National Institute of
Library and Information Sciences

University of Colombo

NILIS

International Conference in

Information Science (ICIS 2015)

Colombo, Sri Lanka

Access to Information: Methods and Measures

Conference Abstracts

13th November 2015

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Access to information:
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Contents

Message from the Director, NILIS

The National Institute of Library and Information Sciences (NILIS) holds an annual conference, with the aim of giving an opportunity to students and professionals to present their research findings. This year, the Board of Management of NILIS has decided to conduct the "International Conference on Information Science (ICIS 2015)". In addition to the main conference, pre and post conference events have been organized by NILIS for the year 2015. The MPhil/PhD Colloquium is the pre conference event, which is scheduled to be held on 12th November, at NILIS, University of Colombo premises. Thirteen MPhil/ PhD students will be presenting their research studies at this event. The aim of this Colloquium is to provide MPhil/PhD students with professional skills needed for their academic career. The Colloquium provides a good opportunity for students to gain practice in presenting their work, and most importantly, to obtain constructive feedback and advice from experienced researchers on how to proceed. A post conference International Workshop will be held on Instructional Pedagogy for Librarians, which is scheduled to be held on 14thNovember, under the guidance of Dr. Diljit Singh, a former professor from the University of Malaya, who is serving as an adjunct

professor for NILIS. The overall goal of the workshop is to help librarians to develop their understanding of pedagogy, so as to better design, deliver, and assess library instructional programs.

I wish to acknowledge with many thanks our chief guest of the main event, Dr. Sudarshanie Fernandopulle, Hon. State Minister of City Planning and Water Supply, for gracing this memorable occasion. At the same time I wish to thank Mr. Keith Davies, The Director, British Council, who agreed to deliver the keynote speech. I sincerely thank all those who helped us in numerous ways, to organize this conference, including the sponsors. Finally I wish to thank all the session chairs, presenters, and participants, at the conference.

Prasanna Ranaweera
Director
NILIS, University of Colombo

Message from the Conference Chair

On behalf of the ICIS 2015 organizing committee, I am honored and delighted to welcome you to the 1st International Conference in Information Science, Colombo, Sri Lanka. The theme of this year's Conference is 'Access to Information: Methods and Measures'.

To promote environment friendly concepts, we will not be printing the full conference proceedings. However, it will be available as an open e-book, through the NILIS Web site. This publication – Conference Abstracts - is available in print for the convenience of conference participants as a guide to oral and poster presentations.

This compendium would not be a reality unless we had the timely responses of authors and reviewers. Thank you for being wonderful supporters of scholarly academic work. We take this opportunity to thank the organising committee and the sponsors too. The support extended by the NILIS staff is remarkable.

Finally, we must thank the NILIS students who helped in various ways. The current students of MLS, PGLIS and PGDIM programmes aligned their class assignments with the conference, and submitted posters based on minor projects. We hope that this exercise made them more research-literate as in previous years.

Dr. Ruwan Gamage

Programme Summary

08.30	Registration
09.00	Conference Inauguration
09.15	Welcome Address by Mr. Prasanna Ranaweera, Director - NILIS
09.20	Chief Guest's Speech: Dr. Sudarshini Fernandopulle, Hon. State Minister of City Planning and Water Supply
09.30	Speech by Dr. Ruvaiz Haniffa, Chairperson - NILIS
09.40	**Access to Information: Methods and Measures**. Keynote Address by Mr. Keith Davies, Director - British Council, Sri Lanka
10.20	Vote of Thanks by Dr. Ruwan Gamage
10.30	Tea
11.00	**Session I – Community and Outreach Services**
	Session Chair: Professor Russell Bowden
	Investigation of Information Gaps that Impact on the Economic Efficiency of Offshore Fishery in Sri Lanka by Pearl K. Wijesekara & Jagath Rajapaksha
	Reaching Technical Students to Enhance Information Skills as an Outreach Activity of Library , University of Moratuwa by Thushari M. Seneviratne, Upeksha Kodithuwakku, & K.G.A.P. Kiriella
	Towards implementing a next-generation resource discovery tool: virtual union catalogue of digital repositories in Sri Lanka by Jayakananthan Mariyapillai & Ruwan Gamege
	Discussion

11.40	**Session II: Information Research & Publications**
	Session Chair: Professor JASK Jayakody
	Modelling survey research designs: a review of basic design phases for effective reasoning for novice researchers by Dr. Wathmanel Seneviratne
	Scholarly Publishing and Challenges faced by Authors by Chaturanga Weerasekera
	Bibliometric analysis of research outcome by the academics of the Faculty of Agriculture, University of Jaffna by U.Latha & S.Ambihai
	Sources of information used by undergraduates: A citation analysis of undergraduate theses of the University of the Visual and Performing Arts by A. V. M. K. Ankumbura
	Discussion
12.30	**Poster Session**
12.45	Lunch
13.30	**Session III - Enhancing access with improved technical services**
	Session Chair: Professor Gihan Wickramanayake
	Open source software adoption for library management; issues and challenges by C.N.D. Punchihewa, & A.D.B.Kumara
	Use and Acceptance of Information Communication Technology (ICT) by University Students in Sri Lanka by G.D.M.N. Samaradiwakara & Chandra Gunawardena
	Discussion

14.00	**Product Presentation & Discussion:** Library Automation: Software as a Service (SaaS) by H.R.Mahindasiri - Pooranee Inspirations
14.20	**Session IV - User Studies**
	Session Chair: Professor Diljit Singh
	Loss of books due to non-returns: a case study in an academic library by Shirani Ranasinghe
	Usage of Analytical Skills in the Assignments of Visual Arts Undergraduates: a Case Study at SVIAS by B.Prashanthan
	Development and Implementation of Knowledge Management (KM) in the Parliament of Sri Lanka by Siyath Ahamed, Dr. Wathmanel Seneviratne & Lionel Amarakone
	Discussion
15.00	**Plenary Session – Access to information without metadata; Is it possible?**
	Plenary Chair: Professor Piyadasa Ranasinghe
16.00	Tea & Winding up

List of Posters

Author Index

Presentation Abstracts

Investigating Information Gaps that Impact on the Economic Efficiency of Offshore Fisheries Sector in Sri Lanka

Pearl K. Wijesekara[1]*, Jagath Rajapaksha[2]

1. General Sir John Kotelawala Defence University, 2. Aquatic Resources Research and Development Agency (National Institute of Oceanography and Marine Sciences)
* pearlw1973@yahoo.com

Offshore fishery in Sri Lanka is one of the most potential resources that can be developed to meet the future demands for the economic efficiency. To accomplish this, technology and information have a major role to play with rapid technology advancements and the competition in the fishery. The study identifies technology and information gaps of fisheries industry to enhance the economic efficiency.

