



# IRCUWU 2023

7<sup>th</sup> International Research Conference

**17<sup>th</sup> & 18<sup>th</sup> August 2023**

*“Digitalization for transition to circular economy ecosystems”*





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## 7<sup>th</sup> International Research Conference - 2023

*"Digitalization for transition to circular economy ecosystems"*

August 17-18, 2023

Uva Wellassa University  
Badulla  
Sri Lanka

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## Acknowledgement

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The Chief Guest, Professor Jayantha Lal Ratnasekera, Vice Chancellor of Uva Wellassa University of Sri Lanka, along with the keynote speakers; Professor R. Balasubramani, Associate Professor, Department of Library and Information Science, Bharathidasan University, India, and Prof. YuanTong Gu, Head of School, Mechanical, Medical and Process Engineering, Queensland University of Technology, Australia, were sincerely appreciated for sharing their invaluable experiences and thoughts with us.

A special thank is deservedly extended to all track coordinators, panel members, and track conveners for their valuable contributions to this event. Furthermore, the authors and presenters deserve endless praise for their contributions and for sharing their essential research findings using various methods.

The audience had the opportunity to witness this work with the ready assistance and significant cooperation extended by the Editor-in-Chief, the members of the Editorial Board, and the Reviewers in finalizing the Proceedings while maintaining the accepted standards in scientific publications.

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Finally, sincere appreciation is extended to all the committed academic, administrative, and non-academic staff members of Uva Wellassa University and all those who actively contributed to the success of IRCUWU2023. Your efforts were instrumental in making this conference a resounding success.

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## **Developing a conceptual framework for digital transformation of readers services in Sabaragamuwa University library of Sri Lanka**

W.W.S.T. Warnasooriya<sup>✉</sup>

*Main Library, Sabaragamuwa University of Sri Lanka, Belihuloya, Sri Lanka*

<sup>✉</sup>*thrishala@lib.sab.ac.lk; +94711293977*

Integration of digital technologies into reader's services in Sri Lankan university libraries remains notably deficient, despite the rapid growth of digital technologies. The key objective, therefore, is to establish a conceptual framework for the Digital Transformation (DT) of readers services in the Sabaragamuwa university library of Sri Lanka. Recognizing the surge in digital information technologies and their pervasive influence, the study strives to facilitate the transition from traditional services to digital platforms, enhancing accessibility and user experience as the outcome of the research. This study identifies the pivotal question: how can a conceptual framework be constructed to guide the DT of reader's services? By addressing this concern, the research endeavors to promote effective digital services, ensuring that the libraries meet contemporary user expectations and remain relevant in the digital era. In-depth interviews are used to collect data from a focus group of 04 librarians and 20 library users across Sabaragamuwa University of Sri Lanka. To formulate the proposed framework, an interpretative phenomenological analysis (IPA) is employed as the principal methodology. This qualitative approach allows the investigation of librarians' and users' transformative charged-lived experiences with the transformative environment of a library. The study reveals that a digital divide exists within the current reader's services, hindering users from optimally exploiting the available resources. The proposed conceptual framework encapsulates several aspects including digital infrastructure, user-friendly interfaces, digital literacy training, and continuous evaluation processes, amongst others. In conclusion, this research emphasizes the urgency for university libraries in Sri Lanka to undergo a systematic DT of reader services. The proposed framework serves as a comprehensive guide, addressing the unique challenges of this transition, thereby enhancing user satisfaction and increasing library usage.

**Keywords:** Digital transformation; Readers services; University libraries; Conceptual framework