology Division
- 5) Conservation and Preservation Division
- 6) Library Research Division

Acquisition Division

The main function of the Acquisition Division is the Acquisition of library materials for the National Library. Library materials are acquired through three methods. They are purchasing, legal deposit copies and donations. In addition,

Acquisition Division also implements the local and international books exchange programme.

Reader Services Division

The function of the Reader Services Division is to provide information services to readers through the various collections of the National Library. Providing membership to readers is also carried out by the Reader Service Division.

Bibliographic Control Division

The function of the Bibliographic Control Division is to compile bibliographic and documentation sources in national level. The bibliographic and documentation sources compiled by the Division are as follows:

- 1) Sri Lanka National Bibliography
- 2) Sri Lanka periodical Article Index
- 3) Retrospective National Bibliography
- 4) Authority list of authors
- 5) Authority list of titles
- 6) Sri Lanka Newspaper Article Index
- 7) Directory of Government Publications
- 8) Index to postgraduate theses in Sri Lanka
- 9) Index to Research Reports in Sri Lanka

Conservation and Preservation Division

Function of the Conservation and Preservation Division is to preserve the national library collection and the assisting the conservation activities of other libraries. Conservation activities of the national library include book binding, fumigation, humidity control, cleaning, using pesticide and document conservation. Organizing training programmes on conservation is also carried out by this Division.

Information Technology Division

The function of the Information Technology Division is to handle all the computer activities of the institution. The activities carried out by the Information Technology Division are as follows:

- 1) Supervision and co-ordination of the computer activities of the institution
- 2) Maintenance of the web server of the National Library
- 3) Preparation of computer programmes
- 4) Maintenance of National Library web page
- 5) Maintenance of the activities of the Alice for Windows

Library Research Division

The functions of the Library Research Division are to carry out the Library Research activities in national level. The Library Research Division implements following activities:

- 1) Public library survey in provincial level
- 2) Conducting research studies on selected topics
- 3) Compilation of the statistical handbook on libraries in Sri Lanka
- 4) Organizing workshop on library research methodology for librarians
- 5) Collections of media information on library activities in Sri Lanka

Chapter Three

Resources and services of the National Library and Documentation Centre

The main function of the National Library and Documentation Centre is to collect and preserve the documentary heritage of Sri Lanka for the benefit of present and future generations. Accordingly, NLDC collect different types of information resources. The library materials collected are as follows:

- 1) Books**
- 2) Periodicals**
- 3) Newspapers**
- 4) Manuscripts**
- 5) Audio Visual material**
- 6) Electronic media**

NLDC presently has a number of collections. They are as follows:

- 1) Sri Lanka collection**
- 2) Periodical collection**
- 3) Newspaper collection**
- 4) Reference collection**
- 5) Legal deposit collection**
- 6) Government Publications collection**
- 7) Audio Visual collection**
- 8) Electronic Resources collection**
- 9) Ola leaf collection**
- 10) Microfilm collection**
- 11) UNESCO collection**
- 12) Library and information science collection**
- 13) Postgraduate theses collection**
- 14) Martin Wicramasingha collection**
- 15) Map collection**
- 16) Collection on Intangible Cultural Heritage**

Sri Lanka collection

The National Library is a deposit library and receives copies of Sri Lanka Publications under the printers and publishers ordinance and through other methods such as purchasing and donations. Sri Lanka collection consists of publications, published in Sri Lanka, publications on Sri Lanka and publications written by Sri Lankan in foreign countries.

Periodical collection

Over 800 titles of Sri Lankan and foreign periodicals are available in the National Library. Information on the periodical articles can be obtained from the Periodical Article Index compiled by the National Library and Documentation Centre.

Newspaper collection

The Newspaper Collection consists of over 300 newspaper titles in Sinhala, Tamil and English. This collection consists of newspapers published since 1976 to date. Newspapers are received to the National Library from the National Archives Department under the legal deposit law.

Reference Collection

The reference collection consists of reference material such as Encyclopedias, Directories, Indexes, Bibliographies, Glossaries, Gazettes and others.

Legal Deposit Collection

Legal deposit collection consists of library material received from the National Archives Department under the legal deposit law. According to the legal deposit law, five copies of every publication published in the country should be

deposited in the National Library. National Library receives one copy of the five copies deposited in the National Archives Department.