Necessary data and information was collected from 30 vessels using an interview based questionnaire (25% of the monthly mean landings of vessels at the Negombo fishery). Major issue was the lack of knowledge and skills in operating the available equipment. Most fishers (97%) do not have adequate knowledge on modern

Abstracts of the 2015 International Conference in Information Science (ICIS 2015)
National Institute of Library & Information Sciences (NILIS), University of Colombo, Sri Lanka
13 November 2015

technologies available in the industry or the skills to apply them to get their maximum use. Therefore, a fleet development program is recommended to be initiated to use new technologies for safe navigation, fish finding, fishing operations and on board fish processing and storage. Awareness creation on information and technology is recommended onsite as well as via electronic and print media. In parallel to that, all relevant information could be made available online and make them aware on how to access information. "Nenasala" telecentre network could be useful for this. Updated global marketing information such as fish prices is useful for fishers to have a higher income, and for protection from intermediaries. Information shared across the value chain will be an advantage for reducing the risk of volatile fish prices that depend on the export demand. Network coverage for mobile phones is available within 25-30 miles from the coast. This can be utilised for providing information. A Certificate course for offshore fishers is recommended to develop their professional skills that will make them eligible for obtaining proposed fishing license.

Keywords: offshore fishery of Sri Lanka; economic efficiency; information gaps; navigation equipment

Reaching technical students to enhance information skills as an outreach activity of Library, University of Moratuwa

Thushari M. Seneviratne*, Upeksha Kodithuwakku, K.G.A.P. Kiriella

Library, University of Moratuwa, Sri Lanka
* thushari@lib.mrt.ac.lk

With the objective of empowering technical trainees about technical information sources and services with a special focus on modern information retrieval tools, University of Moratuwa Library, under its outreach programme conducted a series of sessions at the Ceylon German Technical Training Institute (German Tech). Before conducting the programme, a needs analysis for information literacy skills was carried out. Responses of 282 technical trainees revealed that the usage of resources was not satisfactory. This paper presents the success story of the 7 week information literacy programme conducted based on the outcome. This was named "reaching technical students". Objective of this programme was to empower technical trainees about

Abstracts of the 2015 International Conference in Information Science (ICIS 2015)
National Institute of Library & Information Sciences (NILIS), University of Colombo, Sri Lanka
13 November 2015

technical information sources and services with a special focus on modern information retrieval tools. Sessions on Internet Searching, Social Networks and Reading Methods captured highest attention of them.

This study highlights the importance of strengthening youth in information literacy skills. It also demonstrates the necessity of designing programmes for the younger generations on properly using online tools. The library should also promote reading habit among students to show the importance of reading for their career advancement.

Keywords: academic libraries; outreach librarianship; libraries and community; technical students

Towards implementing a next-generation resource discovery tool: virtual union catalogue of digital repositories in Sri Lanka

Jayakananthan Mariyapillai[1]*, Ruwan Gamage[2]

1. Eastern University
2. NILIS, University of Colombo
* mjeya81@gmail.com

Information managers have a strategic interest in the tools and technologies that facilitate the discovery and access to the resources for the communities that their serve. Traditional online catalogues, repositories and journals databases provide separate interfaces and platforms for users. In contrast, federated search engines and metadata harvesters enable searching from a single interface. This paper documents the success and challenges faced in introducing a virtual union catalogue of repositories.

Vufind, an open source OAI-PMH based discovery tool was selected as the best fit for the purpose. NILIS, University of Colombo agreed to host the trial system (codenamed UNICAT) in their servers. UNICAT accesses selected remote systems (partners), and build copies of

Abstracts of the 2015 International Conference in Information Science (ICIS 2015)
National Institute of Library & Information Sciences (NILIS), University of Colombo, Sri Lanka
13 November 2015

metadata in the local server. Whenever a search is performed, it displays information from all copies of catalogues, and accessing the full text (if available) is one click away. Full text is not hosted on the local servers, but is accessible via links to the original locations.

The first stage of the project was limited to linking institutional repositories. Several repositories had already enabled the OAI-PMH module in their repository software, which was mainly DSpace. Twelve repositories and one network (HELLIS) are now connected. However, there are differences in metadata schema used. Opening repository metadata and common consensus on the metadata schema are policy decisions to be taken by all partner organisations. If the project is recognised at the national level, this has the potential to be the National Digital Union Catalogue (NDUC) of Sri Lanka, which supplements the efforts of the National Union Catalogue (NUC) maintained by the National Library and Documentation Services Board.

Keywords: union catalogue; National Digital Union Catalogue; metadata harvesting; OAI-MPH; Vufind;

Modelling survey research designs: a review of basic design phases for effective reasoning for novice researchers

Wathmanel Seneviratne
Library, Open University of Sri Lanka
wsene@ou.ac.lk

Scientific research is a systematic process that has multi-steps, where those steps are interlinked with the other phases of the research. Changes that are made to one step of the process will affect other steps automatically so that it is essential that the researcher review all the other steps to ensure the integrity of the process. The library & information science (LIS) is a multidisciplinary area of study blended with technological approaches. It is observed that novice researchers in LIS field in many cases is not very thorough in the research steps to reason out what type of research design is suitable for different areas of research in library & information science which consist of special categories of subjects and populations to explore. One of the supportive strategies a researcher could adopt in clearing out the research process is

Abstracts of the 2015 International Conference in Information Science (ICIS 2015)
National Institute of Library & Information Sciences (NILIS), University of Colombo, Sri Lanka
13 November 2015

model building which stimulate the novice researcher constructively to go on building the study designs. The paper tries to clarify basic processes in modelling preliminary designs to carry forward in depth investigations in survey research to support effective reasoning for the novice researchers and research students in library & information science.

