# Proceedings of the NILIS Research Symposium 2020

23rd January 2021

## BOOK OF ABSTRACTS

# Challenges and Opportunities for Libraries in the New Normal

**National Institute of Library and Information Sciences (NILIS)**
**University of Colombo, Sri Lanka**

# Challenges and Opportunities for Libraries

# in the New Normal

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# Challenges and Opportunities for Libraries in the New Normal



**NILIS**

National Institute of Library and Information Sciences
University of Colombo, Sri Lanka
2021

**Challenges and opportunities for libraries in the new normal: book of abstracts**

*Proceedings of the NILIS Research Symposium 2020 held on 23rd January 2021 in Colombo, as a Webinar.*

**Disclaimer**

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## Conference Program

### *"Challenges and Opportunities for Libraries in the New Normal"*

23$^{rd}$ January 2021
9.00 to 13.15 (SL Time) – Via MS TEAMS

**9.00**      **Inauguration**

**9.05- 9.10**      **Welcome Address**
Dr. Ruwan Gamage
NRS 2020 Symposium Co-Chair
Acting Director, National Institute of Library and Information Sciences
University of Colombo, Sri Lanka

**9.10-9.25**      **Address by the Chief Guest**
Senior Professor Chandrika. N. Wijeyaratne
Vice-Chancellor, University of Colombo, Sri Lanka

**9.25-9.30**      **Introduction of the Keynote Speaker**
Dr. Chiranthi Wijesundara,
NRS 2020 Program Committee Member

**9.30-9.50**      **Keynote Address**
Dr. Bhuva Narayan, Assistant Professor, School of Communication, University of Technology Sydney, Australia
*Topic:* *"Challenges and Opportunities for Libraries in the New Normal"*

**10.00-10.50**      **Technical Session 1A: Librarianship (LIB)**
**Chaired by**: Dr. N.D. Wijayasundara, Librarian, University of Sri Jayewardenepura, Sri Lanka & Mr. Uditha Alahakoon, Assistant Librarian, NILIS, University of Colombo, Sri Lanka

               **Technical Session 1B: Information Sources and Services (ISS)**
**Chaired by**: Dr Syeda Hina Batool, Assistant Professor, Department of Information Management, University of the Punjab, Pakistan & Ms. Ruvini Kodikara, Librarian, University of Moratuwa, Sri Lanka

               **Technical Session 1C: Covid-19 and Learning (COL)**
**Chaired by**: Dr. Md. Anwarul Islam, Associate Professor, Department of Information Science and Library Management, University of Dhaka, Bangladesh & Mr. P.G. Premadasa, Retired Senior Lecturer, NILIS, University of Colombo

**10.50-11.00**      **Q & A**

11.00–11.50       **Technical Session 2A: Information Literacy (ILT)**
                  **Chaired by**: Dr. G.R. Padmasiri, Librarian, University of the Visual & Performing Arts of Sri Lanka & Ms. T.C. Ranawella, Acting Librarian, General Sir John Kotelawala Defence University, Sri Lanka

                  **Technical Session 2B: IT Applications (ITA)**
                  **Chaired by**:  Mr. Prasanna Ranaweera, Senior Lecturer, NILIS, University of Colombo, Sri Lanka, Dr. Chaminda Jayasundara, Librarian, University of Kelaniya, Sri Lanka, & Dr. Muhammad Rafiq, Associate Professor, Dept. of Information Management, University of the Punjab, Pakistan

                  **Technical Session 2C: Effect of Covid-19 Pandemic on Libraries (CPL)**
                  **Chaired by**:  Dr. Naresh Agarwal, Associate Professor, School of Library and Information Science, Simmons University, Boston, USA & Mr. M.M. Rifaudeen, Librarian, South Eastern University of Sri Lanka

11.50–12.00       **Q & A**

12.00–13.00       **Plenary Session**
                  **Plenary Session Chair**: Dr. Bhakti Gala, Assistant Professor, School of Library and Information Science, Central University of Gujarat, India (Symposium Co-Chair)

                  **Panelists**

                  Dr. Nadeera Rupesinghe, Director General National Archives, Sri Lanka
                  Mr. W. Sunil, Director General, National Library and Documentation Services Board of Sri Lanka
                  Dr. Namali Suraweera, Head, Department of Library & Information Science, University of Kelaniya, Sri Lanka
                  Dr. Kapila Bandara, Dean, Faculty of Education, University of Colombo, Sri Lanka
                  Dr. Pradeepa Wijetunge, Librarian, University of Colombo
                  Dr. Ruwan Gamage, Acting Director, NILIS, University of Colombo

13.00–13.10       **Vote of Thanks**
                  Ms. Sakeena Alikhan,
                  NRS 2020 Program Committee Member

13.15             **Closing of the Symposium**

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### *Inaugural session*

## Technical Session 1C: Covid-19 and Learning (COL)

## Technical Session 2A: Information Literacy (ILT)

### Technical Session 2B: IT Applications and New Trends (ITA)

*Message by the Acting Director,*
*National Institute of Library and Information Sciences (NILIS),*
*University of Colombo*

It is with great pleasure that I bring this message to the NILIS Annual Research Symposium 2020. This year is particularly special as we celebrate the Centenary of the University of Colombo as well as the University Library. Together with the staff and students at the National Institute of Library and Information Science (NILIS) of University of Colombo, I wish to offer my heartfelt greetings to the entire community of the University.

NILIS Annual Research Symposium (NRS), which is a part activity of the main University Symposium enables us to showcase research in Library and Information Sciences across the regions. Due to the pandemic situation, LIS scholars were confined to their homes for several months. This had not prevented them from engaging in scholarly work. In fact, a new variety of research; 'the Covid-19 genre' has sprouted during the calamity. Yet the opportunity to publish was lacking due to the cancellation of many research conferences.

Thus, within a short period of time, NILIS had to organize this symposium, giving only a short notice to researchers. But the response was amazing. Within a timespan of several weeks, we received nearly 80 abstracts. We selected 54, keeping in mind, that we should give opportunity to the maximum number of researchers to present their findings. The studies presented here cover the entire spectrum of information work - from librarianship to infopreneurship.

A special feature this year is that the NRS is organized in partnership with the South Asia Chapter of the Association for Information Science and Technology (ASIS&T). I am thankful to the support given by Professor Bhakti Gala, current Chair of the ASIS&T:SA. I also take this opportunity to express my gratitude to Professor Bhuva Narayan of the School of Communication, University of Technology Sydney, Australia who agreed to deliver the keynote speech.

The Program Committee went to great lengths to plan the memorable event and to ensure the presentations and content meet the required technical standard. The Organizing and Logistics were smoothly handled by the team with professionalism and dedication. We are especially

**The keynote speaker**

**Associate Professor Bhuva Narayan**
**School of Communication, University of Technology Sydney, Australia.**

*A brief bio*

*Associate Professor Bhuva Narayan is the Director of the PhD program at the School of Communication at the University of Technology Sydney. Previously, she was the Program Coordinator for the school's Information and Knowledge Management Program for over six years. Dr. Narayan came to Library Science via the book industry in India, and then the editing and publishing industry in the US. She completed the Master of Library and Information Science from the iSchool at the University of Pittsburgh, and a Diploma in Publishing from Harvard University, before moving to Australia where she earned a PhD in Information Science. Dr. Narayan is the Chair of the Research Advisory Committee for the Australian Library and Information Association (ALIA), and an Associate Editor at the Journal of the Australian Library and Information Association (JALIA).*

**Keynote Address:**

## CHALLENGES AND OPPORTUNITIES FOR LIBRARIES IN THE NEW NORMAL

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This keynote addresses focuses on the challenges faced by the library sector during recent times and highlight examples of how these challenges have also provided opportunities for several innovations in the sector, including new ways of working. Many libraries such as state and national libraries also have a role as memory institutions, conserving not just primary sources, but also recording contemporary public history through soliciting, collecting, digitizing, and archiving public experience, including web archiving of born-digital information. Simultaneously, libraries and memory institutions also provide access to historical records, documents, and experiences from past pandemics, whose medical, social, cultural, and political responses have informed health and public policy during the current pandemic. Additionally, many intangible cultural heritage entities that thrive on tourism have had to shut down or are curtailed from passing on their knowledges which puts several of them close to extinction. Libraries and museums can play a role by providing space, promotion, and preservation for some of these intangible cultural heritage entities. The keynote will be followed by an interactive activity where audience participation will be key, and where participants can document their own experiences via live technologies.

*Keywords: Covid-19; library services; accessibility; public history; documentary heritage*

# STEREOTYPICAL OR CHANGED: RENEWING THE IMAGE OF LIBRARIANS AND INFORMATION PROFESSIONALS IN ACADEMIA

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Services and functional environments of university libraries in Pakistan are undergoing a tremendous transformation due to developments in digital technologies in various sectors. Perceptions of the user community are fundamental in creating the public image and identity of the profession, which in turn influences the use of libraries and its services. The main objective of the study was to investigate about the image and role of Librarians & Information Professionals (LIPs)) among the community they serve, in terms of perceived educational level, working activities and behavior, suitable professional title, reasons to choose the profession, personality traits and faculty image of LIPs in their institutions. A quantitative research approach which supports the beliefs of post-positivism philosophical worldview, based on descriptive survey method, was employed with the use of questionnaire as the primary data collection tool. Data were collected from six universities in Pakistan. The central libraries were visited to gather the opinions of library users about the perceived image of LIPs. The findings based on 88% response rate revealed that the respondents' perception was not supporting stereotyped image of LIPs. They also acknowledged the working behaviors and nature, and personality traits of the LIPs. Nevertheless, users still hold misperceptions about educational qualifications, professional titles and faculty status of LIPs. In the Pakistani context, the focus of researchers in previous investigations had been on 'library services' and 'library resources'. Although, this is an exploratory study in the perspective of Pakistan, it could be helpful for LIS schools, associations, practitioners and aspirants to enter the profession in creating awareness.


*Keywords: Stereotype Image – Library professionals; Professional identity; Librarians' image.*

MAPPING SUSTAINABILITY ATTITUDES OF
PAKISTANI HEALTHCARE PROFESSIONALS:
POTENTIAL OF MEDICAL LIBRARIES IN ENVIRONMENTAL CARE

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Global warming and subsequent climatic changes are affecting global society severely, and therefore environmental awareness of citizens needs to be developed for the well-being of everybody and improvement of public health. As integral units of any society, hospitals and hospital libraries are required to work towards the raising of environmental awareness among their communities they serve thereby contributing to the improvement of community health. The World Health Organization is frequently highlighting the need for a green environment to protect public health. It is important to investigate how a clean and green environment will mitigate major health problems and disasters such as the current COVID-19 pandemic situation. Therefore, this survey investigated perceived medical libraries' role towards sustainable development. The questionnaire was prepared based on the input of experts in the areas of medicine and sustainable development. Data was collected from a sample consisting of 340 participants which included 122 MBBS, 23 FCPS, 11 MPhil, 17PhD, 133 Nursing and 34 Allied Health professionals. Most participants were aware of personal green practices such as saving water, energy, and recycling while a number of participants claimed that the extent of their green awareness was low. There was significant strong relationship between library role for green environment and future preparations for green environment (r=.939, p<.01). Furthermore, education & training on green environment was significantly correlated with library role for green environment (r=.903, p<.01). Majority of healthcare professionals considered libraries as a vanguard for their green education and training programmes. A variety of creative opportunities exist for continued and expanded library environmental services. The findings may be helpful for medical school libraries, the government and policymakers, and health departments.

