Issues Faced by the Undergraduates when Using University Libraries in Sri Lanka: a Study based on Kelaniya, Jayewardenepura, and Colombo Universities

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Abstract

Information in today's society occupies an important place. Information has become one of the basic needs of everybody in the society. In such a society, information takes the lead in every spheres. A large amount of information flow and outdate anywhere in the world in a matter of seconds. Libraries and information centres are the places where collection, organization and the dissemination of such information. The University is in the forefront of various studies, education, research, innovation and generation of new methods and tools. Accordingly, the Sri Lankan University system occupies a special place. The library occupies an important place in the university education system. Library is the heart of university education. It has become a modern accepted theory that the university library is the heart of any university. Education, Research, Knowledge, Preservation and Publication are the primary functions of a university.

The principal objective of this study is to identify the problems and issues faced by the undergraduate readers when using university libraries. The survey method is used as the study method. The study population is the undergraduates studying in universities in Sri Lanka 150 undergraduates in three universities are selected as the sample among all universities. Three university libraries are University of Kelaniya, Jayewardenepura and Colombo. It is expected that the sample will be selected to represent the undergraduates in Art Faculties. About 50 undergraduates are selected from one university. A systematic questionnaire will be prepared in relation to the objectives of the study and primary data will be collected. The secondary data will be collected through written sources, such as research reports, journals, statistical records an online sources. It is intended to analyse primary data using quantitative and qualitative techniques. Various statistical methods are intended to use for better visualization of the results and the findings.

Keywords: *University libraries, Information services, Reader services, Library management, User education*