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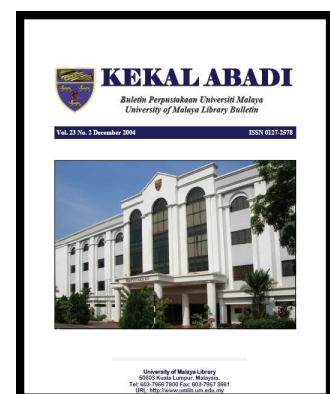
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Freeing Librarians to be Librarians



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Customer Satisfaction Survey 2014 : Case Study at the Za'ba Memorial Library

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Abstract

The Za'ba Memorial Library or Perpustakaan Peringatan Za'ba (PPZ), is a branch library in the University of Malaya Library network. PPZ acts as the centre for the preservation and conservation of the University's Malaysiana collection. While still upholding that responsibility, PPZ has to play an additional role to move forward in line with the aspiration of the University of Malaya Library to support teaching, learning and research by providing collection, facilities and atmosphere conducive to users. In 2014, PPZ carried out a survey on users' satisfaction level towards PPZ's services. Users satisfaction is crucial to PPZ to ensure the service offered are meeting the users' expectation. The key determinant of service such as collection, facilities and atmosphere are considered as contributors to users' satisfaction and these are measured. The data shows that PPZ has almost met its users' expectation. This study is hoped to be of help to PPZ to enhance its service in the future.

Keywords: University of Malaya Library; Perpustakaan Peringatan Za'ba; User satisfaction; Malaysiana collection; Za'ba Memorial Library.

Introduction

Historically, the journey of PPZ began from a small unit known as Bahagian Koleksi Kebangsaan or the National Collection Division on 1 October, 1976 (Teh, 1997). The division was originally responsible for developing published collection and provide service on the subject of Malay language, literature and culture, and Islam in Malaysia. These two subjects were developed in response to the demand of the academicians during that period (Noriyah Md Noor, 1995). In 1976, the Library had been entrusted by the University to keep a huge bequeathed personal collection belonging to Tan Sri Zainal Abidin bin Ahmad or better known as Za'ba. Za'ba is a national icon for Malay language and literature. Later in 1993, a new branch library was set up and is known as the Za'ba Memorial Library (Khoo, 1984).

The Za'ba Memorial Library or often known as PPZ, the Malay acronym for Perpustakaan Peringatan Za'ba is located adjacent to the Faculty of Economics and Administration. PPZ is synonymous to the Malaysiana collection and popularly known by the University community.

Since its inception, PPZ has been professionally managed by a group of librarians and support staff. At present, PPZ oversees the UM Archives and two other special libraries; the East Asian Studies Library and the Indian Studies Library which share the same building. PPZ is spearheaded by a Grade S48 Librarian and she is assisted by three librarians and a group of support staff (figure 1).

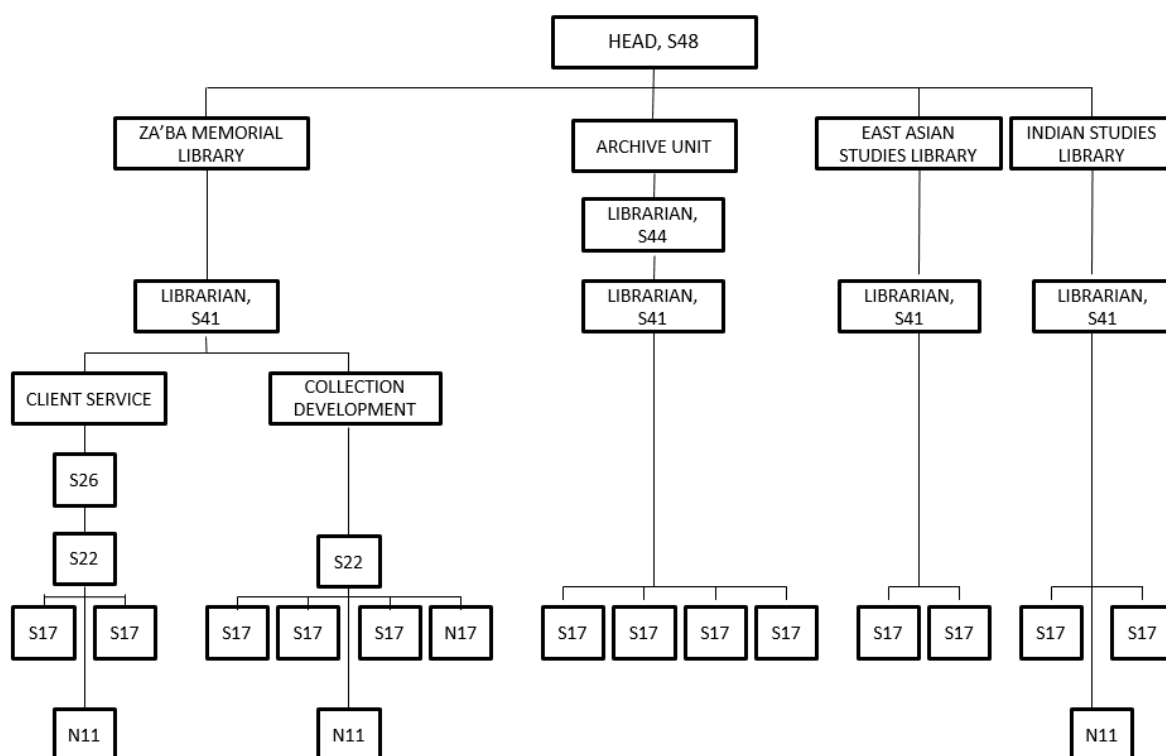


Figure 1 : PPZ Organisation Chart as at 31 December 2014

PPZ occupies a building consisting four 4 floors that houses the Malaysiana Collection, UM Archives, East Asian Studies Library and Indian Studies Library. The main entrance is at level two. The Reference Counter is located adjacent to the main door. There are several open lockers situated opposite the counter for students to keep their belongings. Students are allowed to bring in their valuable belongings, laptop, plain water, laptop sized bags and reading materials. Notices or reminder for users' care and responsibility for their own belongings are posted near the lockers. Fish-eye mirrors are hung in that area as a safety measure. Outside the main door is an open leisure area with tables, chairs and a stack of bottled water which user have to pay for to drink. pay plain water bottles stack. At every level, there are three computers with Internet provided for users, mainly to access Online Public Access Catalog (OPAC).

PPZ opens from Mondays to Fridays only from 8.30 a.m. and 5.30 p.m. PPZ provides 234 seats for users. Photocopying service is provided within the premise and is manned by a staff as part of his duty. In the absence of the staff, the service will be handled by any of the support staff available in the office. The staff will make sure that the photocopying activity complies with the photocopy policy of the Library.

The primary function of PPZ is to serve as a preservation and conservation library for Malaysiana collection of the University of Malaya Library. Asma Ahmat and Shahrom T.M. Sulaiman (1995) have outlined that Malaysiana includes publication that are published in Malaysia, or written by Malaysian, or materials about Malaysia that have been published inside and outside Malaysia. The Malaysiana collection in PPZ however exclude the subjects of law and medicine (Noriyah Md. Nor, 1995).

PPZ must preserve one copy of published or unpublished of the Malaysiana. Additional copies will be kept at the Central Library. The Malaysiana items at the Central Library is allowed for normal loan but the Malaysiana items in PPZ is for reference only. In order to access a Malaysiana item, users must go to the service counter. The service counter is at the same level as the item to ensure that the collection is not taken out of that level. There are several types of materials can be photocopied.

The Malaysiana collection in PPZ comes in various format such as books, journals, conference papers, archive materials (print, photographs), scientific training papers, CDs and others. This study focuses on Malaysiana collection and other collections available in PPZ such as published and unpublished books, Malaysian conference papers, academic exercises, archives (print, photographs) and other collections; personal, Dutch and Peranakan.

This study excluded the collection in the East Asian Studies Library and Indian Studies Library. The main reason being that collections from both libraries can be borrowed out. Both libraries are situated at level four. However, the loans are made at the main reference counter on level two.

Significance of the Study

The existence of PPZ is for preservation and conservation of Malaysiana collection. Thus, the services offered are rather minimum when compared to the Central Library. The collection is limited for reference and the infrastructure facilities are rather basic. Nevertheless, PPZ puts continuous efforts to provide satisfactory collection, facilities, services and atmosphere in ways to meet users information needs. This study is the first of its kind being conducted to investigate the users' satisfaction level with its service in 2014. Essentially this study is to measure the overall performance of PPZ. Hence, this study aims to get feedback from users on the quality performance of PPZ service in general and focuses on the following areas :

1. The users' usage patterns in using PPZ service
2. The level of satisfaction of users towards the PPZ service

The data collected will be useful for future improvement of policies and strategies in meeting PPZ users' needs.

Literature Review

The user satisfaction study in library services has become a common practice in all parts of the world to identify the performance of services offered from the perspective of users. The measuring criteria chosen may be slightly different from one library to another depending on the nature of the library, the objectives and the scope of study. In Malaysia, studies on user satisfaction have been carried out in two academic libraries from Universiti Sarawak Malaysia (UNIMAS) and Universiti Tun Hussein Onn Malaysia (UTHM). The results were presented at Seminar Kebangsaan Perpustakaan Akademik, SKPA 2011. Both academic libraries are the focal point of the Universities' communities which are comparatively alike to the Central Library of the University of Malaya. Specifically, both studies measured their user satisfaction level towards types of services and infrastructure facilities they have to offer. UNIMAS gathered data to ensure its services are relevant to the users' needs, of which the data encompasses services, smart library skills and facilities (Wan Abdul Rahman Wan Bujang and Siti Sumaizan Ramli, 2011). Almost all the components received scores above 90% from users and hence the study achieved the target to ensure all services are relevant to users' needs. The user satisfaction level measured at UTHM was niched to the circulation counter activities, a variety room facilities and accessibility of its collection to users (Mohd Noor Hasman Mohd Tumari, et al, 2011). The satisfaction level is measured against the staff skills and competencies such as communication, tidiness of attire, friendliness to users, efficiency in handling transactions and time taken in handling transactions.

