



Library Newsletter

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UNIVERSITY OF PERADENIYA



Librarian as Chief Guest and Resource Person at an International Conference in India

Librarian of University of Peradeniya, R. Maheswaran was invited as the Chief Guest and as a resource person for an International Conference entitled “Emerging Information, Knowledge System and Globalization of Higher Education”. This Conference was organized by the Mother Teresa Women’s University based in Kodaikanal, India. Academic Library Association of Tamil Nadu, India was a key stake holder of the conference that took place on 24th and 26th of November 2022. Prior to the conference, the Librarian also took part in a pre-conference workshop held parallel to a Book Exhibition from 22nd to 26th November 2022.



Keynote Address by the Librarian

During his stay in India, the Librarian, R. Maheswaran delivered an invited keynote address at the Department of Library and Information Science of Bharathidasan University, Trichy. The audience comprised academic staff members, postgraduate and undergraduate students of the LIS Department of the Bharathidasan University, Trichy, Tamil Nadu, India.

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Sashti - Mani Vizha

Felicitation Ceremony

of the Librarian

The “Mani Vizha” of the Librarian, R. Maheswaran was held on 24th December 2022 at the Hindu Cultural Hall, Kandy. Manivizha or Shashti Poorti ceremony marks the completion of 60 years of age of an academic or literary personality. The Mani Vizha ceremony and launching of the biography of the Librarian was well attended. Academics, scholars, professionals, educationists, University administrators, leading businessman, social welfare enthusiasts, staff members, well wishers and many other invitees participated in this event. The event was adorned with eloquent speeches and colorful performances of dance and music.



Celebrations of 'The Constitution Day of India' 2022

The Commemorative Ceremony of “The 74th Constitution Day of India” was held at the Art Gallery of the New Library Building, University of Peradeniya on 25th November 2022 to mark the adoption of the Constitution of India. The Deputy High Commissioner of India, His Excellency Mr. Vinod K. Jacob along with the Vice-Chancellor of University of Peradeniya Prof. M. D. Lamawansa inaugurated a photo exhibition at the Exhibition Hall of the Main Library. This event was graced by the Assistant High Commissioner of India – Kandy (Sri Lanka) Dr. S. Athira, Deans of the Faculties, Academic Staff members from the Department of Law, Library Staff of the University and invited guests. The Photo Exhibition on Dr. Bhimrao Ramji Ambedkar - ‘Making of Indian Constitution’ was unveiled to the public by the Vice-Chancellor Prof. M. D. Lamawansa along with the lighting of the traditional oil lamp at the Exhibition Hall of the Main Library. Around thirty - five photographs of Dr. B. R. Ambedkar (14th April 1891 – 6th December 1956) were exhibited and he was the leader who headed the committee drafting the Constitution of India. Dr. B. R. Ambedkar led one of the 13 committees established by the Constituent Assembly to draft the Constitution of India.

In parallel with the Exhibition, a panel discussion on “The Indian Constitution” was also organized by the Department of Law, University of Peradeniya at the Auditorium of the New Library Building. The Key note speakers were Shri Vinod K. Jacob, Deputy High Commissioner of India and Prof. Deepika Udagama, Head of the Department of Law, University of Peradeniya.

These two events were organized by then the Acting Librarian Dr. Champa N. K. Alahakoon, Assistant Registrars of Library Services, Library staff of University of Peradeniya and Dr. Kalana Senaratne, Senior Lecturer of the Department of Law, University of Peradeniya. The Vice-Chancellor of University of Peradeniya Prof. M. D. Lamawansa had invited the Indian High Commission – Kandy (Sri Lanka) to hold this ceremonial event at University of Peradeniya for the “International Week” of the University.





Internal Quality Assurance Cell in the Library (IQAC-Library)

Regular meetings of the Internal Quality Assurance Cell in the Library (IQAC-Library), University of Peradeniya were held in November and December 2022. Also, the Librarian, Mr. R. Maheswaran and the coordinator - IQAC Library, Mr. Sunil Premarathne participated in several meetings on progress review of the Internal Institutional Review (IIR) organized by the Centre for Quality Assurance (CQA) of University of Peradeniya.

Ms. S. Weearsinghe/ Senior Assistant Librarian of the Science Library participated for the Key-Stake Holders Meeting with the program review team for B.Sc. Honours study programme in Statistics and Operations Research (SOR) of the Faculty of Science, University of Peradeniya. The meeting was held via zoom at the seminar room of the Department of Mathematics on 19th October 2022.



