



图书馆：社会发展的助推器

第八届上海国际图书馆论坛论文集

Libraries: Enabling Progress

The Proceedings of the Eighth Shanghai International Library Forum

上海图书馆 编



第八届上海国际图书馆论坛 The 8th Shanghai International Library Forum



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Web based library services of university libraries in Sri Lanka: A content analysis

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Abstract

The library website symbolizes the library as well as the opulence of the parent organization to the world via World Wide Web (WWW). Hence the library website should be systematically developed with accurate and up to date information to fulfill the information requirements of the clients. Sri Lanka, as a developing country, successfully adopts modern Information Communication Technology trends to higher education as well as libraries. The main objective of this study is to investigate the web based library services of university libraries in Sri Lanka. Further it would give suggestions and recommendations to develop a better library service to the users in the academic communities of the surveyed universities.

There were fifteen government university libraries which are included in University Grants Commission, selected as the study sample using purposive sampling technique based on research objectives. A web-based survey was conducted to collect the data. Library websites were analyzed by a check-list of 55 items covered topics of site description, currency, website aids and tools, library general information, library resources, library services, links to E-resources and Value added services. This particular check-list was developed by the researchers, based on literature reviews and previous studies related to the topic.

Findings of the study shows that surveyed universities identified library website as an important element in the university. None of the libraries had all the items in the check-list and library websites of university of Colombo (39), University of Ruhuna (35) and University of Peradeniya (34) consisted the maximum number of items in the check-list. This study recommended that university library websites in Sri Lanka should be more focused on adding new web based library services to be more compatible with constantly changing technology and ever growing demands of the users than uploading much information on library administration.

Keywords: Web-based library services, University library, Library websites, Content analysis, Sri Lanka

1. Introduction

The traditional methods of offering library and information services in the universities have changed greatly in recent years, because of the development and application of new technology, especially the Internet and web technologies. The web also offers libraries the potential for more revolutionary change as well. Today, traditional library services have transformed themselves into web-based services using web technologies. Library websites have become the main point of

access and catalyst for new web-based library services (Madhusudhan and Nagabhushanam 2012a). Diaz (1998) stated that a library website can, and by default does, play a variety of roles. First, a library website often serves the role of a library workstation, both for the users and for the librarians serving them. This necessitates a presentation and organization that allows users to know all that the library has to offer electronically, and in a way that makes sense. It is a tool that will help to speed up or slow down the reference librarians' work in assisting patrons to find information. It is a tool that will help or hinder the user in expanding research or in finding the answer to a very simple question, such as how to determine if the library has a particular book and where it might be found.

Generally, Academic library websites provide information about libraries and library services as well as access to online catalogues, electronic databases, digital collections and different library tutorials (Connell, 2008; Aharony, 2012).

1.1 Web-based library services

According to Madhusudhan and Nagabhushanam (2012a), web-based Library Services means, "library services provided using internet as a medium and library website as a gateway with the help of web-based library automation software". "Web-based library services promote the image of the library as an innovative, progressive, and integral to the commitment to excellent in education and research" (Halub, 1999). Since the web-based library services are serving 24 hours service to the users, users can access to library services from their own computers without physically visiting the library. The web-based library services save a lot of time and traveling cost (Ahmed, 2007; Pathak *et al.*, 2011, Madhusudhan and Nagabhushanam, 2012b). Hence web-based library services have been gained much popularity among the academic community over the past few decades.

University library offers various web-based library services to their scholarly users. Electronic reference service, full-text electronic databases, web OPAC, online subject gateways, e-books and online helpdesk services are much popular among the techno savvy users in universities. Web-based library services help to have a good dialogue between the librarians and users through online help desk services/Ask a librarian/chat or Frequently Ask Questions (FAQ). University libraries always encourage posting comments and suggestions of the academic community through emails or suggestion box to improve the quality of the library services. Also, university libraries frequently up-date their information on services such as house-keeping operations, events calendar, staff information, library rules and regulations etc. through the library website.

Academic libraries are quickly becoming the major players in adopting and incorporating Web 2.0 applications into their services compared with other types of libraries (Xu *et al.*, 2009; Harinarayana and Raju, 2010; Madhusudhan and Nagabhushanam, 2012a; Aharony, 2012). For example, Really Simple Syndication (RSS feeds) can inform library users about new library activities, while blogs and wikis enable the library to aggregate knowledge from users (Kim and Abbas, 2010). Social networking sites such as facebook, twitter, instant messaging facilitates communication, conversation, information sharing, and collaboration within the online community (Stephens and Collins, 2007; Harinarayana and Raju 2010; Mahmood and Richardson Jr.,2011).