Sheikh (2014) evaluated the quality of library services at COMSAT's Institute of Information Technology (CIIT) in Islamabad. The quality of services were measured based on IT equipment, collection, seating and discussion rooms, opening hours, loan period, fines, training on use of electronic resources and information skill classes. He highlighted that budget or funding is essential for libraries to improve their services to fulfill the information needs of users, especially to incorporate cutting-edge technologies.

Since PPZ is a branch library of UML, the satisfaction level is measured in a more comprehensive manner and covers the collection, services, physical facilities and environment.

Research Methodology

A questionnaire was used as the instrument to collect feedback from users. The target respondents were walk-in users keeping in view that their feedbacks are more credible since they do use the services during their library visit. About 50 questionnaires and a box for returned questionnaires were placed near the reference counter on level two, with a notice for users to participate on a voluntary basis. There were 45 returned questionnaires, yielding a response rate of 90 percent. Data collected were analyzed using Microsoft Excel and Power Point.

The questionnaire consists of three key factors that were identified to measure the users' satisfactions, staff, services and environment. The respondents answered by choosing options suitable to the questions. Some questions allowed users to choose or tick more than one option.

Findings

Frequency of Visits to PPZ

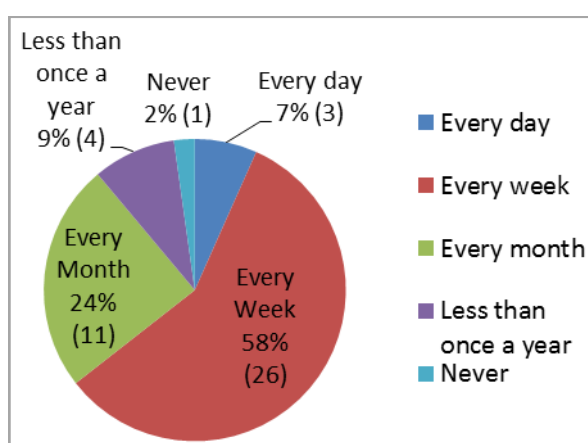


Figure 2 : Frequency of Visit to PPZ

A total of 58% of the respondents visit PPZ every week. Only a small number 7% respondents visit PPZ daily. The remaining 24% visit PPZ every month, 9% use less than once a year and 2% chose never visit to PPZ.

Frequency of Use of Collections

Respondents were asked to choose from the ten types of collections that they frequently use or refer to during their library visits. Academic papers and books are chosen as very frequently referred to 17% and 10% respectively. About 24% for academic papers and 18% for books were frequently referred to. The least frequent collection is the Dutch collection with 49% as infrequent and 41% as very infrequent use.

Table 1: Frequency of Use of Collection

Type of collection / Level of frequency	Percentage of Use (%)									
	Malaysiana	Malaysiana Journal	Malaysian Conference Papers	Official Publication	Academic Exercise	UM Archive (Print)	UM Archive (Photo)	Personal collection	Dutch Collection	Peranakan Collection
Very frequent	10	5	3	5	17	2	0	0	0	5
Frequent	18	14	8	15	24	17	13	7	2	7
Fairly Frequent	10	24	18	19	17	15	3	20	8	5
Infrequent	36	31	45	27	28	38	46	40	49	43
Very Infrequent	26	26	26	34	14	28	38	33	41	40

Purpose Being in PPZ

Respondents were asked their purpose for being in PPZ. Some respondents may have several reasons, thus have answered more than one option. Out of the total answers, 49% answered for doing assignments, followed by 33% for research. While 13% answered for passing time while waiting for class or friends and the remaining 5% answered for other purposes.

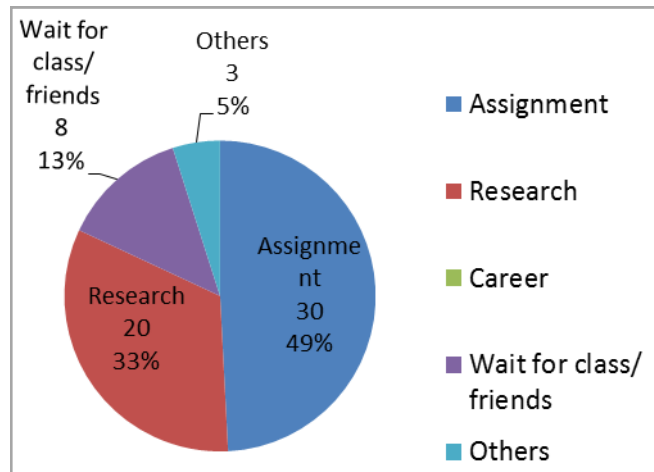


Figure 3: Purpose Being in PPZ

Frequency of Seeking Help from Staff When Using PPZ

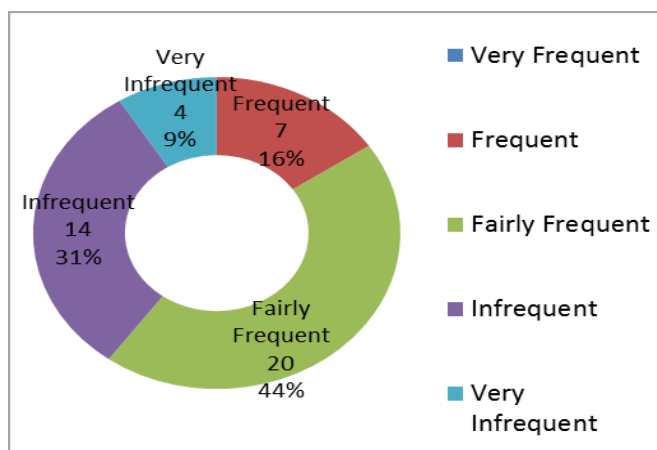


Figure 4: Frequency of Users Seek Help from Staff

Results show that 16% of respondents sought help from staff on a frequent basis and 44% of respondents sought help at a fairly frequent basis. The remaining 31% of respondents chose infrequent and 9% of respondents very infrequently sought help from staff when using PPZ.

Users' Level of Satisfaction Towards Staff, Service, Environment

Respondents were asked to rate their level of satisfaction with the overall PPZ service which include of staff, quality of service and comfort in PPZ's surroundings.

a. Satisfaction level towards staff

Three elements related to staff were assessed:

- i. Friendliness
- ii. Help
- iii. Efficiency

The majority of respondents felt satisfied with the attitude displayed by the staff (Figure 5 : Level of satisfaction towards staff) of which 64% of respondents chose friendliness, 67% of respondents chose help and 69% of respondents chose efficiency. About 5% respondents were unsatisfied with the friendliness of the staff while none was recorded for very unsatisfied level. The outcome is positive when none were recorded for both unsatisfied and very unsatisfied for help and efficiency.

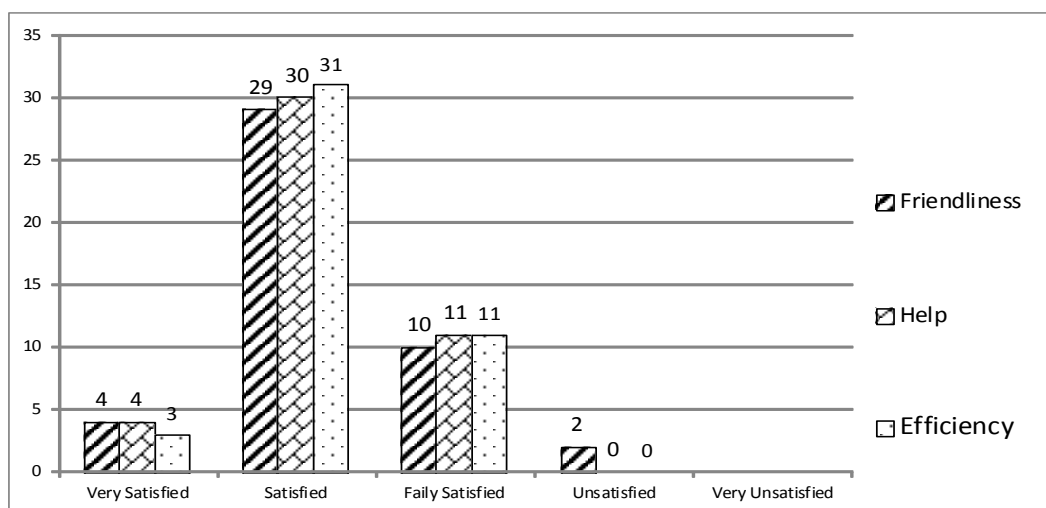


Figure 5: Level of Satisfaction Towards Staff

b. Satisfaction level towards services

Respondents were asked to evaluate the following services :

Table 2 : Level of Satisfaction Towards Services

Services /Satisfaction level	Very Satisfied		Satisfied		Fairly Satisfied		Unsatisfied		Very Unsatisfied	
	N	%	N	%	N	%	N	%	N	%
Opening hours	4	9	17	38	12	27	7	15	5	11
Opening day	3	7	18	40	8	18	9	20	7	15
Photocopy charges	0	0	13	29	19	42	6	13	7	16
Photocopying service period	0	0	14	32	23	51	3	7	5	11
Plug point	1	2	2	5	20	44	13	29	9	20
Computer	2	4	4	9	21	47	10	22	8	18
Security	2	4	13	29	21	47	6	13	3	7

i. Opening hours

About 38% of respondents were satisfied and 9% of respondents were very satisfied with the current practice of opening hours. About 27% of respondents are fairly satisfied. Whilst, 15% of respondents were unsatisfied and 11% were very unsatisfied with the opening hours.

