

**An investigation on how library  
and information services are  
delivered to distance learners in  
Sri Lanka.**

**(With reference of the  
Open University of Sri Lanka)**

By

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## ABSTRACT

The main objective of this study is to investigate how library and information Services delivered to Distance Learners in Sri Lanka (With special reference to Colombo Regional Centre of the Open University of Sri Lanka) In addition there are few specific objectives such as to identify the library and information needs of the Distance Learners, studying the nature of Distance Learners' information seeking behavior, to investigate whether the Distance Learners satisfied or not about existing resources of library in OUSL, to examine the problems arisen while using the library of Open University of Sri Lanka (OUSL) and to make suggestions to overcome those problems.

Level 3 and above undergraduate students of the Faculty of Natural Sciences, Faculty of Humanities and Social Sciences, Faculty of Engineering Technology of the Colombo Regional Center have been considered as the user population for this study. The main data collection tool was questionnaire. Documentary sources such as University statistics, library statistics were the other tools of the study.

The study revealed that the distance learners expect the library and information services as updated, easily available, speed, relevant, accurate, timely and current. Most library users visit the library once a week due to problems of distance, lack of time, employment etc. The study shows that the opening hours of the library were inconvenient. The purposes of using library of most users were for reading the books and to get past question papers. According to this study most useful section of the library is Reference Section and Inquiry Service was the least used service. Distance learners stated that domestic responsibilities are main problems faced in using library. They think that library should give priority to arrange the course materials because OUSL depend mainly on distance education method. Students suggested that Course materials should be arranged by subject with colour codes.

Higher satisfaction value was reported for lending service and lower satisfaction value for photocopying service. Most respondents were satisfied about 'support from the library staff in finding books' among different attributes of reference services. Respondents were not satisfied with facilities at the reading room. Practical implications, Recommendations for future research were also discussed.

**Keywords:** Distance learning, Distance Education, Library services, Information Services, The Open University of Sri Lanka