

An Evaluative Study on the Services provided by the National Library, Sri Lanka**Chathurani, W.M.P.E.**

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Among all other types of libraries, the role of the national library is to preserve the national memory of a given country for the use of existing and future generation. National library Sri Lanka provide number of user services. The objectives of the study are to identify different user services provided, to investigate their effeteness to examine the obstacle when conducting these services.

The method of research in a survey and primary data collected using two questionnaires. One for 40 national library staff members and 50 users taken as a sample of the study. Data was analyzed using Excel software.

Many users were unaware more user services in the library and there were not an effective user services owing to innasiguate ICT usage for user services scarcity of technical tools and the library staff. Even though the collection is versatile, users did not use it properly.

Suggestions are to improve user awareness and user training programs and to apply new technologies in user services. It concluded that more and more effective and efficient user services should be provided by the National Library of Sri Lanka.

Keywords: *National Libraries, Sri Lanka National library, Reader services, User services, Information services*