Keywords: Scientific method; Research design models; Research phases; LIS research

Abstracts of the 2015 International Conference in Information Science (ICIS 2015)
National Institute of Library & Information Sciences (NILIS), University of Colombo, Sri Lanka
13 November 2015

Scholarly publishing and challenges faced by authors

Chaturangaa Weerasekera
Library, Centre for Poverty Analysis
chaturanga@cepa.lk

Scholarly Publishing is a prerequisite for researchers to generate and share the knowledge obtained through research. Despite the need, authors of Social Sciences and Humanities encounter many limitations when publishing in scholarly journals. The objective of the research therefore, was to understand the challenges and barriers faced by Sri Lankan authors of Social Science and Humanities disciplines when publishing in peer reviewed journals and forces and elements that control manuscript submissions. This is a quantitative survey carried out through questionnaires. The population was the authors of Social Science and Humanities discipline who published in peer reviewed journals in 2013. The primary sample group was extracted from the Scopus Social Science Citation Index and authors affiliated to both university and research organisations. The sample size were 53.

Abstracts of the 2015 International Conference in Information Science (ICIS 2015)
National Institute of Library & Information Sciences (NILIS), University of Colombo, Sri Lanka
13 November 2015

Authors expressed that the primary challenge was on the acceptance of manuscripts, mainly because of strict peer review guidelines and processes imposed by editors to maintain quality standards. These strict processes had de-motivated and demoralized authors to publish. After having extensive review comments, some authors were reluctant to incorporate changes as it changed the original concept and the findings of the research. Long durations from the submission to publishing, and author fees incurred by some publishers have discouraged authors. Authors from universities faced lack of time for research due to administrative and routine tasks.

The gender disparity analysis shed light to difficulties and hardships faced by female authors to contribute to peer-reviewed journals. Higher personal commitments and responsibilities had restricted them from contributing to the knowledge society. This had effected on their professional development too.

Keywords: author challenges; peer reviewed journals; quality standards; submission restrictions

Bibliometric analysis of research output by the academics of the Faculty of Agriculture, University of Jaffna

U. Latha[1]* and S. Ambihai[2]

1. Library, University of Jaffna, 2. Branch Library, Faculty of Agriculture, University of Jaffna
* lathavara2002@yahoo.com

This study has tried to quantify the research output of the academics of the Faculty of Agriculture, University of Jaffna during the period of 2003 to 2012. Bibliometric tools were used to analyze data. The results revealed that the total number of publications during the ten year period was 359 with the annual average of 36 publications. The highest number of papers (67 = 18%) had been published in the year 2008. Department of Agricultural chemistry top the list with 99 publications (27.6%) followed by Agricultural engineering with 81 publications (22.6%). It has been observed that the dominant format of publication is 'Abstracts' (79%). The result shows that the relative growth rate (RGR) has come down from 0.44 to 0.19 over the first five years. The mean RGR for the first five years exhibits a growth of 0.272 and similarly for the next block of five years the growth is 0.246. Doubling time increased gradually from 1.6 to 4.1 over a period of 10 years. The mean doubling time for the first five

Abstracts of the 2015 International Conference in Information Science (ICIS 2015)
National Institute of Library & Information Sciences (NILIS), University of Colombo, Sri Lanka
13 November 2015

years (2003-2007) is 1.78 where as it has increased to 3.82 in the second block of five year period. Degree of collaboration during the ten years period is quite significant (0.8).

Only 20% papers were single authored papers. Majority of the publications had been carried out in collaboration either by two-authors (40%) or multi authors (three to five - 33%) Only 7% had been published by more than five authors.

Based on the time series trend, the expected number of publications in the year of 2015 would be 56 (18.8%).

It can be suggested that the Faculty of Agriculture has to exploit more of its human potential to push their communications to get published more frequently in the journals.

Keywords: Faculty of Agriculture – University of Jaffna; agriculture research; bibliometric studies; growth of publications

Information sources used by undergraduates; a citation analysis of undergraduate theses submitted to the University of the Visual and Performing Arts

A.V.M.K. Ankumbura

Library, University of the Visual and Performing Arts
avmuditha@gmail.com

A citation analysis was carried out based on the citations of theses submitted by undergraduates of university of the Visual and Performing Arts (UVPA) in year 2014. The objectives of study were to ascertain which types of information sources are used by the UVPA undergraduates to fulfil their research needs. In addition, frequently used bibliographic forms of information sources and their subject coverage, language wise distribution, geographical coverage and age of cited materials were also considered.

The analysis covered 60 undergraduate theses and 2916 citations. Results of the study revealed that books was the preferred information medium of UVPA undergraduates. They most frequently used text based

Abstracts of the 2015 International Conference in Information Science (ICIS 2015)
National Institute of Library & Information Sciences (NILIS), University of Colombo, Sri Lanka
13 November 2015

printed format (73%). According to the results, a majority of the UVPA undergraduates used Sinhala language materials (74%) and local publications (70%). It is also observed that 35.45% of cited materials had been published during the period of year 1976-2000. Folklore was the most cited subject discipline.

The results of this study could be used as a tool for the collection development in the UVPA library.

Keywords: citation analysis; information sources; information needs; aesthetic studies research; collection development

Open source software adoption for library management; issues and challenges

C.N.D. Punchihewa*, A.D.B.Kumara
Library, University of Moratuwa, Sri Lanka
* nishanp@uom.lk

Though there are different kinds of Integrated Library Management Systems (ILMS) available, introduction of Open Source Software (OSS) has proved to be fruitful. KOHA is the mostly used open-source integrated library management system around the world. Recently University of Moratuwa migrated from a proprietary system to KOHA. Social & technical barriers faced in the process is discussed here. Developing new features in KOHA to be compatible with the existing features in the proprietary system had been the biggest challenge met by the researchers.

High implementation cost, annual maintenance fee, obtaining frequent updates, and uprising new requirements are the problems in using a proprietary system. Emphasizing the need of new system to the staff, installation and testing parallel to the existing system, and data migration were the main challenges

Abstracts of the 2015 International Conference in Information Science (ICIS 2015)
National Institute of Library & Information Sciences (NILIS), University of Colombo, Sri Lanka
13 November 2015

faced. University of Moratuwa Library was able to handle all these challenges and is sticking into a slow, but steady migration schedule.

