UNIVERSITY OF KELANIYA

Library Strategic Policy

Policy Number:
Responsible Officer: The Librarian
Policy Editor/Contact: The Librarian
Approved Authority: The Library Committee and the Senate
Effective date:
Date approved:
Review date:

1.   Objective

To identify how University's learning and teaching commitment will be implemented and supported by the library service ensuring quality, inclusiveness, and equity in all modes of service delivery and on all colleges, campuses and centres.

2.   Policy

The Library will support the university's continued commitment to deliver high-quality educational programmes by

- Enabling inquiry, discovery, creation and sharing of knowledge
- Contributing to the worldwide stewardship of the scholarly record

3.   Strategic domains

3.1 Collection development and user engagement

a) Providing all forms and models of information collection development and delivery that provide materials relevant to resource-based learning and teaching to students and academic staff in the University.

b) Developing reading and information skills for students and academic staff to be able to benefit optimally from the library service e.g. the establishment of reading clubs to promote the value and status of reading.

c) Collaborating with academic staff to integrate information resource content and competencies into programmes/courses/units and coach students and academic staff to effectively navigate an information-intense environment.

d) Developing a network of library liaisons to academic departments and programmes across the university to strengthen the relationship between library and academia including but not limited to building liaisons' subject and information expertise to enhance Teaching, Learning and Research functions of the university.

e) Facilitating cross-disciplinary research collaborations through increased participation of library professionals in funded projects with meaningful information management mechanisms such as data management, data analysis, bibliometrics, meta-analysis of research outcomes, literature reviews etc.

f) Providing expertise and guidance for academic staff, students, and researchers on intellectual property, data management, indexing, citation analysis, publication avenues and copyright issues etc to enhance Learning, Teaching and Research functions of the university.

g) Improving Learning, Teaching and Research functions of the university by increasing the participation library professionals on related statutory committees of the university, publishers, and other organisations across the disciplines.

h) Using classroom experience, informal and formal assessments to comprehend how user needs and expectations are changing and modify service provision, information dissemination and related instructional services to meet such needs accordingly.

i) Bringing the Library to its users through increased virtual services and in-person presence of subject liaison expert librarians in the university to develop personalised information provision, skills development of the students and staff.

j) Developing 'writing help' services for students and early career researchers in terms of referencing, incite citations, plagiarism checking, grammar and syntax checking, codification of research data, abstracting, indexing, citation analysis, journal ranking etc.

3.2 Cataloguing and metadata services

a) Implementing continuous acquisition of e-books/e-journals and printed material collections with the support of subject librarians to serve learning, teaching, and research needs of library users based on service-oriented (demand-driven) approach.

b) Ensuring that all MARC records for all type of information materials are added to the catalogue enabling users to increase information searching success for their Learning and Teaching function.

c) Managing authority control, including maintaining knowledge of authority control management procedures and updating to create local authority records enabling users to access information easily and straightforwardly.

d) Providing the "library Anywhere" option for mobile access

e) Working with IT, vendors, and the library community to provide homogeneous, direct access to shared metadata and content stores.

f) Curating and sharing complex collections and promote open resources, both within the university and the broader community.

g) Deploying a new resource allocation model which enables optimal use of funds across the system to provide required information resources based on demand driven approach.

h) Working toward coordination of collection strengths with peer institutions in the interest of a sustainable set of information resources for Learning and Teaching function of the university.

i) Engaging external and internal users about metadata standards, production, transformation, and sharing ensuring all digital library collections have standardised metadata based on Metadata Object description Standardised from Library of Congress (MODS).

j) Updating and maintaining record descriptions and classification for the Library's physical collection and virtual collections by providing access to all resources through up-to-date cataloguing and metadata practices particularly for the Libraries' most unique holdings.

k) Providing subject analysis and authority work for all types of digital collections including but not limited to electronic forms of dissertations and theses by playing a leading role in setting up cataloguing, classification and processing policies, rules, regulations and procedures.

l) Promoting consistent application of metadata standards and cataloguing rules across all university departments adding content to local information systems enabling to share the resources between organisations and suppliers.