Government Publications collection

Government Publications collection consists of gazettes, acts, bills, ordinance, hanzards, seasonal papers, administration reports, Sri Lanka law reports, commission reports and blue books.

Audio Visual Collection

Audio Visual Collection consists of audio cassettes, video cassettes, CDs, DVDs, gramophone discs of Sri Lanka songs, documentaries, plays and teledramas.

Electronic Resources collection

Electronic Resources collection consists of following resources:

- 1) DEPEC – Devolution of power and Ethnic conflict – online
- 2) Encyclopedia Britanica - Encarta
- 3) Martin Wicramasinghe collection – online
- 4) National union catalogue – online
- 5) Newspaper Article Index – online
- 6) Online Database – current contents, Delnet, Library and information Science Abstract (LISA)
- 7) Online public Access catalogue available at www.natlib.lk
- 8) Photographic Index
- 9) Postgraduate Theses Index - online

Ola leaf collection

Ola leaf collection consists of Ola leaf manuscripts covering the areas such as Buddhism, Literature, Ayurvedic medicine etc.

Microfilm collection

The microfilm collection consists of local and foreign microfilms and microfiches. Microfilms include local newspapers and books. Microfiches include books, administration reports, reports, statistical reports, parliamentary series, government accounts, bills, laws and Hansards.

UNESCO Collection

National Library of Sri Lanka received UNESCO publications since 1971 to 1990. This collection consists of UNESCO publications received to the National Library during this period. This collection is maintained as a separate collection of the National Library. The number of books of the UNESCO collection is 8507.

Library and Information Science Collection

National Library of Sri Lanka has the largest and most comprehensive Library and Information Science Collection in the country. This collection consists of large number of books, reference materials and reputed local and foreign periodicals in the field.

Postgraduate theses collection

This collection consists of Postgraduate theses (M.A, M Phill, PhD) submitted to universities in Sri Lanka. This collection consists of postgraduate theses on different subject areas. Which are very useful for researchers.

Martin Wickramasinghe collection

This collection consists of books written by veteran author Martin Wickramasinghe and his personal collection. His personal collection consists of about 5000 books on different subjects like literature, Buddhism, philosophy, sociology, Anthropology etc. This collection was donated to the National Library by the Martin Wickramasinghe Trust.

Map Collection

This collection consists of over 1000 maps relating to Sri Lanka. These maps have been acquired from the Survey Department of Sri Lanka.

Service of the National Library and Documentation Centre

National Library and Documentation Centre maintains a number of services for the readers. They are as follows:

User Education Service

Through this service readers are made aware about the resources and services of the National Library and Documentation Centre. This awareness is given through various methods such as seminars, study tours, video programmes, lectures etc.

Inquiry Service

Readers can make inquiries through letters, telephone calls, fax messages, emails and by personally visiting the National Library. The information desk located at the ground floor deals with the inquiries of the readers.

Reference Service

Through the reference service, reference information is provided to readers through various collections of the National Library.

Photocopy Services

Photo copies are provide to readers on concessionary rates.

Inter Library Loan Services

National Library and Documentation Centre maintains relations with main libraries. For this purpose the participating libraries have to sign an agreement with the National Library. For these libraries, National Library lends books for a period of two weeks.

Internet Service

Library readers can search internet by paying a concessionary rate.

Information Repackaging Services

National Library maintains an information repackaging service for the benefit of readers, under this service information on different topics are collected and organized in such a way that readers can search the information they need conveniently.

Current awareness service

Under this service readers are made aware about the latest publications available in the National Library.

Chapter Four

Attitudes of Library professionals about the Resources and Services of the National Library and Documentation Centre

The attitudes of library professionals in Sri Lanka about the resources and services of the National Library and Documentation Centre have been analysed in this chapter. In this survey, questionnaires were sent to 100 library professionals in Sri Lanka. Completed questionnaires were received from 50 library professionals. Data received from questionnaires has been analysed under following aspects of the National Library and Documentation Centre.