It is concluded that migration to a new ILMS is a challenging and a risky task. However, it is not impossible to do, especially when the new system is open source. That gives the implementing organisation to customise with ease, to suit local needs. However, having ready-access to IT expertise is a necessity.

Key Words: integrated library management systems; library automation; open source software; Koha library software

Use and acceptance of Information Communication Technologies (ICTs) by University students in Sri Lanka

G D M N Samaradiwakara[1*], Chandra Gunawardena[2]

1. Faculty of Graduate Studies, University of Colombo, 2. Open University of Sri Lanka

* manojakumara@gmail.com

The continuous advancement of ICT tools often create opportunities as well as threats for higher educational systems. Therefore, the undergraduates should get experienced with ICTs in order to meet the ICT skills needed in the competitive job market. Although Sri Lankan University education is becoming increasingly technology-intensive, literature reveals a lack in using technology up to the expected level. Therefore, this study aims at determining ICT acceptance among undergraduates using four Sri Lankan national Universities. Survey research strategy was employed using a 5 point-Likert scale structured questionnaire with the reliability of 0.896. The sample was a randomly selected 1682 first year and third year undergraduates in Arts, Management and Science streams of the four selected Universities.

Abstracts of the 2015 International Conference in Information Science (ICIS 2015)
National Institute of Library & Information Sciences (NILIS), University of Colombo, Sri Lanka
13 November 2015

The majority of students had used word processors, spread sheets, presentation packages, Internet searching, e-mail and social network sites. Internet searching is the tool which has the greatest frequency of use ("use several times a day") by the highest percentage of the students (35.9%). Most of the respondents used word processors, spread sheets and presentation packages about once a month. The percentages of students who use such applications were 37.3%, 40.0% and 46.0% respectively. The highest percentage of respondents used e-mail (26.1%) only about once a week. Further, the students stated that they intend to use ICT tools more frequently ("use about once a day=3") (mean=2.91 and mode=3) in the future. However, the students intended to increase the frequency of using new ICT tools "about once a day" (mean 2.93 and mode=3) on average. However, the present overall use of ICTs by the majority of university students was confined to "about once every week" (29%). Based on the findings it is recommended to integrate ICTs into teaching, learning and research activities in universities.

Keywords: ICT; ICT acceptance; undergraduates; Sri Lanka

Abstracts of the 2015 International Conference in Information Science (ICIS 2015)
National Institute of Library & Information Sciences (NILIS), University of Colombo, Sri Lanka
13 November 2015

Loss of books due to non-returns: a case study in an academic library

Shirani Ranasinghe

Library, Faculty of Medicine, University of Sri Jayewardenepura
shirani@sjp.ac.lk

Loss of books in a library takes place due to various reasons. Theft, vandalism or destruction or mutilation and non-returns are more prominent reasons for loss of books. The main objective of this study was to make an in depth analysis of lost books due to non–returns. Some precautions are suggested such as implementation of policies.

Books lost due to non-returns for the year 2013 and 2014 were taken into consideration. Forms filled by users to report loss of books and Reported Books Lost (RBL) Register were used as data collection instruments. Also a very short questionnaire was attached to the lost book forms.

Total number of lost books due to non-returns was 298 during the period. Among those lost books 68% were local publications while 32% were foreign publications.

Abstracts of the 2015 International Conference in Information Science (ICIS 2015)
National Institute of Library & Information Sciences (NILIS), University of Colombo, Sri Lanka
13 November 2015

It was found that a total of 198 users have reported that they have lost books. Among them there were 14% Academics, 66% undergraduates, 18% postgraduates and 6% non–academics. Among them 61% were males and 39% were females.

This paper discusses the subjects of lost books, pattern of substitutions, ways of losing, and gender etc.

According to the results, it seems that undergraduates are mainly responsible for non–returns. Male users are prominent in not returning books. A majority of these books are subject based. Most of the publications lost had been published after 1996.

This study recommends that to minimize book loss due to non–returns, timely reminders should be sent to all categories of users. Some precautions should be taken and policies should be implemented to avoid non-returns and to fill the gap in the collection.

Keywords: academic libraries; university libraries; book loss, non-returned books; user misbehaviour

Abstracts of the 2015 International Conference in Information Science (ICIS 2015)
National Institute of Library & Information Sciences (NILIS), University of Colombo, Sri Lanka
13 November 2015

Usage of analytical skills in the assignments of visual arts undergraduates: case study at SVIAS

B.Prashanthan

Swami Vipulananda Institute of Aesthetic Studies, Eastern University of Sri Lanka
Prashsh3y@gmail.com

Analytical skills is one of the main skills category under information literary skills. This skill is essential for undergraduates to process their academic work easily, especially in completing assignments and research writing.

In this context this paper discusses the usage of analytical skills by Visual Arts Undergraduates in completing class assignments at the Swami Vipulananda Institute of Aesthetic Studies (SVIAS). The study used survey research method. An observation chart was used as the data collection instrument. Forty five 3rd year undergraduates attached to the Department of Visual Arts were regarded as the study population. Analytical skills were evaluated through three important sub skills (identifying the keyword, preparing the pathfinder and use of mind maps).

Abstracts of the 2015 International Conference in Information Science (ICIS 2015)
National Institute of Library & Information Sciences (NILIS), University of Colombo, Sri Lanka
13 November 2015

Pre and post tests were carried out on the respondents. The overall level for the undergraduates in using analytical skills in their assignments was only 32.14% at the pre-test. Before one month from the post observation, a two day information literacy program was conducted for participants. Post-test revealed that the students' skills on keyword identification had satisfactorily improved. Other two sub skills also had been increased, but not up to a satisfactory level.

The study reveals that the group did not have the expected level of analytical skills. Therefore attention must be paid to increase the analytical skills of students to expect a quality output in student assignments.