3.3 Interactive media services

a) Coordinating the development, management and assessment of the library's online presence, including but not limited to the library web site, mobile sites and vendor-hosted digital products and integrating Library's website, social media and other electronic venues for easy access to relevant content and different services of the library.

b) Developing innovative physical and virtual spaces contributing to the Open Learning Commons of the libraries specially by increasing both technology-rich collaborative learning environments throughout the university.

c) Working collaboratively with non-instructional areas such as IT, Academic Services, Student Associations and blended and flexible learning sections in the university to enhance online student experience and skills developments.

d) Authoring and producing library related media projects including videos for promotion of information services and online information literacy tutorials.

e) Administrating and managing research related systems and tools such as Turnitin, Refwork, EDS, mathematical, SPSS, Write N Cite, AMOS, Atlas-Ti. Silverlight, Publish or Perish etc and coordinating with Subject Liaison Librarians to provide hands-on trainings to students and academic staff on such tools and systems.

f) Administrating and managing resources needed for interactive test based programmes and language skills development programmes for students in the university such as IELTS, SAT, GRE, GMAT, TOEFL, Talk books for visually impaired community etc.

g) Developing new services that enable the dissemination of scholarship to maximize research visibility and impact of the university

h) Developing innovative approaches for interactive information and media literacy in partnership with Subject Liaison Librarians by collaborating to provide academic technology support for teaching and learning information literacy and research skills

i) Enhancing online subject and information guides and instructional tools for electronic databases and printed collections and providing technical help to Subject Liaison Librarians to develop reusable IL and research skills teaching modules, guides and assignments that can be accessed from a shared repository and embedded into new systems, such as LibGuides, Blackboard etc.

j) Improving discoverability in the Library's online presence, and assess the usefulness of these tools for students' learning, teaching and research.

k) Improving accessibility to information of students with disabilities by providing all sorts of access to teaching and learning materials that can be leveraged to enhance learning in all environments.

l) Implementing self-help services in the Library with RFID technology, focusing on user services and support for users with time saved on manual operations.

m) Optimising learning and engagement with collections and services by providing onsite and online experiences that foster participation, learning and creativity and designing client-driven experiences and systems which enable intuitive navigation of information needs of the users.

3.4 Library systems and digital libraries

a) Providing an environment for the long-term stewardship in digital form of all University of Kelaniya's intellectual output – whether born-digital or created through digitization activity

b) Providing the latest technology to offer access to all library resources and services via a seamless environment by a unified search environment to all content owned and licensed by University of Kelaniya Libraries and other global open access platforms enabling students, academic and research staff to navigate all authentic information resources for their Learning, Teaching and Research work.

c) Developing shared technology infrastructure with peer institutions that supports research dissemination

d) Providing suitable IT systems/platforms for library management, data curation, information repositories to support for learning and teaching.

e) Analysing, interpreting and reporting complex data from the information systems usage and advising librarians accordingly in both future usage and best practices for the development of services and library related learning and teaching planning purpose.

f) Establishing and implementing a procedure for the curation and management of the University's research output and learning objects

g) Developing indigenous knowledge preservation mechanisms by collecting, preserving and disseminating it in different formats and platforms to moving with the times to create an infrastructure to support and develop teaching, learning and research related to localised knowledge.

h) Transforming current digital asset infrastructure to increase the capacity to manage the evolving range of digital formats.

i) Leading in the design of a robust set of services to support the creation, dissemination, preservation and discovery of born-digital and digitized content

j) Describe and digitize all distinctive and unique collections, with particular emphasis on at-risk formats like audio and video, and holdings in Special Collections and the Maps of the Library

k) Creating dynamic virtual libraries and further developing virtual discovery capabilities

l) Developing digital libraries that capture the original research output and other academic intellectual property generated by the academia and researchers of the university, making them as integral parts of the future of research libraries, allowing researchers to perform self-archiving and, by so doing, self-management of the publishing of their research output

m) Enhancing on-demand specialized services to support faculty collections and a broad range of scholarly activities, including digitization, metadata creation, visual resource management, and online publishing

n) Developing a Student Relationship Management (SRM) system in the library to enhance Library's responsiveness to user queries, requests and suggestions, which is aimed at improving overall service delivery to students

o) Implementing and improving information architecture and user experience of relevant mobile and desktop software applications based on analytics and user testing.