*Keywords*: Environmental health literacy; Public health.

## PRESENT STATUS OF THE HUMAN RESOURCE CAPACITY OF PUBLIC LIBRARIES IN BATTICALOA DISTRICT

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Smooth and efficient functioning of any institution depends on adequate employment of sufficiently qualified staff in its human resource base. The deficiency of human capital will directly affect the smooth functioning of the service. Therefore, this study aims to determine the adequacy of the professional and paraprofessional human resources in public libraries situated in the Batticaloa district and to identify challenges faced in the development of library staff. The survey research strategy was adopted to collect data from the entire population concerned. A self-administrated questionnaire was distributed among all the staff members in all public libraries in the district. The descriptive statistical analytical methods used for analysis of data. The results revealed that the study population consisted of 18 (9.9%) librarians, 135 (74.6%) library assistants, and 28 (15.5%) other categories of staff. 42.5% of the population had 6-10 years of experience on the job. Further, 80.7% of the staff were permanent while the rest of the staff comprised of casual and contract basis employee categories. 56.4% of them possessed professional qualifications in Library and Information Sciences while 61.3% of employees had G.C.E. (A/L) qualifications from the entire population. Moreover, only 18 (20%) libraries were headed by qualified librarians, and other libraries were managed by a person without professional qualifications in the field of librarianship. The major challenges faced by the staff members were the unbearable workload, lack of promotional avenues, not filling the permanent cadre positions, not revising the available circulars to suit the present work environment, and insufficient opportunities for training. It is recommended that the authorities should take immediate action to fill the available cadre posts with qualified persons to enhance the library community services in the district.

*Keywords: Public libraries; Challenges for libraries; Batticaloa district; Human resource capacity.*

**ESTABLISHMENT OF NEW LIBRARIES IN**
**BANGLADESH'S REMOTE VILLAGES:**
**PROSPECTS AND CHALLENGES**

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This study concentrates on the status of Bangladesh's public libraries and their endeavors towards agricultural development and social mindfulness. Considering the libraries' resources and services and arranging for a factious articulation, the logical base of building up new libraries has been justified. In order to identify the people's requirements from the public libraries in remote villages a questionnaire was designed and distributed among the villagers in the southern and northern areas of Bangladesh. Although a number of villages were selected for the study, they were generally representative of the prevailing situation in the country. The findings reveal that newly established libraries will play out a crucial role in agricultural development and raising public awareness. It is also found that public libraries could be utilized as an educational and cultural hubs in villages. Close to these results, there is a possibility to advance the environmental sustainability of the country. With the section of exploration, some inevitable difficulties are distinguished. Addressing the hindrances appropriately, it has been endeavored to perceive how to handle them with the assistance of local communities, the ambitious young students, the government departments, and the international charity organizations. Conceivable ways to overcome the difficulties, and proposals for setting-up of new rural libraries and information centers in Bangladesh are also being recommended.

***Keywords:*** *Libraries; Agricultural development; Public awareness; Bangladesh – Library services development.*

# BEST PRACTICES ON SETTING UP AND RUNNING
## AN EFFECTIVE SCHOOL LIBRARY BUILDING ENVIRONMENT:
## AN APPROACH TO SCHOOL LIBRARY DESIGN

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School library is an imperative component of the school education process which cannot be eliminated from the school atmosphere. This is due to the fact that the school library functions as a means of supporting students' learning activities and achieving their learning goals. Setting up of a good library presents a great challenge. Main objective of this case study was to introduce importance of organizing an attractive and inviting learning space in the school library. We got this opportunity through an invitation to serve as consultants in helping re-arranging the Anuradapura, Thammannapura School Library. We organized a training session for the junior school librarian and teachers who were willing to volunteer in developing the library and got the participants to design a creative model making use of existing space to its full potential. In this case study collection arrangement was also pivotal to the design process. Instead of moving bookshelves to imitate final outcomes, the diagrammatic graphic representations of alternative arrangements were put on a wall to select a suitable floor layout. This is found to be effective in comparing different stack arrangements and to ascertain effectiveness in each shelving pattern. It was decided that the new arrangement should reflect the way the subjects were taught at the school, and that the book collections should assist variety of approaches used in schools' reading program's allowing students to independently browse through subject areas of their choice.

**Keywords:** *School library buildings; Best practices; Library floor layout design; Learning environment improvement.*

**RESEARCH ON THE QUALITY OF THE SCHOOL LIBRARY SERVICE:**
**BASED ON THE JUNIOR SCHOOLS IN THE**
**DICKWELLA EDUCATION DIVISION**

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Within the school education sector, junior schools assist in initiating the development of knowledge, skills and attitudes of students. Therefore, one of the special aspects identified in the educational reforms carried out in Sri Lanka has been the provision of a quality school library service. However, there is a significant decline in the provision of quality library services in the junior school sector at present, which deserves immediate attention. Although the introduction of a comprehensive school library service is a part in the educational reforms in the country, non availability of a quality school library service for a considerable school community is an important issue to be addressed. This is very much adverse in the context of junior schools. In view of this situation, eight out of fifteen junior schools in the Dickwella Education Division were selected for the study and data collected through interviews and questionnaires using the post positivism methodology. Results reveal that there are major deficiencies in the system such as the lack of trained librarians in the selected junior schools, scarcity of required resources, obsolete formalities and the lack of attraction and interest. Rural junior schools needs more attention on these issues by all stakeholders in realizing the government objective of making 'the nearest school the best school' where the provision of an enhanced school library service is one basic target to achieve.


*Keywords*: *Educational reforms; Junior schools; Quality library service.*

THE NEED TO IMPROVE THE QUALITY OF SCHOOL LIBRARY SERVICE
IN ACHIEVING NATIONAL EDUCATIONAL GOALS

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With the introduction of free education by the Chairman of the Education Committee of the Donoughmore Commission, it became apparent that the country's development would be determined by the successful achievement of the country's educational goals and the time taken to achieve them. As a result, the 1992 National Education Policy Statement and the 1999 National Education Commission's New Education Reforms have been used to enhance the quality of education in Sri Lanka. The island wide school library service can play a role in achieving these goals. Accordingly, our research problem was to investigate the contribution of the school library service in the implementation of the national educational policy in Sri Lanka. Selected 60 primary and high schools and central colleges in Matara Dikwella and Bentara Elpitiya education zones using the convenience sampling method. A self-administered questionnaire was distributed among school library administrators. The questions were targeted for revealing three attributes; employing trained librarians, availability of physical resources, and the attractiveness of the library to the school community. The school libraries were not satisfactorily contributing to achieve the national educational goals because of the lack of trained librarians, the lack of physical resources and by libraries being unattractive to school communities. However, it was concluded that a greater role can be played by school libraries to achieve national educational goals.

*Keywords*: *National Educational Goals, National Educational Policies, Quality School Library Services*

# A STUDY OF HOW DOCUMENT MANAGEMENT CONTRIBUTES TO FORMALIZE THE SCHOOL LIBRARY ADMINISTRATION

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The school library is at the forefront of creating a global citizen of information literacy, an educational objective of the 21st century. This study explores how the school library contributes to the proper management of documents, the achievement of school library objectives, and the streamlining of administration. As a sample, 12 government schools were selected (04 1AB schools and 08 1C schools) in the Gampaha Education Division. A descriptive analysis method was followed. Questionnaires and interviews were the data collection methods. Objectives of the study were to list existing documents in libraries, identify current methods of document management, inquire into the document monitoring process, discuss problems faced by librarians, and introduce methods to streamline document management. In the sample, 33% were appointed librarians, 50% were teachers who teach other subjects, and 17% were library assistants. None of them had been trained in document management. Therefore, all (100%) of them were facing problems in document management. Among those problems are staff needs, building needs, storage requirement, and lack of time to spend due to subject teaching. 91% said that they need updated circulars. Adequate advice had not been received from the administration. This research revealed that although school libraries are subject to external or internal supervision, there is no focus on library document management by the authorities.

# DISASTER MANAGEMENT IN LIBRARIES –
## AN INTEGRATED APPROACH

H. Brown

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In the twenty first century, libraries are becoming increasingly hybrid—that is, their collections contain both digital and physical materials. An Australian PhD research project investigated the various approaches to physical and digital preservation management in Australia's national, state and territory libraries (NSLA)—with a special focus on the field of disaster management. Disasters can result in loss of highly significant collection materials held by libraries; all the preservation strategies that safeguard collections can unravel in a moment in the event of a disaster. Disaster management involves planning, assessing and reducing risks and establishing strategies to respond and recover. The research methodology included surveys and semi-structured interviews with the various digital and physical preservation managers. It identified that typically, twenty first century library disaster plans focus on managing physical materials, while digital disaster planning usually takes place separately within an IT section. The research project investigated whether it was potentially beneficial and feasible to develop an integrated disaster plan as a 'one stop shop', identifying the resulting benefits as well as some of the potential challenges to developing an integrated plan. A 'proof of concept' integrated disaster plan template was successfully developed in conjunction with the State Library of Queensland (SLQ) staff, building on the existing SLQ template that focused on physical collections. Arising from this research project, new disaster management resources were subsequently developed for the Australian Library and Information Association (ALIA). The new resources incorporate an integrated approach to managing disasters for both physical and digital collections <https://www.alia.org.au/information-and-resources/disaster-planning>. The ALIA integrated disaster management resources have been successfully trialed at a number of workshops in Australia and aborad.

# PROMOTING KNOWLEDGE SHARING
## AMONG UNIVERSITY STUDENTS:
### DIVERSE ROLE OF INFORMATION PROFESSIONALS

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This study investigates the knowledge sharing behavior of Pakistani engineering students. Another purpose of this study was to identify the information professionals' role regarding students' behavior towards knowledge sharing based on their gender and program's level. Quantitative research approach and survey method were employed in  conducting  this study. A total of 400 questionnaires were distributed among students of 10 engineering category universities using stratified convenience sampling technique. Results revealed that the majority of students did not share knowledge with the frequency stated as "always". These findings shed light on the need to improve the students' knowledge sharing patterns so that it may become a routine activity for them. Furthermore, knowledge sharing practices of students belonging to different gender and program level differed slightly. This difference based on gender and program's level establishes that students' needs are different in terms of knowledge sharing and, therefore, information professionals need to study different behavior patterns to understand students' core interests. Such understanding might help information professionals target different user groups  as per their needs regarding the sharing of knowledge. Results of the study  might assist  educational institutions and information professionals understand the students' knowledge sharing practices  and plan for further improvement of their behavior to meet their educational, research and learning needs. Satisfying  students' needs may enable them succeed in their career and earn a good repute for their organization. Findings may also facilitate students to become  aware of their requirements and behavior, and to improve their practices to acquire more knowledge.