ii. Opening days

About 7% of respondents were very satisfied and 40% of respondents were satisfied with the opening day of PPZ. While 20% of respondents felt unsatisfied and about 15% of respondents were very unsatisfied with the opening days of PPZ.

iii. Photocopying charges

About 29% of respondents were satisfied with the photocopy charges imposed. The majority, 42% opined that the photocopying charges is at a fairly satisfied level. A total of 6% and 7% respondents noted feeling unsatisfied and very unsatisfied respectively.

iv. Photocopying service period

A total of 32% of respondents were satisfied with the photocopying service period. More than half of the respondents, 51% felt fairly satisfied with the service period. While 7% of respondents were unsatisfied and the remaining 11% felt very unsatisfied.

v. Number of plug points

A small percentage, 2% felt very satisfied and 5% felt satisfied with the number of available plug points in PPZ. About 44% of respondents were fairly satisfied with the number of plug points. While, the balance of 29% and 20% of respondents felt unsatisfied and very unsatisfied respectively.

vi. Number of computers

A small number of respondents, 4% expressed that they were very satisfied and 9% felt satisfied with the number of computers provided in PPZ. Almost half of the respondents, 47% felt fairly satisfied with this facility. The remaining 22% respondents were unsatisfied and 18% felt very unsatisfied.

vii. Security

About 5% of respondents were very satisfied and 30% satisfied with the security measures adopted in PPZ. About 44% of respondents said that the security measures is at a fairly satisfactory level. About 7% and 14% of respondents felt very unsatisfied and unsatisfied respectively.

c. Satisfaction level towards comfort and surroundings

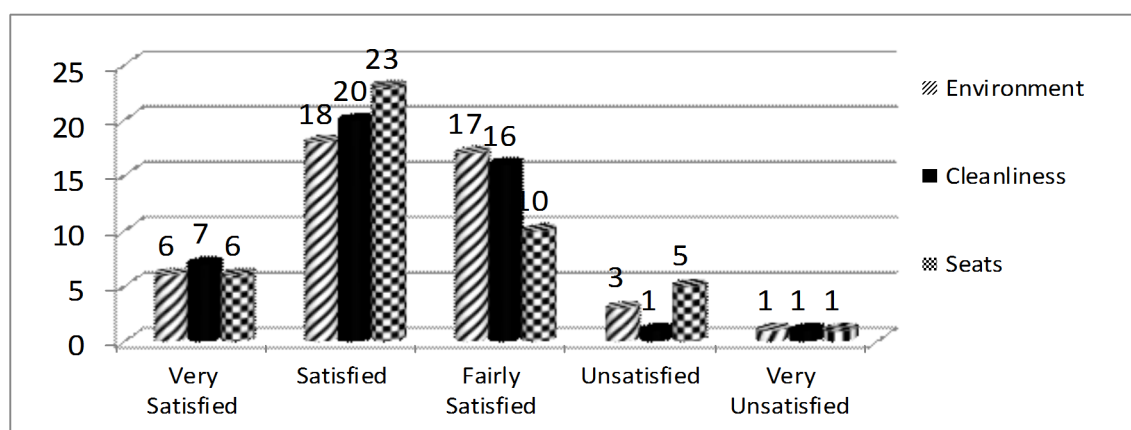


Figure 7 : Level of Satisfaction Towards Comfort Surrounding

i. The environment

On the environment in PPZ, a majority (40%) of respondents were satisfied and about 13% were very satisfied. There were 38% of the respondents felt fairly satisfied. Small numbers 7% and 2% represented unsatisfied and very unsatisfied respondents respectively.

ii. Cleanliness

A total of 44% of respondents were satisfied and 16% felt very satisfied with the cleanliness of PPZ. About 36% of respondents rated cleanliness of PPZ as fairly satisfied. A small percentage was unsatisfied and 2% very unsatisfied.

iii. Number of seats

Almost half of the total of respondents, 51% were satisfied and 14% of respondents were very satisfied with the number of seats provided in PPZ. The balance of 22% of respondents chose fairly satisfied level, 11% chose unsatisfied and 2% rated very unsatisfied.

Discussion

The results on the frequency of respondents using PPZ, use of the Malaysiana collection, reasons for being in PPZ and seeking help from staff while using PPZ reflects the usage pattern of users using PPZ's services.

Frequent users are more reliable and would produce more credible feedback. The results revealed that a majority of respondents were frequent users of PPZ, with 89% visiting the library on a daily, weekly and

monthly basis. A high percentage of their reasons for visiting PPZ is to complete their assignments and research.

The frequency of users making references to the different collections indicates that the collection in PPZ remains relevant and meets users' needs. The format of print and digital may influence the frequency pattern of users' library visits. Clearly, the results revealed that all collections are referred to by users with the highest usage being books. For that reason, users have to personally visit PPZ. Some conference papers, especially the most recent publications, photographs, some Za'ba personal collections and manuscripts are also available in digital format and are accessible to the University community online. Thus, this gives an alternative for users to access the PPZ collection remotely. Digital collection under the UM Archive includes UM Memory, UM Research Repository Common Repository and Students' Repository. UM Memory is a digital photo archive has historical value for the UM community. The UM Research Repository stores published and unpublished research works of the UM community. The Students' Repository stores UM students' theses and the Common Repository is a collection of digitized gazettes, magazines, journals and books.

Staff plays an important role in the smooth running of PPZ when delivering its services to users. Human assistance is necessary and still relevant to facilitate users in many ways. Good knowledge, skills and attitude are needed for staff to function in an effective and efficient manner. Results show a very high percentage of users feeling very satisfied and satisfied for all the criteria related to staff such as friendliness, help and efficiency. More encouraging, is the fact that 0% is recorded for dissatisfied and very dissatisfied for these three criteria.

In the context of service, seven aspects were measured, namely the physical facility, opening hours, opening days, photocopying charges, photocopy service period, number of plug points, number of computers and the security measures in PPZ. At present, the operating time is between 8.30 a.m. and 5.30 pm daily, except Saturdays, Sundays and public holidays. Almost half of the respondents were either satisfied or very satisfied with the opening hours and opening day. There is also a demand to extend the opening days and hours as the result also recorded an unsatisfactory percentage. Perhaps, PPZ should reconsider its operating days and hours. However, extension of operating time and days will involve other factors such as manpower, safety measures, overhead costs and policies.

PPZ's primary function remains as the center for the preservation and conservation of our Malaysiana collection. PPZ keep a copy of each published and unpublished title of Malaysiana collection. The collection is allowed for reference purposes only. Books, conference papers, journals and official publications are allowed for photocopying, that complies with the Malaysian Copyright Act 1987. The charges is high so as to control photocopying activities. The results revealed that the majority of respondents (42%) felt fairly satisfied with the photocopying charges and the service period. Only 29% of the respondents were satisfied with the photocopying charges imposed. PPZ has to educate or remind users about its primary function of preserving and conserving the Malaysiana collection where photocopying activities will damage the physical condition of the item. PPZ's primary function has also been elaborated in the Information Skills course. Even with all these efforts made, PPZ needs to consider placing relevant notices in the photocopying areas to raise users' awareness on PPZ's primary function.

The photocopying service operates from 8.30 a.m. until 5.00 p.m. from Mondays to Fridays. The respondents felt fairly satisfied (51%) and 31% felt satisfied with the operating hours. On the contrary, the unsatisfied respondents account for less than 20% of the total respondents. The photocopying service hours is highly dependent on PPZ's operating day and hours.

A small percentage, of about 7% and 13% of respondents were satisfied with the plug points and computers respectively. The computers available in PPZ are mainly for accessing OPAC. PPZ is an old building which was not designed to accommodate addition of information technology equipment and

devices. The result clearly indicates that the number of plug points and computers are unable to meet the needs of users today. PPZ should consider taking immediate action to address this issue.

On security, about 47% of the respondents felt fairly satisfied as opposed to respondents who felt either very satisfied or satisfied which accounted for 33% only. Thus, the existing level of safety needs to be improved.

The results obtained for environment were indeed exciting. The majority of users felt that all the three elements stated met their expectations namely environment, cleanliness and number of seats. When this study was carried out, the users' toilet refurbishment project was underway throughout PPZ. The noise and dust were inevitable. However, the study found that over half of the respondents were very satisfied and satisfied with all the three elements pointed out. Respondents were very understanding and accommodating. Only a small numbers marked very unsatisfied and unsatisfied. This temporary disturbance did not lead to a significant adverse effect to the respondents' overall judgement. PPZ will continue to find more ways to increase the satisfaction level towards PPZ's environment.

Conclusion

Overall, PPZ remains relevant to users. This study managed to provide some insight on the level of users satisfaction towards PPZ's services throughout 2014. Respondents were generally concerned and were willing to co-operate by taking part in this study.

The data collected can be used to identify areas that need to be maintained, improved immediately and considered for future plans. Mairaj and Naseer (2013) have expressed in their user satisfaction study at Punjab Institute of Cardiology (PIC) Library that user satisfaction survey is a way to enhance the library's service performance. In the case of PPZ, some areas require improvements, especially the physical and technological facilities. Computers with updated versions of software, compatible with fast Internet access should be acquired or added. Using laptop has become a need for students in today's learning environment. Therefore, PPZ should increase the number of plug points to support this. Some chairs which are in a bad condition should be replaced. Security-wise, the lockers provided should be improved or at least be modified to allow users to lock their belongings. PPZ is also really in need of a new security gate or entrance turnstile. At present, the security gate cannot detect the movement of non-discharged items. It is a challenge for the staff at the counter to monitor the loan activities, to monitor users bringing out stuff, attending to queries and observing the safety and orderliness of the Library simultaneously.

