

Effectiveness of Documentation Services in Libraries in Sri Lanka: With Reference to the National Library and Documentation Services Board of Sri Lanka

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Abstract

Documentation services play a crucial role in meeting the information needs of individuals in a technology-driven society. However, despite significant investments in documentation services, readers often encounter challenges in accessing proper and effective assistance. This research aims to address the problem of the effectiveness of documentation services by examining their current status, identifying the types of documentation services available, pinpointing the underlying issues, and assessing the integration of information communication technology techniques within these services. This study utilized a mixed research method, employing questionnaires, interviews, and secondary sources for data collection. Data was gathered from officers at the Sri Lanka National Library through interviews and questionnaire surveys. The study focused on comparing the documentation services offered by the National Library of Sri Lanka. Purposive sampling was used, and the research sample comprised the Sri Lanka National Bibliography and Index to Postgraduate Theses. For quantitative data analysis, Excel software was utilized. The study findings revealed that among the documentation services compiled by the National Library of Sri Lanka, 75% were found to be operational in the National Library. However, 25% of these services were not currently operational despite being initiated earlier. Additionally, it was observed that the National Bibliography of Sri Lanka and the Sri Lanka Post-

Dissertation Series were not published in print within the designated timeframe, lacked information on all publications, and faced challenges in keeping them up to date. As a solution, the study proposed the implementation of a user-friendly online search system for the National Bibliography of Sri Lanka, compiled by the National Library of Sri Lanka, along with the automation of documentation services using information communication technology.

Keywords: *Documentation Services, Sri Lanka National Bibliography, Index to Postgraduate Theses, National Library of Sri Lanka*