Executive Summary

With a view of identifying which factors contribute into the effective use of ICT two research objectives were set. One objective is to identify the technology competencies in carrying out duties by Library Information Assistants (LIAs) at academic libraries in Sri Lanka. And the other objective is to see whether there is a gap in their skills, that hinder them accessing to available ICT based resources.

In this study, quantitative survey was conducted at six universities. A printed questionnaire (Appendix II) was distributed directly among Library Information Assistants (LIAs) attached to libraries of University of Colombo, University of Kelaniya, University of Moratuwa, University of Sri Jayawardanapura, University of Visual and Performing Arts and the Open University of Sri Lanka. Out of 159 questionnaires distributed, 129 Library Information Assistants (LIAs) responded/completed questionnaires which reached the response rate to 81%. Statistical Package for social Sciences (SPSS) was used to analyze the data. After the data collection an optimum research model was applied to the results obtained and these results have been entered into the SPSS to analyze the results. In this study, researcher identified that there is a strong relationship between respondents' English knowledge with core technology competencies. In addition to that there is a significant relationship respondents' service experience with core technology competencies and there is a relationship between respondents' service period with core technology competencies.

Therefore, the researcher strongly recommends recruiting new LIAs with a high proficiency in English and considering their abilities to work in English speaking environments. In addition, this study has drawn policy implications and attention on how important it is to teach English at primary and secondary level school education and university undergraduate levels in order to have optimum use of ICT.

Keywords: Information Technology, Information Technology skills, Information Technology Competencies, Library Information Assistants, Academic Libraries