Keywords: information literacy; analytical skills; aesthetic studies; student assignments

Development and implementation of a Knowledge Management System (KMS) in the Parliament of Sri Lanka

S.L. Siyath Ahemed[1], Wathmanel Seneviratne[2], Lionel Amarakone[3*]
1. Parliament of Sri Lanka, 2. Open University of Sri Lanka,
3. (Ex) Librarian, University of Bolton, Academic Centre Sri Lanka
lionelorama@gmail.com

Knowledge resources available in the Sri Lankan Parliament are presently at a 'tip of an Iceberg situation'. The explicit knowledge (recorded Knowledge) is the visible part of the iceberg. Hidden part of Iceberg is Tacit Knowledge. That is the knowledge in the heads of employees with so many years of experience. Tacit Knowledge resources are hard to be identified and difficult to be managed.

The main objective of this study is to explore the accumulated knowledge in the practices of legislative processes in the Legislative Department (LD) of the Parliament in Sri Lanka.

Abstracts of the 2015 International Conference in Information Science (ICIS 2015)
National Institute of Library & Information Sciences (NILIS), University of Colombo, Sri Lanka
13 November 2015

Quantitative methods were used in the study. This is a descriptive study using survey research methodology. Around two hundred officials attached to the Legislative Department were regarded as the study population. We used simple random sampling method to select 60 employees. Thirty (30) out of 60 questionnaires were received.

Eighteen (60%) of the respondents believed that policies and programs are in existence for knowledge retention.

Majority of the respondents gain knowledge of legislative process from their senior staff colleagues. 18 (38%) had gained this particular knowledge through trial and error.

Fifteen (50%) admitted that if the officials leave the services, then there is a chance of losing knowledge on the legislative process. Therefore it is recommended that immediate action should be taken to manage knowledge in this specific area of expertise.

Keywords: Knowledge management in the parliament; Sri Lanka Parliament; knowledge management system implementation; legislative procedure

Abstracts of the 2015 International Conference in Information Science (ICIS 2015)
National Institute of Library & Information Sciences (NILIS), University of Colombo, Sri Lanka
13 November 2015

Abstracts of the 2015 International Conference in Information Science (ICIS 2015)
National Institute of Library & Information Sciences (NILIS), University of Colombo, Sri Lanka
13 November 2015

Poster Abstracts

Gender differences in job satisfaction among University library professionals in Sri Lanka

M. P. L. R. Marasinghe[1*] Anusha Wijayaratne[2]

1. Library, Faculty of Medicine, University of Kelaniya
2. Library, Open University of Sri Lanka
lakmini@kln.ac.lk

This paper examined the influence of gender on job satisfaction among university library professionals in Sri Lanka. Survey design was adopted for the study. The general objective of the study was to evaluate the effect of gender differences on the level of job satisfaction among the professional staff of the University libraries in Sri Lanka. Five parameters were considered, namely; work, co-workers, compensation, promotion and supervision.

The population of the current study consisted of 125 library professionals of 15 universities coming under the University Grants Commission in Sri Lanka. All members of the population were given the opportunity to participate in the study. A semi structured

Abstracts of the 2015 International Conference in Information Science (ICIS 2015)
National Institute of Library & Information Sciences (NILIS), University of Colombo, Sri Lanka
13 November 2015

questionnaire was used as the main data collection instrument. Eighty (80) individuals responded (64%).

Out of 80 respondents of the current study, 48 (60%) were females and 32 were males. Data was analyzed using descriptive and inferential statistics. The results indicated that there is a significant difference of job satisfaction between male and female University library professionals only in the "supervision" parameter, whereas no gender differences existed in other four parameters. Statistically, in the perception of supervision, the female (0.7243, SD = 0.83) University library professionals have a significantly larger average job satisfaction than males (-0.0052, SD =1.37). Gender difference is not affected for the overall job satisfaction of University library professionals. However, equal treatment to both genders will help to achieve higher satisfaction levels. The findings of the study will be helpful for librarians and administrators to develop a motivated and productive workforce for organizational success.

Keywords: job satisfaction; library professionals; gender differences

A study on the comparison of cataloging modules of KOHA, Libsys, AFW : with special reference to university libraries in Sri Lanka

DGAS Malkanthi[1], Nimal Hettiarachchi[2]

1. Library, Wayamaba University of Sri Lanka
2. Library, University of Ruhuna
Email: Shyamalim@wyb.ac.lk

The selection of relevant software is an important step in the library automation process. In any library automation system, the cataloguing module is an important component as it caters to the creation of databases representing library holdings.

Sri Lankan academic libraries are using well-established integrated library systems for automation. KOHA, Libsys and AFW are three popular systems. The main objective of this study was to identify obstacles in automating the cataloguing functions in relation to cataloguing modules of the above software.

Thirty three entities; main University libraries or separate branches were selected as the study

Abstracts of the 2015 International Conference in Information Science (ICIS 2015)
National Institute of Library & Information Sciences (NILIS), University of Colombo, Sri Lanka
13 November 2015

population. A questionnaire, direct communication and observation were used as research tools.

It was found that majority of the University library entities (33.30%) were using KOHA cataloguing module. Libsys was used by (25.97%) university libraries. 14.80% were using AFW.

Several crucial obstacles were identified, such as lack of flexibility to adopt to the needs of clients, insufficient support for local languages, and capacity of the module. Lacking vendors' support and after sales services and unavailability of proper training programs are the administrative issues identified.

The following recommendations were made to overcome above obstacles. Standard integrated library software should be installed in the university libraries. Sufficient funds should be made available by the university administrations to automate their libraries. Furthermore, training library staff and upgrading library infrastructures should be carried out.

Keywords: library automation; automation software; University libraries; Sri Lanka

Sri Lanka Standards Institute (SLSI) Library users' information seeking behaviour with regard to National and International standards

M D R Kumudini

Documentation & Information Division, Sri Lanka Standards Institution.
kumudu@slsi.lk

National and International standards documents are essential reading materials for those engaged in the major economic activities of the country. Sri Lanka Standards Institution (SLSI) support this need by providing a comprehensive library service as a leading reference library.

A pilot study was conducted to identify the information needs of readers who visit the SLSI library. A sample of 40 visitors were given a questionnaire. According to the results obtained, the mostly reviewed standards were food standards and product standards. It was Sri Lankan Standards which were mostly used.

