

## **The collection organization at the National Library & Documentation Center and its services**

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Sri Lanka National library is a place that provides information to researchers.

The principal aim of this research was to find out how various collections are organized in the institute and to what extent their services have been fulfilled in the context of users. The other objectives were to investigate the collection organization systems followed by them; how they maintain different collections; to study the attitudes and response of users.

The researcher found that 65% of its users have no clear understanding about the different collections and how they are organized in the centre. It was revealed that lack of conducting the user education program was the main reason for this. The other obstacles were the inadequacy of information and guidance for various collections. Non- practice of a suitable classification system and, dislocation of materials have been other problems faced by the users.

It was also revealed that the individual collections have been organized under different organizing system while each collection maintains its own catalogue.

It is necessary to improve the library services for the readers. A large number of readers use the reference services of the centre. A few users make use of the other services in the NLDC such as referral service, internet service; inter library loan and CD collection. The shortage of staff has been one of the major obstacles for providing an efficient service.

**Key Words:** Sri Lanka National Library, Documentation Centre, User services, Collections, Collection organization.

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