*Keywords*: Knowledge sharing; Knowledge sharing behavior; Age, Education level and knowledge sharing.

# EXTENDING LIBRARY SERVICES TO THE COMMUNITY
## BY LIBRARY OUTREACH SERVICES:
## AN INSTITUTIONAL EXPERIENCE OF
## KOTELAWALA DEFENCE UNIVERSITY

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'Library outreach services' indicates reaching the society beyond boarders of physical libraries, and organized and offered by many libraries. Various initiatives in outreach services are conducted by academic librarians to interact with their surrounding communities. Kotelawala Defence University (KDU) library initiated its outreach services programme with the objectives of promoting and marketing library services particularly among underprivileged user communities, thereby helping them. Current Covid-19 pandemic situation made it necessary for the library to re-assess these outreach services due to some practical issues. This study aims to describe institutional experience in delivering outreach services in the past few years and to make new suggestions. The KDU Library conducted three main outreach projects in three schools located at Ratmalana, Ahangama and Bulathsinhala. These projects were the library development program, book donation program, and the art competition and library renovation program respectively. These were executed in 2015, 2016 and 2017 at different stages. Donors of the projects were KDU staff, students, and suppliers. Additionally, KDU provided labour force by assigning military and civil staff as required. According to the feedback of the end users, renovation project of children's library added immense value to the selected school since it mainly focused on grade five scholarships. It provided an opportunity for related school communities to interact with the university community and the KDU library staff to gain an awareness on issues faced by school librarians. Lack of sufficient assistance from end users and the failure to maintain continuity were the negative issues identified during these projects.

*Keywords*: *Outreach services; Library development; Library marketing; School libraries.*

# THE CHALLENGES OF MARKETING UNIVERSITY LIBRARIES IN SRI LANKA: LIBRARIANS' PERSPECTIVE

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Marketing strategies could be used by librarians to promote library services among the users, to attract new users and to retain the existing ones. It is necessary for university librarians to identify the potential challenges in marketing library services and to develop effective strategies ensuring a streamlined marketing function. The objective of the study was to find out the challenges faced by Sri Lankan university librarians in marketing their services. This study involved all 130 academic staff members in the libraries of the 15 state universities in Sri Lanka coming under the purview of the University Grants Commission. Total population sampling was considered and data collected through self-administrated questionnaires. A 5-point Likert scale was used to measure the responses and the SPSS software package used in analyzing data. 105 valid questionnaires were received giving a response rate of 80.8%. The mean rating of perceived challenges in marketing library services by university librarians in Sri Lanka was considered in interpreting data. Lack of networking librarians was perceived as a major challenge in marketing library services in Sri Lankan university libraries. Further, inadequate funding for marketing, lack of awareness on user needs, lack of marketing skills, and high cost of marketing operations were perceived as challenges by the librarians. This concludes that university librarians in Sri Lanka do face some challenges in marketing their library services. Establishing a consortium of marketing librarians in Sri Lankan university libraries, separate adequate funding for marketing library services and, development of a unique marketing strategy for each library are recommended as further actions.

# A STUDY ON THE CHALLENGES AND POSSIBILITIES OF SERVING SENIOR CITIZENS IN PUBLIC LIBRARIES OF THE COLOMBO MUNICIPAL COUNCIL, SRI LANKA

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Ageing of population has become a global phenomenon and it could be observed in Sri Lanka too. This growing segment of the older adults' last phase of life is recognized to afford new challenges- declining health and opportunities - more redundant spare time during retirement. A public library is a suitable place available for them to effectively and efficiently spend spare time; however, they face challenges while accessing these services. Therefore, this study investigates the challenges senior citizens confront while accessing services and how libraries can address the issues faced by them. Three public libraries, namely Colombo, Kotehena, Sri Sucharitha in the Colombo Municipal Council limits, were selected based on the proportion of elderly population density. Two qualitative methods - in-depth interviews and focus group discussions, were used to gather information from administrators and users of these three libraries. Thematic analysis was done of the transcribed interviews by using Nvivo software. The result revealed that most senior citizens are happy to spend time in libraries as it is a vibrant place that reduces their loneliness and mental stresses. Nevertheless, they have encountered issues when they use these libraries - locating information in the lending division, dependency due to physical health conditions, lack of awareness of the library services apart from regular. Further, the study found that public libraries have opportunities to manage those challenges through their resources—user education and assistive technology programs, enhance mobile services, resources and infrastructure facilities liaison with relevant authorities and marketing the services to expand seniors' services.

*Keywords*: *Public library service; Older adults; Colombo Municipal Council, Sri Lanka.*

## A STUDY OF THE INFORMATION SERVICES IN
## PRADESHIYA SABHA PUBLIC LIBRARIES FROM SRI LANKA

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The Merriam-Webster online dictionary defines the library as "a place in which literary, musical, artistic, or reference materials (such as books, manuscripts, recordings, or films) are kept for use  but not for sale" < https://www.merriam-webster.com/dictionary/library >. Libraries and information centers provide a variety of library and  information services to  their users. Public libraries are the major providers of information services for the public. The aim of this study is to explore the organization of information services in Pradeshiya Sabha libraries, identification of main information services,  ascertaining whether there are differences among them, reasons for variations if there are any and make suggestions towards the improvement of such services. Survey research method was used for this study and five Pradeshiya Sabha public libraries situated in the Kandy district were selected. These were Madugalla, Udhadumbara, Hasalaka, Medamahanuwara and Teldeniya public libraries. A sample of 100 users (consisting of 20 users from each library) randomly selected and a structured questionnaire distributed to collect quantitative data while qualitative data collected through interviews. Data analysis done with the use of MS Excel. Results indicate that book borrowing service, user education service and referral service are operational while the use of information technology in library information services remained at a very low level.  This Study found number of adverse issues affecting these libraries, major constraints being   the lack of funds; librarians having  lack of field knowledge and technical skills; and low attendance in training programme conducted for the library staff. Conducting of more awareness programmes, provision of hands-on training and organization of own fund racing programmes are proposed as a possible way out of this situation.


*Keywords: Library information services; Pradeshiya sabha; Public libraries; Kandy district; Sri Lanka.*

# CHALLENGES FACED IN DEVELOPING THE PALM LEAF MANUSCRIPT COLLECTION IN THE LIBRARY OF UNIVERSITY OF SRI JAYEWARDENEPURA

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Palm leaf manuscripts are historically valuable documents that include indigenous knowledge of our ancestors. Most of the palm leaf manuscripts are about language, literature, Buddhist culture, medicine, astrology, yantra mantra, fiction, customs, and ceremonies. In Sri Lanka, original palm leaf manuscripts are found mostly in ancient temples and with individuals belonging to aristocratic families. Palm leaf manuscripts are made from palm tree leaves that contain natural organic materials. Therefore, they are naturally susceptible to be damaged. Palm leaf manuscripts at the University of Sri Jayewardenepura (USJ) Library are nearly 300 – 400 years old. Hence, it is a requirement to treat the palm leaf manuscripts without delay to avoid further deterioration. Light, heat, moisture, fungi, insects, and air pollution are some of the known factors for deterioration of palm leaf manuscripts. The objective of this study was to identify the challenges in the process of developing the palm leaf manuscript collection. Nature of the study was descriptive. As the initial step, a unit was established for the preservation and conservation of library materials considering the national requirement. As the other end of the process, digitization of identified palm leaf manuscripts and making them accessible to readers was the objective. In between these two ends, there were many processes to be performed including making aware of the project, collecting manuscripts from various places in the island, appreciation process of the donors, cost determination, cleaning, reading, categorizing, inventorying, cataloguing and digitization of palm leaf manuscripts. Forming of a few committees and formulation of related policy documents were essential tasks. Categorically the challenges were in the form of human capital, infrastructure, funds and technology. It is expected that building awareness about these challenges will be beneficial for librarians those who are interested in developing palm leaf manuscripts collections in their libraries.

*Keywords:* *Conservation and preservation; Digitization; Palm leaf manuscripts, Sri Lanka; University of Sri Jayewardenepura, Sri Lanka.*

**USER SURVEY ON THE CEYLON ROOM COLLECTION,
LIBRARY OF THE UNIVERSITY OF SRI JAYEWARDENEPURA**

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The Ceylon Room (CR) collection is one of the most useful collections of the library of the University of Sri Jayewardenepura (USJ). It consists of printed materials related to Sri Lanka. The collection comprises of publications of scholars of USJ, government publications, postgraduate theses and collections of historically valuable documents and palm leaf manuscripts.  Therefore, it is worthwhile to manage the CR collection more effectively and efficiently. The objective of this study is to identify the user categories that mostly utilize the Ceylon Room Collection. The sample was selected from three faculties out of eight faculties inclusive of both academics and students. The selected faculties were Faculty of Humanities and Social Sciences, Management Studies & Commerce and Applied Sciences. The available library statistics were used as primary data. It was obtained from the usage of CR collection from 2015-2019. The Highest usage of students of CR collection is from the Faculty of Humanities and Social Sciences (78%). Whereas the least usage of the student of CR Collection for the Faculty of Applied Sciences (1%). Within the category of academic staff, the highest usage (65%) reported from the  Faculty of Humanities and Social Sciences while the minimum usage (6%) came from the Faculty of Applied Sciences. The result of the study shows that academic staff and students of the Faculty of Humanities and Social Sciences are using this facility extensively. Since there is a low usage among the academics and students of the Faculties of  Management Studies & Commerce and Applied Sciences,  marketing of  the CR collection among the university community become an  important task. This could  be in the form of conducting awareness programs. The collection needs to be  continually re-evaluated to meet user requirements and to support their research activities ensuring  a better service.

**Keywords:** *Academic libraries; Ceylon Room Collection; User surveys; University of Sri Jayewardenepura, Sri Lanka.*

# RESEARCH DATA MANAGEMENT SERVICE IN LIBRARIES OF SCIENCE AND TECHNOLOGY INSTITUTES IN INDIA: PERCEPTIONS OF LIBRARIANS

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Research Data Management (RDM) services in Indian libraries is at a nascent stage. Librarians have started exploring the importance of RDM, researcher perceptions and their own roles and responsibilities for the successful implementation of RDM services in their institutes. The primary objective of this research was to study the prevailing practices of RDM services offered in libraries of science and technology (S&T) institutes in India. Data collected through an online survey questionnaire administered to 82 centrally government funded (MHRD, DST, DBT, CSIR, DRDO and DoS) S & T academic and research institutes. The survey questionnaire was active from 12th December 2019 to 31st March 2020. The findings of the study indicate 79.27% libraries are familiar with their researchers' current practices on RDM and 17% of librarians conduct RDM user need assessment. RDM services are offered by 24.39% of librarians on their campuses, while 14.63% of librarians are in the process of planning for initiating RDM services, 39.02% are interested, but still have not initiated the planning process, 21.96 % are not offering any RDM related service. RDM related policies have been designed by 26.86% librarians, and 99.90% of librarians strongly believe that librarians/ library professionals need training of requisite skills to be able to offer RDM services. The study findings reveal that librarians are actively collaborating with other centers from within their parent organizations whereas 36.59% of librarians were collaborating with the IT Centre, research supervisor, research and development department, dean, or project team etc. to provide RDM services in their campuses. The study findings will be beneficial in preparing a conceptual framework for establishing and managing RDM services in libraries of science and technology institutes in India.

