

## **Terms of Reference (ToR)**

### **Individual Consultant (part-time) to conduct a Baseline Survey for the Digital Libraries Project (ICTA/GOSL/CON/IC/2017/27)**

#### **Background**

The Information and Communication Technology Agency (ICTA) of Sri Lanka is the apex ICT institution of the Government. In terms of the Information and Communication Technology Act No.27 of 2003 (ICT Act), ICTA has been mandated to take all necessary measures to implement the Government's Policy and Action Plan in relation to ICT. ICTA commenced implementation of 'Digitizing the Economy' initiative in 2016 with the aim of fully leveraging the benefit of digital technologies in every sector of the country. The proposed initiative focuses on rapidly developing the country wide digital infrastructure and connectivity, transformation of the government service delivery process, and empowering the citizens for enabling them to effectively use the benefits of digitization, irrespective of the geographical, knowledge and economic disparities.

Education plays a pivotal role in Sri Lanka as its economy highly dependent on the service sector which needs capable as well as competitive workforce. It is expected that the country would gain numerous benefits by assuring better access to knowledge and information, using appropriate Information and Communication technologies. The reading habits of the 'modern-day readers' are changing rapidly with the usage of Information and Communication Technologies. The readers are shifting from the traditional sources of reading; printed materials to e-materials (e-books). Technology offers people far more easy and competitive ways for their education and learning.

It is observed that the libraries in Sri Lanka are faced with severe challenges including the need for better educational resources as well as appropriate technology infrastructure. They do not have the potential to provide easy and quick access to global reading materials efficiently and effectively. This could reduce the level of interest of readers towards libraries, therefore the number of library users could be declined with the time.

In this context, the Digital Libraries are introduced in collaboration with the National Library and Documentation Services Board, Ministry of Education and the selected district level libraries as a solution to address the issues mentioned above. A three-year project has been initiated by ICTA to establish 26 Digital Libraries across the country from 2017 to 2019 to strengthen the library automation, digital content repository and to introduce modern infrastructure which is in demand to improve the quality and efficiency of the library system in the country.

#### **General Objective of the Baseline Study**

To establish the baseline status of the public libraries and provide evidence based recommendations (technological, institutional and operational) for project implementation.

### **Specific Objectives of the Study**

- Analyze modern libraries in developed world and present a model that could be applicable to Sri Lankan context
- Develop a user profile of library visitors (*by membership, age, gender, type of usage, interest, professional status, perception, language usage, frequency of use, etc.*)
- Determine the main factors that hinder the usage of libraries by citizens
- Develop a resource map of libraries (availability of reading materials, level of access provided, skilled staff and infrastructure)
- Assess the library management process followed by public libraries (eg; institutional mechanisms, use of library management systems)
- Ascertain the level of readiness of the public libraries and the library users to adopt the proposed initiative
- Identify potential stakeholders for digitizing libraries and obtain the views and opinions of all the stakeholders for the implementation of the project

### **Scope of Service**

- (i) Be familiar with the ICTA objectives and its initiatives, especially the Digital Libraries Project and its objectives
- (ii) Develop a baseline matrix/ framework; define the relevant variables and Key Performance Indicators in consultation with M & E Unit of ICTA
- (iii) Prepare and submit the Inception Report including the baseline matrix, detailed survey methodology, survey sample, data collection tools and the field work plan
- (iv) Carryout a desk review to compile a chapter on present library usage, global trends in digital library usage and Integrated Library Management systems and models that could be applicable to Sri Lankan context for the baseline report
- (v) Pre-test data collection tools and finalize the same in consultation with ICTA
- (vi) Field data collection using both qualitative and quantitative techniques and quality assurance to ensure the reliability, validity and accuracy of the data/information
- (vii) Develop data entry screens, enter collected data into a database/s, data analysis and interpretation using qualitative and quantitative techniques
- (viii) Prepare and submit deliverables in English as stipulated in the deliverable section
- (ix) Presentation of the draft finding and finalize the baseline survey report incorporating the feedback of ICTA and other stakeholders
- (x) Attend and contribute in the meeting scheduled by the ICTA

### **Expected qualifications competencies and experience**

- A Master's degree, in Management, Social Science ( preferably in Library and Information Science) or related field
- Previous experience in undertaking research, baseline surveys and project evaluations
- Experience in writing reports; ability to write clearly and concisely in English language
- Experience in activities associated with library science and information systems are preferred
- Working knowledge in sampling and data analysis

## Key Deliverables and deadlines

Deliverable	Deadline
<b>Inception Report</b> including the baseline matrix, detailed survey methodology, survey sample, data collection tools and the field work plan (One Hard Copy and One Soft Copy)	Contract date + 4 Weeks
<b>Draft Survey Report</b> using the Report outline given below. The report must include a chapter on desk review. (One Hard Copy and One Soft Copy)	Contract date + 10 Weeks
<b>Presentation</b> (A soft copy)	Contract date + 11 Weeks
<b>Final Baseline Survey Report</b> (One Hard Copy and One Soft copy) - Data collection tool and the data base/s.	Contract date+ 16 Weeks

### The proposed format/ report outline for the Baseline Report

1. Title page
2. Content page
3. Lists of abbreviations and acronyms
4. Executive Summary (*maximum 2 pages*)
5. Background (*maximum 3 pages on the context of the interventions and project objectives*)
6. Methodology (*maximum 4 pages detailing the type of data collected, mode of collection and by whom collected, the sample size, details of control groups used, any possible limitations to the assessment etc.*)
7. Findings and analysis (*approximately 30 pages, giving the results of the assessment according to the objectives given in the ToR, combining qualitative and quantitative data. The Findings section should also include a summary table showing updated information for project log frame indicators*)
8. Recommendations (*approximately 4 pages, recommendations must be clearly related to the evidence given in the Findings section of the report. This should also include recommendations for ICTA on the future monitoring and evaluation of the project*).
9. Annexes: may include (but not limited to) :
  - a. Terms of Reference (ToR)
  - b. Lists of individuals and organizations consulted
  - c. References / list of documents reviewed
  - d. Data collection tools used (e.g. questionnaires, semi-structured interview questions)
  - e. Additional methodological information (e.g. detailed information on sampling)
  - f. Complete data tables of all quantitative results (if appropriate and not included in main report) and detailed quantitative data files (e.g. transcripts of KIIs)

## The Payment Schedule

The budget of the study will be offered as an all-inclusive package to the selected consultant. The proposed payment schedule is as follows:

Report to be submitted	Percentage of payment
Inception Report	20% of the Contract Price
Draft Report	40% of the Contract Price
Final Report	40% of the Contract Price

## Proposal Evaluation Criteria

Description	Allocated Marks
Curriculum Vitae	
• Educational Qualifications	25
• Experience	25
Proposal (Approach, Methodology, Comments on ToR, if any and Work Plan)	30
Detailed budget	20

## Client's Inputs

- Project documents
- List of libraries selected for the pilot phase and the proposed libraries for the second phase
- Authorization letters for data collection
- Timely comment for the reports and the support of M & E Unit of the ICTA
- Appoint a Contact person for Project related matters

### Note:

1. ICTA has the ownership to the reports produced, all related data/information collected, and knowledge created in respect of this assignment and will have the right to reproduce and circulate them at its discretion.
2. All the information collected has to be kept confidential and shall not be divulged to any third party in writing or in any other form by the Consultant/Consulting Firm without the consent of ICTA Management.