

## **Technological innovations in university libraries in Sri Lanka: strategies to improve library services and satisfy changing user requirements**

Theja Kuruppu Arachchi<sup>1</sup> and WRG De Silva<sup>1</sup>

Advancements in computer technologies have created a considerable impact on libraries. The number of libraries that has applied information technology has increased. For the maximum utilization of the new technology emphasis on staff development and training is needed. This rapidly changing information environment has also created user education an important area as the information resources needed to be fully utilized by the user to ensure cost effectiveness. This paper is concerned with identifying applications of new technologies in university libraries and important strategies to improve library services and satisfy changing user requirements. All the university libraries including faculty libraries were surveyed to collect the relevant data and information. Most of the university libraries (89.25%) had computerized library catalogues. Computerization of other in-house operations such as circulation, acquisition, serials controls, interlibrary loans and selective dissemination of information and thesis and dissertation processing found to be given less concern. According to the results it showed the need of improving web sites with links to online catalogue and electronic resources such as e-journals, electronic databases, e-books and important subject resources available. Training programs for available library staff at university libraries reported to be given more prominence on technological training. Most of the university libraries provided user education programs periodically. Keeping abreast with new trends in technological developments needed to be practiced to be aware of new ideas and improve the services. Marketing techniques to promote information products and services has to be planned and undertaken in order to alert the target user groups. The results also showed that the university libraries need more attention on studying user's information requirements on regular basis to ensure the libraries commitment in helping the institution achieve its goals.

**Key words:** Technology, Libraries, Users, Library automation, Computerization.

<sup>1</sup>Library, University of Ruhuna, Sri Lanka