



# **LIBRARY ANNUAL RESEARCH SYMPOSIUM 2018**

## **UNIVERSITY OF COLOMBO SRI LANKA**

**Extracts from the proceedings of Annual Research Symposium**

**University of Colombo 2018**

***Paradigm Shift of University Libraries in the Digital World***

**27 November 2018**



# THE LIBRARY NETWORK



## **Our Vision**

*To support the university's vision in building synergies between knowledge, education and research, by striving to create an environment conducive to learning, teaching and intellectual advancement*

## **Our Mission**

*To underpin the mission of the university, by providing high quality service for the staff, students and the researchers to satisfy their quest for knowledge*

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## MESSAGE FROM THE ACTING LIBRARIAN

Dr. Chandrani Kuruppu



It is a great pleasure that I have this opportunity to send a message as the Acting Librarian for the Annual Research sessions of the Library Network, which will be held on 27<sup>th</sup> November 2018. It will be a remarkable milestone for the Library Network and will be an annual event in the calendar henceforth. The theme of the sessions is “Paradigm shift of university libraries in the digital world” and 12 related research papers will be presented by the librarians covering the areas like information seeking behavior of undergraduates, provision of biomedical literature on digital platform, millennials’ expectations of service quality, evaluating the library website, developing a digital tool avoid research duplication in Humanities and Social Sciences, reflecting the diverse research interests of our librarians.

Librarians in the digital age have a vital role of facilitating the patrons to fulfill their information needs through massive volumes of information of a multitude of formats as well as of quality. I am assured that this research session will provide diversified aspects of the role of future university librarians, in fulfilling this responsibility.

I am very much thankful to Senior Professor Lakshman Dissanyake, Vice Chancellor, University of Colombo for accepting our invitation to grace the occasion as the Chief Guest and to Dr. Ruvaize Haniffa, Member of the UGC and Chairperson of the Standing Committee of Library and Information Science (SCOLIS) of the UGC, for gracing this occasion as the Guest of Honour. I am indeed thankful to Prof. Inder Vir Malhan for joining us today to deliver the Keynote Address. I would like to express my sincere gratitude to all my colleagues in the Library Network for their tireless efforts to make this event a success. Finally I would like to convey my best wishes to all the distinguished invitees, panelists, session chairpersons and researchers for a very productive event.

## **PROGRAMME**

- 8.30 am Registration
- 9.00 am National Anthem & Traditional Lighting of the Oil Lamp
- 9.10 am Welcome Address by  
Dr. (Mrs.) Pradeepa Wijetunge  
Librarian & Symposium Co- Chair
- 9.20 am Address by the Chief Guest  
Senior Professor Lakshman Dissanayake  
Vice-Chancellor, University of Colombo
- 9.30 am Address by the Guest of Honour  
Dr. R. Haniffa  
Chairman, SCOLIS, UGC
- 9.45 am Keynote Address by  
Professor Inder Vir Malhan  
Dean, School of Mathematics, Computers and Information Science,  
Central University of Himachal Pradesh, India
- 10.15 am Vote of Thanks by  
Dr. (Mrs) Chandarani Kuruppu  
Symposium Co-Chair
- 10.20 am Refreshments

10.45 am Technical Session 1

### **Information dissemination in the digital environment**

Dr. (Mrs.) W. Seneviratne

1	Information seeking behavior of the Social Science and Humanities undergraduates of University of Colombo	Pradeepa Wijetunge
2	Provision of biomedical literature on digital platform: assessment of the Information Dissemination Service	D.C. Kuruppu
3	Millennials' expectations of service quality from academic libraries	Sajeewanie D. Somaratna
4	Accessing electronic resources by medical trainees of the Postgraduate Institute of Medicine, University of Colombo: issues and concerns	T. Sritharan

12.00 noon Technical Session 2

### **Managing E-Resources in the Digital Era**

Dr. (Mrs.) N.D. Wijayasundara

1	Web presence of the Library University of Colombo: 2013-2018	M.A.L. Silva
2	Epistemological belief structure of Law undergraduates in using electronic information resources: a case study of University of Colombo	P.K.S. Manatunga
3	Importance and challenges in implementing a digitized historical map collection in academic libraries of Sri Lanka	M.N.F. Sakeena S. S. Johoran
4	A scientometric analysis of asthma research in Sri Lanka using Scopus and PubMed Databases	K. K. N. L. Perera