Library Visits- Science Library

In order to increase library usage among students, comprehensive library visits with guided tours were conducted for the new entrants (2020 batch) of the Faculty of Science by the staff of the Science Library on 10th November 2022. Afterwards, the students' library registration also took place at the Science Library.



Measuring Service Quality in Libraries

By Chamilka De Silva

Assistant Librarian, Main Library, University of Peradeniya



Introduction

Success, growth, and survival of any organization depend on the quality of the service it delivers. According to many experts, the most powerful competitive trend currently shaping organizational strategy is service quality.

The preliminary purpose of an academic library is to disseminate information, knowledge and other relevant data to assist in teaching, learning, conducting research work and other academic programs carried out by the organization. Libraries can be identified as service organizations dedicated to their users. They are bound to develop and implement strategic plans, provide the best quality services to their customers, and reach a state of continuous improvement.

The intangibility of services makes it difficult to measure the quality of service. Different scholars came up with different determinants or measurement tools to measure the quality of service. Among all these tools, Parasuraman SERVQUAL model can be identified as the most effective model to measure the quality of service.

Service Quality in Libraries

The library is a service profession. The service includes access to books and information as well as advice and assistance the library staff provides to users. “Our services are the product we sell” (Kalan, 2002). According to the American Library Association, library service has been identified as a core value of librarianship. “We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased and courteous responses to all requests” (American Library Association).

Service Quality can also be seen as relating to the fitness of a service to its intended purpose or use and it subjects to the expectations of the customer or the user. Service Quality, therefore, must address the customer’s requirements or needs. It means that the quality of a service can be defined based on the customer’s perception of whether the service is good or bad, acceptable or not. Therefore, the quality of a service is an ongoing process where the user is a key determinant.

Various scholars came up with different tools to determine the service quality such as SERVQUAL, LIBQUAL, SERVPERF, and WEBQUAL. Among them, the SERVQUAL model considered as the most popular assessment tool for service quality. According to Parasuraman et al. (1988) service quality is determined by the difference between user's expectations of performance of the service provider and their evaluation of the service they received. SERVQUAL includes a set of five dimensions to assess service quality.

- **Dimension 1 - Reliability**

The reliability dimension refers to how the service organization performs and completes its promised service, quality and accuracy within the stipulated requirements between the company and the user. Reliability is an important determinant because every user wants to know if their service provider is reliable and fulfills the expected requirements with satisfaction.

- **Dimension 2 - Assurance**

The assurance dimension refers to the courtesy of employees and their ability to convey trust and confidence if the users are not comfortable with the employees, there is a possibility that the users will not return to get the service.

- **Dimension 3 - Tangibles**

Tangibility refers to the appearance of the physical surroundings and facilities, equipment, personnel and manner of communication. Tangible dimension is about creating a first-hand impression. A company wants all its users to get a unique positive and remarkable first-hand impression; this would make them return to the same place in the future.

- **Dimension 4 - Empathy**

This dimension refers, how the company cares and gives individualized attention to its users, to make them feel extra valued and special. If the users feel they receive enough individualized attention there is a greater possibility that customers who seek the particular service will return to the company and expect to receive their service again.

- **Dimension 5 - Responsiveness**

The responsiveness refers to the willingness of the company to help its users providing them with an efficient and effective service. This is also a very important dimension because every user feels more valued if they get the best possible quality in the service. Willingness to help users and provide prompt service, involves timeliness of service such as communicating required information immediately, if a reader requests to search for a book, attending the requests at the soonest, and giving prompt service.

Libraries are service organizations whose service quality has an important role in the development and distribution of knowledge. Measuring quality service is a comprehensive and structured approach to organizational management that seeks to improve the quality of services through ongoing refinements in response to continuous feedback. Above discussed SERVQUAL model provides a powerful framework for determining effective services in the library among many other tools.

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Dental Library: Workshop on “Information Literacy”



The Dental E-Learning Unit (DELU) and the Dental Sciences Library, Faculty of Dental Sciences, University of Peradeniya organized a workshop for the Bachelor of Dental Sciences (BDS) students of the third year and fourth year batches. This workshop was conducted on 02nd November 2022 at 2.00 p.m. – 04.00 p.m. at the E-Lab of the Faculty of Dental Sciences. Resource persons for this lecture series were Mr. Sunil Premarathne, Senior Assistant Librarian of the Acquisition Division, Main Library and Mr. Pradeep Epa, Assistant Librarian of the Dental Science Library. The main theme of the workshop was “Information Literacy” and the aim was to disseminate knowledge and skills on the importance of Information Literacy to the Dental Science Undergraduates.