*Keywords*: RDM services; RDM needs assessment; RDM policy; Librarians skills and knowledge.

# STATUS OF SCIENCE JOURNALS IN DOAJ: AN ANALYTICAL STUDY

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This study is based on metadata extracted from the well-known and authoritative global Directory of Open Access Journals (DOAJ), a database of fully open access peer-reviewed scholarly journals managed by Infrastructure Services for Open Access (IS4OA), United Kingdom. Disciplines chosen for the quantitative study belong to Science as categorized in DOAJ and analyzed using different criteria like language, Creative Commons (CC) license, country of the publisher , etc. Findings of the study reveal that there are 104 Zoology Journals, 218 Chemistry Journals, 111 Botany Journals, 139 Geology Journals, 242 Physics Journals, 85 Microbiology Journals, 38 Astronomy Journals, 52 Physiology Journals, 11 Anatomy Journals and 544 Mathematics Journals indexed in DOAJ. These are published from 82 countries in 32 languages. English emerged as the dominant language of publication with 1355 Journals publishing primarily in this language. On the basis of the total number of science journals published in DOAJ, United Kingdom ranked 1st with 248 Journals followed by Indonesia (164). The study revealed that 21 Indian Science Journals meet the DOAJ inclusion criteria for indexing. 830 Journals used CC-BY licensing. It was also found that 2020 can be marked as the most significant year, as the highest number of (220) Journals have been added to DOAJ collection. Most of the Journals do not charge Article Processing Charge (APC) and most of the Journals do not fulfil the guidelines for DOAJ Seal. The paper also highlights the peer review process adopted by the DOAJ Science journals.

*Keywords: Open Access; Libre OA; DOAJ; Science journals; Creative commons.*

# MAIN SOURCES OF INFORMATION DURING COVID-19 LOCKDOWN FOR  VISUALLY IMPAIRED STUDENTLS AND ACADEMIC STAFF

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The whole world is suffering from the worst pandemic in the recorded human history due to Covid-19 virus. The World Health Organization (2019), declared the 2019 outbreak a public health emergency of International concern under the International Health Regulations (IHR). Discrimination of visually impaired persons has increased dramatically during  the Covid-19  pandemic and  visually impaired persons who are often deliberately excluded and ignored by others due to   certain 'stereotypes' has been reported.  In 'Special Needs Schools' (SNS) and Societies, the communication platform is a vital component. Developing 'core competencies' needed to tackle the "scale and severity" of Covid-19 outbreak therefore became a big challenge. The objective of this study was to find out how the visually impaired persons' information-seeking behavior is influenced by various information channels and sources and  also to compare  how local government's preparedness and response plan strategies against the pandemic affect it. A random sample of 50 blind or very severely visually impaired children in the age range of 14 to 20 years from both sexes, along with 20 staff members of the School for the Blind, Ratmalana in Colombo District, Western Province, Sri Lanka selected for the study. Online survey and interviews were conducted with the use of email or synchronous "chat" format during the first four weeks after the discovery of Covid-19 disease in the country. The online questionnaire included questions to determine information-seeking behavior of them. Seventy five per cent (75%) of most used information channels were from the mainstream news media. The second most used source of information was WhatsApp. The respondents were depending more on the mainstream news media for Covid-19 information. However, it was revealed that a synchronous use of digital technology media and platforms was also fulfilling the rest of the requirement.

*Keywords*: *Information seeking behavior; Visually impaired persons; School for the Blind, Ratmalana*

# SURVEY ON ONLINE LIBRARY SERVICES PROVIDED DURING THE COVID PANDEMIC SITUATION: WITH SPECIAL REFERENCE TO ACADEMIC LIBRARIES OF SRI LANKA.

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The COVID-19 pandemic can be considered as a turning point of the usual civil life of many people. It has also challenged the conventional teaching and learning methods at all levels of education. The university education system too was affected drastically by the pandemic. This has resulted a move towards the adoption of online teaching and learning methods to continue education programmes in universities. Being a main information service provider, the academic library has a significant role in providing support for online teaching and learning activities of a university.   Present study aimed to investigate about the online library services provided by the 15 state university libraries coming under the purview of the University Grants Commission in Sri Lanka, as a response to the "new normal" condition. An online survey was conducted to investigate the online services provided through the  websites of the 15 state university libraries  under similar conditions and  at the same time.  Results revealed that almost all  libraries provided OPACs, institutional repositories, online databases with off-campus access together with other conventional online services. Further, provision of  article indexes, digital document delivery services, government publications, library tours, LMS links, open access books, recommended reading downloads, subject liaison services, voice   libraries, and laptop lending services emerged as  new services. It could be concluded that the present period of time is the best time period to venture into new services and     taking steps to meet   the requirements of the changing society.

*Keywords*: *COVID-19 pandemic; Online library services; Academic libraries; Enhancement of library services.*

## SUSTAINABILITY OF LIBRARY AND INFORMATION SERVICES DURING COVID-19 PANDEMIC: A CASE OF SOUTH EASTERN UNIVERSITY OF SRI LANKA (SEUSL) LIBRARIES

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COVID-19 pandemic has created a crisis that drastically impacts academic library services in various aspects. Continuous lockdowns, closure of libraries, social distancing and restricted access to circulation services of print materials has paved ways to rethink new paradigms. The objective of this study is to showcase the initiatives made by SEUSL libraries to provide efficient services to library patrons during the crisis of pandemics. Methodology of this study is based on a review of literature, documentary analysis, and usage statistics of SEUSL libraries. SEUSL libraries sustained to provide virtual library and information services during the first wave of lockdown. Subsequently, during the new normalcy situation these libraries provided both traditional and virtual services by observing the health guidelines and exit strategies formulated by NILIS, University of Colombo as well as IFLA guidelines. In particular, SEUSL libraries offer digital information such as, remote access to scholarly databases, e-books, access to repository, e-theses, online past question papers and subject gateways. User education is conducted through a series of ZOOM webinars, and circulated access guides to e-databases. Virtual teaching of information literacy for undergraduates and postgraduate students is continued through virtual learning environment. Furthermore, SEUSL libraries provide scholarly communication support services to the university researchers through assistance in literature search, delivering articles, coordinating ISBNs, plagiarism checking, finding authentic journals and archiving. However, these libraries were not in a position to home deliver print materials and to offer study spaces. The use of social media was also limited. In conclusion, the SEUSL libraries have successfully strategized its services to a new paradigm of digital transformation that ensures a sustainable library and information services.

*Keywords*: *Covid-19 pandemic; Corona outbreak; New normalcy; Library & information services; Sustainability of library services.*

# THE SOCIOLOGICAL SIGNIFICANCE OF USAGE OF LIBRARIES DURING THE COVID-19 PANDEMIC: EXPERIENCES OF FACULTY OF ARTS, UNIVERSITY OF COLOMBO

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Libraries play a significant role as a social institution in the day to day lives of people. The social significance of the public library is fundamentally its influence on all the individuals of the community and on the interactive relationships among them. The importance of libraries can be judged by the efficiency of their organization and the degree to which they are fulfilling their mission. During the Covid-19 pandemic most of the library facilities available to the students of the Faculty of Arts of the University of Colombo were curtailed. This research aimed at finding the adverse effects of closing physical facilities, and it remains to be seen whether the digitalization of the physical library enables the maintaining of social significance of the use of the library. A sample of 48 students who are enrolled in a four-year special degree programme, with a compulsory research component which requires the use of the library extensively, was used for this study. A semi-structured questionnaire was distributed among them using the Google forms asking them to narrate their experiences. The results revealed that, the social significance of the use of libraries has remained static despite the closing of the physical libraries. However, the narrations provided by the students indicate the need for integrating the faculty-wise library facilities with the main library and the need for a direct connection to main library facilities through the learning management system (LMS), enabling students to carryout their studies even during the pandemic.

*Keywords: Sociology; Library usage; Covid-19 pandemic.*

# COVID-19 PANDEMIC, UNIVERSITY EDUCATION AND
# ROLE OF LIBRARIANS

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COVID-19 pandemic has caused a huge negative impact on university education in Sri Lanka. Students didn't physically attend to lectures due to university closures in the 2020, and they had to use the online education system instead. Online education was a novel experience for university students in Sri Lanka. Moreover, not having access to libraries during the period affected their learning. This study explores the difficulties encountered in using libraries, how it affected University education and the contribution of librarians during this period. The objectives of the study were to examine the relationship between student knowledge and the pattern of library use, to identify the contribution and role of librarians, to identify alternative methods of fulfilling resource needs, and to identify the effect of using alternative modes. The research was based on a qualitative approach. Primary data were collected through in-depth interviews with a purposive sample of 50 students and a convenience sample of 5 librarians belonging to a government university in Sri Lanka. Thematic analysis method was used to analyze data. The findings revealed that the closure of the University has resulted in reducing the use of library facilities and services. Furthermore, that has effected in inabilities in submitting student assignments and presentations. It was also revealed that libraries should identify new strategies to meet the requirements of University students in such a situation.

*Keywords*: Online education; Student – Library interaction; Library strategies.

## ACADEMIC LIBRARY SUPPORT FOR E-LEARNING

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Innovations in Information and Communication Technologies (ICT) has a significant effect in educational development. Furthermore, extensive use of ICT in education has created more opportunities for teaching, learning and research. An e-learning environment could be created with the use of ICT, while universities starting revising curricula to integrate with such applications that support and fulfil the learning interest of digital natives. Universities promote student-centered learning processes and also the use of Learning Management Systems (LMS) as a supplementary tool for face-to-face teaching. In this situation, academic libraries have to focus their services on university teaching, learning, and research environment. This study conducted before the emergence of COVID-19 pandemic aimed at identifying academic libraries contribution in e-learning. Applying the case study method, a stratified random sample of 400 undergraduates belonging to the five faculties had been selected through the application of Morgan's table. In addition, academic staff and library academics and administrative staff were also selected for data collection which was with the use of three questionnaires. According to the findings, students expects modern ICT facilities, ICT based information searching facilities, frequent information awareness covering e-resources and electronic-based materials. Academic staff expected e-resources suitable for revised curricula, information awareness programs on e-resources, the library to function as a research consultancy body, and to organize more training programs on e-resources, e-services and e-learning tools. All three categories of participants expected advance use of ICT in providing e-learning services and online access to library services and resources
.