3.5 Faculty Liaison library service

a) Providing all possible access to information available in library and outside by demonstrating the power of ICTs combined with university library facilities to provide a one-stop information hub

b) Acting as community centres responsive to local needs and able to meet information needs through quality services informed by input from the wider community, input which is actively and systematically sought

c) Fulfilling the important contemporary function of making available public spaces, where activities of various types are offered and taken up, in pursuit of their unique educational, societal and cultural roles

d) Building proactive approaches to develop skilled graduate outputs by designing of suitable mechanisms such as Promotion of reading and writing, Formal and informal education and learning, Community and other useful information provision, e.g. consumer information, health, employment opportunities, Democracy and citizenship, Fostering creativity and cultural expression, Support of businesses, Social cohesion and the fostering of appreciation of cultural diversity, Access to and the mediation of ICT, Information literacy to allow the whole community to participate in the knowledge society

e) Enlisting the support of the wider user community by establishing and strengthening the Friends of the Library Committees to extend the capacity of the library and to provide a valuable bridge to the different stakeholders

f) Developing a positive experience of the library mediated through committed and enthusiastic librarians

g) Implementing copyright policies, services and educational opportunities to maximize legally permitted use for learning, teaching and research work

h) Supporting an intuitive learning environment with dynamic virtual spaces that integrate services, content, and interaction specially by initiating strong partnerships within the Learning Commons to provide a dynamic and supportive environment where students can work peer to peer and with faculty to create and discover knowledge outside the classroom

i) Developing and maintaining deep collections in liaising with Subject Librarians in areas that reflect the learning, teaching and research strengths of the university

j) Making relevant measures for evaluating library infrastructure for instruction, regularly assess progress, and course-correct as necessary

k) Developing in-house expertise in emerging technologies and implement them in library spaces to meet user needs

l) Exploring location-specific guidance tools and promote personalized library activities based on user preferences and promoting 'personal librarian' concept in all libraries

m) Adopting Library-wide strategic priorities, policies, practices, and collaboration tools to enhance effectiveness and service

n) Engaging staff in articulating the distinctive strengths of their units as well as effective shared practices across the library system

o) Increasing the agility of library workforce and culture to be more responsive to rapid changes in digital technologies and customer expectations

p) Maintaining and promoting Learning Commons spaces furnished with computers and other related services to allow users to get access to the information available in the library system by providing on-going specialised support to undergraduate and postgraduate students who need basic training on different information and research skills needed

q) Enhancing the Library's contribution to postgraduate through-put and research output by providing a conducive environment for researchers, and offering services which directly support the research endeavours of postgraduate students and researchers

3.6 Service Quality

a) Providing training on different aspects of the changing role of the academic library into the curriculum and continuing education on a regular basis in order for them to keep up with new technology and with changes in the environment

b) Developing a recognizable identity that integrates the Library brand

c) Promoting engagement with external professional organizations and associations to develop user satisfaction, training of staff etc

d) Collaborating with the Colleges in bringing community events to the library and participating in university-sponsored community activities

e) Reviewing library's service portfolio and staffing model to reflect the Library's and the university's strategic directions, identifying services to be significantly changed or divested

f) Developing and implementing a strong professional development plan for employees and a strategy for transitioning the Library to highly collaborative cross-functional teams

g) Seeking partnerships and develop projects/programs to strengthen university's research environment and enhance opportunities for researchers nationally and globally

h) Expanding partnerships with international office of the to promote services to the University's international students, researchers and staff

i) Collaborating across the Library to articulate a cohesive message that promotes library resources and user services both internally and externally

j) Collaborating, liaising and providing services to alumni and friends of the Library, including access to collections when possible, as well as reference, networking tools, and communication about events and the state of the Library and seek donations for the development of collection and services

k) Building a coherent voice in the market and a powerful and recognisable brand for the university Library and all its activities

4.   Application
This policy applies to University-wide to all staff and students.