Technical Session 3

**Library innovations for digital natives**

Dr. C.C. Jayasundara

1	Assistive technologies for the visually impaired undergraduates of the University of Colombo	M.A. Lankathilake
2	An analytical study of open source library software	W.P.G.L.Perera S. Premarathne
3	Developing a digital tool to support avoidance of research repetition in Humanities and Social Sciences	M. A. Milton M. A. Lankathilake D.C. Kuruppu
4	Bridging cultural heritage information on the web: a metadata model based approach for information aggregation in South and Southeast Asian cultural heritage	C. Wijesundara S. Sugimoto

01.15 pm Lunch

02.00 pm Panel Discussion

***“Academic status of university librarians: right or rite”***

*Panelists* - Dr. (Mrs.) Pradeepa Wijetunge  
Mrs. Ruvini C. Kodikara  
Dr. (Mrs.) W. Senevirathne  
Dr. (Mrs.) N.D. Wijayasundara  
Dr. C.C. Jayasundara

03.15 pm Valedictory Session

03.25 pm Awards Ceremony

03.30 pm Refreshments

## INTRODUCTION TO THE KEYNOTE SPEAKER

**Prof. Inder Vir Malhan** ( B.Sc, M.Lib.Sc., Ph.D, Fellow SIS)



Born in a rural village in the Ludhiana District of Punjab, Prof. Malhan had his schooling in the village and graduated in Science with a First Class. Later he obtained M.Lib.Sc. and Ph.D. from Punjab University, Chandigarh and started his teaching career at the same university. He has over thirty seven years of teaching and research experience at Punjab, Jammu and Central University of Himachal Pradesh, Dharamshala. Prof. Inder Vir Malhan is currently the Dean/Academic and Dean of the School of Mathematics, Computers and Information Science and also the Head / Department of Library and Information Science and is in-charge of the Library system of the Central University of Himachal Pradesh. Before joining the Central University of Himachal Pradesh, he served as the Head of the Department of LIS of University of Jammu and also headed the Library System of the same university.

At national level, he is a member of many significant committees including; the UGC expert committee for developing model curricula for undergraduate studies in LIS, the Research Advisory Board of DELNET, UGC National Committee on Electronic Theses and Dissertations, National Advisory Committee of e-Shodh Sindhu, e-PG-Pathshala project and a topical coordinator for conversion of e-PG-Pathshala content into MOOCS. He also serves in the expert panel for Scientific and Technical Terminology in India. Prof. Malhan has extensively contributed to the professional literature by publishing over 100 journal articles and conference papers and authoring/editing 12 books nationally and internationally. He has also supervised a wide range of successful Ph.D. and M.Phil theses. Prof. Malhan is a recipient of many awards throughout his career, including the IASL Leadership Award, Kaula-Ranganathan Gold Medal, ILA-Gidwani Deshpandey Award, SATKAL National Award, Harish Chandra-Sushila Chandra National Award and PLA-Satija Award for professional excellence. Prof. Malhan is currently the President of the Indian Association of Teachers of Library and Information Science (IATLIS) and a member of P.N. Kaula Trust, ASIS - USA, ISKO - GERMANY, IAALD - USA and Asian Chapter of SLA-USA. He is life member of ILA, IATLIS and a Fellow of SIS.

## **Paradigm Shift of University Libraries in the Digital world**

Professor Inder Vir Malhan

University libraries have always remained an important component of knowledge infrastructure of universities and immensely contributed to their learning and knowledge creation activities. They now require undergoing enormous transformation in view of growing digital landscape, networked and distributed information environment, convenience of accessibility of information from any place, and enormous changes in ways and choices of users for searching, accessing and communicating information. Libraries are no more rendering their services merely with the support of select books and other in-house documents, but also with the practice of exploring an ocean of external digital information resources. Emergence of new knowledge management tools, proliferation of content management software, advent of mobile apps and growth of social media, big data analytics software and unbundling of content are offering enormous opportunities for university libraries to expand their services and enhance their roles. On the other hand, information users are facing a hyper competitive environment, information overload and time constraints to use information resources, but require to do quality work and innovate to survive and thrive in their chosen fields. University libraries therefore need to develop work processes and operations involving all-encompassing work of document management, content management, data analytics, information analysis, and strategic knowledge management. Digital landscape also demands any time instant access to quality filtered, value added, and need based impact making information. On time knowledge consultancy, resources for self-learning, knowledge alignment for imbedding knowledge in work processes and empowering users with media and information literacy are other evolving service needs. The value of a university library will not be evaluated based on potential resources accumulated but on the premise of services rendered in enhancing the desired activities and goals of the university. In the ever-changing information scenario, the metamorphosis and relevance of a university library will depend upon its promptness to change for the better and ability to create a service image. Massive reskilling of university library professionals, change in mindsets, existing values and assumptions will be required to conform university libraries to the service needs of the digital information environment. This paper portrays an array of real issues such as what structural changes are required in the university libraries to transform them for their enhanced role in the digital landscape to boost learning and accelerate access to high quality useful information. What way the digital environment empowers and offer more opportunities to library professionals to do better and enhance value of library services and how the university library can offer more personalization and service convenience to user communities.