Sri Lanka, as a developing country, successfully applies modern information and communication technology trends to higher education system, especially in universities. Since the last quarter of

the nineteenth century, university librarians in Sri Lanka have identified the necessity of adopting new technological trends and web-based applications for the day to day library operations. Over the past few decades university libraries in Sri Lanka have gradually introduced some features of web based library services for the academic community to provide them a high quality library service.

The present study seeks to explore the web-based library services of university libraries in Sri Lanka by analyzing the content of library websites.

2. Literature Review

The development of library web sites started in the 1990s. As soon as Mosaic, the world's first web browser, was released in 1993, academic health science libraries has began to developed web sites (Brower, 2004; Qutab and Mahmood, 2009; Mohamad and *et al.*, 2014). Since then websites have become important tools for providing content and outreach for academic libraries (Wilson, 2015). Academic library web sites have become a significant topic of discussion in the literature (Adams and Cassner, 2002). Most of the articles on library web sites within the library literature can be categorized dealing with Web site content, design, navigation, evaluation, and management (Shropshire, 2003; Connell, 2008; Gardenr and *et al.*, 2008; Aharony, 2012). Number of studies in all over the world has been used content analysis method on examined university library websites. Content analysis of library websites helps to evaluate the quality of the services and give assistance to improve the web-based service and maintain the standards of the library.

In 1996, Stover and Zink have written the first major article to examine the academic library websites in depth based on the literature of content analysis of web-based library services in universities (Brower, 2004). They have reviewed a sample of 40 university library websites listed in yahoo search engine to find trends, patterns, and anomalies in the design and organization of home pages. A study by Cohen and Still (1999) examined 100 web pages of universities and two-year university libraries and identified four key contents of a website namely; informational, reference, research, and instructional.

Bao (2000) evaluated 143 university library home pages to analyze how surveyed libraries provide links to commercial databases and remote access to those resources. The study found that 57.3 per cent of the study sample provided library website links on the first level of their home page while 76.2 per cent of library websites provided links to commercial databases. Osorio (2001) focused on 45 science and engineering libraries using a check list with 66 elements based on both design and content features. It was included design elements such as navigation bar, library photograph/logo, screen lengths, and colors, and content features such as "search this site," electronic resources, user education program, subject guides, and electronic reference, etc.

Lee and Tech (2002) have added both qualitative and quantitative features into content and design evaluation of university websites by their study on higher education institute's websites in Malaysia. The check list was consisted with 12 qualitative aspects while 25 quantitative items covering aspects of content, structure, and navigation, pertaining to accountability for content, accuracy, authority and design control, currency, instructional support, marketing, objectivity, reliability of links, and information.

Nielsen and Tahir (2002) stated that “an institution’s homepage is its face to the world, its building’s lobby, and the company receptionist” while Ward and Mervar (2003) described that library’s website is a powerful gateway that can provide information to patrons. Therefore library websites must provide authentic, reliable and organized information than the general internet. Brower (2004) analyzed the content and navigational components of 41 academic health science libraries and focused on general information about the library, web site aids and tools, library services, bibliographic databases, e-resources, instructions or tutorials and navigational metrics.

Welch (2005) examined the marketing and public relation aspects while Kuchi (2006) focused on mission statements of academic library websites. Michalec (2006) conducted a design and content analysis of 82 art libraries in USA in depth. In the checklist, it was included the address, telephone number, hours of operations, contact details, mission statement, library resources, library services, online catalogue, subscription databases, journals, online links for search engines and resources, and updated date of the websites.

Raju and Harinarayana (2008) evaluated content analysis of 135 university websites in India using a checklist of 46 items under five main topics: general information on library, library services, library information, web 2.0 elements and other content related features. Qutab and Mahamood (2009) conducted a research on library websites in Pakistan using 77 items check-list. The purpose of this study was to analyze the content, navigational strengths and weaknesses of websites in Pakistan and give recommendations for developing better and quality library websites. In the same year in India Konnur, Rajani, and Madhusudhan examined the academic websites using a checklist under five categories: organization and structure; presentation; maintenance; and different features of the library website. In a study on design and content of Bulgarian university libraries, Kirilova (2010) divided her checklist into five categories as follows; function, design, originality, professionalism, and efficiency. Madhusudhan and Nagabhushanam (2012a) investigated the web-based library services in university libraries in India while Aharony (2012) compared the contents of 31 American academic library websites in 2000-2010 with the checklist of 42 items. This checklist was based on the previous study by Qutab and Mahmood in 2009.