Based on the outcome of the primary assessment, the second stage of the research is being designed. The

Abstracts of the 2015 International Conference in Information Science (ICIS 2015)
National Institute of Library & Information Sciences (NILIS), University of Colombo, Sri Lanka
13 November 2015

main objective of this research is to find out the readers information needs with regard to local standards. Methods of finding information, preference of using electronic resources, and the satisfaction will be analysed.

Hundred (100) readers will be selected randomly as a sample from the visitors to the SLSI Library. They will be given an open questionnaire to collect data. Four focus groups (manufactures, traders, importers & scientists) will be selected and will have interviews with them.

It is expected that the research will generate knowledge on information seeking behaviour of the relevant readers. That knowledge will help in providing better services.

Keywords: information needs; information seeking behaviour; standards; library user studies

Abstracts of the 2015 International Conference in Information Science (ICIS 2015)
National Institute of Library & Information Sciences (NILIS), University of Colombo, Sri Lanka
13 November 2015

An evaluation of library usage by military personnel

R.M.R. Diyaelagedara

Library, Ministry of Defence
Email: rathnayake.diyaelagedara@defence.lk

This research study has focused on the evaluation of library usage by the military personnel at Ministry of Defence, Sri Lanka. A quantitative research method was used to conduct the survey among the library users and main objectives were to identify users' expectations, to find out experience of library usage in the post war period, to identify the gaps of accessing library and to reduce those gaps if any and to evaluate the library usage of Ministry of Defence. The study sample has been elected from the regular members of the library. 46 responded out of 90. Majority of them were in the 'major' rank. 39 of the respondents were male.

Conflict resolution, ethnic conflict in Sri Lanka, international relations, terrorism and political violence, and human resource management were the main subject areas covered by the library. All these areas got equal attention of users. 58% of the respondents used

Abstracts of the 2015 International Conference in Information Science (ICIS 2015)
National Institute of Library & Information Sciences (NILIS), University of Colombo, Sri Lanka
13 November 2015

the library occasionally. However, 26% weekly used the library.

This research revealed that majority of the military personnel use the library for educational, research and entertainment purposes. However the use of library for scholarly purposes was not satisfactory.

The Ministry of Defence has already planned to centralize the three military forces headquarters namely Sri Lanka Army, Sri Lanka Navy, and Sri Lanka Air Force. Therefore, this evaluation is timely, to identify areas to expand.

It is proposed to popularize the services by way of applying new ICT tools to the library. It will help to provide required information to the military community in an efficient manner.

Keywords: military libraries; defence libraries; library services – security services

Library user survey based on the humanities and social sciences at the University of Jaffna

Kirupa Hoole

Library, University of Jaffna, Jaffna, Sri Lanka

kirupahoole@gmail.com

The role of the Library must form an integral part of building up the students' ability to broaden their knowledge through proper guidance, which would enable them to develop their skills and academic stature.

The University of Jaffna faces the challenges of a region in developing country that needs to move forward and put behind the deleterious effects of 30 years of violence and war. The war leading to relative isolation of the region and exodus of academically competent members of the staff, inevitably posed a severe challenge to the upkeep of standards in a university that showed much promise in the early 1980s.

The principal challenge facing the Library, in addition to catering to the information needs of staff and students, is to motivate students to read independently, use the

Abstracts of the 2015 International Conference in Information Science (ICIS 2015)
National Institute of Library & Information Sciences (NILIS), University of Colombo, Sri Lanka
13 November 2015

facilities of the Library to enhance and satisfy their curiosity for knowledge and give a more enlightened generation that would enable the intellectual recovery of the region to be self-sustaining.

The study using a survey was intended to formulate a course of action that would advance this recovery. It involved students from the Humanities and Social Sciences which are two entities of the Faculty of Arts. The main instrument of the survey was a questionnaire given to a sample of students.

The study reveals that there is a positive correlation between the level of satisfaction among students of the Social Sciences and Humanities in the usage of the Library and key facets ranging from resource collection to library environment, attitude of the staff and the services on offer.

Keywords: user survey; user needs; staff attitudes; library services; library OPAC; University libraries

Use of the Audio Visual Resource Centre (AVRC) by students: a case study at the Open University of Sri Lanka (OUSL)

Tinesha Nanayakkara
The Open University of Sri Lanka
tineshasn@gmail.com

The importance of audio-visual materials in the teaching and learning processes cannot be neglected. This study adopted the survey method aiming to identify the reasons for the low usage of Audio Visual Resource Centre (AVRC), and the barriers of using AVRC by the students of the Open University of Sri Lanka (OUSL).

Data collection tools used in this study were questionnaire and archival literature. 50 students were included in the sample. The data collected through the questionnaire and the archival literature were analyzed.

The main reason for low use was the lack of awareness about the AVRC facilities & services. Desire of reading books than viewing Audio Visual (AV) materials, lecturers not recommending AV materials as a learning

Abstracts of the 2015 International Conference in Information Science (ICIS 2015)
National Institute of Library & Information Sciences (NILIS), University of Colombo, Sri Lanka
13 November 2015

tool were other significant factors. It was also revealed that time constraints, distance from the residence to OUSL main library, and the poor organizing of AV materials were the most affected hindrances for not using AVRC by many distance learners. It was also evident that most of the distance learners used AVRC when a need arise. However, AVRC was not very popular among the library users.

Keywords: audio-visual materials; usage of AV materials; distance learners; Open University of Sri Lanka

A study on the effect of networked learning to the student achievement

Asitha Sandaruwan Jayasooriya

Provincial Department of Education,
Uva Provincial Council, Badulla
asikaizen@yahoo.com

Networked learning is a process of developing and maintaining connections with people and information, and communicating among themselves to support the learning of each other. The learning occurs both in relation to learning resources, and to other learners as well.

With the introduction of ICT and the related social networking tools, people are being networked in a rate never happened before. It is no longer possible for a social being to work alone. The same has affected the education too. Current teacher is been transformed into a networked teacher. There is the opportunity to network and work together forgetting the interferences of geographical, meteorological, lingual, and human differences.

Abstracts of the 2015 International Conference in Information Science (ICIS 2015)
National Institute of Library & Information Sciences (NILIS), University of Colombo, Sri Lanka
13 November 2015

However, it is hardly seen within the country, that the tools are academically been used for establishing a better learning experience. This study aims to observe a relationship between the participation in networked learning and students' academic achievement.