## LIBRARY NETWORK

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## **Provision of biomedical literature on digital platforms: Assessment of the Information Dissemination Service**

D.C. Kuruppu

*The Library, Faculty of Medicine, University of Colombo, Sri Lanka*

Health Literature Library Information Service (HELLIS) network is a consortium of health libraries in the South-East Asian region. In 1980, it was established in Sri Lanka with the main objective of providing better Information Dissemination Service (IDS). IDS which was established on digital platform in 2011 by the medical library, University of Colombo is popular among health care professionals and bio-medical scientists in the country. The study was focused to determine the efficacy of IDS on digital platform; to find the nature of Inter Library Loan (ILL) requests; to analyze the sources of reference and to provide comparative analysis among information requested groups. Statistics of IDS from 2013 to 2017 was used as data for this study. All ILL requests in the period (n=1809) were analyzed. The ILL requests fulfilled by World Health Organization (WHO) country office library and South East Asian Region (SEARO) library were named as sample A and remaining ILL requests fulfilled by other regions were taken as sample B. Only National Focal Point Library working days were considered as time required for processing. Fulfillment of ILL requests by sample A and B was 75.62% (n=1368). 89.6% (n=1151) was filled by sample A, whilst 41.3% (n=217) was by sample B. The highest percentage of requests fulfilled was recently published material between one to five years. After 30 years published materials were the lowest fulfillments. Time taken for the fulfillment of requests was one – two weeks. Most of reference sources were from well-established publishers and cited in Science Citation Index (55.3%) and Index Medicus searches (38.8%). 73% requests were received from academics and the service was gradually increasing among postgraduate students, but requests from clinicians were poor. According to the international standards, the IDS service was efficient since majority of the requests were fulfilled within a week. Efficiency was due to the digital portal launched in WHO-SEARO library and well-efficient staff members in both ends. Publications within current year to five years back were heavily used by Health Science professionals. Almost all requested reference sources cited in well-popular indexed databases. The service was well familiar among academics and postgraduate students, however awareness programmes should be conducted for clinicians.

**Keywords:** *biomedical literature use; effectiveness of the service; Information Dissemination Service; Sri Lanka*

## **Assistive technologies for the visually impaired undergraduates of the University of Colombo**

M.A. Lankathilake

*Library, University of Colombo, Sri Lanka*

Visually impaired undergraduates encounter difficulties in accessing information when compared to their peers. With the development of information technology number of assistive technologies and devices have become popular among the visually impaired than traditional methods. This study is planned with the objective of identifying assistive technologies for the resource center for visually impaired. A literature review and focus group discussions were conducted to identify the suitability of assistive technologies. Focus groups consisted of visually impaired academics, library and information professionals and visually impaired undergraduates. Closed-Circuit Television (CCTV) (83%), audio books (75%), screen magnifier (58%) and screen readers (50%) were identified as highly used assistive devices. Although the braille books are recognised as traditional resources they were also identified as important. In addition to the above devices, braille keyboards, braille note-takers, braille displays and speech synthesizers were identified as assistive devices through the literature survey. According to the discussions with focus group audio books, screen magnifiers, braille displays, braille books and screen readers were identified as extensively used devices. The resource center for the visually impaired at the main library is equipped with braille reader, DAISY digital talking book players and portable digital video magnifiers. According to findings it could be stated that resources and services available in the resource center for visually impaired in University of Colombo are not sufficient to fulfil the needs of the visually impaired undergraduates. Therefore it is recommended to acquire audio book collections covering diverse subject areas, computers with screen reading facility, braille keyboards, screen magnifiers and important braille books to minimize the difficulties in accessing information by visually impaired undergraduates.