Blackiston (2013) explored the way of developing content strategy for academic library website in university of Arizona libraries. She stated that academic library websites contain vast amount of complex content but there is a lack of established process for creating, updating and deleting the content due to poor checklist, guidance and vision. Wijayaratne and Singh (2015) developed a library website model for academic libraries addressing both content and design aspects with the help of evaluation instrument and a designer’s checklist.

The frame of library website in content and structure has been changed with the introduction of web 2.0 features into library websites during 1995 (Harinarayana and Raju, 2010; Mohamood and Richardson, JR., 2011). Web 2.0 is a space that allows anyone to create and share information online-a space for collaboration, conservation and interaction (Coombs, 2007). Web 2.0 includes the second generation web based services such as collaborative publishing sites (Facebook, Bebo, MySpace and Friendster etc), wikis, blogs, social bookmarking sites (del.icio.us, furl, dig etc), and photo sharing sites (flicker, photobucket, etc.) . Library 2.0 is the integration of Web 2.0 features in library web-based services (Harinarayana and Raju, 2010). A number of studies have been conducted on the adaptation of web 2.0 features university libraries. Miller (2005), Maness (2006), Shoniwa and Hall (2007), Naguyen (2008), Aharony (2009), Raju and Harinarayana (2010), Kim and Abbas (2010), Mohamood and Richardson, JR., (2011)

investigated the functionality of web 2.0 features such as Really Simple Syndication (RSS) feeds, social networking sites, blogs, instant messaging (IM), wiki, user tagging, file and image sharing, e.t.c.

According to above literature reviews, it can be seen that many researchers have been analyzed the content of university websites in different countries. In Sri Lanka, even though some has been written on automation of university libraries, website content analysis is one of the least discussed topics in the academic library literature.

Wijayarathne (2013), in his paper on “Review of Web Presence of University Libraries of Sri Lanka”, analyzed the both content and design aspects of fourteen university library websites. In this study, the content analysis of websites has been done with the help of 17 itemed evaluation instrument. It was consisted with 10 content elements and 7 design features were developed by the author covering both quantitative and qualitative aspects of university library websites. The findings of this study revealed that the quantitative web presence of Sri Lankan university libraries is at a quite commendable level. Three parameters of the instrument such as qualitative web presence; availability of websites, size of sites, and location of the link to the library site in the parent institution’s website were found to be in a high level. Furthermore, content richness and design accuracy which measured the qualitative web presence showed that the content richness level of websites was found to be at a creditable status. However, majority of websites reported low scores when measured in terms of design accuracy. In 2012, Wickramanayake investigated the types of instruction applications and help tools which had been used in 14 academic library websites in Sri Lanka to assist the academic communities in respective universities. According to the findings of the study, the quality of academic library websites in Sri Lanka in providing online instruction and help services remains in its infancy. The most important instructions applications and help tools have not been utilized by the majority of the websites in academic libraries. Inadequate researches and surveys on web based library services have been created a gap in the literature of online library services. Therefore, the present study would explore the web based library services in university libraries in Sri Lanka by using the adopting content analysis method and it may help to analysis the web based library services in universities in Sri Lanka in a broader way.

3. Objectives of the Study

The current study will focus on following objectives;

- To investigate the web based library services of university libraries in Sri Lanka
- Give suggestions and recommendations to improve the current web based library service in the surveyed universities

4. Methodology

This study was conducted in three phases. At the first phase, the study sample was selected from the list of government universities located in the website of University Grants Commission (UGC) Sri Lanka (www.ugc.ac.lk/en/universities-and-institutes/universities.html). Currently, there are 15 government universities available in Sri Lanka under the UGC. All libraries of these universities were selected as the study sample using purposive sampling technique according to

the research objectives. However due to under construction of the library website of the University of Visual and Performing Arts (www.vpa.ac.lk/) were excluded from the sample and subsequently 14 university library websites were taken as the study sample for this survey. The names and URLs of the study sample are listed in the Table No.1.