***Keywords***: *Academic libraries; University education; E-learning.*

## LACK OF TECHNOLOGICAL DEVICES TO CONNECT WITH LIBRARY SERVICES IN NEW NORMAL

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The novel human coronavirus disease COVID-19 has become the fifth documented pandemic since the 1918 flu pandemic. Higher education can be identified as a major field that is affected by this pandemic. As a remedial measure, online education systems have been introduced in all universities in Sri Lanka. However, it is evident that there is an issue in accessing required online library facilities. Determination of the influence due to the lack of technological devices to get connected to e-library services during the covid-19 pandemic is the research objective. Other objectives were to identify the impact of economic difficulties of undergraduates to spend on technological devices during the pandemic, and to identify the technological facilities in their residential neighborhood such as NenaSala centers, computer labs of provincial and AG offices. 100 undergraduates selected as a sample from the University of Kelaniya under the convenience sampling method. A questionnaire was used to collect data and analyzed with the use of SPSS software. This research reveals that students faced difficulties in accessing online library facilities due to the scarcity of suitable technological devices. We found that 72.6% undergraduate had the problem of lacking technological devices to connect with e-library services and, 83.7% of undergraduates were not allowed to use Nena Sala or other government provided computer lab service due to the pandemic situation. The final result indicated that students were not able to complete their assignments effectively as they could not make effective use of e-library services due to lack of suitable technological devices.

*Keywords*: *Library services; Online library facilities; Technological devices.*

### DEMEANOR, DETERMINATION AND DIFFICULTIES IN BRIDGING THE GAP BETWEEN LIS EDUCATION AND PRACTICE: A VIRTUAL INTERNSHIP DURING COVID-19 PANDEMIC

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Masters degree programme in Library and Information Science (LIS) requires hands-on training to get professional experience. All libraries across India were closed due to Covid-19 pandemic thereby depriving LIS students to undergo hands-on training. The main purpose of this study is to share the experiences of the virtual internship of LIS students as practiced in India during the pandemic. It is important in noting here that India could be regarded as a developing country and most of the aspects would be applicable in the developing world. The study identifies the challenges experienced by all the stakeholders while planning, offering, and undergoing a virtual internship. This qualitative study gives the first-hand account of the three key stakeholders: The Interns undergoing LIS internship; supervisors/ mentors and professionals of the Indian Institute of Technology (IIT) Central Library ( where the virtual internship was undertaken ), and the faculty of the School of Library and Information Science at the Central University of Gujarat. Data collected through a semi -structured questionnaire with open ended questions and interactions and narratives of the experience of the participating interns. The results shows that all the three stakeholders faced challenges. Five key challenges have been identified viz. technological issues (hardware & software), communication issues (unreliable internet connection, low bandwidth), administrative issues (planning, execution, and implementation of the virtual internship), psychological issues (stress, time constraints, more number of hours in front of screen), and financial issues ( expenses related to payments for data packs), The study highlights the measures taken to overcome these challenges. A model is proposed for conducting both virtual and physical internships in a developing country by overcoming all these barriers. The outcomes of the study can be implemented by all LIS Schools in the developing countries where similar situations are experienced. This internship experience has opened the possibility of introducing a virtual internship component along with physical internship in the LIS curriculum.

*Keywords*: *Library internship; Virtual internship; Virtual learning; LIS education.*

# LIS STUDENTS' EXPERIENCES REGARDING ONLINE CLASSES
## DURING COVID-19 PANDEMIC: A THEMATIC ANALYSIS

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The sudden outbreak of the novel coronavirus disease (COVID-19) has caused irreparable damage to every influential sector in Bangladesh including the education sector. To avoid the loosing of the academic year, almost all the higher education institutions of the country have shifted their traditional classes to online platforms. However, students from different parts of the country faced various problems during their online classes. Thus, the primary objective of this study is to explore the Library and Information Science (LIS) students' positive and negative experiences regarding their ongoing online classes during COVID-19. An online survey was conducted to collect responses from the students of University of Dhaka, University of Rajshahi and Noakhali Science and Technology University. A semi-structured questionnaire was designed using Google Forms including both open and close-ended questions. To reach a wide number of participants, the link to the questionnaire was shared with the students via Facebook, messenger and Gmail. A total of 167 students responded to the survey. Data were analyzed using SPSS software and thematic analysis approach. The results of the study showed that poor internet connection, lack of sufficient devices, high cost of data packs, less attendance in classes, and problematic interaction with teachers were the negative themes, while connection to academic courses, ease in attending classes and having sufficient time to be with the family were observed as positive experiences. Findings indicated that negative experiences are more significant than positive ones. Besides, most of the students shared negative experiences only. From the findings, it is clear that the students are struggling a lot to cope up with online classes. It can easily be assumed that the condition is the same or even worse in the case of other public university students of Bangladesh. It is very much appropriate for the stakeholders and policymakers to come forward to resolve the hurdles faced by students. Otherwise, the ultimate purpose of online classes will fall in vain.


*Keywords: Online classes; COVID-19 pandemic; Library and information science;*

## THE ADAPTATION OF SOCIAL MEDIA IN LIBRARY AND INFORMATION SCIENCE (LIS) EDUCATION TO FIGHT AGAINST COVID-19 PANDEMIC: A PRESENT SCENARIO IN BANGLADESH

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As the pandemic situation is getting worst day by day, peoples' dependence on technology becoming more and more requisite. According to the World Health Organization (WHO) reports, as of January 4, 2021 Bangladesh had 516,019 confirmed cases and out of which 460,598 recovered and 7,626 died. From 26th of March 2020 till now, Bangladeshi educational institutions including their academic libraries has been closed down due to government imposed lockdown. As almost all libraries in Bangladesh operate manually, the actual situation for libraries here is crucial. Above all these constraints some of the university libraries and libraries belonging to national or international organizations are still providing support services to their users through social media. The Department of Information Studies and Library Management (ISLM) of the East-West University (EWU), in Bangladesh was in the front line in adapting social media in their LIS education programmes. They organized several webinars by using Facebook and their digital library platform was used for diversified purposes. The compulsion of COVID-19 situation and growing users of social media is forcing the LIS professionals to turn to online platforms to keep pace with demands. This study covered 5 Libraries and their activities during COVID-19 by using Facebook, as it is one of the most popular social media in Bangladesh. The collected data from online social media was analyzed and presented through graphs and charts. The outcome of this study suggests that the conjugation of social media with LIS will not only promote LIS education but also more effective in creating more knowledgeable professionals.

*Keywords: Social media; COVID-19 pandemic; LIS education; LIS professionals.*

**SPEAKING TO LITTLE MINDS: TAKING LITERACY ACTIVITIES TO A CHILDREN'S SOCIETY**
**AT ILLUPPANKADAWALA, ANURADHAPURA**

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The knowledge sharing in a community may differ from that of a target group as their social and cultural backgrounds are varied to a great extent. In a community, information will not reach on time and satisfy needs equally. Receiving an invitation from a children's society at an academic library reflects the thirst for information that must be quenched and the need to provide remedies to unsolved problems on knowledge dissemination. Importance of reading was presented before the 35 members of children's society at Illuppankadawala, Anuradhapura in a short speech. At the end of the session a questionnaire was distributed among them to identify demographic information, reading behavior and preference of the reading motivation programme. Findings revealed that the majority of respondents (97%) were willing to read while the percentage of having a library membership were low (34%). Majority of the participants preferred evening time (74%) for reading and they pointed out that they inherit reading from their mothers (28%) and teachers (26%) respectively. The majority like to read books written in Sinhala language . A preferred title was not mentioned by 5.14%. 86% stated that this novel experience captured their minds while 80% stated that the got new knowledge. During the session, several songs sung and 77% liked them and 69% responded that the time duration of the programme sufficient. The essentialness of reading in life (71%) was prominent and it is necessary to conduct a follow-up brainstorming session to determine the participants level of improvement in reading.

*Keywords*: *Information literacy; Reading camps; Reading motivation.*

### EFFECTIVENESS OF APPLYING EMPOWERING EIGHT (E8) MODEL AMONG THE PUBLIC LIBRARY STAFF IN AMPARA DISTRICT

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Ampara district is located in the Eastern part of the country and located about 350 km away from the capital city of Sri Lanka. According to the first-hand experience of the researchers as well as the reviewed literature, information literacy (IL) programs were conducted by public libraries of the district sparsely. To provide a quality service for customers, the staff of public libraries has to be competent in information skills and information retrieval functions. This paper aims to present the effectiveness of applying the E8 model among the public library staff in the Ampara district. The researchers lounged an experimental research design, pre-test, and post-test, and in between 30 hours of training on Information Literacy was conducted. The study also explores their ability to find, evaluate, and apply pedagogical information. In Ampara district, there are 55 public libraries which includes 34 libraries located in Tamil medium dominant areas and 21 libraries located in Sinhala medium dominant areas. The researcher selected the 34 libraries located in Tamil medium dominant areas due to the researcher's limitation in conducting IL skill programs in other languages. Out of a total population of 88 staff members a sample of 22 was drawn using the stratified purposive sampling technique. Their Information literacy skills were evaluated by pre-test, and post-test based on the Empowering 8 Information Literacy Model. The data were analyzed using SPSS version (23) with two levels of descriptive (mean and SD) and inferential statistics (t-test). Pre-test resulted that public library staff are less skilled in using and applying new tools for information searching and the ability to present the data effectively. The results of diagnostic post-tests showed a dramatic increase in public library staff's knowledge and skills. The assessed result of the public library staff indicated significant improvements in the average score from the pre-test to the post-test. In conclusion, training based on E8 model has enhanced the IL skills and knowledge of public library staff.

*Keywords: Ampara district; Empowering Eight (8) Model; Information literacy skills; Information retrieval skills; Public library staff.*

## HEALTH INFORMATION SEEKING BEHAVIOUR OF PARENTS OF CHILDREN WITH DISABILITIES

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Parents of children with disabilities (CWD) are frequently seeking information about the diagnosis, prognosis, therapeutic options and available services using different sources. Although several studies have been done in terms of information seeking behaviour of parents of children with specific disabilities, very few studies addressed CWD as a whole. The purpose of the study is to describe the health information-seeking behaviour of parents of CWD by identifying parental health information needs, preferable information sources, barriers for accessing information and by exploring the parental experiences of information seeking process. A mixed-method, cross-sectional study design is employed for this study. 300 parents of CWD will be taken for the study using a convenience sampling method. Quantitative data will be collected using a pre-tested self-administered questionnaire which covers demographic information, types of health information needs, preferences in the use of information sources and barriers encountered in the information sources. A 5-point Likert scale is used in the questionnaire. Qualitative data will be collected using a brief semi-structured interviews which addresses parental concerns of information reliability, experienced difficulties, satisfaction of the available services and the suggestions for the comfortable reach of information. The study aims at identifying the true means of information requirements and available information sources, services and barriers faced by parents of CWD. It is also expected to motivate librarians and other information professionals to assist parents of CWD to fulfill their information requirements enabling early intervention and rehabilitation and thereby enriching the quality of life of CWD families.