**Keywords:** *assistive technologies; University of Colombo; visually impaired undergraduates*

## **Epistemological belief structure of Law undergraduates in using electronic information resources: A case study of the University of Colombo**

P.K.S. Manatunga

*Library, University of Colombo, Sri Lanka*

Epistemology from a psychological and educational aspect is how an individual develops conceptions of knowledge and utilize in developing and understanding of the world. Even though personal epistemology is typically held at an intangible state of students, these beliefs have influences on their study strategies, comprehension and are significant predictors of grades. The objective of the present research is to configure epistemological beliefs of the law undergraduates at the University of Colombo, in using electronic information resources. The target user population was law undergraduates from first to fourth academic year in 2018 (999students) and a sample of 608 was selected randomly according to the Morgan table. The data was gathered by a survey instrument developed referring Schommer's Epistemological beliefs model (1990) with integration of five different values of electronic information resources in academic activities; information need, motivation, searching process, searching speed and searching outcome. Five epistemological belief measures; time, amount, speed, integration and simplicity were used as the basis of the coding schema. Results were subjected to quantitative multivariate factor analysis utilising generalized least squares extraction and cluster analysis was applied to obtain groups with different epistemological belief patterns. The study confirms the multidimensional character of epistemological beliefs in using electronic information resources with a 6-dimension model; speed of knowledge acquisition, knowledge product, autonomy of knowledge, dynamic knowledge, procedural knowledge and comprehensive knowledge. Cluster analysis resulted in three clusters and each cluster indicates a unique six dimensional pattern of epistemological beliefs. Three clusters were pessimistic, optimistic and comprehensive knowledge believers. Epistemological belief patterns of these three groups show a distinct difference. The present research has proved evidence towards contextually unique, quantifiable structure of personal epistemological beliefs in using electronic information resources and enable to understand the factors influential to these learners in both positive and negative ways. This understanding could be used in order to positively enhance the experience of the learner, increasing their capability and desire towards constructive life-long learning practices in digital era.

**Keywords:** *electronic information resources; epistemological beliefs; epistemological belief structure; university libraries*

## **Developing a digital tool to support avoidance of research repetition in the Humanities and Social Sciences**

M. A. Milton<sup>1</sup>, M. A. Lankathilake<sup>1</sup>, D.C. Kuruppu<sup>1</sup>

<sup>1</sup>*Library, University of Colombo, Sri Lanka*

Research in Humanities and Social Sciences (HSS) in Sri Lanka are increasing but most related articles are published in local journals in English, Sinhala and Tamil languages in print mode. Therefore researchers do not have an opportunity to be included in reputed indexing/abstracting services and they do not have an opportunity to conduct comprehensive analysis of literature on what has been conducted in their disciplines. As a result many HSS research may encounter problems of getting duplicated. Development of a database is proposed as the most suitable solution. Accordingly, the objective of this study was to develop a database of all English, Sinhala and Tamil journals and conference proceedings published in Sri Lanka. As the first step a model was developed to construct a database. D-space open source software was used to develop the repository for long-term storage, access and preservation of digital content. Consequently, a prototype was developed. In the database subject headings under HSS considered as communities and the sub divisions of main subject areas as sub communities. An item menu was created which contains meta data. The metadata for the database were identified as bibliographic information such as author name, authorship, title, citations, year, publisher details, journal name, volume, page numbers or conference name place and pages numbers. The created database consists of different authentication levels for uploading and online editorial process. The second phase of the study will consider uploading of documents by providing key words and subject titles using standard subject thesaurus.