Grade 10 students of 18 selected schools in the Uva Province, covering 09 educational zones. Science was selected as the subject of concern. First, the science teachers of these schools and the teacher librarians collectively designed a set of lessons with multimedia resources. After an initial evaluation, lessons were hosted on Google drive, and shared among the participating teachers and students. This group is connected with each other, and are participating in a networked teaching environment. At the same time, a control group is being developed, who have access to the material, but without provision of networking among peers and teachers. It is expected that the research will reveal the success of networked learning carried out in selected schools in the Uva Province.

Keywords: networked learning; collaborative learning, Uva Province – Sri Lanka

Abstracts of the 2015 International Conference in Information Science (ICIS 2015)
National Institute of Library & Information Sciences (NILIS), University of Colombo, Sri Lanka
13 November 2015

TripAdvisor reviews on Sinharaja Forest Reserve: a content analysis

P.K. Jayasekara[1] and M.S.M.L. Karunarathne[2]
1. Main Library, University of Ruhuna, Sri Lanka
2. Department of Geography, Faculty of Humanities and Social Sciences, University of Ruhuna, Sri Lanka
E-mail: pkjayasekara@gmail.com

TripAdvisor.com is considered as one of the world's largest travel Web sites. It is highly utilised by travellers to share their travel experiences, reviews and opinions with others. This feedback helps other travellers to develop a better travel plan. Sinharaja Forest Reserve is one of the World Heritage Sites in Sri Lanka which has much attraction of nature loving tourists.

The objectives of this research are to identify the travellers' overall image about Sinharaja as a nature based tourism destination and to identify the travellers' opinion about the support provided by the guides.

The content analysis approach was used to analyse the traveller reviews available on TripAdvisor.com site about the Sinharaja Forest Reserve. Only reviews in

Abstracts of the 2015 International Conference in Information Science (ICIS 2015)
National Institute of Library & Information Sciences (NILIS), University of Colombo, Sri Lanka
13 November 2015

English language were considered. Reviews were evaluated using two categories; the image on the destination and opinion on guides. Based on their sentiments reviews were coded into three categories; positive, negative and neutral.

The results of the study revealed that the overall image of the tourists on the destination and guides is positive.

Keywords: tourist destinations; travel reviews; Sinharaja forest reserve; social media tourism; user generated content

The origin and evolution of libraries in Sri Lanka and India

S.R.S. Udeshi[1], A.M.C.M. Adikari[2], W.A. Swarnakanthi[3], G.W.P. Kuruppu[4], S.R.B.K.D.C. Kadadara[5], G.R.S. Jayakodi[6], A.P.Illangakoon[7]

1. Institute of Technology University of Moratuwa, 2. Parliament of Sri Lanka, 3. KU/ Mayurapada Central College, Narammala
4. Central Library - Sabaragamuwa, 5. MPTI, Ports Authority, 6. Sri Lanka Telecom, 7. Trinity College, Kandy

Exploring the evolution of libraries necessarily should start with the ancient times. This study aimed to do a short survey of literature as a class project of the Group II of PGLIS15 batch of NILIS.

The origin of libraries in Sri Lanka is related to the introduction of Buddhism to the island in the 3rd Century B.C. The three main learning centres of the era; Mahavihara, Abhayagiri and Jethavana should have had their own libraries. However, documentary evidence is hardly found to prove this. Therefore, it should be stated that the libraries came to being in the country after Buddhism was systematically documented at Aluvihara in the 1st century B.C.

Abstracts of the 2015 International Conference in Information Science (ICIS 2015)
National Institute of Library & Information Sciences (NILIS), University of Colombo, Sri Lanka
13 November 2015

After the Dutch introduced the printer to Ceylon, the first book was printed in Sri Lanka in 1937. The first Public library was established in Sri Lanka in 1870.

The results revealed that the Sri Lanka and India possess many similarities in the development of libraries and art of writing. The basic method of learning in India too was Shruti & Smriti (listening and memorizing). Both countries had skills of writing before Christian era. The concept of libraries initiated in both countries with Buddhist influence. Both countries have had repositories of manuscripts containing the universe of knowledge.

The contemporary libraries in both countries were developed amidst English influence. These were widely established in the 20th century A.D. The researchers hardly observed dissimilarities between the evolution of libraries in the two countries under concern.

Keywords: evolution of libraries; Sri Lanka; India

Abstracts of the 2015 International Conference in Information Science (ICIS 2015)
National Institute of Library & Information Sciences (NILIS), University of Colombo, Sri Lanka
13 November 2015

A comparison of email policies between the Government and the private sector organisations

Inoka Peiris[1*], Preethika Weerasinghe[1], Vidushi de Costa[1], Dinushi Weerakoon, Chathuranga Jayaweera[2], Mahinda Amarasiri[3]

1. Industrial Training Institute, 2. AVIAN Technologies (PVT) Ltd. 3. Library, General Sir John Kotelawala Defence University
ino615peiris@gmail.com

Email is a business communication tool and users are obliged to use this tool in an effective, responsible and lawful manner. Although email seems to be less formal than other written communication, the same laws apply.

The purpose of an email policy is to ensure the proper use of organisation's email system and make users aware of what the organisation deems as acceptable and unacceptable use.

The researchers studied email policies of the Government of Sri Lanka (section 4 of the Information

Abstracts of the 2015 International Conference in Information Science (ICIS 2015)
National Institute of Library & Information Sciences (NILIS), University of Colombo, Sri Lanka
13 November 2015

and Communication Technology Act No. 27 of 2003) and ten other established IT companies.

It was found that advising email to be used strictly for office work only, to use official email address for official communications, and warning of executing disciplinary actions against breach of organisational rules to be the main similarities between the GOSL and company policies.

However, private companies used more security applications. Accountability of sending emails is comparatively higher in public sector since it advises to employ individuals responsible for specific tasks. Mail box management is more efficient and effective in private sector than the GOSL. Regular email backup is mandatory in private firms while it is not compulsory in public firms.

It could be stated that although the norms are mostly similar, practice has been looser in public institutions.

