"Abstract"

Generally, every organization applies various approaches in order to improve the quality of its different services. In this context, principles of management, different religions and their thoughts, cultural elements or philosophies, theories, concepts, models, approaches, policies, decisions, analytical techniques, discourses and paradigms are by and large used interchangeably by the organizations. Principal purpose of this article is to study how the management role approach could be used for the improvement of the services provided by the public libraries. The other objectives are to explore what are the common objectives of public libraries including the other roles, to investigate the profile of stakeholders of public libraries, to examine the other managerial roles and functions which affect library service improvement and to study the competencies which will fit for the public librarians in Sri Lanka.

Keywords: - Public Libraries, Management Information Service, Libraries, Competencies, Leadership, Library Management

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