PPZ should find creative ways to explore service delivery so that it becomes more efficient and effective. For instance, the service counter on every level should be situated right in front of the collection. By doing this, staff at the counter is able to closely monitor students and resources on that area. Staff can also collect loan statistic. Another improvement is to position a loan service counter at the East Asian Studies Library and Indian Studies Library. At times, during borrowing transactions, books that cannot be borrowed due to incomplete process will be sent back immediately to the respective library at level 4, either to the East Asian Studies Library or the Indian Studies Library. The respective library must complete the process promptly. Therefore, if the service counter is situated on the same floor, it will shorten the waiting time for users.

The presence of staff is necessary to ensure that day to day operations are in order and service delivery meet the users' needs. Frequent breakdown of the elevator in PPZ has forced staff to use the staircase from level 2 to level 4 to reshel returned items. Better maintenance of the elevators will be more convenient to the staff and will promote a safe working environment. However, such improvements are costly and will require a bigger budget.

Lastly, PPZ should consider carrying out similar studies on user satisfaction towards its services periodically, at least once every five years (Sheikh, 2014) to ensure library services meet or exceed users' expectation.

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Adopting Dublin Core with Modifications : Challenges and Requirements to Develop a Standard Metadata for UM Memory

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Abstract

The UM Memory was initiated by the University of Malaya Library in order to build up its digital photograph collection. It was officially launched by Royal Professor Ungku A. Aziz on 22 September 2011 with his photographs whilst at the University being the first online exhibition displayed in UM Memory. The purpose of this initiative is to make the Library photograph collection accessible to the public through complete metadata. Metadata of the items must be informative in order to capture the digital user's interest. Several challenges were faced by the librarians because there is no standard guideline since this is a pioneer project for the historical images repository in the University of Malaya. This paper present the steps taken by the librarians to produce a proper metadata standard to be used in UM Memory. It compares a few established metadata from several institutions worldwide and also discusses the significance of the excellence pledge for metadata. Several considerations were highlighted to affirm the metadata can represent the images in the portal effectively.

Keyword: University of Malaya; UM Memory; University of Malaya Library; Metadata; Repository

Introduction

The University of Malaya Library (UML) has initiated three digital repositories and each repository has its own dedicated functions. These three repositories are the University of Malaya Research Repository (UMRR), University of Malaya Students Repository (UMSR) and UM Memory. Both UMRR and UMSR handle data in text format and its contents are very useful for teaching, learning and research. The UM Memory on the other hand, keeps data in image format and its content is valuable in terms of its historical and heritage values for the University.

Table 1: UML Repositories

ATTRIBUTES	UMRR	UMSR	UM Memory
Content	Published and unpublished research work produced by the UM researchers	The written work of University of Malaya students such as academic exercises, dissertations and theses	Historical photographs collection of the University of Malaya.
Format	Text	Text	Image

As the oldest University in the country, the history of its establishment and its successful paths, one should be able to be track it back in whatever form of record. The UM Memory is able to perform this role by supplying these historical records in a image format. In performing its role, the quality of information offered in UM Memory should be at a level that reflects its reliability and credibility. Therefore, a standard metadata should be adopted as a guideline to ensure that the UM Memory conforms to common criteria used in evaluating the metadata quality.

This paper focuses on efforts made by librarians in adopting the Dublin Core (DC) metadata with the concern of completeness, accuracy and consistency of metadata as displayed in the UM

Memory repository. This paper also discusses on criteria used as guidelines for evaluating metadata quality. In addition, it selects a number of institutions to compare their practices with the UM Memory is practice.

Definition of Metadata and Dublin Core

Metadata is “structured data about data” (Dublin Core Metadata Initiative, 2011). According to the National Information Standards Organization (2004), metadata is structured information that describes, explains, locates, or otherwise makes it easier to retrieve, use, or manage an information resource.

Dublin Core (DC) is a metadata schema that arose from an invitational workshop in 1995. DC is made up of 15 metadata elements that offer expanded cataloging information and improved document indexing for search engine programs (Kurtz, 2010). All DC basic elements are optional and repeatable and the basic DC elements are:

1. Title - the name given to the resource
2. Creator - the person or organization responsible for the content
3. Subject - the topic of the content of the resource
4. Description - a textual outline of the content
5. Publisher - those responsible for making the resource available
6. Contributor - those who added to the content
7. Date - when the resource was made available
8. Type - a category for the content
9. Format - how the resource is presented
10. Identifier - numerical identifier for the content such as a URL
11. Source - where the content is originally derived from
12. Language – language of the content
13. Relation - how the content relates to other resources
14. Coverage - where the resource is physically located
15. Rights - a link to a copyright notice.

Background of the UM Memory Project

The University of Malaya is the oldest university in Malaysia that was established in 1949 by the merger of the King Edward VII College of Medicine and the Raffles College as recommended by the Carr-Saunders Commission on University Education in Malaya to serve the needs of Singapore and the Federation of Malaya.

As the oldest University, there are a lot of valuable “treasures” buried that need to be exposed. Among these valuable are the photographs. UML is responsible for preserving this treasure and collects to include these photographs as part of its collection. UML’s main objective is to keep all photographs that reflect the history of the University since its beginnings at the King Edward VII College of Medicine in 1905 until today.

Initially, only the physical items are kept in the UM Archives collection. Nowadays, with the rapid growth in technology, the digital version is now taking over the print version. UML realized that all information about the University should be disseminated and made known to the University community and the public as well. Therefore, the UM Memory project began in 2005 led by the Information System Division of UML.

UM Memory Repository

The word UM Memory stands for the University of Malaya Memory. The memory on the past, current and future of the University will be made available in the UM Memory repository. Using a free and open

source as a platform (OMEKA) and the Dublin Core metadata to describe the resource, the UM Memory is function to develop the photograph collection for teaching, learning and research purposes; to provide access to the collection; to keep historical photographs on the University; to preserve and conserve the photographs.

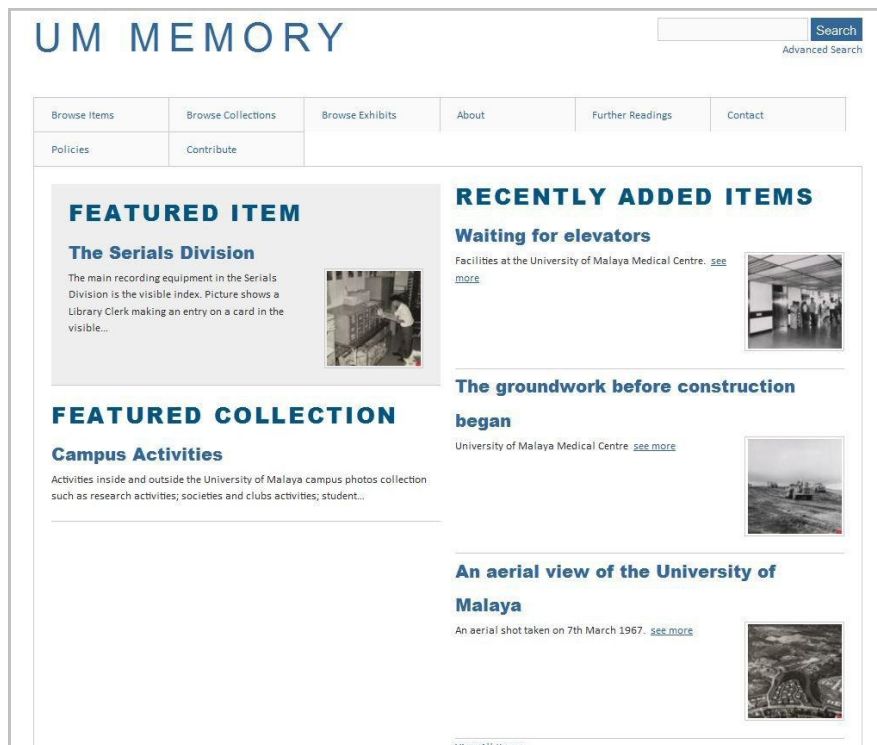


Figure 1: Current UM Memory Interface

The Launching Ceremony of UM Memory

The UML Management decided to make the UM Memory known to the public so as to disseminate a new source of information that may benefit them. The launching ceremony was held on 22 September 2011 and on this date the UM Memory was officially launched by Royal Professor Ungku A. Aziz.



Figure 2: Royal Professor Ungku A. Aziz Launching the UM Memory Repository

Royal Professor Ungku A. Aziz is a prominent figure of UM. He was the first Malaysian Vice Chancellor of the University and the longest serving person to hold the post. He served the University from October 1968 until February 1988. He is also known as the Renaissance man.