1. National Library Collection
2. National Library Services
3. Membership Procedure
4. Library Staff
5. Staff efficiency
6. Conservation and Preservation activities
7. Automation of the National Library
8. International Relations
9. Public Relation of the staff
10. Internal design of the National Library

4.1 National Library Collection

National Library and Documentation Centre has been able to develop the National Library Collection into considerable extent for the last few decades. However, National Library Collection needs further development. The responsibility of a National Library in any country is to collect the documentary heritage of the nation. There is a huge amount of information resources which have not so far been collected to the National Library. Following are the attitudes of library professionals about the national library collection.

Table 01

Attitude on the national library collection

Attitudes	Number
Adequate	12
Somewhat adequate	21
Not adequate	08
Not adequate at all	02
Cannot say exactly	07
Total	50

4.2 National Library Services

National Library and Documentation Centre maintains a number of services for the readers. These services have been explained in the previous chapter. When compare with the national libraries in developed countries, these services needs further improvement. Following are the attitudes of library professionals about the national library services.

Table 02

Attitude on national library services

Attitudes	Number
Satisfactory	21
Somewhat Satisfactory	24
Not Satisfactory	02
Not Satisfactory at all	-
Cannot say exactly	03
Total	50

4.3 Membership procedure

All Sri Lankans are entitled to get the membership of the National Library. Membership is given under different categories. They are as follows:

- Short term membership
- Permanent membership
- Life membership
- Institutional membership

Short term membership is confined to one day. Permanent membership is given for a period of three months and one year.

Following are the attitude of library professionals about the membership of the national Library

Table 03

Attitude on membership procedure

Attitudes	Number
Satisfactory	23
Somewhat Satisfactory	14
Not Satisfactory	02
Not Satisfactory at all	-
Cannot say exactly	11
Total	50

4.4 Library Staff

The cadre of the National Library and Documentation Services Board is 197. The existing staff is 146. There is a Director in charge of the centre and a Deputy Director is functioning under the Director. There are Assistant Directors in charge of each Division. There are information assistants, library attendants and office assistants under the assistant directors. In the Information

Technology Division, Network Administrator is the Head of the Division, System Analyst, an Information Technology Assistant and Management Assistant are under the Network Administrator. In conservation and Preservation Division, Document Conservator is the Head of the Division. Following are the attitudes of library professionals about the national library staff.

Table 04

Attitude on National Library Staff

Attitudes	Number
Adequate	08
Somewhat Adequate	17
Not Adequate	10
Not Adequate at all	03
Cannot say exactly	12
Total	50

4.5 Staff efficiency

National Library and Documentation Services Board implements various programmes to improve the efficiency of the national library staff. Staff training, welfare activities are some activities carried out to improve the efficiency of the staff. Foreign training opportunities are also provided to the staff. Following are the attitudes of the library professionals about the efficiency of the National Library Staff.

Table 05

Attitude on Staff Efficiency

Attitudes	Number
Adequate	09
Somewhat Adequate	26
Not Adequate	06
Not Adequate at all	02
Cannot say exactly	07
Total	50

4.6 Conservation and preservation activities

Conservation activities of the National Library are carried out by the conservation and preservation Division of the National Library and Documentation Centre. Conservation activities of the national library collection include book binding, fumigation, document repairing and humidity control, etc. In addition to the conservation and preservation of the National Library collection, the conservation and preservation Division implements the programmes for the preservation of other libraries as well. This activity includes advisory services on conservation, organizing training programmes on conservation, supply of conservation material etc.

Following are the attitudes of library professionals on conservation of the national library collection:

Table 06

Attitude on Conservation and preservation activities

Attitudes	Number
Adequate	06
Somewhat Adequate	21
Not Adequate	09
Not Adequate at all	02
Cannot say exactly	12
Total	50

4.7 Automation of the National Library

A considerable development has been achieved in the automation of the National Library for the last two decades. Most activities of the National Library have been computerized. Some bibliographic and documentation services are available online.

Following are the attitudes of library professionals on the automation of the national library:

Table 07

Attitude on Automation of the National Library

Attitudes	Number
Adequate	09
Somewhat Adequate	22
Not Adequate	14
Not Adequate at all	-
Cannot say exactly	05
Total	50

4.8 International Relation

National Library and Documentation Centre has achieved a considerable progress in maintaining the international relations in the library and information sector. National Library and Documentation Centre has obtained the membership of main international organizations in library and information sector. National Library and Documentation Centre maintains a book exchange programme with national libraries of other countries. Staffs of the National Library and Documentation Centre participate in foreign training programmes.