Keywords: email; email policy; private sector; government sector

Abstracts of the 2015 International Conference in Information Science (ICIS 2015)
National Institute of Library & Information Sciences (NILIS), University of Colombo, Sri Lanka
13 November 2015

Critical evaluation of five English language online newspapers in Sri Lanka against established web usability criteria

Kisholi Mendis[1], Yashodha Dharmawardhana[2], Rasika Thushantha[3], Shafkan Hamza[4], Samantha Liyanage[5]

1. Copacetic Media (Pvt) Ltd, 2. Colombo International School, 3. International Water Management Institute, 4. Naleemiah Institute of Islamic Studies, 5. Silverleap Technology (Pvt) Ltd.

kisholi@gmail.com

The audience for online newspapers is seeing unprecedented growth in the world. The aim of this study is to illustrate the extent to which Sri Lankan newspaper Websites have adapted established Web usability standards.

This study was conducted in October 2015. Online editions of the five main English language Sunday newspapers in Sri Lanka were taken as the study population. Sites were evaluated against a range of criteria adapted from the framework proposed by Al-Radaideh (2011) et al which are in line with the standards proposed by Nielson (2000). Noteworthy features were grouped into three sections highlighting

Abstracts of the 2015 International Conference in Information Science (ICIS 2015)
National Institute of Library & Information Sciences (NILIS), University of Colombo, Sri Lanka
13 November 2015

the popular, less popular and the least popular. Scores were assigned to each aspect and the total scores of each online newspaper were compared against each other.

All sites evaluated provided readers with access to past issues, a search function, and one click posting to social networks and/or email. In terms of providing Real Time Syndication (RSS) the findings were not so good, with only two sites providing this feature. Reader comments, related articles and responsive design were three other areas in which many news Websites failed. Unfortunately, none of the Websites surveyed seemed to provide an easy printable version of their articles and there was a distinct lack of personalisation and accessibility features such as adjustable font sizes.

Only two newspaper Websites scored reasonably well and seem to indicate at least a minimum adherence to Web usability. We conclude that local newspaper Websites should further ensure their online presence is geared to support present and future readers.

Keywords: online newspapers; usability; Web design

Abstracts of the 2015 International Conference in Information Science (ICIS 2015)
National Institute of Library & Information Sciences (NILIS), University of Colombo, Sri Lanka
13 November 2015

Photographic representation of physical elements of technical processing functions in selected libraries in Sri Lanka

D. P. C. Vithana[1*], S. Weerasinghe[2], F. Z. Ashiq[3], V. Alagaratnam[4], I. Srimalini[5], P. Loshini[5], N. Rujani[5], H. P. De Silva[6], R. S. Withana[7], P. K. Wijesekara[8]

1. Uva Wellassa University, 2. University of Peradeniya, 3.Ilma International Girls' School, 4. General Sri John Kotelawala Defense University, 5. National Library, 6. The Independent Media Network, 7. University of Colombo, 8.Ocean University

palikav6@gmail.com

Information seekers are looking for quick and easy access to accurate information. Technical processing of library materials helps the information seekers to easily and quickly locate the resources. There are three main areas in technical processing. These are classification, cataloguing and labelling. Although the primary objective of completing these processes is the same, there could be differences in the methods utilised from one library to another. The aim of this study is to explore differences and innovative additions of technical processing functions.

Current MLS batch (2015/2017) of NIILIS has students representing Universities, an International school, and the National Library. Therefore a representative set of libraries

Abstracts of the 2015 International Conference in Information Science (ICIS 2015)
National Institute of Library & Information Sciences (NILIS), University of Colombo, Sri Lanka
13 November 2015

was selected for this research which included five University libraries, National Museum library, National Library, Colombo Public Library, Ilma International Girls' School library and American Center library. The methodology was to capture technical processing functions through photographs. Similar functions in all the representative libraries were arranged together for a comparative analysis.

Some have automated their catalogues and some have not. Except the National Museum Library (which uses UDC), all others used DDC classification system. Yet the DDC editions are different from library to library. Certain universities follow unique classification methods for dissertation collections and other publications.

It is evident that color coding systems are used. The school library uses color labels for fiction series separation. Some universities use color labels to separate special collections and languages too. Shelf guides are either fixed to shelves or separately placed and sometimes color coded too. Barcodes are used by two libraries for circulation assistance. Other labelling is similar.

Our visual observations conclude that traditional technical methods are changing with time, technology and innovative concepts.

Keywords: cataloguing; classification; labelling

Selection tools applied in the process of selecting library materials

Vijith Jayasinghe[1], Samantha Karunarathne[1], Harshani Athukorala[3], Lihini Marambe[4], Dilmini Methasinghe[5], Wasantha Wijerathne[6], K A A D D Sanjeewani[7]

1. Colombo Public Library, 2.Sussex Collage, Rathnapura, 3. FGS, University of Colombo 4.Institute of Chemistry 5. University of Peradeniya, 6.Advanced Technological Institute, Kurunagala

jayasinghevijith@gmail.com

With a limited budget and extensive resources in print and non-print media, it is difficult to select suitable library materials to fulfil all the requirements of information seekers. Therefore, the library administration should use appropriate selection tools. The objective of this research was to explore the nature of use of selection tools.

A group of students from the current Postgraduate Diploma in Library Information Science (PGLIS) batch (2015/2017) of NILIS carried out this research. Libraries in the research sample were selected based on the convenience of the members. This included one library from each of the categories; National, public, University,

Abstracts of the 2015 International Conference in Information Science (ICIS 2015)
National Institute of Library & Information Sciences (NILIS), University of Colombo, Sri Lanka
13 November 2015

school, & special. The research method used was mainly observation. A semi structured questionnaire was used to collect additional data from librarians.

All these libraries in the sample had used at least few or all established selection tools in the selection procedure. There were differences in use as well. The new advancement of the technology had a direct effect in this procedure. Library statistics were mostly used as a selection tool. However, no library in the sample (except the National library which was drafting a policy), had employed a collection management/selection policy.

The librarians should establish a collection desired by the information seekers and maintain a comprehensive, balanced collection in all ways and means. In this context a clear selection criteria should be adopted by means of a Collection Development Policy.

Keywords: selection criteria; selection policy; collection development; selection tools