**Keywords:** *database; Humanities; research duplication; Social Sciences; Sri Lanka*

## **A scientometric analysis of asthma research in Sri Lanka using Scopus and PubMed databases**

K. K. N. L. Perera

*The Library, Faculty of Medicine, University of Colombo, Sri Lanka*

Asthma is a disease characterized by recurrent attacks of breathlessness and wheezing, which vary in severity and frequency from person to person. In the digital age, scientometric analysis is used to track emerging developments in research areas which need special attention and funding. Objectives of this study were to analyse the publication rank, papers per 1000 population (PPTP), relative growth rate (R) and doubling time (Dt) of asthma research in Sri Lanka, using both Scopus and PubMed databases, during the period from 2000 to 2017. R is the increase in the number of publications per unit of time whereas Dt is the time required for the articles to double in number. Publication rank, PPTP, R and Dt are parameters frequently used in scientometric studies. According to Scopus, Sri Lanka is globally ranked 91<sup>st</sup> in asthma research. PPTP on asthma research in Sri Lanka is 0.0021, whereas India shows a value of 3.43. There is an inverse relationship between R and Dt. During 2000 -2006, R values of asthma research in Sri Lanka are lower than that of the world. However, during 2007-2017, asthma research in Sri Lanka shows higher R values compared to that of the world. When compared to Dt values of world during 2000 -2006, the Sri Lankan Dt values are higher. During 2007-2017, Sri Lankan Dt values are lower, compared to the world, indicating a potential for an advancement in the research area.

**Keywords:** *asthma; doubling time (Dt); electronic information resources; publication rank; relative growth rate (R); Sri Lanka*

## **An analytical study of open source library software**

W.P.G.L. Perera<sup>1</sup>, S. Premarathne<sup>2</sup>

<sup>1</sup>*Library, University of Colombo, Sri Lanka*

<sup>2</sup>*Faculty of Information Technology, University of Moratuwa, Sri Lanka*

The paradigm shift emerges with the advancement of technologies in all sectors and this has shed light on libraries to improve their services for users. In the new millennium, academic libraries tend to use open source library management software than proprietary software due to the advantages of managing, customizing, distributing and sharing the source code for any purpose. As there are numerous open source library management software available, librarians are facing the challenge of selecting the most appropriate one for their library. The objective of the study was to analyse the selected open-source Integrated Library Software (ILS). NewGENLib, Koha, Evergreen and PhpMyBibli (PMB) were selected based on the usage and popularity. Through an extensive review of literature, evaluation criteria were identified and divided into three categories; documentation, general features and services. Under each category and each module, many sub-functions were considered. The system designs are deferred from their development purposes, expect services and target libraries. All have enriched variety of features and functions and they have covered elementary library modules such as acquisition, circulation and open public access catalogue. They also have different sub options. The capacity of the database, interfaces, licensing, user manuals, discussion forums, versions vary from system to system. Among the studied software, Koha open source ILS has covered more features, modules with many options and other criteria. Furthermore, it can be used easily with or without any modifications. By conducting this evaluation process, the study recommended that library professionals should conduct software evaluation before implementing library automation process by considering existing library services, future requirement and capacity of the library, users and the staff.

**Keywords:** *library automation; library software; open source integrated library software; software evaluation*

## **Importance and challenges in implementing a digitized historical map collection in academic libraries of Sri Lanka**

M.N.F. Sakeena<sup>1</sup>, S. S. Johoran<sup>1</sup>

<sup>1</sup>*Library, University of Colombo, Sri Lanka*

Historical maps are very useful resources as they help us to learn about past spatial background of a particular location. In Sri Lankan context, the bulk of invaluable historical maps were available only in paper format which provides limited access to university students and are in danger of undergoing aging and bleaching effects. Digitization is one of the most effective method which can be used to preserve these paper-based artifacts. Objectives of the study were to identify the importance and challenges in implementing a digitized historical map collection in academic libraries. Online and internal desk research methodologies were used to collect data. The study revealed that digitizing historical maps is a contemporary need of academic context. Academic libraries should pay immediate attention to select paper-based historical maps for digitization, as they are in danger of being lost in the future. The importance of digitizing rare and limited library material will be to satisfy the increasing demand of library users and to provide wide access. Rather than stored in a room in paper format, digitized format makes it more convenient for users to access the material without time and space limitations. However there are several constrains in the process of digitization, such as selecting an appropriate storage medium for the digitized maps. Also, libraries will need to enrich their technical architecture by including a variety of servers, high-speed local networks and fast connections to the Internet. Digitized images are more likely to cause copyright infringements than traditional collections. In order to prevent copyright violations libraries can include reference under each digitized map. This study concludes that the university librarians should take necessary attention to transform historical paper maps into digitized format, which will serve the user community in the digital era in an effective and efficient manner.