Table 08

Attitude on International Relations

Attitudes	Number
Adequate	03
Somewhat Adequate	12
Not Adequate	15
Not Adequate at all	06
Cannot say exactly	14
Total	50

4.9 Public Relations of the staff

Public relation of the staff is essential for a successful reader service in any library. The relationship between the readers and the staff can be strengthened through good public relations of the staff. National Library and Documentation Services Board implements various programmes to improve the public relation of the staff.

Table 09

Attitude on the Public relation of the Staff

Attitudes	Number
Satisfactory	15
Somewhat Satisfactory	30
Not Satisfactory	01
Not Satisfactory at all	01
Cannot say exactly	03
Total	50

4.10 National Library Internal design

Internal design of the National Library is changed from time to time for the convenience of the public and the Plan internal design was also prepared by an outside company few years ago. This plan has not implemented so far due to lack of funds. Following are the attitudes of library professionals about the internal design of the National Library.

Table 10

Attitude on National Library Internal design

Attitudes	Number
Satisfactory	07
Somewhat Satisfactory	18
Not Satisfactory	15
Not Satisfactory at all	03
Cannot say exactly	07
Total	50

Suggestions and Ideas of respondents for the improvement of the National Library Services

National Library Collection

- ❖ Collection should be further developed.
- ❖ National Library Collection is a balanced collection which cover the readers' needs.
- ❖ Newspaper article collection should be further developed according to subjects.
- ❖ Although every book published in Sri Lanka should be in the National Library, there are occasions where some book cannot be found Such situations should be avoided.
- ❖ Since the national library collection is close access, it is difficult to reach the required information conveniently.
- ❖ Collections on culture, Tamil, Muslim and other ethnic groups should be organized.
- ❖ In addition to the print media, electronic books, articles and reports should be collected and updated.
- ❖ Co-operation with other libraries should be improved through the acquisition of online databases.
- ❖ National library collection should be stronger than the other library collections of the country.
- ❖ Very good collection is available at the National Library, But books published in peripheral areas are not included in the collection.

- ❖ Electronic resources collection should be adequately updated.
- ❖ Awareness programmes on the national library collection should be conducted.
- ❖ National Library collection should be further developed. Shortcoming of the collection should be completed.
- ❖ Action should be taken to buildup a unique and comprehensive Collection.
- ❖ Certain collection cannot be considered as complete collections as they have some deficiencies.
- ❖ All local and foreign resources which are useful for researchers should be acquired.
- ❖ All Sri Lankan publications are not received under the legal deposit law. This is a great disadvantage to the National Library.
- ❖ If financial allocations are received continuously throughout the year this problem can be overcome.
- ❖ National Library collection should be a complete collection it should consist of publications in various languages and various subjects.
- ❖ Loss of books of the collection should be controlled.
- ❖ Not only printed material but non-print material should also be acquired.
- ❖ Rare book collection should be further developed.
- ❖ Open access should be provided to readers.

- ❖ Action should be taken to avoid loss of the books.
- ❖ National library collection should be developed through the amendment of the legal deposit law.
- ❖ In the acquisition of scholars collection, ability of the long term usage of the books should be considered.
- ❖ A South Asian collection should be in the national library.
- ❖ Classification, development and maintenance of the collection not systematic.
- ❖ Rare book collection is not adequate.
- ❖ The services of other national libraries should be studied and our national library services should be developed accordingly.
- ❖ Publications on subject areas such as folklore, indigenous knowledge, Sri Lanka, management, communication, history, outstanding persons, important places etc... should be collected.
- ❖ More audio visual material should be collected.
- ❖ It is more appropriate if separate collections could be maintained on indigenous medicine, agriculture and different vocations.
- ❖ Collection is very good, but it takes some time to give information to readers.

National Library Services

- ❖ Services should be more expanded. Most people are not aware of the services provided by the National Library.
- ❖ Services provided by the National Library are excellent.
- ❖ Awareness about the national library services should be increased.
- ❖ Current awareness on new information received to the library should be maintained.
- ❖ Documentation services should be more developed identifying the needs of the users.
- ❖ Library services should be expanded through a library network.
- ❖ Workshops should be organized to make aware the school and higher education students about the national library services.
- ❖ National Library staff should be trained and provided a better understanding about the Library services. New technology should be used for a better service at an international level.
- ❖ Knowledge of the library staff about the reference sources is not adequate. Library staff should have a good understanding about the collections in three floors.
- ❖ It is better to place the gazette collection in another floor and use the first floor only for research purposes.
- ❖ Internet service should be expanded.
- ❖ Library services should be updated in consideration with the modern developments.