Forthcoming Lecture Series on “Practical Approaches to Evidence-based Dentistry”

The Department of Community Dental Health, Dental E-Learning Unit (DELU) and the Dental Sciences Library, Faculty of Dental Sciences, University of Peradeniya has organized a lecture series for the Bachelor of Dental Sciences (BDS) students of the third year batch. This is scheduled during 02nd January 2023 to 28th February 2023 from 9.00 a.m. – 12.00 noon at the E-Lab of the Faculty of Dental Sciences. Mr. Pradeep Epa, Assistant Librarian of the Dental Science Library will serve as the resource person. Undergraduates will be able to gain valuable information on the importance of literature searches, using of electronic resources for their research and practical approaches with Dental sciences related electronic databases through this lecture series.

Community Outreach Services: Main Library

Pushing itself beyond traditional boundaries, the Main Library of the University of Peradeniya, in addition to its core mission, is actively involved in outreach services towards the society and the nation at large. The Main Library of University of Peradeniya for the last three decades is engaged in facilitating guided Library Tours to groups of school children who visit the University. This is an excellent opportunity for school children and teachers from all over the country to view the existing resources and facilities of a fully fledged University Library in our country. Main objectives of this service are to inculcate reading habits among school children, encourage them to make use of libraries, and to emphasize the importance of information literacy and lifelong learning. Through the visit they also get a better understanding about the rich literary traditions of our nation.

Experienced and trained Library Information Assistants are enthusiastically engaged in this noble duty. They welcome and brief the visiting school children about the History of the Library, its collections, resources and what the library holds and offers to the community. During the guided tour children get the opportunity to view Palm Leaf Manuscripts, Outstanding Collections, the Digital Wall, the Ceylon Room, Professor Ediriweera Sarachchandra Museum, Paintings, Mask Collection, Braille Collection etc.

As per the records approximately 19,000 students from about 250 schools across the country have paid visits to the library in the last quarter of 2022.





'Waga Sangramaya'

: A Workshop on Cultivation

The Main Library organized a workshop on 'Cultivation' under the ongoing programme of 'Waga Sangramaya' - sustainable agriculture project of cultivating lands of University of Peradeniya on 20th September 2022 at the Library Auditorium. The programme was directed by the Librarian, Mr. R. Maheswaran and conducted by Prof. Gamini Hitinayake, the advisor of the Waga Sangramaya Project at University of Peradeniya. Prof. Hitinayake is a well known scholar of the Department of Crop Science, Faculty of Agriculture, University of Peradeniya and he is the current President of the Biodynamic Agriculture Association of Sri Lanka. The workshop elaborated the use and the value of organic farming and introduced several methods of cultivation in different fields. Further, several academic staff members as well as non-academics of the Faculty of Arts, Faculty of Dental Sciences, Faculty of Science, Faculty of Medical, Library System, Student Hostels and Administrative departments of the university participated in this programme. Eventually, the seminar was followed by a lively discussion on cultivation practices and making of liquid fertilizer. Dr. (Ms.) C.N.K. Alahokoon, Deputy Librarian welcomed the guest speaker and the audience. This seminar was coordinated by Mr. S.A. Jeewan, Assistant Librarian, Main Library.



'Waga Sangramaya'

:The Second Workshop on Cultivation

The Main Library organized the second workshop of the 'Waga Sangrama – Cultivation Programme' on 6th October 2022 at the Library Auditorium. This was the second part of the previous workshop conducted on 20th September 2022. The workshop aimed to promote organic farming methods among the university community in parallel to the ongoing program of sustainable agriculture project of cultivating lands of University of Peradeniya. Prof. Gamini Hitinayake of the Department of Crop Science, Faculty of Agriculture, University of Peradeniya conducted a practical session of three hours on organic farming and this program was graced by several academic staff members as well as non-academic staff members of the Faculty of Arts, Faculty of Dental Sciences, Faculty of Science, Faculty of Medicine, Library System, Student Hostels and Administrative departments of the university. The workshop covered areas such as organic farming, producing liquid fertilizer, selection of seeds for cultivation, controlling pests and diseases. Further, it was followed by a problem-solving session and panel discussion to address key issues raised by the audience. The program was directed by the Librarian, Mr. R. Maheswaran and coordinated by Mr. S.A. Jeewan, Assistant Librarian, Main Library.