The second phase of the survey was to develop a checklist, as the research instrument, to analysis the web based library services in university libraries. This check list was based on previous studies which were conducted by Qutab and Mahmood (2009), Madhusudhan and Nagabhushanam (2012) and Aharony (2012) and it was modified by the researcher according to the objectives of the study. The check list was contained 55 items and divided into following eight categories: Site description, Currency, Website aids and tools, Library general information, Library resources, Library services, Links to E-resources and Value added services. Table II shows the items of the checklist under above mentioned eight categories.

The third phase of this study was web content analysis through designed checklist and the content of university library websites which were surveyed from 04 January 2016 to 04 February 2016. Each university library website was observed two times and availability of items in the checklist was marked with “1” and “0” which symbolized the availability and non availability of items. Data was entered into excel spreadsheet and analyzed by simple method of frequencies and percentages. Survey results were presented in Table III to VII.

University	CODE	URL of the Library
01. University of Colombo	CMB	http://www.lib.cmb.ac.lk/
02. University of Peradeniya	PDN	http://www.lib.pdn.ac.lk/
03. University of Sri Jaywardenepura	SJP	http://lib.sjp.ac.lk/
04. University of Kelaniya	KLN	http://www.kln.ac.lk/units/library/
05. University of Moratuwa	MRT	http://www.lib.mrt.ac.lk/
06. University of Jaffna	JFN	http://www.lib.jfn.ac.lk/
07. University of Ruhuna	RUH	http://www.lib.ruh.ac.lk/web1/
08. The Open University of Sri Lanka	OU	http://lib.ou.ac.lk/
09. Eastern University, Sri Lanka	ESN	http://www.esn.ac.lk/library_new/
10. South Eastern University of Sri Lanka	SEU	http://www.seu.ac.lk/library/index.php
11. Rajarata University of Sri Lanka	RJT	http://www.rjt.ac.lk/library/
12. Sabaragamuwa University of Sri Lanka	SAB	http://www.lib.sab.ac.lk/
13. Wayamba University of Sri Lanka	WYB	http://www.wyb.ac.lk/academics/libraries
14. Uva Wellassa University	UWU	http://www.uwu.ac.lk/library/

Table I: List of surveyed university libraries with URLs

Category	Items
01. Site description	01. Link on parent organization website homepage 02. Use of graphics 03. Language of Site 04. Library can be found under links of Faculty/Resources
02. Currency	01. Copyright information 02. Updating date
03. Website aids and tools	01. Feedback link 02. Site search 03. Frequently asked questions/Ask Librarian 04. Site map 05. Website index
04. Library general information	01. Introduction of the library 02. Vision/Mission statement 03. Library collections 04. Hours of operation 05. Rules, Policies and procedures 06. Mail to librarians 07. Tutorials about library use/Library Guide 08. Staff directory 09. Links to branch libraries (if any) 10. Chat with librarian 11. Newsletter 12. Annual reports/ Library statistics 13. Gallery 14. Library Tour 15. Floor Plan 16. Research Gate 17. Visitor Count 18. Library handbook
05. Library resources	01. OPAC 02. Links to other libraries
06. Library services	01. Ask the librarian 02. Request forms 03. Inter library loan/document delivery service 04. Online tutorials/Instructions & Tutorials 05. Citation style guides and tools 06. New arrival list 07. Subject Librarian/Subject Guides 08. Plagiarism 09. Past exam papers

(Continued)

Table II: Checklist

Category	Items
Links to E-resources	01. Other databases/other useful databases
02. E-journals	03. E-books
	04. Reference tools list
	05. Electronic theses and dissertations
	06. Links to open access resources
	07. Links to institutional repository
08. Value added services	01. Library events calendar/Events & News
	02. Web 2.0
	03. RSS feed
	04. Twitter
	05. Facebook
	06. Blog
	07. Mobile site
	08. Google

5. Findings

According to the findings of the present survey, there were not a single university library website contained all 55 items in the check list. It was found that library of University of Colombo has the highest number of items which is 39 items (69.64%) in the checklist. Library of University of Ruhuna was having 35 items (62.5%) and library of University of Peradeniya was having 34 items (60.71%), hold the second and third highest numbers of items in the checklist. Three items of the checklist were not found in any of the surveyed library website. Table III presents the number of items included in each university library websites.

