

Accessing the User Satisfaction of Information Literacy Skill Development Program: Special Reference to Faculty of Business Studies and Finance, Wayamba University of Sri Lanka

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The innovations in information communication technology have influenced libraries to serve better and adopt the changes. The introduction and spread of electronic information sources are major developments in the libraries and information services in past decades. Today's information seekers has been offered different opportunities to access to information resources in an increasing array and format. Therefore, role of the academic libraries changed in preparing students to handle the rapidly expanding range of information formats. Traditional Orientation programme is primarily concerned with ways of introducing general techniques of library use and services available, organization layout and facilities of the particular library. Academic libraries are given a fresh opportunity to attract first year students to the library and its services. Therefore, Information Literacy Skill Development (ILSD) Programme changed the traditional scenario and adopted according to new strategies.

This paper mainly focused on user satisfaction of ILSD Programme special reference to Faculty of Business Studies and Finance (FBSF), Wayamba University of Sri Lanka (WUSL) also to share experience with other academic librarians. Survey method applied for the study and focus group was the new comers who actively attend fulltime to the ILSD Programme. Selected sample was 287 new comers of FBSF. A self-structured questionnaire with 9 main factors was distributed among the sample. According to the results, the satisfactory level of factors; clear explaining of library service/ facilities, effective multimedia usage, hands on training on e-resources, Brainstorming and Mind Mapping Techniques , OPAC, Library Classification System, Library Tour, integration of library staff and Time allocation is in the range from 87% to 98%.

The study investigates that application of innovative practices to the ILSD Programme is more productive in challenging for this changing environment of global information era. Hence, the study recommended to libraries should go extra mile passing traditional Library Orientation ideas with strategies in more practical IL skills for sustainable development.

Keywords: *Academic Libraries, Information Literacy (IL), Information Literacy Skill Development (ILSD), innovative practices, user satisfaction*