

**ENHANCEMENT OF INFORMATION SERVICE THROUGH THE DOCUMENT
DELIVERY SERVICE: REFERENCE TO ALLIED HEALTH SCIENCES LIBRARY,
KOTELAWALA DEFENCE UNIVERSITY**

UD Hiruni Kanchana

Allied Health Sciences Library, General Sir John Kotelawala Defence University

Academic libraries act as a gateway to the knowledge society which provides quality information services to its user community. Enhancements of the information and Communication technology have been widely affected with library services. Users are showing high demand on remote access for information rather than physical visit to the libraries. Librarians have to address information needs of the users with many challenges. As libraries are unable to be Self-sufficient with information sources, there must be alternative solutions to address user needs. Document Delivery Services (DDS) is one of the best and attractive service offering by academic libraries when fulfill the user needs. This study examines the Document Delivery Service of Allied Health Sciences Library, Kotelawala Defence University. Last three years of the DDS considered for the study. Based on the available statistics of the DDS and facts identified by the interviews were analyzed. Document Delivery Service of Allied Health Sciences Library is conducting via e-mails based on the requests made by the users regarding the material which are unable to access by them. The study shows that the demand of the DDS has been increased by year. Main two categories of documents were requested as full text journal articles and e-books. Majority of the delivered documents are full text journal articles (86%) which are not freely available. Academic staff members were shown highest usage of the service followed by the undergraduates. Lack of awareness about the service, less enthusiasm on citing quality information sources may affect to low usage by the students which should be addressed by the library. Major issues of the service are time consuming to obtain materials from external stakeholders and insufficiency details provided by users. Library provides DDS to external users when requested.

Keywords: Document Delivery Services, Libraries, Information Services, User needs