Name of the University	Frequency	Percentage (%)
01. University of Colombo	39	69.64
02. University of Peradeniya	34	60.71
03. University of Sri Jayewardenepura	26	46.42
04. University of Kelaniya	27	48.21
05. University of Moratuwa	33	58.92
06. University of Jaffna	17	30.35
07. University of Ruhuna	35	62.50
08. The Open University of Sri Lanka	32	57.14
09. Eastern University, Sri Lanka	17	30.35
10. South Eastern University of Sri Lanka	17	30.35
11. Rajarata University of Sri Lanka	22	39.28
12. Sabaragamuwa University of Sri Lanka	17	30.35
13. Wayamba University of Sri Lanka	20	35.71
14. Uva Wellassa University of Sri Lanka	09	16.07

Table III: No. of items in library websites

5.1 Site description

Site descriptions were analyzed using 4 parameters; Link on parent organization website homepage, Use of graphics, Language of the Site and Library which can be found under links of Faculty/Resources. The home pages of 12 university libraries (85.71%) provides link to the library from the university homepage while 2 (14.29%) university libraries can be found under Faculty/Resources. All 14 university libraries have used graphics (banner or library pictures) on their homepage. Sri Lanka is a cultural diversity country with multi-ethnic, religious and language backgrounds. Sinhala and Tamil are the national languages while English is the official language in the country. All 14 university library websites of the study sample use English to develop the library websites. Details of site description has depicted in Table IV.

Item	Frequency	Percentage (%)
01. Link on parent organization website homepage	12	85.71
02. Use of graphics	14	100
03. Language	English	
04. Library can be found under links of Faculty/Resources	02	14.29

Table IV: Site description

5.2 Currency

Currency and authority of information were judged by website's copyright and updating date (Qutab and Mahmood, 2009; Aharony, 2012). Date of last revision is very important aspect of the website content otherwise the number of audience will be reduced because of obsolete information (Konur, *et al.*, 2010). It is observed that all 14 university library websites were provide the copyright information while only 7 libraries showed the last updating date of the library.

5.3 Website aid and tools

Website aids or tools are defined all links that can help users to make better use of the website and to find relevant information in a quick and simple manner (Qutab and Mahmood, 2009). This section covered five items such as feedback link, site search, frequently ask questions (FAQ)/Ask librarian and website index. The result shows that none of the library website provides the feedback link or website index, while 50% were provided the site search.

5.4 Library general information

The general information (Table V) includes the eighteen elements related to the library. Hours of operation, staff directory, library introduction and rules/policies and procedures are the most common features related to the topic. It is noted that only the library of University of Ruhuna provides the chat with librarian facility and visitor count of the website.

5.5 Library resources

This section was mainly focusing on library resources that assist users on online public access catalogue (OPAC) and links to other libraries. It is a hard case that a library has a web page

without Web PAC. It helps users to browse/search the library catalogue remotely and gives an idea to the users about the availability of library materials ((Konnur, *et al.*, 2010). It is evident that 92.85% of the sample libraries have OPACs in the library home page and 64.24 % libraries provide links to other university libraries, government and research institute’s libraries.

Item	Frequency	Percentage (%)
01. Library introduction	13	92.85
02. Vision/Mission statement	12	85.71
03. Library collections	10	71.42
04. Hours of operation	14	100
05. Rules, Policies and Procedures	13	92.85
06. Mail to librarians	09	64.28
07. Tutorials about library use/Library Guides	05	35.71
08. Staff directory	14	100
09. Links to branch libraries (if any)	08	57.14
10. Chat with librarian	01	7.14
11. Newsletter	02	14.28
12. Annual reports/ Library statistics	03	21.42
13. Gallery	02	14.28
14. Library Tour	03	21.42
15. Floor Plan	05	35.71
16. Research Gate	01	7.14
17. Visitor Count	01	7.14
18. Handbook	01	7.14

Table V: Library general information

5.6 Library services

Items of this section were designed in order to explore the web based library services offered by university libraries in Sri Lanka. Sample websites were surveyed by using nine parameters. Most of the academic libraries currently involved in real-time reference service work around the clock to provide reference service at any time. Digital reference service such as “Ask a librarian” or “Subject librarian” is a internet based question and answer service that connect users with a subject expert in the library (Madhusudhan and Nagabhushanam, 2012a). It is noted that majority of study libraries do not provide “Ask a librarian” and only two Universities such as Colombo and Ruhuna have this feature in their library websites. 57.14% of the sample provide new arrival list as a web based services. Most of the university library websites (64.28%) provides request forms to the users for inter library loan (ILL) and document delivery services. Table VI provides results of analysis of library services on the surveyed websites.