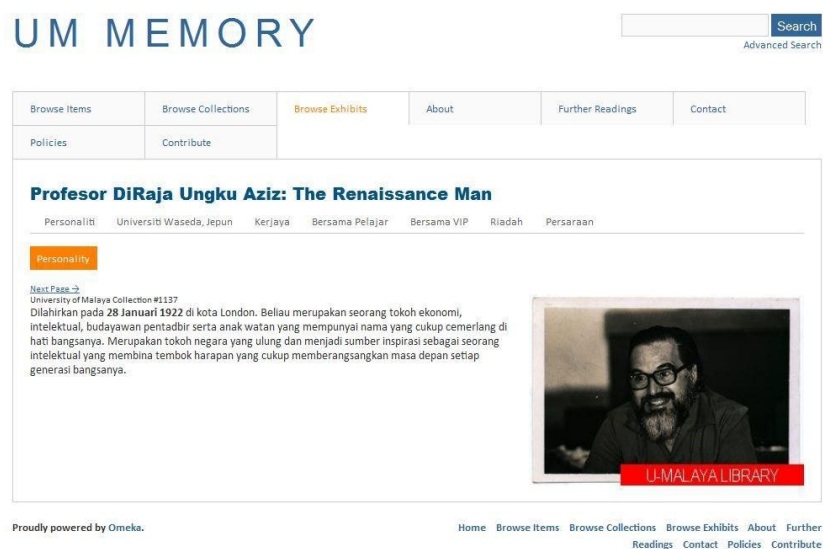


Figure 3: Online Exhibition in UM Memory

As recognition to his devotion and contributions to the University and the nation, UML has decided to choose “The Renaissance Man” as the theme of the exhibition. His glorious timelines including his photographs were exhibited in the UML exhibition hall and displayed online in the UM Memory.

The Hands Over

In the beginning, the UM Memory contents and system maintenance was under the supervision of the Information System Division of UML. A librarian was tasked to maintain its contents and system.

In July 2014, the UML Management decided to establish a special unit known as the University of Malaya Archives Unit to maintain the institutional repositories and archives collection of the University. Now, the University of Malaya Archives Unit is responsible for the UM Memory contents while the Information System Division is only responsible for the system maintenance.

Requirements in Developing A Standard Metadata

UML has identified certain requirement needs to be considered before working on the standard metadata and it is related to the quality of metadata. UML has to study how to ensure the metadata displayed in the UM Memory are of high quality.

As stated by Guy, Powell and Day (2004), a definition that can be used in the context of metadata is that high quality metadata supports the functional requirements of the system it is designed to support. This can be summarized as quality is about fitness for purpose.

UML has decided that quality should be measured by certain criteria and matrices. Among the criteria and matrices, accuracy, completeness, and consistency are the most commonly used criteria in measuring metadata quality (Park, 2009). These three criteria are briefly discussed in the UM Memory context by comparing the previous and the current practice.

Accuracy

Accuracy which is also known as correctness, concerns the accurate description and representation of data and resource content. It also concerns accurate data input (Park, 2009). The librarians found several

weaknesses in the previous practice. Firstly, the same data value was repeated in two elements (e.g. Title element, for unknown resource, library barcode number was used as Title and it was used also at Identifier element). Secondly, inaccurate data entry was traced because there various individuals entered the data and there was a lack of quality control in checking the data entered in the repository.

Completeness

According to Bruce and Hillman (2004), completeness does not mean that all the metadata elements in a given metadata scheme are used. The completeness of metadata description can be measured by full access capacity to individual local objects and connection to the parent local collection. This reflects the functional purpose of metadata in resource discovery and use. In the UM Memory, the metadata elements were not fully utilized to give as much information as possible about the resource (eg. only Title, Date, Format, Type, Identifier, Coverage elements was frequently used).

Consistency

Consistency which is also known as comparability or coherence, can be measured by looking at data the value of the conceptual level and data format at the structural level (Park, 2009). In other words, consistency means the same data values or elements are used for delivering similar concepts in the description of a resource. The same structure of format should be used for presenting similar data attributes and elements of a resource. It was traced that the inconsistency in certain elements (e.g. Date, where some used the format DD-MM-YYYY and others used the format MM-DD-YYYY; Coverage, where some used Year, Place and others used Place, Year)

Therefore, the librarians concluded that a standard metadata should be prepared to minimize the inaccurate, incomplete and inconsistent metadata description.

Adoption of Dublin Core in UM Memory

UML is using the Omeka platform for the UM Memory repository. Since Omeka comes with DC, the Library has to adopt it with minor modifications. This discussion will only focus on the photograph collection.

Identification Process

The librarians try to adopt all 15 metadata elements from the DC Metadata Element Set. In the previous practice these elements were minimally utilized. Table 2 compares the previous and current practice on utilizing DC element set in UM Memory.

Table 2: Comparison between Previous and Current Practice in Utilizing DC Elements

No.	Name	Previous Practice	Current Practice
1	Title	/	/
2	Subject	X	/
3	Description	/	/
4	Creator	X	/
5	Source	/	/
6	Publisher	X	/
7	Date	/	/
8	Contributor	X	/
9	Rights	X	/
10	Format	/	/
11	Language	X	/
12	Type	/	/
13	Identifier	/	/
14	Coverage	/	/
15	Relation	X	/

(/ indicates used; X indicates not used)

Implementation Process

The librarians have to consider the criteria of metadata quality when preparing a standard metadata. After considering the criteria mentioned above, they came out with a metadata standard prepared for UM Memory (Table 3).

Table 3: Library Definition on DC Elements

Name	Library Definition	Comment
Title	<ul style="list-style-type: none"> Identified resource: the name of the resource Unidentified resource: University of Collection #item number 	Make use of "tags" in Omeka, by using "UM Collection" tag for unidentified resource so that resource information can be traced in the future.
Subject	Standard local subjects for newspaper cutting	List of standard local subjects used for newspaper cutting in the Library website
Description	Further description on the resource	Further explanation on the resource
Creator	<ul style="list-style-type: none"> Identified creator: Name of person or institutional contributing to the existing resource Unidentified creator: University of Malaya Archives 	University of Malaya Archives is used for unidentified creator since photograph collection belongs to the University and University of Malaya Archives functions as caretaker
Source	Only applies if the photograph taken from a publication	Includes information on publication such as title, author and page
Publisher	Only applies if the photograph taken from a publication	Includes publisher information such as place of publication, publisher and year
Date	<ul style="list-style-type: none"> Identified photograph date. Format (DD-MM-YYYY) Unidentified date: unknown 	Add the actual date if the date can be traced and unknown for untraceable date.
Contributor	<ul style="list-style-type: none"> Identified contributor: Name of person or institutional contributing to the existing resource Unidentified contributor: University of Malaya Collection 	Add contributor's name for identified contributor and University of Malaya Collection for unidentified contributor since the collection belongs to the University
Rights	This material is protected under the Malaysian Copyright Act which governs the making of photocopies or reproductions of copyrighted materials. You may use the digitized material for private study, scholarship, or research with proper acknowledgement to the University of Malaya Library.	UM Memory rights
Format	Photograph format	TIFF
Language	Based on language of title and description	Depends on the language of original caption (usually in Malay or English)
Type	Still Image	Applicable for photograph collection
Identifier	Unique barcode	Automatically generated by system
Coverage	Location and date of the resource. Format (Place, Year)	Includes information on location of the photograph was taken and year the photograph was taken. If the location or date untraceable, leave it blank.
Relation	Resource relationship with other resources(s)	Only applicable situation is essential

Improvements

The librarians try to introduce some improvements to avoid inaccuracy, incompleteness and inconsistency of data in the UM Memory especially for incomplete information of resource.

There are a number of examples of improvements that were made in the UM Memory. The first improvement is due to unidentified suitable title for resource due to lack of information. They fill up the TITLE element with "University of Malaya Collection #item number" and use tag "UM Collection".

Dublin Core

The Dublin Core metadata element set. These elements are common to all Omeka resources, including items, files, collections, exhibits, and entities. See <http://dublincore.org/documents/dces/>.

Title
 Add Input
 University of Malaya Collection #2255
 Use HTML

A name given to the resource. Typically, a Title will be a name by which the resource is formally known.

Figure 4: Sample of Unidentified Resource

They do this in case the information on the resource can be identified from other resources in the future. If this is so, they just have to click on “UM Collection”, find the record and then fill up the missing of information.

All Tags

Activities Faculty of Medicine

UM Collection

Figure 5: Tags Functioned as Mark for Unidentified Resource

The elements that need to be enhanced will continue to be improved in accordance with future needs.

The second improvement is on the use of subject headings in the UM Memory. Previously, the subject is left blank. Now, it has been decided that the subject headings will be standardized with the subjects used in the newspaper clipping which is displayed on the UML’s website.

Subject
 Add Input
 Student--Enrollment
 Use HTML

Figure 6: Subjects in UM Memory

This locally developed subject headings are used because they are well suited to describe subjects related to UM. These subjects will be enhanced from time to time based on necessity.

Top Subjects

Academia--Opinion (1111) Students--Activities (1031) UMMC--University of Malaya Medical Centre--Medical cases (918) Commentaries (659) UM--Research (544) UM--Alumni (526) Academic programme (369) Students--Activities--Sports (278) Conference (260) Ranking (259) UM--Activities (252) Letters to the editor (234) UM--Alumni--Activities (234) UM--General (215) Academia--Activities (186) Student--Elections (175) Academia--Awards (175) UM--Vice Chancellor (166) Student--Awards (133) UM--Convocation (126) UMMC--University of Malaya Medical Centre--Activities (123) Legal issues--Malaysia (109) UMMC--University of Malaya Medical Centre--Services (96) Academia (94) Students--Opinion (77) UMMC--University of Malaya Medical Centre (65) UM--Lecturers (59) UM--Alumni--Appointments (57) UM--Staff (52) UM--History (50) UM--Students (48) UM--Alumni--Bereavement (48) MoU (47) UM--Events (47) Education, Higher--Malaysia (46) Crime--Malaysia (45) UMMC--University of Malaya Medical Centre--General (44) UM--History and Development (40) Academia--Publications (37) UM--Awards (35) UM--Staff--Activities--Sports (32) UM--Indian Studies Department (32) UM--Commentaries (32) Scholarships--Malaysia (32) Job hunting--Malaysia (30) UM--Chancellor (30) Times Higher Education-QS (30) Ministry of Higher Education (28) E-voting (28) UM--Pro Chancellor (24) Education--Awards--Malaysia (22) Universities and Colleges--Malaysia (21) Student--Enrollment (21) Disability, handicap, and life chances (20) UM--Policies (20) Bereavement (19) Malays (Asian people)--Social life and customs (18) Programme (18) Education--Malaysia (18) UM--Pro Chancellor--speech (17) Students--Discipline (17) UM--Royal Profesor--Ungku Abdul Aziz (16) UM--Publication (16) UM--Alumni--Publication (16) Academia--Appointment (15) Rating (14) Conduct of court proceedings--Malaysia (14) Malay language--Outlines, syllabi, etc (14) UM--Staff-Bereavement (13) UM--Staffs (13) Home accidents--Malaysia (13) UM--Akademi Pengajian Melayu (13) UM--Programme (12) UM--Student-Bereavement (12) Speaker's Corner (12)

Figure 7: Subjects in Newspaper Clipping

An example of a full record based on current practice is as shown in figure 8, 9 and 10 in the appendix.

