



# Performance Measurement of Medical Libraries in Sri Lanka: A Comparative Study

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## Abstract

This study measured performance of libraries of Faculties of Medicine of University of Colombo, University of Kelaniya and University of Sri Jayawardenapura using suitable performance indicators. Thirty (30) indicators from international standards developed by IFLA (International Federation of Library Associations and Federations), ALA (American Library Association) and ISO (International Standard Institution), to measure library performance were selected as suitable to measure performance of medical libraries in Sri Lanka.

However, out of the thirty indicators used for measuring performance in this study, five indicators were found as inappropriate to measure performance of academic libraries in Sri Lanka in the present study due to their inapplicability.

Measuring performance with twenty-nine indicators was carried out using available library statistics and various data. For some indicators, sample observations and counts were used. Research instrument to measure the indicator 'user survey' was a questionnaire. User populations consisting of undergraduate students following MBBS degree program and academic staff members of UCFM, UKFM and SJPFM were surveyed separately. Sample sizes for the survey were 100, 97 and 96 for undergraduate students of UCFM, UKFM and SJPFM respectively and 88, 55 and 60 for academic staff members of the same respectively. While random sampling was carried out for undergraduate students of the three faculties, convenient sampling method was followed for selecting the sample of academic staff members at all the three faculties surveyed.

Comparative analysis of findings revealed that UCFM library showed highest performance in media processing speed, employee productivity in media processing, loans per employee, ratio of ILL requests received to requests sent, percentage of stock not used, seat occupancy rate, library visits per capita, service point use and percentage of library means received by special grants or income generation. It was revealed that the reasons for poor performance in some indicators of the Medical library of University of Colombo was due to lack of space and the loan policy allowing lending of a single book at a time per user.

According to findings of the study, UKFM library showed highest performance in user area per capita, staff per capita, user service staff per capita, acquisition speed, loans per capita, in-library use per capita, collection use, document use rate, total material use per capita, percentage of stock on loan and market penetration. Reasons for poor performance in some indicators of the Medical library of University of Kelaniya was due to comparably less opening hours and physical arrangement of the library.

Library of SJPFM showed highest performance in seats per capita, expenditure on information provision per capita, percentage of institutional means allocated to the library, user service staff as a percentage to total staff and lending speed. Poor performance in some indicators due to less opening hours and poor loans collection was observed at the Medical library of University of Sri Jayawardenapura.

Results of user satisfaction survey indicated that users of all the three libraries were satisfied with shelving accuracy, library opening hours, temperature level, external noise heard, and competency, helpfulness and approachability of library staff. They were satisfied with overall library services and library staff. Academic staff members were satisfied with interlibrary loan service and content page service. All users were dissatisfied with the number of computer workstations provided by their libraries. Students of all the three faculties were unhappy with group study areas provided.

Increasing the area available at medical library of University of Colombo, and change its loan policy were recommended to Medical library of University of Colombo by the present study. Rearranging the library and extending opening hours were recommended to the Medical library of University of Kelaniya. Changing of the acquisition policy and extending opening hours were recommended for the Medical library of University of Sri Jayawardenapura. The study suggested that librarian of each library could consult with the librarian of the library which had shown the highest performance and make necessary changes accordingly to increase the level of performance.