**Keywords:** *conversion of paper-based artifacts; digitized maps; historical maps; preservation of maps*

## Web presence of the Library of the University of Colombo: 2013-2018

M.A.L. Silva

*Library, University of Colombo, Sri Lanka*

Librarians in the new millennium find it difficult to fulfil user expectations through the physical library alone and as an augmentation, the website is used as the virtual public face of the library to facilitate time and place independent services to the clientele. University of Colombo (UoC) library built its website in 2001 and the usability was evaluated in 2013. Periodic evaluation, monitoring and regular updating are essential prerequisites of websites. Thus, the aim of the present study was to evaluate the library website of UoC based on content richness and design accuracy and to identify the changes in the web presence over the period of 2013 to 2018. An evaluative instrument consisted of 67 criteria was created by extensive review of literature and expert validation. The instrument consisted of 32 criteria related to content and 35 on design of the website. A systematic structured observation of the library website was conducted during January, 2018. Content richness of the library website in 2018 was 72.38% where as it was 51.88% in 2013. Among sub categories pertaining to content richness, services showed least web presence in both years which was 28.57% in 2018 and 14.28% in 2013. Items relating to general information and resources indicated 100% web presence in 2018 where as 81.81% and 80% respectively in 2013. Design accuracy of the library website was 84.62% in 2018 and 60.06% in 2013. Accessibility which is a design feature showed least web presence in both years which was 50% in 2018 and 0% in 2013 making library website inaccessible for differently abled users. Among items relating to navigation in both years library website is dearth of features as; up and down navigation within long pages, navigation back to homepage in second level pages, breadcrumb navigation and multiple links. Study concludes that content richness of the library website of UoC was developed over the five year period from 51.88% to 72.38% whereas accuracy of the design was improved from 60.06% to 84.62%. The library UoC has undergone a paradigm shift from its physical library to the virtual public interface in the new millennium and over the five year period from 2013-2018 the website of the library was developed to serve users in the digital world in a much satisfactory manner.

**Keywords:** *content of library websites; design of library websites; library website evaluation*

## **Millennials' expectations of service quality from academic libraries**

S. D. Somaratna

*The Library, Faculty of Science, University of Colombo, Sri Lanka*

Today academic libraries are used by millennials who are socially and culturally more diverse than previous generations, Internet savvy, always connected to social media and leaning to multitasking. The purpose of this study was to explore the millennials' expectations of service quality of academic libraries and specific objectives were set; to assess millennials' expectations of service quality, to identify the most important service quality attributes and to identify millennials' anticipation of managing the limited library allocation. A user survey was conducted among the first year students of the Faculty of Science in February 2018. 250 questionnaires were distributed among the students and the response rate was 100%. All the students were aged between 20 to 22 years with birth years ranging from 1995 to 1997. The survey questionnaire was designed taking inputs from SERVQUAL and LibQUAL models and included questions on user expectations of the service quality (physical facilities, library resource, library services and staff), the most important service quality attributes and user anticipation of spending of library allocation. In addition, open questions were included on the additional expectations of library service quality. Students rated their expectations in a five point Likert scale ranging from strongly disagree (lowest) to strongly agree (highest). All the service quality attributes were selected by millennials with more than 80% expectation level except three attributes "electronic security system in the library" (41%), "coffee shop in the library" (45%) and "networking with other libraries for interlibrary lending" (68%). "Internet connectivity and Wi-Fi facilities in the library" (80%) was ranked number one among the three most important attributes for each student followed by "comprehensive printed resources" (78.2%) , "convenient library opening hours"(76.9%), "self-study areas" (76.5%), "group study areas" (76.3%) and "subscription to e-journals and e-books" (75.2%). When considering the millennials' anticipation of limited library allocation, 87% of the students selected the library collection development as the most important factor over the improvement of physical facilities (13%). Further 52% of students selected the development of the printed collection over the electronic collection (48%) and 84% of the students selected library learning space expansion over the improvement of library equipment (14%). Library administration needs to discuss these specific needs of "always connected" generation and address them very carefully to build up a strong relationship between the millennials and the academic library.