5.7 Links to E-resources

Link to electronic resources is a key feature of any educational or informational website. These sources include access to subscribed databases, e-journals, e-books, reference tools and various search engines (Qutab and Mahmood, 2009; Aharony, 2012). All 14 university library websites

provides links for subscribed databases and e-journals through university library consortia in Sri Lanka while 50% provide links for e-books and electronic theses and dissertations. It is interestingly observed that 10 website offer access to institutional repository via library website. Table VII presents the findings for this section.

Item	Frequency	Percentage (%)
01. Ask a librarian	2	14.28
02. Request forms	9	64.28
03. Inter library loan/document delivery service	9	64.28
04. Online instructional tutorials/Instructions & Tutorials	5	35.71
05. Citation style guides and tools	3	21.42
06. New arrival list	8	57.14
07. Subject Librarian/Subject Guides	4	28.57
08. Plagiarism	3	21.42
09. Past exam Papers	4	28.57

Table VI: Library service

Item	Frequency	Percentage (%)
01. E-journals	14	100
02. E-books	07	50
03. Other useful databases (Subscribed/Not subscribed)	10	71.42
04. Reference tools list	02	14.28
05. Electronic theses and dissertations	07	50
06. Links to open access resources	13	92.85
07. Links to institutional repository	10	71.42

Table VII: Links to E-resources

5.8 Value added services

Web 2.0 technologies that are commonly used for facilitating communication, information sharing, and collaboration on the web. Webs 2.0 are now being used by libraries around the world and referred it as Library 2.0. Use of Web 2.0 on library web sites in its different modes, i.e. Really Simple Syndication (RSS feed), blogs, and user communities are the most use features (Madhusudhan and Nagabhushanam2012a). These services are essential for library website to compete with multiple other web service providers (Aharony, 2012). These features were not available on many surveyed library web sites. Facebook provide by 50% of the library websites while Twitter 35.51%. Blog is available in the library of University of Ruhuna only. Eight library websites have RSS feeds.

6. Discussion

The library website is a mirror of the library and it represents the library across the globe by internet. It plays a key role in learning and research. Thus, it should be well developed, organized, and maintained with rich content, so that needs and expectations of its users can be fulfilled (Madhusudhan, 2012). The dynamic library website and web based library series will

enable the users to be attracting libraries (Konnur and *et al.*, 2010). As web based library services have become more popular than ever, it is the duty of librarians to provide accurate and reliable information service to the clientele. Hence design, quality and currency play a key role in a university library website. Librarians must cooperate with website designers to develop and maintain a web based library services full with quality content, users' convenience and artistic composition (Vasishta, 2013).

All surveyed university libraries have used graphic features to design the websites and provide all the necessary information related to the library i.e. general information, vision/mission statement, opening hours, policies, rules and regulations, staff directory, newsletter, annual report, floor plan, etc.,. Web OPAC, links to electronic databases and e-books help users to access library resources remotely with any time. It saves the time and cost of the user. New arrival list keep up to date users about the new resources adding to the collection while online request forms enable users to request ILL or document delivery through the website. Ask librarian/ chat with librarian/FAQs enable to have a dialogue between librarians and users interactively. Online tutorials, citation guide manuals, subject guides help academics in scholarly researches. Also adaptation of modern technical applications such as web 2.0 in websites in own capacities enable to facilitate a innovative, high quality and attractive web based library services to the academic communities in respective universities.

7. Conclusion

The content analysis of web based library services in university libraries in Sri Lanka shows that majority of the surveyed library websites are need to be add more web based library services. It is observed that university libraries have enough capacities to utilization of innovative web based library service but proper planning and designing is lacking. Some libraries have used more text and some use unavailable links in the library website. It is observed that few libraries under study did not pay much attention to update the library website regularly. Librarians and web designers must pay immediate attention to address such issues and re-design library website more attractively and informative manner. It is found out that some libraries under study have developed library website as a routine organizational matter instead of promoting or marketing the library services. This study suggests that marketing of library website and make users aware about the library resources is highly essential. The internet has given vast impact on university libraries especially with Web 2.0 tools. Therefore university libraries must use Web 2.0 features to offer innovative web based library service to academic communities in Sri Lanka. This study recommends that it would be interesting to conduct a study using the same study sample to examine the changes in web based libraries services in few years.

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