

A Study Effectiveness of E-Services Provided by the University Library in Sri Lanka: With Special Reference to University of Kelaniya, University of Moratuwa and Open University of Sri Lanka

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Abstract

Library is a main information unit of providing, processing, store, retrieval and communication of recorded data to the users. According to that main objective of the library is executing of information needs of the students and university teachers. Library and information services in the universities have been changed rapidly due to the advancement of internet and web technology. Because of that, web sites of library facilitate to provide information to the students through new technology. E- Services are providing services through E-network such as Internet. At present University, libraries in Sri Lanka conduct several kind of E-Services.

Hence, it is important to study the usage of E-Services. The main objective of this research to study the effectiveness of E-Services. The population of this study is University students. Among the population, 300 students were selected as a random sample representing from all the faculties of University of Kelaniya, University of Moratuwa and Open University of Sri Lanka. Further, it is decided to select 100 students from each university. Collection of primary data will be made through questionnaires. It will use MS excel software to analyze the data. This study will provide opportunity to students to access the E-Services through new technology for their research and studies.

Keywords: *E-Services, University Libraries, Web site, Internet, Information service*