Challenges

Efforts to preserve digital information especially heritage photographs have always been a challenge for librarians worldwide. There are numerous studies conducted to explore the main challenges in developing digital initiatives. There are several challenges and limitations that librarians have to deal with in developing digital archives especially for photograph collections. Below are some of the challenges based on experiences from UML.

Policies and Guidelines

There is no written policy or guideline since this project is the pioneer project for historical images repository in UM. Policies and guidelines are important to allow librarians to clearly comprehend roles and responsibilities within predefined limits. Policies recognize the crucial actions, activities and deliver a general approach to decision-makers on how to deal and handle issues that may arise. Librarians in UML need to set up a clear vision and identify how to deliver effective metadata in the UM Memory. Even though the UM Memory uses DC as the primary metadata, they need to study the effective elements that the users need instead of delivering unnecessary metadata in the portal.

The definitive goal of any 'guideline' is to deliver the staff with a clear strategy to carry out or implement a policy. It is important to have well-written procedures because it helps to abolish mutual misinterpretations by categorizing job responsibilities and establishing boundaries for them. It is challenging for the librarian to set up proper guidelines in order to ensure the smooth workflow of the UM Memory.

Lack of Information Technology Expertise

Information technology (IT) plays an important role and has become a vital and fundamental part of every business plan especially in developing systems and open access platforms. The rapid growth of technology has changed the roles of librarians to be more flexible and techno literate. Basic HTML skill is needed to run the UM Memory, but skills are not enough. Since this project is the pioneer project for historical images repository in UM, the librarians need to explore the "backend" of the UM Memory.

Digital repository can impact organization resources in terms of assets, time, technology and support. The lack of IT skills is a major challenge faced by the librarians. Even though the UM Memory is using Omeka as a platform, the librarians need to study the technical part of the UM Memory. A few things need to be highlighted such as maintaining the system, storage capacity, server, and system security. UML's current practice is that the "backend" and maintenance is operated by another division because of the limitation of IT skills.

Division and Staffing

Currently the UM Memory is operating from the University of Malaya Archives Unit. There are four main businesses in this Unit which is archive collection development and the three digital repositories namely University of Malaya Research Repository, University of Malaya Students Repository and UM Memory.

There is no one dedicated librarian for the UM Memory. All the librarians in the University of Malaya Archives Unit are multitasking. This is challenging for them since they have to handle several repositories while at the same time maintaining the quality of the metadata/content for the UM Memory. Policies and guidelines human resource is also an important element that will determine the success of any digital repository.

Observation-Based Comparison with Other Institutions

Benchmarking is a convenient instrument for evaluating and determining current performance in certain organizations. Benchmarking is also a tool to find new solutions in any organization. Benchmarking can be done to find new procedures or enhancements to an existing procedure and system. The term metadata simply means data about data. It is the term most often used within the Internet community for what has been known in the library community as cataloging data or resource description. Comparison of metadata

can helps the UM Memory to provide better information for users. In order to set a standard metadata in the UM Memory, a comparison between several institutions was conducted to get clears view of the current practice adopted by UML (Table 4).

Table 4: Comparison of metadata from several institutions

LIBRARY / NO	PRINTS AND PHOTOGRAPHS ONLINE CATALOG (PPOC), LIBRARY OF CONGRESS	NORTHWESTERN UNIVERSITY LIBRARY	VISUAL INFORMATION ACCESS, HARVARD	UM MEMORY UNIVERSITY OF MALAYA LIBRARY
1.	Title	Creator(s)	Title	Title
2.	Creator(s)	Title	Work Type	Subject
3.	Date Created/Published	Cultural Content	Date	Description
4.	Medium	Date	Topics	Creator
5.	Summary	Subjects	Nationality /Cultural	Date
6.	Reproduction Number	Location	Location	Contributor
7.	Rights Advisory	Source	Work Type	Rights
8.	Call Number	Technique	Note	Format
9.	Repository	Materials	Repository	Language
10.	Notes	Measurements		Type
11.	Subjects	Style period		Identifier
12.	Format	Inscription		Contribution Form
13.	Collections	Description		Online Submission
14.		Work Type		Physical Dimensions
15.		Identifier		Color
16.				Location
17.				Status
18.				Box Number
19.				Note
20.				Files
21.				Collection
22.				Tags
23.				Citation

There are numerous similarities of metadata between UM Memory with other institutions (Table 5). UML decided to retain all similarities when creating the UM Memory metadata. There are Title, Creator, Date, Rights, Subject, Location, and Format. However, some of the institutions are using different keywords to display the metadata. For example, "Notes", some of the institutions use "Description".

The UM Memory is using DC as a metadata. The DC is a 15-element metadata element set intended to facilitate discovery of electronic resources (Weibel, 2005). The characteristic of the DC that distinguishes it as a prominent candidate for description of electronic resources falls into several categories. Some of the institutions are using DSpace and other photograph storage software which might carry different metadata scheme and keywords. Experts said that we need to use proper metadata because metadata organizes, arranges and tracks the entire digital lifecycle of vital information, including the developments, procedures and users that affect it. It provides an accurate audit trail to organization at any point in time.

Table 5: Similarities of metadata

LIBRARY / NO	PRINTS AND PHOTOGRAPHS ONLINE CATALOG (PPOC), LIBRARY OF CONGRESS	NORTHWESTERN UNIVERSITY LIBRARY	VISUAL INFORMATION ACCESS, HARVARD	UM MEMORY UNIVERSITY OF MALAYA LIBRARY
1.	Title	Title	Title	Title
2.	Creator	Creator	-	Creator
3.	Date Created/Published	Date	Date	Date
4.	Rights Advisory	-	-	Rights
5.	Subjects	Subjects	-	Subject
6.	-	Location:	Location	Location
7.	Format	-	-	Format

Conclusion

In conclusion, the quality of a digital repository is represented by the quality of its metadata. It is important to have a standard metadata to ensure the accuracy, completeness and consistency of information presented to the public. UML tries to figure out the best way and the best practices to fulfill those criteria so that the information delivered are well understood by the public. However, continuous improvement to identify the lack of implementation is on going.


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APPENDIX

EMPEROR AKIHITO AND EMPRESS MICHIKO OF JAPAN DURING THEIR VISIT TO THE UNIVERSITY OF MALAYA

All Titles
Emperor Akihito and Empress Michiko of Japan during their visit to the University of Malaya



Dublin Core

Title
Emperor Akihito and Empress Michiko of Japan during their visit to the University of Malaya

Subject
University of Malaya--Visitors
University of Malaya--Events

Figure 8: An Example of Record Displayed on User Interface (1)

Description
This photo was taken on Wednesday, 2 October 1991.

Creator
University of Malaya Archive

Date
2 October 1991

Contributor
University of Malaya Collection

Rights
This material is protected under Malaysia Copyright Act which governs the making of photocopies or reproductions of copyrighted materials. You may use the digitized material for private study, scholarship, or research with proper acknowledgement to the University of Malaya Library.

Format
TIFF

Language
English

Type
Still Image

Identifier
A511982402

Coverage
Kuala Lumpur, 1991

Contribution Form
Online Submission
No

Still Image Item Type Metadata

Original Format
Photo

Physical Dimensions
(26 x 20 cm)

Color
B/W

Figure 9: An Example of Record Displayed on User Interface (2)


Location
University of Malaya Archive, Za'ba Memorial Library

Status
Digital copy is available

Box Number
B1

Note
From folder A513096652 (lini) | edited by JAR-3/7/2015

Files



Collection
[Special Events in Campus](#)

Tags
[Royal visits, VIP, Visitors](#)

Citation
University of Malaya Archive, "Emperor Akihito and Empress Michiko of Japan during their visit to the University of Malaya," in UM Memory, Item #1401, <http://ummemory.um.edu.my/ummemory/index.php/items/show/1401> (accessed July 13, 2015).

[Previous Item](#) [Next Item](#)

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{{cite web |url=http://ummemory.um.edu.my/ummemory/index.php/items/show/1401 |title=Emperor Akihito and Empress Michiko of Japan during their visit to the University of Malaya |work=UM Memory |accessdate=13 July 2015}}
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Figure 10: An Example of Record Displayed on User Interface (3)

Accessible Library Services for Users With Disabilities at the University Of Malaya Library

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Abstract

Special Disabled Users (SDU) is one category of users who use the University of Malaya Library (UML). According to Act 658 of Malaysia, people with disabilities shall have the right to access to information, communication and technology on equal basis with people without disabilities (Persons with Disabilities Act 2008, Act 685). This article aims to highlight all the services provided by the (UML) for the visually impaired and physically handicapped students and staffs registered as library members. This initiative was taken to support the mission and vision of the university to produce quality research and knowledgeable students. As the heart of the University, special facilities and services should be developed to help the SDU to use the Library. As a conclusion, it is important to ensure that UML can provide special library services concerning the specific user group.

