

A Study on Electronic Services Provided by the National Library of Sri Lanka

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Abstract

Electronic services are information services in electronic format that are handled by a computer device and encoded for handling. The National Library of the world provides a wide range of electronic library services to users. Today, the National Library of Sri Lanka provides e-library services in addition to traditional library services. With the COVID pandemic, there has been a rapid increase in the number of Electronic library services provided by the National Library of Sri Lanka. Today, there are 33 Electronic services provided by the National Library. It remains to be seen whether users will benefit from these services. For this research, numerous studies have studied users' behavior, usage of print resources, evaluation of electronic library services, and evaluation of library services using serverQUAL and LibQUAL, analyzing national and global research publications and printed and electronic media. The primary objectives of this study are four-fold. Firstly, it aims to identify and catalog the various electronic services that have been introduced by the National Library. Secondly, the study seeks to conduct an in-depth analysis of the current usage and adoption of these E-services among library users. Thirdly, it aims to identify any potential vulnerabilities or shortcomings in the existing E-services to ensure their optimal functionality and security. Lastly, the study endeavors to propose practical and effective measures that can be implemented to expand and enhance the range and quality of E-services provided by the National Library. By pursuing these objectives, the study aims to contribute to

the overall improvement and advancement of library services in the digital age. This study has used a web-based survey methodology to study what electronic library services are available to readers, using a list of 59 items. In addition, two online questionnaires have been submitted to National Library users and National Library staff to study the status and use of Electronic services provided by the National Library. Based on the web-based survey methodology and the dual questionnaires, the National Library identifies the weaknesses in the electronic services provided and presents the results in simple frequencies and percentages. The research revealed that the National Library of Sri Lanka provides 69.49% of Electronic library services. Research has shown that 72% of respondents use the Electronic services provided by the National Library, and 28% of respondents do not use the electronic library services provided by the National Library. The research proposes the introduction of state-of-the-art electronic library services, features for the website, publicity of library services among the people of the country, and workshops and projects for staff IT knowledge and development.

Keywords: *National Library, Electronic Library Services, Electronic Library Services Evaluation, Sri Lanka, Covid-19 Epidemic*