**Keywords:** *academic libraries; Millennials; user expectations*

## **Accessing electronic resources by medical trainees of the Postgraduate Institute of Medicine, University of Colombo: Issues and concerns**

T. Sritharan

*Library, University of Colombo, Sri Lanka*

University libraries which attached to the higher educational institutions are facing challenges to provide innovative digital services due to the paradigm shift from printed to electronic environment. As the library, Postgraduate Institute of Medicine (PGIM) has initiated the provision of electronic services, it is essential to analyze the issues and concerns in accessing electronic services by diversified users. The aim of this study was to analyze the issues and concerns in relation to accessing electronic resources by post-graduate trainees. A questionnaire was distributed among 427 whilst 380 (89%) responded. The majority were female (65.5%) and 60.4% were in 28-38 years age group. Findings established that e-journals subscribed by the PGIM are used by 72%, open sources by 70.2% and Health Inter Network Access to Research Initiative (HINARI) by 67.7%. 87.4 % of the trainees accepted that the training would improve the skills in accessing electronic resources. The major issues identified by the respondents are absence of remote access to subscribed journals (79.7%); lack of training (69%); internet speed (64%), lack of computers in the library (63.4%), lack of time to search for information (55%) and lack of searching skills (49.5%). Increasing the access points with fast access, more orientations, short courses, developing an information technology module in the post-graduate curriculum and remote access for subscribed resources were the main concerns of the respondents. It is recommended to make arrangements to provide remote access for subscribed e-resources; arrange more training programs on database searching skills; expand the computer access points with fast internet connection; arrangements to include information technology module into the post-graduate curriculum and to extend the opening hours of the library, PGIM.

**Keywords:** *electronic environment; electronic information resources; postgraduate medical education; PGIM*

## **Bridging cultural heritage information on the web: A metadata model-based approach for information aggregation in South and Southeast Asian cultural heritage**

C. Wijesundara<sup>1</sup>, S. Sugimoto<sup>2</sup>

<sup>1</sup>*Library, University of Colombo, Sri Lanka*

<sup>2</sup>*Graduate School of Library, Information and Media Studies, University of Tsukuba, Japan*

The web has brought the whole world to our fingertips and it has made distant cultural heritage more accessible than ever. The Cultural Heritage Information (CHI) on the web is primarily created and organised by memory institutions as digital archives and is provided to the public. In addition, there are many third-party institutions and individuals who create CHI and/or add value to existing CHI on the web. Thus, there is numerous CHI on the web, but in the reality, they exist in unconnected silos. This situation is common in the South and Southeast Asia, and in addition, the region has its own problems associated with organisation and dissemination of CHI. The authors have investigated these factors and developed a novel metadata model which enables the organisation of both, tangible and intangible cultural heritage separately. The model enables users to distinguish between physical and digital environments of cultural heritage resources and its goal is to aggregate related digital cultural heritage resources to a single platform. It is essential to properly identify the objects which convey information of Cultural Heritage Objects and describe them in accordance with their features, e.g., online digital archives and third-party websites. As a result, the authors have introduced a concept called Modular Metadata which enables the identification of original cultural heritage objects and their digital surrogates separately. Proposed models were evaluated using few use cases and schema mapping was done to examine the feasibility in real-world situations.

**Keywords:** *cultural heritage information; information organisation; metadata aggregation; modular metadata; South and Southeast Asia*

## **Information seeking behaviour of the Social Sciences and Humanities undergraduates of the University of Colombo**

P. Wijetunge

*Library, University of Colombo, Sri Lanka*

This study deals with the Information Seeking Behavior (ISB) of the Humanities and Social Science (HSS) undergraduates of University of Colombo with four objectives; to study the information resource usage, information seeking process, and the barriers encountered by them in seeking information, and to make recommendations to alleviate the issues. A questionnaire and Focus Group Meetings (FGMs) were used to gather quantitative and qualitative data respectively. Convenient Sampling method was used and the response rate was 82% out of 550 questionnaires and 95 attended the FGMs. SPSS (ver. 22) and manual analyses were used to analyse quantitative and qualitative data. The majority use Internet instead of trusted resources provided by the library, and use self-taught criteria to evaluate information instead of standard methods, majority consult peers for help with information resource usage and, the majority has not had any training in using the library resources or Internet. They encounter several barriers related to the resources, facilities, services and training which discourage them from approaching the library primarily, to satisfy their information needs. The process they adopt to seek and use information conforms to some other information seeking models; however their information seeking behavior does not mature across the academic years as it should be, and an uncertainty with information seeking prevails throughout their undergraduate life. While more research is required to substantiate the gravity of this issue, librarians must collaborate with the faculty to reduce the stress and uncertainty levels encountered by the undergraduates moving from print-paradigm to digital-paradigm, and to transform the students in to digitally literate who can step in to the world of work with confidence.

**Keywords:** *Humanities; information seeking behaviour; Social Sciences*

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