Introducing a Library Automation Package as a Customer Care System

By
Ruwan Gamage*

ABSTRACT

Today, not only business organisations, but also service organisations eye on enhancing their customer care strategies. Libraries are no exceptions. Library automation has made this task easy. This article examines how a Sri Lankan University Library has managed to cope with the issue. Also, this looks which customer care features Libsys automation software package has and how these could be further developed.

* Asst. Librarian, University of Moratuwa Library, Sri Lanka