*Keywords: Health information; Parental information needs; Information seeking behaviour; Children with disabilities (CWD)*

**IDENTIFICATION OF INFORMATION NEEDS FOR THE**

**DEVELOPMENT OF**

**CULTURE-BASED FISHERIES IN SRI LANKA**

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Culture-Based Fisheries play an important role in a country, bringing numerous benefits to its society. It is one of the important income-generating industries in the Sri Lankan economy. Due to ever increasing world population, marine fish production has become inadequate to sustain human consumption of fish. Therefore, culture-based fisheries development is identified as a suitable option for filling the gap. This study aims to determine economic information needs in culture based fisheries at a time when CBF production is targeted to increase. The study follows the mixed method of collecting primary and secondary data. Interviews were conducted with relevant experts and the secondary data were collected from sources available at the Department of Fisheries and other related Institutes. Statistical analysis of data shows that there are seasonal variations in the fish production depending on the time period. The results indicated that CBF production has increased significantly over the past period and it also enables the economic development beyond the rural development. Awareness on economic information related to the industry will assist in identifying international trade opportunities while taking steps to ensure sustainability.

**Keywords:** Culture-based fisheries; Economic information; Food security; Fisheries development.

**STUDY ON THE IMPACT OF INFORMATION LITERACY SKILLS FOR STUDENTS LEARNING ACTIVITIES: BASED ON FIRST- YEAR STUDENTS IN HORIZON CAMPUS**

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This study investigates the information literacy skills and the level of learning activity skills among first-year undergraduate students at the Horizon Campus. These students had their secondary education at national, provincial and international schools with diverse study facilities. However, at the tertiary education level, they follow similar courses and evaluation procedures. Furthermore, students should be aware and ready to use the changing educational system in the digital world. Information literate persons could recognize information needs and are able to locate, evaluate, and use the required information effectively. Information literacy is a crucial in achieving succcs at the higher education level. A cross-sectional survey design was used to identify the information literacy level of first-year students in the four faculties of the Horizon Campus. Data collected through online questionnaires. This study has taken theentire population of 140 students for this purose. Sixty-four percent of the population responded in the survey. Data analyzed and summarized using descriptive statistics. The results reveal that the resources finding skills of the students were eighty-three percent (83%); students prefer the use of electronic information sources in place of print sources. Furthermore, forty-nine percent (49%) searched for information by title and forty-one (41%) by subject. This study recommends that information literacy skills development programs be compulsory for first-year students to efficiently and effectively succeed in educational attainment.

*Keywords: Secondary education; Information literacy; Information skills; Learning skills.*

## IMPACTS OF LITERACY LEVEL IN INFORMATION SHARING:
## A QUALITATIVE STUDY ON FOLK LITERARY TRADITION.

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Literacy level affects the information behavior of people. Sharing of information varies according to the literacy level of people. This study focused on uneducated Muslim women in Ampara district who used to share information or transfer information by means of songs or poems. These poems which are popularly known as '*Kavi*' are not in the published form and the sharing takes place orally. Imaginary feelings such as romance, day- to-day problems experienced such as destituteness, negligence of children, separation from husbands and ignorance forms the content. The study was carried out based on three objectives; to reveal the poems as a medium of sharing information, to show how the poems transfer information about inner feelings effectively and to suggest the ways to conserve and preserve the literature. Qualitative research design was employed. Accidental and Snowball sampling techniques were applied to get the poets since the poets were unknown. Fifteen (15) poets were identified and interviewed. Unstructured questionnaires were designed and in-depth interview was applied to collect data. The unwritten poems are the expressions coming out of the feelings and emotions of experience and not imaginary creations. Qualitative data analysis showed that the poems are illiterate people's convenient mode of sharing information. It was easy for the information receivers to understand and comprehend the content as the form and feelings were the same. It is recommended to take action for the conservation and preservation of the literary heritage appearing in the form of such poems.

# EFFECT OF INFORMATION LITERACY SKILLS OF HEALTH PROFESSIONALS ON THEIR ACADEMIC ACTIVITIES

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Library of the Ministry of Health is one of the key centers for dissemination of health information and knowledge within as well as outside the Ministry. All health professionals use it. It's clearly observed that the users time is wasted much of the time in identifying and exploring information needed for their academic and research activities thereby adversely effecting their academic activities. The aim of this study is to examine the effect of information literacy (IL) skills on the academic activities of the health professionals. Specific objectives were to identify the demographic distribution of health professionals, to determine factors affecting on identifying and exploring information needs of them and to examine the relationship of the IL skills and their academic activities. Quantitative research method was used in this study, where the main tool of data collection was a structured survey questionnaire administered to a selected sample from a study population consisting of health professionals attached to the Ministry and served by the library. The total study population was 60 users of the library out of which 52 was selected as the sample. Response rate was found to be 96% and most of the respondents (54% ) were male. Major findings were found to be as follows: 50% of the users access information for three academic activities; 68% used two search techniques to locate information; 38% used two ways of IL skills to identify information needs; 38% used four ways of IL skills to explore information needs; 50% respondents had the problem of wastage of time in searching for information. Therefore, it is proposed to make efforts in organizing more information literacy skills development programmes followed by practical sessions with the collaboration of the librarian.


*Keywords*: *Information literacy; Health professionals; Academic activities.*

## INFORMATION SEEKING BEHAVIOR AND INFORMATION SEARCHING STRATEGIES OF THE STUDENTS: WITH SPECIAL REFERENCE TO 1AB, 1C, TYPE II SCHOOLS IN KOPAY DIVISIONAL EDUCATION OFFICE OF THE JAFFNA ZONAL EDUCATION OFFICE

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The global information revolution has led to an explosion of information. This has led to the need to organize information and the ability to search and use appropriately. This situation created a need to improve the information skills of school children. In this case, the study on "Information Seeking Behaviour and Information Searching Strategies of the Students" is based on a survey conducted using 1 AB, 1C and Type-2 schools in Kopay Division of the Jaffna Education Zone. The samples were selected from the five selected schools according to Krejcie and Morgan sample selection table, and the study was conducted with the aim of identifying the challenges in information seeking behavior of the students and find out the strategies to improve the students' searching behavior. Data was collected from 245 students through a questionnaire and interviews. The results show that 103 (42%) students use the school library for information search, 172 (70%) students use the Internet for searching for information, 93 (38%) students have internet access, and 41 (17%) students use the rural libraries. The study further found that 44 (18 %) students have never used a dictionary as an information resource, while 201 (81%) students had used textbooks to meet their information needs, and 172 (70%) students had sought for assistance from friends for information. Also, when they need information, 196 (80%) discuss with friends, 202 (82.4%) seek teachers, 189 (77%) seek parents and 161 (66%) students seek library access. Moreover, 99 (40%) students use the internet and 87 (35%) use social networking sites. It is recommended to promote the practice of self-learning in students by teachers, to appoint teacher librarians, formulating policy on career development prospects for teacher librarians, library period should be included in the school timetable, and the awareness program to be organized to improve the students' library usage.

*Keywords*: *Information Seeking Skills, Information Cognition, School Libraries*

# AN EXPLORATIVE STUDY ON THE ROLE OF READERS' GROUPS IN FACEBOOK FOR PROMOTING FICTION READING

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Although the development of a country is determined mainly by economic factors, educational and social factors are also taken into account in weighing the development in the modern world. The promotion of reading is extremely beneficial to the educational development of the people of a country. The novel, which belongs to the genre of fiction, expands the horizons of human knowledge and touches on various topics and areas. Fiction published in two Facebook groups over a period of three months were selected as the sample. The research was conducted using a combination of contextual analysis and grammatical study methods. The fiction read by the group were analyzed for origin (autonomous or translation), year of publication and the genre variety. The Facebook reading groups were more interested in their own creations, and the majority of the translated creations included were fiction originally written in English. Considering the scholarly diversity of fiction, works belonging to the sub-genres of social issues and romance were popular the most. Such books have been posted on Facebook many times and the positive response also has been high. The study concludes that Facebook reading groups enhance reader motivation to promote fiction reading. It is also an easy and quick way to address a wider readership at once. Since the libraries could not be accessed during the current pandemic environment, it had been used as a tool to access reading material.

*Keywords*: *Fiction, Reading promotion, Facebook*

# INTEGRATED LIBRARY SYSTEMS – DISCOVERY INTERFACE (ILS-DI): A STANDARD FRAMEWORK FOR REAL TIME CONNECTIVITY WITH INFORMATION DISCOVERY APPLICATIONS

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The primary purpose of a library service is to meet the information needs of library users, facilitation of their research, and making them more educated and empowered. As a discovery tool, a union catalog allows end-users to discover items suitable for a given subject and to find out the availability and location. In a way, it ensures rapid retrieval of source materials. They also provide multiple source search interfaces. To date, most of the national and international union catalogs are only able to perform the functions of a traditional catalog and lacks a number of other useful features such as the indication of real-time availability status, reservations, renewal, request for articles, and the use of ILS authentication credentials,. They are also not provided with expanded search features such as full-text search, faceted navigation, and resource grouping. The purpose of this study is to provide a solution for this problem through the standard protocol- Integrated Library System–Discovery Interface (ILS–DI) by using Koha ILS at the backend and VuFind discovery system at the front end. The developed framework is based on three-layer architecture with Koha ILS as the data provider, Open Archives Metadata Harvesting Protocol (OAI-PMH) as the data collection protocol and VuFind as the discovery layer. A Koha ILS-DI protocol designed particular for multi-backend driver to interlink Online Public Access Catalogue (OPAC) and ILS functionalities with VuFind discovery layer. The study suggests that the framework can act as an information discovery prototype to help entire library community to access the information quickly and comprehensively. Based on the outcome of this study, implementation of ILS-DI based discovery applications in universities and academic libraries could be strongly recommended. It will also increase the realization of the parent organizations' expectations, attract more users and enable libraries to offer better quality services.

*Keywords*: Koha; VuFind; ILS-DI; OAI-PMH; Union catalogue; Integrated library systems.

**TRACKING PATRONS USING KOHA IN - OUT MANAGEMENT SYSTEM: A CASE BASED ON LIBRARY SYSTEM, UNIVERSITY OF RUHUNA**

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As the COVID-19 world pandemic rages, the governments around the globe had to take measures for contact tracing to identify the individuals who had close contacts with COVID-19 positive individuals. As a result of this, some governments introduced apps that can be used to track the commuting of individuals. However, the majority of shops, organizations and service providers in Sri Lanka used pen and paper method to record their visitors. Due to the nature of COVID-19 spreading through contact, some visitors were reluctant to use pen and paper to provide their information. Moreover, some individuals who write their personal information in such registers faced harassments by revealing their contact numbers and address to unknown people. As a place with a vast diversity of user visits, libraries also faced this problem. Hence, the University of Ruhuna Library decided to implement a patron tracking system using existing resources. The University of Ruhuna library system has been automated with the use of Koha library management system . In 2018 March, Koha system introduced a plugin named "In-Out Management System" to track the patrons who visited the library or sections in the library. The In-Out Management System scans the patron ID at the entry and exit. Using patron ID, patron information are extracted from the library database in Koha. As the library database contains accurate information about each individual in the university, it was the best option to track the library visitors. However, the library had to customize the In-Out Management System to extract information from individuals who have temporary registration number, NIC number and UPF number as the patron ID. This system can use to generate statistical reports regarding library visits, usage of sections/collections, and usage of reading spaces with accurate information. This system can be further developed by using location QR codes to indicate different locations.