Workshop for Assistant Network Manager of the Library

Mr. H. G. Anura Rajapaksha, Assistant Network Manager of the Library System, University of Peradeniya successfully completed the workshop on “Network Management and Measurements” for the ICT staff (Network/Systems engineers/operators and Teachers of data networking/system administration) of the Universities. This was a 4-day workshop conducted by the Lanka Education and Research Network (LEARN) (<https://ws.learn.ac.lk/wiki/Nmm2022/Agenda>).



This program covered the following topics:

- Linux Basics
- Network Measurement
- Smokeping
- perfSONAR and NetworkMgmt
- Request Tracker
- Configuration Management
- Network Documentation
- Project works with above topics

ICT Service and Maintenance Program

Due to the current financial crisis in the country, the allocation for purchasing ICT equipment is decreasing. But most library operations are accomplished based on ICT infrastructure. In order to keep the IT infrastructure intact in the next few years, the Library IT division implemented this new program.

Under this program the following maintenance and service activities are performed:

- Servicing all IT base equipment currently used in the library network
- PC optimization
- Servicing, refurbish and repairing out of order computers so that they can be used for minimal tasks

Mr. Samantha Thilakaratne and Mr. Asela Pushpakumara who were newly appointed to the IT division of the Library serve in this program under the guidance of Mr. H.G Anura Rajapaksha, Assistant Network Manager of the Library System.





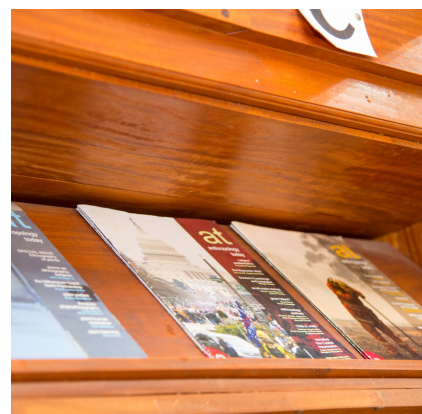
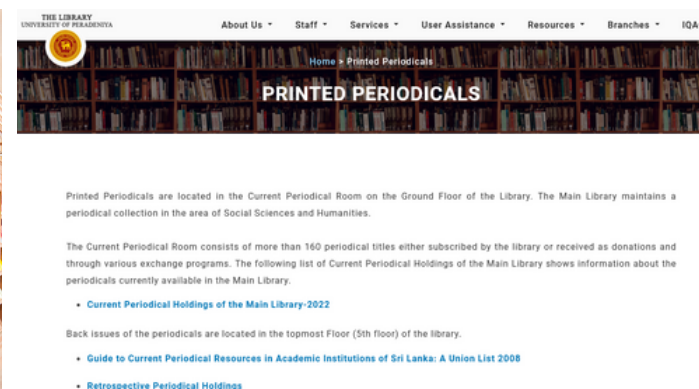
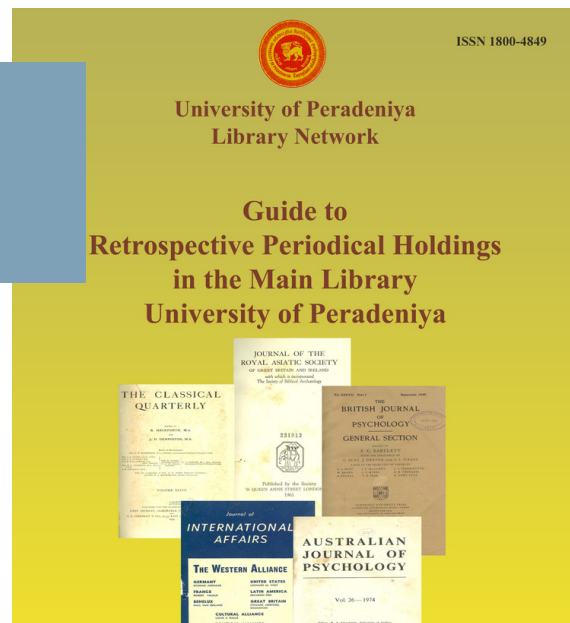
CURRENT PERIODICAL HOLDINGS OF THE MAIN LIBRARY UNIVERSITY OF PERADENIYA

The Periodical Division of the Main Library, University of Peradeniya prepared the list of Current Periodical Holdings of the Main Library - 2022 which provides information to periodical titles and the latest issue holdings for printed periodicals that are available in the Main Library of University of Peradeniya. The Current Periodical Holdings of the Main Library - 2022 can be

accessed through the Main Library website (http://www.lib.pdn.ac.lk/resources/printed_periodicals.php). The list was prepared by Dr. (Mrs.) Chamani Gunasekera, Senior Assistant Librarian and Head of Periodicals & Binding Division, with the help of the staff of the Library.

