

Abstract

The need for management of change has become apparent to achieve the library objectives and to be congruent with the University objectives. The technological development has created information explosion with a large amount of information resources that a single library cannot provide access. Most of the information resources are published electronically. Library functions are being computerized. Changing needs of information and information seeking behaviors of the sophisticated library user are forcing libraries to advance the services with new technologies. The limited library funds have to be utilised effectively to provide an efficient service.

This study attempts to identify types of changes applied, and the factors that influence these changes at university libraries in Sri Lanka. How the application of management strategies would affect the successful change was also examined. Focus was also given to the investigation of how change management in university libraries affects the effectiveness of their services. It was also aimed to understand the problems faced by university libraries in Sri Lanka during the management of change.

The survey method was utilized as the method for the study. The instrument used for gathering of data from 35 University Libraries was a structured questionnaire. 28 libraries responded with data. Data analysis was completed with quantitative means such as percentage analysis and Likert scaling and qualitative descriptions using graphical presentation wherever needed.

According to the findings of the study university libraries in Sri Lanka are in the process of implementing technological changes and most of them are successful to some extent.

Sociological forces, economic forces and technological forces are influencing university libraries to change. Limitation of available funds for library expenditure and inadequate appropriate staff were identified as some of the problems with regard to management of change at university libraries. Medium positive impact of change management on effectiveness of library services was reported from most of the university libraries, were as, some libraries had high positive impact. The strategies that need attention for successful implementation of changes at university libraries in Sri Lanka were identified as; establishing a shared motivating vision, commitment of the library senior management, appropriate training and coaching for people involved, appropriate staffing, monitoring and controlling after implementation, empowering the staff to act on the vision defined, creating an open communication and collaboration culture, obtaining approval from the administrators, establishing a sense of urgency and early involvement of people being affected by change.