*Keywords:* *Contact tracing; COVID-19; Integrated library management system; Koha; Tracking patrons.*

## INFORMATION SERVICES PROVIDED THROUGH THE OPAC: WITH SPECIAL REFERENCE TO UNIVERSITY LIBRARIES OF SRI LANKA.

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Online Public Access Catalogues (OPACs) are one of the main interfaces that link the library with its users. It opens a more intimate gateway for online users. There is a variability of OPAC services due to the software platforms that provide OPACs and activation of built-in service plugins available with the software. Therefore, this study aims at identifying variations in OPAC services among the 15 state universities of Sri Lanka. In this study, the available types of OPAC software (whether free or fee), built-in services provided by those software platforms, and how far each university library adopted those services through the OPAC were investigated. This cross-sectional research conducted as an online survey and took place in a computer lab facility at the University of Ruhuna, with same environmental, and connectivity situations. All the 15 university OPACs were loaded and evaluated simultaneously by 15 dedicated evaluators in dedicated computers. The evaluation conducted under four main characteristics that were visible in OPACs in general, namely the accessibility, interface, promotion of reading, and service diversity. All 15 universities have adopted OPACs and 93% of them are using KOHA (Free) platform while 7% is still using the fee-based platform. Most of the library services are provided through the OPACs of many libraries. However, laptop lending service, article index service, plagiarism check and newspaper articles are specific services offered by some universities. It can be concluded that there is a variability among OPAC services provided by the universities and filling the gaps in services will ensure a better service experience and passive marketing of services to the OPAC users of the library.

*Keywords*: OPAC services; Academic libraries; Library services enhancement.

## SOCIAL MEDIA OPPORTUNITIES FOR UNIVERSITY LIBRARIES:
## NEED OF THE ERA TO SUSTAIN THE POSITIVE IMAGE

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Social media (SM) tools help and enable university libraries (UL's) to deliver library services instantly and effectively. SM tools had been used during the COVID-19 pandemic. The study explores the use of SM tools and their adoption trends in Pakistani UL's. Also, social media opportunities (SMO) for UL's of Pakistan were identified. Analysis of patterns based on sector, geographical division, and SM use was also executed and significant differences were reported. The study was conducted from an organizational perspective and used an online questionnaire to collect data through a census survey. The population for the study covered all (181) Higher Education Commission (HEC) recognized universities and 124 (69%) valid responses were received. The study findings revealed the importance of SM is recognized and that the trend in adopting SM increased during the period of last three years. The study revealed that use of SM is higher in the private sector UL's than public sector UL's. Twenty-five SMO statements were identified and the respondents showed their aggressiveness to the 21 opportunities statements excluding four SMO statements. Moreover, no statistically significant difference was observed in mean scores for all 25 SMO statements based on sector. Also, applying the ANOVA test (one way) found no statistically significant difference in means excluding one statement based on geographical divisions and for two statements based on SM use. The findings are useful for policy makers and the HEC, and perhaps in the library context where libraries strategically integrating SM with their services. Such steps will contribute to sustenance of library services particularly in disaster situations.

*Keywords: Library social media; Social networking sites; University libraries - Social media.*

## PRESERVING GLOBAL RESEARCH DATA: ROLE AND STATUS OF RE3DATA IN RDM

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Considering that scientific data is being increasingly recognized as an important raw material for current and future technological advances, many research collaborators have joined together to create mechanisms to secure and preserve it. However, irrespective of the generation of rich analysis results, this study was undertaken to examine the RDM activities on the global Registry of Research Data Repositories platform (Re3data) to increase its level of visualization. The study approached the Re3 website, a global registry of research data repositories to collect the data. The researcher specifically assessed the 9 alternative search strategies that are available in the Re3 database; namely subject, content, keyword, metadata standards, quality management, repository languages, software, repository types and country. It is observed that behaviors related to structured study results are more evident in developed countries as opposed to developing countries, with the United States of America placed first. Results also indicated that research data is more structured in the case of scientific and statistical formats and disciplinary databases, particularly the life sciences. Overall, the software is mainly used for processing data and the English language is strongly supported. Dublin core metadata is often used to increase the quality of data from analysis. This study presented an overall picture of the research data practices throughout the investigation on the Re3data platform. The research proposed best practices focused on RDM operations to improve the amount of Research Data activities.

*Keywords:* *Research data management; Research data, Scientific data; Re3data, Repositories.*

# STUDY OF USAGE IN CLOUD COMPUTING AND DATA MIGRATION IN SELECTED SPECIAL LIBRARIES IN SRI LANKA

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Cloud computing is the delivery of computing services which includes servers, storage, databases, software, analytics, and intelligence over the Internet. Libraries can use it for a variety of functions such as data storage, data migration, and deploying applications & Web content. The purpose of this paper is to explore the situation of cloud computing and data migration used by the special libraries in Sri Lanka. With this objective, 20 special libraries were selected using snowball method, to conduct a survey. A questionnaire and the interview method were used to collect data. Only 45% of the sample have a fair knowledge on cloud computing methods. However, 95% use cloud applications. Majority (95%) uses it for accessing Google cloud applications. Most (95%) of them used cloud for file storage. Cloud had been used for article delivery (90%) and document sharing (80%) too.

*Keywords*: *Cloud computing; Data migration; Special libraries.*

## FROM LIBRARIAN TO 'WEBRARIAN' IN THE NEW NORMAL: CHANGES AND CHALLENGES IN THE LIBRARY, UNIVERSITY OF KELANIYA

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The web-based technology became a timely concern due to the COVID-19 pandemic along with the need to transformation of the role of the librarian towards web-librarian or webrarian. Therefore, this study aimed at identifying the new changes as well as challenges experienced in the new normal. The study highlighted 4 selected dimensions of the library environment to identify the changes: library to website, library services to web services, library users to web users and library collection to web collection. The challenges were identified based on 4 major parameters: institutional concern, users, staff and collection. Data was collected through interviews from randomly selected staff members during 8 months period and through web analytical reports. During the pandemic, the key access to the library was the library main website. The web user percentage rapidly increased in 170.7 and viewers' percentage in 190.5 percent. In addition, a mobile compatible website was developed for the newly implemented online Subject Liaisons Library Service (SLLS). Library online presence in social media was identified as a better platform to reach and interact with users.  An online chat platform provided through the  library website to perform the work of 'Student Relationship Management' (SRM). An online reservation system for special group discussions were generated to reserve library study areas. Availability of monthly accession list in e-book readable format; scanned recommended readings; online databases, e-books, e-journals and digital-repository facilitated the users to remote access through Shibboleth and VPN login. Such information guide, and instructional tools and even the orientation for freshers were introduced through video presentations. Challenges were experienced in areas such as network coverage, remote login, authentication, adhering to copyright law and web skills of the staff.


*Keywords*: *Librarianship; University libraries; Webrarian; Web services*

# IMPORTANCE OF "RESEARCH COMMONS" AS A "ONE-STOP SHOPPING" MODEL FOR RESEARCHERS

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Introduction of new services catering to the changing needs and requirements of the users is a timely need. This is particularly valuable for the research community. The study aims to explore the importance, relevance and the suitability of introducing the "Research Commons as a One-Stop Shopping Model". Twenty foreign university library websites were selected using the purposive sampling technique. Screenshot analysis and a critical analytical review was carried out. Content analysis was the principal research method. Searching, writing, presenting, publishing, funding, academic discourse and other scholarly services are available under one roof treated as the context of Research Commons. It creates the opportunity for the researcher to conduct research smoothly from "writing research proposal" to "publishing of the outcome". "Research Commons" could be considered as a value-added element in the library. It is a multi-purpose center of excellence enabling the sharing of researcher's knowledge, presenting research outcomes, contribute and seek the assistance from other researchers that lead to synergized effects. Research consultations, systematic reviews, personalized assistance by skilled librarians, statistical software support, statistical consultations, opportunities for grants and funding, writing center, workshops and seminars, conference meeting / chat rooms with collaborative workstations, printing and scanning services, digital lab etc. will be available under one roof. Bringing all research services under one umbrella is an important concept here and will help to save resources of all parties. "Research Commons" facilitates work and encourages new and existing researchers to engage in more research. Commencement of the "Research Commons" in the library will assist the development of a scholarly and research culture in the university environment.

*Keywords: University libraries; Research commons; Research culture; Information services; Research management.*

# HOMEGROWN SYSTEM FOR
# STANDARDIZING THE SRI LANKAN JOURNALS

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Scientific research is an information producing activity for a country. At present, more than 150 scientific journals are published from Sri Lanka. Among the journals available in Sri Lanka, only 07 journals have been indexed by global indexing services. Less coverage of Sri Lankan journals by international indices has been an argument among scientific community of Sri Lanka. It is a fact that International indexing databases have their own criteria as well as limitations in terms of coverage. In order to overcome these barriers, countries like China, India and South Korea have already established their own indigenous models. Sri Lankan Journals Online (SLJOL) database maintained by the National Science Foundation is only the source listing Sri Lankan journals to increase the visibility. It is supported by the Public Knowledge Project (PKP). Yet it has not been recognized as a valid tool in standardizing the performance of journals in terms of world accepted indicators. Main objective of this study was to explore the possibility of proposing a homegrown system for measuring performance of Sri Lankan journals. The study proposes a mechanism for standardizing the Sri Lankan journals. In order to calculate the Impact Factor (IF) and other indicators, 05 oldest journals available in SLJOL were selected. We were able to successfully rank these journals using the impact factor, Number of citations, H-Index, IF etc., using the proposed model.