GUIDE FOR RETROSPECTIVE PERIODICAL HOLDINGS IN THE MAIN LIBRARY

A guide for retrospective periodical holdings in the Main Library was prepared in 2008 to develop awareness among academics and researchers on the availability of the retrospective periodical collection in the Main Library. This printed guide covered nearly 1300 retrospective periodical titles collected from 1942 to 2006. Now the library has provided a facility to access the Digital copy of this guide (Full text) through the Main Library website. (<http://www.lib.pdn.ac.lk/resources/assets/Guide%20to%20Retrospective%20Periodical%20Holdings.pdf>)



Staff Retirements

Mrs. Damayanthi Hemamali Weerasekara

Mrs. Damayanthi Weerasekara joined the Library Services of University of Peradeniya as a Library Assistant – Grade III in 1982. Mrs. Weerasekara was promoted to the post of Library Assistant – Grade II in 1991 and to the Post of Library Assistant Grade I in 1996. She passed the Sri Lanka Library Association Final Examination in Library & Information Science in 1999 securing a Distinction pass for the dissertation. She also received the Blok Memorial Scholarship Award for Best Performance at the Sri Lanka Library Association Intermediate Examination in Library & Information Science – 1997 / 1998. She was promoted to the Post Staff Assistant (Library Services) in 2001. She maintained an Index for periodicals of the Legal Deposit Collection from 1982 to 2022. Mrs. Weerasekara was awarded the Associateship of Sri Lanka Library Association in 2003 and also received the Mr. N. T. S. A. Senadeera Award for the Best Library Assistant of the Year – 2005. In addition, she had done various illustrations for publications, published articles in the Newsletter of University Library Assistants' Union (VIPUNISA) and painted the walls of Children's Ward, Teaching Hospital, Peradeniya. Mrs. Weerasekara retired on 31st December 2022 after 40 years of invaluable service in the University of Peradeniya Library.



Mr. R. M. Navaratne Banda

Mr. Navaratne Banda assumed duties at University of Peradeniya in 1982 and later joined the Main Library in 1990 and he was transferred to the Engineering Library in 1992. He got the appointment of Library Attendant- Grade I in 1996 and was promoted to the post of Library Attendant- Grade I in 2005 and Library Attendant- Special Grade in 2005. Mr. Navaratne Banda also served in the Reader Services Division of the Main Library for a few years. He served for more than 28 years in the Engineering Library and massively contributed to help library users to find their required information. Mrs. Neetha Peiris, Senior Assistant Librarian of the Engineering Library and the staff of the Engineering Library organized a function, presided over by the Librarian, to bid farewell to Mr. Nawaratne Banda who retired on 20st December 2022, to acknowledge his commendable service to the Library.



Mr. D. G. L. Samarasinghe

Mr. D. G. L. Samarasinghe joined the Agriculture Library of University of Peradeniya as a Temporary Labourer of PGIA in 1982 and was appointed as Labourer – Grade III in 1985. He was promoted to the post of Library Attendant – Grade III in 1989, Library Attendant – Grade I in 1998 and Library Attendant – Special Grade in 2006. He served in the Reference and Ceylon Collection area of the Agriculture Library and highly contributed to satisfy information needs of all Library users. Mr. Samarasinghe retired on 31st December 2022 after serving the Library for 40 years



Mr. H. M. Herath Banda

Mr. H. M. Herath Banda joined the University Service as a Labourer at the Upper Hanthana Guest House in 1986. Later, he was transferred to the University Library in 1991 and was attached to the Cloak Room of the Main Library. Subsequently, he was promoted to the Posts of Library Attendant in 1999, Library Attendant – Grade I in 2008 and Library Attendant - Special Grade in 2014 respectively. He served in the Reference Division, Ceylon Room and Reader Services Division of the Main Library. His utmost dedication and valuable services for the success of the Palm Leaf Conservation project of the Library are noteworthy and highly commendable. Mr. Herath Banda was a very enthusiastic employee in the library services, mostly known for his user friendly attitude towards the entire reader community of the University. He marked his retirement on 31st December 2022 after serving the Library for more than 30 years. The Reader Services family of the Main Library and staff of the Library System wish him good health, long life and a happy retirement.





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