- ❖ National Library should be developed as an excellent research centre for local and foreign researches.

Membership procedure

- ❖ Membership procedure is satisfactory.
- ❖ Simple procedure should be followed in order to expand the membership.
- ❖ Membership should be provided through internet.
- ❖ Computer base membership card will be more useful.
- ❖ Number of members should be expanded.
- ❖ Existing membership procedure is suitable.
- ❖ More attention should be paid to attract researchers.
- ❖ Membership method should be introduced for the office staff.
- ❖ Membership information should be computerized.
- ❖ Free membership given to mark the National Reading Month – October should be given during the previous month (September) as well.
- ❖ The readers who are given free membership should be attracted continuously.
- ❖ The membership fee presently charge is reasonable.

- ❖ More attractive membership card should be used to permanent members.
- ❖ Special attention should be paid to provide membership to those who are engaged in the library and information field.
- ❖ Providing honorary membership to scholars.

Library Staff

- ❖ Quantity and quality of the library staff should be developed.
- ❖ Library staff should be trained in information technology.
- ❖ Library staff should be further trained to increase their efficiency.
- ❖ In employing the staff in the library, their public relation qualities should be taken into consideration.
- ❖ The dedication, attitudes, efficiency and public relation is very satisfactory in some officers. But some officers are weak in these qualities.
- ❖ Library staff should have an updated knowledge.
- ❖ There is a shortage of officers fluent in English and Tamil.
- ❖ Recruitment of professionally qualified staff should be encouraged.
- ❖ Library staff should have the ability to work according to modern requirements.

Staff Efficiency

- ❖ Efficiency of the staff should be further improved.
- ❖ Efficiency of the staff is satisfactory as the whole.
- ❖ Some officers are efficient and some are not much efficient. In new recruitments efficient officers should be recruited.
- ❖ Few officers have shown efficiency.
- ❖ Efficiency of the staff can be improved through training.
- ❖ More training opportunities should be provided to the staff.
- ❖ Professional guidance should be provided from experience people.
- ❖ Staff management should be systematic.
- ❖ Staff efficiency can be improved through training and change of attitude.
- ❖ Efficiency is very satisfactory.
- ❖ Information searching ability of the staff should be improved.

Conservation and preservation activities

- ❖ Conservation activities should be further expanded.
- ❖ Conservation services should be provided to other libraries.
- ❖ Digitization should be used as a conservation method.

- ❖ Special attention should be paid for the conservation of electronic resources.
- ❖ Financial allocations and technical knowledge on staff should be increased for conservation activities.
- ❖ National Library should take the leadership in providing conservation services of other libraries.
- ❖ Air conditioning should be provided to collection areas continuously and adequately.
- ❖ Providing temperature and humidity, pest control, document conservation and digitization should be carried out properly.
- ❖ Conservation activities are weak. Staff and funds not adequate.
- ❖ Including the books to the collection before conservation is a problem.
- ❖ Mixing of old book with new book is also harmful.

Automation of the National Library

- ❖ Automation of the activities should be improved.
- ❖ Digital collection of rare books should be improved.
- ❖ Automation device should be prepared for selection of journals.
- ❖ Automation should be done according to international standards.
- ❖ More training and supervision for automation is necessary.

- ❖ A model library software suitable for all libraries should be created by the National Library.
- ❖ There are problems in the computerized catalogue. A modern advanced computer catalogue should be created.
- ❖ An adequate training should be provided to the staff an activities such as transliteration indexing bibliographical service etc..
- ❖ There should be an uniformity in entering data.
- ❖ Trained staff should be used in automation activities.
- ❖ Automation of the national library collection is satisfactory.
- ❖ Readers have to face problems due to not updating some databases and the website.
- ❖ Technical problems in automation should be avoided. Computer staff should be increased.
- ❖ Necessary staff and equipment should be provided to expedite the automation.
- ❖ Facilities to search the National Union Catalogue should be improved.