***Keywords****: Journal Impact Factor, Journal Evaluation, Sri Lanka Citation Index, Sri Lanka Journal*s

## LIBRARY SERVICES IN SRI LANKA DURING COVID-19

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A nationwide curfew was imposed from in Sri Lanka from the 20th March 2020 with occasional relaxations, except for high-risk zones due to the Covid-19 pandemic. The services of public and private institutions including Libraries, Archives and Museums (LAMs) and Library and Information Science (LIS) teaching institutions were affected across Sri Lanka. After 04 months of closure, the country started getting back to the regular life style, amidst the inhibiting mental conditions such as fear, worry, uncertainty, anxiety, sense of loss, isolation, nervousness due to lack of communication etc. do exist. Safety guidelines were published by the National Library and Documentation Services Board of Sri Lanka (NLDSB), in consultation with NILIS, University of Colombo, and the Sri Lanka Library Association (SLLA). The NILIS published an Exit Strategy from Covid-19 in partnership with the University of Colombo, NLDSB, Sri Lanka National Archives (SLNA), and the Sri Lanka Library Association (SLLA) on 27th April 2020.  LIS education institutions brought regular teaching-learning practice onto the online platforms such as Zoom and WhatsApp. However, poor data signals and non availability of smart devices to access learning materials were the problems reported, specially by students residing in remote areas. NLDSB continued to publish advisories and circulars and created a Web site specially designed for Covid-19 related information for libraries. On 9th May 2020 NLDSB published directions on how to reopen the libraries step-by-step. A series of webinars and workshops were conducted by several parties. The Asia Foundation donated Rs.1 million worth protective instruments and disinfectants for public libraries in the Colombo district.

*Keywords*: Covid-19, Sri Lanka, Situation report

## LIBRARY SERVICES IN INDIA DURING COVID-19

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Library services across India were severely impacted after the closure of all educational institutions across the country as a precautionary measure to contain the spread of the novel coronavirus from 16th March followed by complete lockdown of the country from 22nd March by the Government of India. Since the last ten months, libraries supporting education and research institutions have migrated to blended ways of working, given the extrinsic challenges posed by a public health emergency like COVID-19. Factors such as lack of ICT infrastructure, internet connectivity, economic disparity, population density have created a vast digital divide across the breadth and width of the country. These factors have become barriers in providing access to educational related services. Libraries from premier educational institutes like IITs, IIMs and NITs have kept their services floating through online mode and are providing remote access to its subscribed contents. The National Library of India reopened after eight months of closure in December 2020 under many guidelines and regulations to ensure safety of readers. The National Digital Library of India has developed a dedicated COVID-19 research repository where research articles, datasets, documents and videos related to this virus and other related content are accessible to all. Significant initiatives have been taken by the university libraries to set up remote access servers, INFED-Shibboleth with the help of INFLIBNET for providing access to study material listed in the syllabi of different courses. Educational activities such as teaching and examinations have been carried out through virtual modes from lockdown 2.0, even universities conducted terminal examinations online for final year students attending from their homes. India with its 28 states and 9 UT's has differing COVID-19 situations in different states. Public libraries have started reopening at 60% capacity in states with lower COVID numbers. As India has started to unlock itself gradually from Unlock 1.0 to Unlock 4.0, libraries are opening for users with limited seating capacity following the standard operating procedure mandated by the Government and the Medical Council of India.

*Keywords*: Library services; India, COVID-19.

## THE EMERGENCE OF A NEW LIBRARY CULTURE DURING COVID 19 PANDEMIC: A CASE STUDY OF PUBLIC LIBRARIES OF COLOMBO DISTRICT

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Informed citizens are an essential factor of a democratic society. IFLA/UNESCO guidelines have presented the role of public libraries in this regard. This study aims to examine how public libraries fulfill their duties during the pandemic conditions to develop informed citizenry and adjust to the new normal. As a social institution, the role of the public library is a crucial factor for strengthening the democratic society. According to the philosopher Marshall, Government has a responsibility in confirmation of citizenship. However, during the present covid 19 pandemic situation, public libraries were unable to continue their normal information services to their user communities. The sample of the study consists of public libraries in the Colombo district. The questionnaire was designed for public libraries and interviews were conducted with social scientists and librarians to gather data. Lending sections were closed and reference services were provided services under limitations. Therefore, users were limited. Extension services were temporarily discontinued. Only a few libraries launched online services. But that services were not addressed for common citizens. It was revealed that the majority of public libraries conduct programs such as online tuition classes, Quiz programs and children competitions. Therefore it is recommended that public librarians must focus their attention to initiate innovative and alternative activities related to information provision to strengthen the democracy during the new normal.

*Keywords: Public Libraries; Democratic Society; Citizenship; Online Services; Covid 19 Pandemic*

# SOCIAL MEDIA USAGE DURING THE ISOLATION OF
# COVID-19 INFECTED PATIENTS IN KARACHI, PAKISTAN

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The purpose of this study to determine the use of social media by COVID 19 infected patients during the isolation/quarantine period. This is a survey study and conducted among those individual who infected from the COVID 19. Respondents spend isolation period during the quarantine and after  recovery from the COVID-19 disease. Karachi is the place where COVID-19 first patient-reported and  also highest  number of cases reported. The researchers used the snowball technique to reach the respondent's contact in person or refer respective friends or family and colleagues. A total of 100 online questionnaire sent to respondents and 75 responded.  Results are shown that COVID Patient during the Isolation uses social media for mind relaxation during the isolations. Respondents connected with social media during the Isolation period. However, respondents believe that authentic and reliable information for patients and the general public use only Government websites. COVID-19 infected personnel should use limited social media during the quarantine to avoid anxiety and stress.

# EFFECTIVENESS OF WEBINARS IN DISSEMINATING KNOWLEDGE AND INFORMATION AMONG LIBRARY AND INFORMATION SCIENCE PROFESSIONALS, RESEARCHERS AND KNOWLEDGE SEEKERS DURING THE COVID-19 PANDEMIC IN SRI LANKA.

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Lockdowns and mandatory social distancing during the COVID-19 pandemic in Sri Lanka limited people's access to knowledge and information (KI) sources. Similarly, KI seekers within the field of Library Information Science (LIS) faced limitations in fulfilling their KI needs. This research studies the effectiveness of webinars in disseminating KI during the COVID-19 pandemic by analysing 03 webinars conducted by the Library of Sri Lanka Technological Campus (SLTC) targeting the above audience. The study employed a convergent parallel mixed method. Quantitative data was gathered via a structured questionnaire administered to 96 participants, and analysed using descriptive statistics. Qualitative data was gathered through the analysis of 03 case studies, and analysed under 08 sub themes on the quality of the content and the competency of the resource persons. The majority of the respondents (67%) were found to be highly satisfied with the webinars. Among them, 66% were highly satisfied with the content while only 60% were highly satisfied with the resource persons. The lack of familiarity, technological issues and language barriers were shown as drawbacks, while the use of international resource persons and the minimum cost were revealed to be positive aspects. Despite certain shortcomings, the webinars had effectively catered to both international and local KI seekers. This study concludes that although webinar as a KI disseminating tool is new to the Sri Lankan academia, it can be used as an effective mode of delivery when normalcy in the society is far from the reality.

***Keywords:*** *Knowledge and information dissemination; Library and information science; COVID-19; Webinars; Sri Lanka.*

**IMPACT OF ZOOM IN INFORMATION SHARING
DURING COVID 19 PANDEMIC: A CASE STUDY**

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Information literacy plays a vital role in teaching and learning. Face to face teaching has been common in universities. In the stream of Fine Arts subjects, students take part in practical work and traditional lectures. After the spread of COVID-19 pandemic in the country, the teaching mode was converted into virtual form. The video conferencing app - ZOOM had been identified as an essential tool for teaching in all universities in continuing lectures. This study attempts to find the effectiveness of the virtual lecturing among the Fine Arts students of Eastern University and has three objectives, viz; (a) to reveal the status of lecturing via ZOOM, (b) to reveal whether the technological capacity is sufficient (c) to suggest alternative ways to teach practical oriented subject in the present situation. Quantitative research design was adopted in this research. Total study population consisted of 97 students who follow Fine Arts subjects were taken and Judgmental sampling techniques was employed to gather data. For data entry and analysis Microsoft Excel software platform was used. All respondents expressed that it was not suitable for their studies. It was found that more than 98% of students are using smart phones for lectures and expressed that it is ineffective in learning activity. All students expressed that they did not like this system as they were following a subject with a practical orientation. In view of the above, it could be concluded that action has to be taken to find out an alternative method to deliver lectures which conforms to health guidelines.

*Keywords: ZOOM; Practical learning; Information needs; Information sharing; Fine arts.*

### SIGNIFICANCE OF INFOPRENEURSHIP IN COVID-19 PANDEMIC: AN EXPLORATORY STUDY IN SRI LANKAN PERSPECTIVE

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The term 'infopreneurship' derived as a combination of information + entrepreneurship is a profit-oriented; internet and client-based; yet unexplored concept in the Sri Lankan context. Therefore, the key objectives were to gain and spread an understanding on infopreneurship and to emphasize its significance in this pandemic situation. Basically, an analysis of literature and documents carried out to comprehend its origination, nature, key areas, functions and the strategic value. The significance of infopreneurship was validated based on a self-defined framework which consisted of its strategic value in economic, social, educational and business perspectives to address the limitations and barriers faced in this pandemic. The findings shows that the origination of the concept of infopreneurship dates back to 1984; is not a mere process limited to information retrieval and dissemination; being a profit-oriented approach, it contains a long, complex process with number of activities and functions to fulfill the client's needs with a quality outcome; some major similarities in librarianship and infopreneurship were identified; several skills, qualities and practices are essential to become a vendor in this digital world; challenges and changes should have to be experienced. This approach can be initiated to address the rising issue of unemployment in this pandemic situation; simultaneously, as a profit generating strategy via online platforms which assures social distance and 'work from home' concept; skill development opportunity in web-based technology, managerial and business activities, research and publication sector; finally, the entire process leads to an informed society, knowledge society and digital society.

*Keywords*: *Infopreneurship; Librarianship; COVID-19 pandemic; Information society.*

## DISASTER MANAGEMENT IN LIBRARIES DURING 2005-2020:
## AN OVERVIEW BASED ON THE EMERALD DATABASE

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The International Federation of Library Associations and Institutions (IFLA) describes that library disasters are serious problems faced by the libraries in the world. There are different types of disasters taking place in the world and libraries are no exceptions. The objective of this study is to identify the categories of disasters faced by libraries globally during the period 2005-2020. Data were collected from the publications appeared during the period 2005 to 2020 and available in the Emerald database. Out of a total of 1,717 journal articles published, 47 topic related articles were selected for consideration. Advanced search techniques were used to select the most related journal articles. Keywords were used to select the related journal articles and MS Excel was used to tabulate the search results. After identifying the themes, the identified disasters can be categorized as natural disasters, man-made disasters, and hybrid disasters. The most prevalent type of disaster faced by libraries was natural disasters (72%). It consisted of tsunami 22%, hurricane 22%, flood 14%, and earthquake 14%. Man-made and hybrid disaster types have affected libraries at a similar rate (14%) including a mobile library accident and COVID 19 pandemic. According to the results, tsunami and hurricanes were the main disasters which caused catastrophic loss of life and property in libraries. There were only two articles available related to COVID-19 pandemic as a disaster type in libraries. In order to draw general conclusions about the occurrence based on type of disasters, publications selected from a single database or a single publisher is not adequate and hence, it is recommended to expand this study to cover more sources of literature.

*Keywords:* *Library Disasters; Disaster management; Natural disasters; Man-made disasters; Hybrid disasters.*