Keywords: University of Malaya Library; Library services; Impaired and physically handicapped students; Academic library.

Introduction

“Persons with disabilities shall not be excluded from the general education system on the basis of disabilities, and children with disabilities shall not be excluded from pre-school, primary, secondary and higher education, on equal basis with persons or children without disabilities, including vocational training and lifelong learning”.

- Persons with Disabilities Act 2008 (Act 685 of Malaysia)

The American Library Association (2001) with regards to the policy of library services for people with disabilities pointed out that, libraries play a catalytic role in the lives of people with disabilities by facilitating their full participation in society. Hernon (2005) said that, *‘delivering great service is difficult. If it were easy, it would be more common’*

In order to support the needs of users with disabilities, the University of Malaya Library (UML) provide equal opportunity to information access and information resources. Throughout the year, UML has improved several facilities for special disabled users (SDUs) to ensure that they can use the Library to access information. Persons with disabilities have different information needs as a result of their limitations. Therefore, there are multiple things to consider in order to achieve equal opportunity in accessing information at the Library. As mentioned by Hernon (2005), students with disabilities are not a problem, they are an opportunity. Like all other students they are individuals who have potential, and the academic library has a role to unleash and develop that potential. The role of the library need to change and the librarians need to be more sensitive and there are also a need to conduct research on how to deal with SDUs. There has to be proper planning to develop better services continuously.

Library Service for SDUs

Academic libraries exist to provide a services to people who need them. Brophy (2005) stated that most academic libraries offer specialist services which are designed to meet the needs of particular user groups or which relate to particular parts of the collection. The services must be designed to meet the needs of

their academic community and at the same time to support scholarly communication. Cassner. *et al.*, (2011) noted that there are a number of articles that focus on services for the disabled.

There are numerous definitions of person with disabilities. Generally, a disability is the consequence of an impairment or injury that may be physical, cognitive, mental, sensory, emotional, developmental, or a combination of them. The National Postsecondary Student Aid Survey or NPSAS (2000) defined disability as “ a long-lasting condition such as blindness, deafness or a severe vision or hearing impairment, a condition that substantially limited one or more basic physical activities such as walking, climbing stairs, reaching, lifting or carrying, or any other physical, mental or emotional condition lasting sixth month or more”. According to the Persons With Disabilities Act 2008 (Act 685 of Malaysia), disability is an evolving concept and that disability results from the interaction between persons with disabilities and attitudinal and environmental barriers that hinder their full and effective participation in society in an equal basis compared to persons without disabilities.

Librarians need to be more proactive in order to provide better services and facilities in delivering information to this category of users. In Malaysia, the awareness of library services for users with disability is growing. Most academic libraries provide basic facilities for SDUs. Listed below are some of the academic libraries in Malaysia that provides the library service for SDUs. (Table 1)

Table 1: Malaysian academic libraries in Malaysia that provide the library services for SDUs.

NO	UNIVERSITY LIBRARY	LIBRARY SERVICE AND FACILITIES
1	International Islamic University Malaysia	Access to and within the library, ramp access, lift with voice indicator, automatic opening of IN and OUT doors, rooms for SDUs
2	University of Nottingham Malaysia Campus	Assistive software and hardware.
3	MARA University of Technology	Parking space, special door entrance, self-check machine for SDUs, Disabled lift on stairs.
4	University Sains Malaysia	SDU toilets, ramps, lift, special reading areas

University of Malaya Library (UML)

UML is the oldest academic library in Malaysia. Established in 1959 and currently head by Dr. Nor Edzan Che Nasir, the Chief Librarian, the Central Library is located in the middle of the university campus which is accessible by the University community. It is a four-storey building with a floor space of 17,372 square meters. UML has a total collection of more than a million titles. Playing a vital role in supporting research, teaching and learning for the campus, UML also acts as a place to disseminate and preserve research output. As equal opportunity to information access and information resources is one of its major concerns, UML also provides various facilities to cater to SDUs who use the Library. It is important to make sure that UML can support the mission and vision of the university. Special representatives have been appointed as the Disability Liaison Officers (DLO). In the UML, the librarian that has been appointed as the Library DLOs, have to perform several roles and the roles are as follows:

- Acts as the information provider to any issues related to SDUs for staffs and students.
- Liaises SDUs on issues related to their needs.
- Assists SDUs to register as library members.
- Recommends the best method and approach to cater to SDUs in the Library to management.
- Manages facilities and services for SDUs in the Library.

Apart from that, UM is also very committed in making sure that equal opportunities during their study at the campus. The Disability Management Services provided by UM are as listed in Table 2

Table 2: The Disability Management Services provided by UM.

DISABILITY MANAGEMENT SERVICES	
1	Disabled Student Management
	<ul style="list-style-type: none"> • Admission Process/ Disabled Student Registration in Disabled Student Management Unit • Disabled Student's Welfare Advisory Committee UM • Disabled Student Management Unit • Disability Liaison Officer • University of Malaya Inclusive University Policy • Inclusive Handbook : Information for students with Disabilities • University of Malaya Support Group for Disabled
2	Building Accessibility & Campus Environment
	<ul style="list-style-type: none"> • Accessibility Audit • UM Accessibility Map • Transportation and accommodation • Physical Facility
3	Learning & Support
	<ul style="list-style-type: none"> • Faculty • Library • Reader / Project Volunteer • Assistive Devices - Magnifier, Wheel chair, Braille, Job Access With Speech (JAWS), Window-Eyes and Non-Visual Desktop Access (NVDA), Sign Interpreter, large print, embosser, scanner etc. • Examination - Additional Time, Special Room, Special Officer
4	Quality of Life & Career Preparation
	<ul style="list-style-type: none"> • Disabled Student Development Program • Career Path • Disabled Student Involvement in campus activity • Sport

Facilities for SDUs

UML provides a number of special services and facilities to ensure access to library collections and services for SDUs. Throughout the year, there are numerous improvements of facilities and services for SDUs. UML is very committed in making sure that the SDUs get equal access to information and information resources. Special committees have been set up by the Library management to cater to issues related to SDUs. Table 3 shows the total number of SDUs in UM.

Table 3: Total of SDUs in UM

NO	CATEGORY	DETAILS	No
1	Staff	Academic Staff	10
		Professional & Management	3
		Support Staff	7
2	Students	Postgraduate	6
		Undergraduate	35

There are several privileges provided when they use the library. They can borrow up to 20 open shelf items at any time for up to 30 days. Apart from that, SDUs can borrow print theses and dissertation within the library. UML also provides digital versions of theses and dissertations that they can access from the institutional repository (students.repo.um.edu.my). The Library management hopes that this privilege may help them to retrieve as much information as needed. The library communicates with all SDUs via email to notify them of overdue items.

Information Skills Classes For SDUs

Special classes are conducted by the Disability Liaison Officer (DLO) and SDU Committee for the SDUs. McCarthy (2002) said that not only visually impaired users need to access to an adequate collection of materials, but they also need to learn information literacy skills. There are several information skills

classes offered for them such as Introduction to the Interaktif Library Portal, Online databases, E-journals, E-books, myLibrary, mySubjects, Digital Dissertations and UM and EndNote Reference Management Software, where they learn the basics of managing bibliographies and references when writing essays, articles, dissertations and theses as well as library website navigation for the visually impaired users. The objective of these classes are to create effective searching strategies for locating and using library resources and teach SDUs on how to focus on locating information and selecting the best information resource. The classes are conducted using Job Access with Speech (JAWS) software whereby the librarian needs to be skilled in using it. Each librarian usually takes a maximum of 4 students to make sure the class are effective.

Reserved Carrel

UML provides reserved carrels to SDUs and has more than 30 carrels for them to use during their study in UM. Basic facilities are provided in the carrel such as tables, chairs, electrical connectors and free Wifi. This facility is free for as long as the student is registered with the Library. They can bring their “reader” (person to read) into their carrel and keep their personal belongings as well.



Figure 1: Reserved Carrels for SDUs

Braille-Button Lift

Lifts access is very important especially for those who are physically handicapped. UML is committed in making sure that the lifts are accessible for both physically and visually impaired SDUs by upgrading the lift with Braille buttons. Braille lifts is a basic facility that any public building must have to cater to SDUs. The voice system is one of the important elements that is needed by visual impaired users. The automatic voice system for each floor helps SDUs especially those visually impaired, to identify which level they want to go to.



Figure 2 :Braille buttons in the lift

Computer Laboratory for SDUs

A special lab is provided for SDUs to access the Internet in the Library. UML has upgraded this laboratory to make sure most SDUs have easy access to the Internet. This facility is free and easily accessible by both the physically and visually impaired users and is located on level 1 of the Central Library. UML has provided Braille Embossers for the visually impaired users to use. In addition, the computer laboratory is equipped with Job Access with Speech Software (JAWS) used by the visually impaired users to access the computer. JAWS is the world's most popular screen reader, developed for computer users whose vision loss prevents them from seeing screen content or navigating with a mouse. JAWS provide speech and Braille output for the most popular computer applications on the PCs. UML had also trained selected librarians on how to utilize the software. SDUs can bring their laptops or tablets to use in this laboratory. Librarians can also use this laboratory to teach information skills for SDUs undergraduate and postgraduate students. The UML management recently upgraded the laboratory to make sure SDUs are more comfortable. Previously, the Laboratory was located on level 3 of the Central Library and access was cumbersome to the SDUs.



Figure 3 : Computer Laboratory for SDUs

Access to the Library

UML is planning on creating a map on disabled routes for SDUs users. This map is very important for SDUs to give them a better understanding of the UML building. Currently there is a ramp for wheelchair users to enter the library. There is also a guide block from the 7th college to the Central Library as most of the SDUs are housed there. This guide block helps SDUs especially those who are visually impaired to get to the library. Unfortunately, there are no guide blocks in the building yet. UML is looking to provide this facility in the near future.