International Relations

- ❖ Make aware the libraries about the foreign courses, workshops and seminars on library affairs.
- ❖ International relations should be maintained specially with South Asian countries.
- ❖ International relations should be further improved.

- ❖ International relations are not adequate at all separate division should be established for this purpose.
- ❖ More foreign training should be provided for the staff.
- ❖ Information on Sri Lanka should be disseminated among foreign countries.
- ❖ A separate division with experience officers should be established to deal with international affairs.

Public Relation of the Staff

- ❖ Public relation of most of the staff is satisfactory.
- ❖ Public relation of the staff is very good.
- ❖ Public relation of the staff should be improved.
- ❖ Change of attitudes is necessary.
- ❖ Training on public relation should be given for the staff.
- ❖ Qualities like politeness and co-operation should be improved among the staff.
- ❖ Staff who deal directly with the public should be given more training on public relation.
- ❖ A training should be given of the staff on dealing with people, providing services to readers, communication etc.

Internal Design

- ❖ No facilities for disabled readers to access the building.
- ❖ It is difficult to find the divisions providing directions to divisions is Important.
- ❖ Electric lift is necessary for readers.
- ❖ Attractiveness cannot be seen in some areas. Internal design should be more attractive and pleasant.
- ❖ The divisions should be rearranged in such a way that functions could be performed more effectively and more conveniently.
- ❖ Lighting is not adequate in some areas of the building.
- ❖ Separate unit of audio visual material should be established.
- ❖ Unutilized space should be used for useful purposes.

Other ideas / suggestions

- ❖ Toilet facilities should be more clean and systematic.
- ❖ Relationship with public and other libraries should be improved.
- ❖ Meeting should be conducted with librarians in regular intervals and their problems should be identified.
- ❖ Programmes should be organized to improve the social attractiveness.
- ❖ The National Library collection should be expanded and electronic access should be improved.

- ❖ Awareness about the National Library should be improved. National Library should be an essential institution of the Sri Lankan people.
- ❖ Acquisition of valuable reference sources such as science citation index should be restarted.
- ❖ National Library website should be updated and the problems of access should be removed.
- ❖ Relationship with other National Libraries should be improved.
- ❖ Canteen and toilet facilities should be improved.

Chapter Five

Conclusions and Recommendations

Following conclusions were drawn from the questionnaire survey conducted among the library professionals about the resources and services of the national library

1. Majority of the respondents said that national library collection is some what adequate.
2. Majority of the respondents said that national library services are some what satisfactory.
3. Majority of the respondents said that the membership procedure of the National Library is satisfactory.
4. Majority of the respondents said that national library staff is somewhat adequate.
5. Majority of the respondents said that efficiency of the national library is some what adequate.
6. Majority of the respondents said that conservation and preservation activities of the national library are some what adequate.
7. Majority of the respondents said that automation of the national library is some what adequate.
8. Majority of the respondents said that international relations of the national library is not adequate.

9. Majority of the respondent said that public relations of the national library staff is somewhat adequate.
10. Majority of the respondents said that internal design of the national library is somewhat satisfactory.

Recommendations

1. National library collection should be further developed.
2. National library staff should be adequately provided.
3. More training opportunities should be provided for the national library staff.
4. Public relation of the national library staff should be improved.
5. International relations for the national library should be improved
6. Separate collection of Tamil publications should be organized in the national library.
7. Inter library co-operation should be further strengthened.
8. More awareness programmes on national library services should be organized.
9. New attractive membership card should be provided for readers.
10. Honorary membership should be provided for scholars.
11. Digitization project should be started for digitization of the collection.

12. Shortcomings of the collection should be completed.
13. Legal deposit law should be amended in such a way that all publications are deposited in the National Library.
14. Loss of books in the National Library should be controlled.
15. Internet service should be expanded.
16. Digitization should be used as a conservation method.
17. National Library web site should be improved.
18. Separate division / unit should be set up to handle international relation activities.
19. Facilities should be provided for disabled readers to access the National Library.

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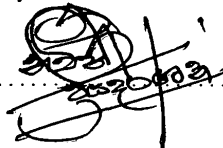
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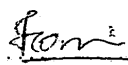
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