Figure 4 : Special ramps for wheel chair users



Figure 5 : Guide block from 7th college

Accessible Toilet

Accessible toilet is a special toilet designed to accommodate people with physical disabilities. There are certain issues must need to be addressed in public toilet such as space and bars for users to hold on to. There are also established standards that need to be followed as guideline to design accessible toilets for

SDUs. The toilet should cater both the physical disabled and visually impaired users. In any building where public toilet facilities are provided, they must include the provision of a wheelchair accessible toilet. Certain places also consider putting an emergency alarm that is connected to a buzzer and red lamp. To be SDUs friendly, most of the public toilets in the Central Library are undergoing renovations. The universal design element is the major consideration during the design and planning process.

Conclusion

In order to be a world class university, UML needs to provide a better information centre for the SDUs. It is important to provide equal information access to the SDUs. To ensure this effort is continuously programming, UML can develop good networking ties with organizations such as the Malaysian Association for the Blind (MAB) and Malaysian Federation of the Deaf (MFD) since these organizations have the experience in dealing with and providing proper services to the SDUs. The UML management should consider new services for the SDUs to further enhance their ease and convenience when using the library that can add value to the current conditions. Example of services are special parking facilities, map accessibility for SDUs and Accessible lift for all categories of disabilities. Even though there are basic facilities provided in the building, in the future, based from the readings and observations from the literature, UML should consider developing audio catalogues, audio library guides and audio technology for online catalogues with voice responses to be embedded in the library services. There are several facilities that UML can improve such as providing more accessible toilets, accessibility map, upgrading tracks and ramps with standard specification and providing guide blocks in the building. UML should also promote and encourage UML users to be volunteer readers to assist SDUs.

In conclusion, UML has shown that it cares for the SDUs. The management should continuously improve the efficiency of the services and facilities that are already in place as well as add new ones. To design buildings which allow SDUs to get around easily by themselves and to use facilities independently is not easy but it is not impossible. This is to ensure that UML truly becomes 'a library for everyone'.

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Rejected Requests: A Study of Publication Supply Requests of Items Available in Library Collection

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Abstract

Publication Supply Service is primarily provided by the library as a supplement to collection development and not to provide users with document delivery service. However, library users always submit their requests for items that are available in the library collection. This study examines the publication supply statistics at the University of Malaya Library to determine how many requests were received for items available in the library collection and to identify the patterns of these rejected requests by groups of users and items requested. This study found that users from the Science and Engineering faculties contribute to a high number of requests especially by Ph.D students. A majority of users submitted the request for journal articles which are available in the online databases and bound journals available on the Library shelves.

Keywords: Publication supply requests; Document supply request; Document delivery; Locally held items; Locally available items; Cancelled requests; Rejected requests.

Introduction

Publication supply (usually known as interlibrary loan or document delivery) is an important service provided by the University of Malaya Library (UML) to meet its user needs for library materials which are not available in the collection. This service operates on the belief that no library holds everything, so libraries need to share their resources whenever possible. The References and User Services Association (RUSA) in their *Interlibrary Loan Code for the United States (1994)* states that "Interlibrary loan is the process by which a library requests material from, or supplies material to, another library. The purpose of interlibrary loan as defined by this code is to obtain, upon request of a library user, material not available in the user's local library". Therefore, checking the request against the library holding is a priors process when receiving publication supply requests to make sure requests made are for items not available in the library holding.

When it is clearly stated that publication supply services aim to help users access library material unavailable in the library through sharing resources with other local and overseas libraries, it becomes frustrating when users still request for items that they can access locally whether it is physically located in the library or an online resource that they can just click to have full access to full text subscribed by the library from their home, office, or college in campus. This type of request always require extra time for staff to check against the local library catalogue, online portal, and open searching tool when it should be done by users before they submit their requests.

The practice of library users who use the publication supply service to request for items that are available in their own library collection is an ongoing problem faced by academic libraries. This problem persists although the library offers multiple searching tools to locate holding items such as the library catalogue, an online portal for e-resources subscribed by the library, and open searching tools. These requests have to be rejected and this is a waste of time and frustrates both the users and staff handling the service.

This study examines publication supply statistics at the UML to determine how many requests were received for items available in the library collection and to identify the patterns of these rejected requests by groups of users and items requested. Identifying such patterns might be useful to understand the reasons why UML users request for items that available to them for access internally. Further discussion will suggest what can be done to reduce the number of these rejected requests.

Literature Review

Numerous researchers have analysed publication supply request statistics, derived various objectives and methodologies to analyse the reasons users request for materials that are locally available in the library collection, and discussed the strategies on how to reduce the number of these requests.

Yontz, Williams and Carey (2000) studied the patterns of interlibrary loan requests at the University of Florida in 1998 to find out whether the quality of their catalogue records and the ability of patrons to use the OPAC were the factors that lead them to request for items already owned by the library. The authors were surprised to find that their assumption was wrong. They concluded that there are no errors in the bibliographic records but the patrons need bibliographic instruction and information on interlibrary loan policies and procedures. They also realized that their patrons are confused by the way the items are shelved in various branch libraries. The authors suggest actions that can be taken to reduce requests for locally held items such as improve communication between cataloging, interlibrary loan, and reference staff for bibliographic record quality and interlibrary loan policies and procedures, improve shelf management, standardize classification system, clearly define and communicate interlibrary loan policies and procedures to library staff and patrons, and increase users' searching skills through bibliographic instruction programs.

In his study, O'Brien (2004) analysed data on interlibrary loan requests at the Chicago Library of the Health Sciences, University of Illinois during the fiscal year 2002 to 2003. The aims of the study were to determine how many requests were received for items held in the library collection and to see how the expansion of electronic journals subscriptions give impact to the cancellation rate of interlibrary loan requests. Results of the study showed that the highest percentage of cancelled request was due to the availability of print subscription for the title requested. It indicates that users relied on electronic resources as their choice to fulfill their information needs rather than searching in the library catalogue or checking the shelves. Thus, the interlibrary loan and document delivery service seem to be the best choice to fulfil their needs. Similar to a Yonts, Williams and Carey (2000), O'Brien (2004) also suggests that catalogers, reference librarians and interlibrary loan staff can contribute to reducing the number of request for available items in library collections by including the interlibrary loan policies and procedures in bibliographic instruction program, and including abbreviated title in MARC record to enable users to search for abbreviated journal titles in the online catalogue.

Murphey and Greenwood (2009) analysed the 2001 to 2007 interlibrary loan data at the Williams and Science Library, University of Mississippi. The authors examined the nature of interlibrary loan cancelled requests and the characteristics of patrons to determine which user group might benefit from interlibrary loan instructions. The results show that the percentage of items cancelled due to local availability is at an all-time high with the availability of items in the stack as the most frequent reason. This result supported the study by O'Brien (2004) which shows that patrons tend to submit their interlibrary loan request by assuming that their request is not owned locally without checking the printed resources. This study also recommends that bibliographic or library instruction programmes should be increased by providing in-person library instruction to graduate students as an attempt to increase their research skills. The limited quota of document delivery requests for the graduate students is believed to have a high impact on the workflow of the interlibrary loan department.

Due to a long-standing interlibrary loan service problem which patrons often make requests for materials that are locally available, Page and Kuehn (2009) studied the 2007 interlibrary service records at the Ohio State University Libraries. They identified the pattern within the record of cancelled interlibrary requests to indicate the reasons why patrons request for documents already available for them. Patterns studied were groups of users, items requested, citations used, and searches. The results showed that cancelled requests came from academic departments, more for articles rather than books, for an item published recently, six years earlier, and related to problematic OpenURL links to publisher or content provider web pages. As other previous studies, the authors also emphasized that library instruction contents should be

improved to educate users on how to find materials immediately rather than submitting requests for interlibrary service.

Reycraft (2010) continued the earlier studies on publication supply records by investigating the significant number of interlibrary loan requests for items that are already available electronically or in print at the Florida Gulf Coast University. Similar to earlier studies, this study explored the reasons users place this kind of requests, the insights they might provide from this requests, and actions that can be taken to reduce the number of requests. The results indicate that the most reason for requests' cancellation was due to the availability of print items in the library, especially for bound journals and books. The pervasive of full-text electronic resources and digital natives of users became a trend that contributes to issues of limited awareness and inconvenience of obtaining print items compared to obtaining them through interlibrary loan services. Reycraft also suggested that an instruction of interlibrary loan policies and procedures should be included in information literacy programmes or workshops. The awareness of interlibrary loan policies and procedures should be increased among staff. The author suggested that document delivery of locally held items should be considered to extend the services as an opportunity rather than a problem.

Gaffney (2012) examined interlibrary loan statistics at the University of Delaware for the 2006-07 to 2009-10 academic years to assess the usability and effectiveness of WorldCat Local as a search tool that integrates citations, local and worldwide holdings, and delivery functionality in one single interface. WorldCat Local integrates the interlibrary loan system and makes this service more visible and accessible in the library search interface. The availability of items held in the library will be more visible to users as they can check the item status immediately and furthermore the button link Get It! is available for the users to check the local holding and includes an option for interlibrary loan request. The statistics showed that the number of request cancellation due to the availability of items in the library holding decreased after the implementation of WorldCat Local. This study indicates that WorldCat Local is an effective search tool for both locating citations and obtaining materials. The interlibrary loan requests button that works based on local policies reduces the tendency of users to submit an interlibrary loan request for available local holdings.

Previous studies on interlibrary loan requests for locally available materials were focused on examining the reasons and pattern behind such requests and suggested possible actions for reducing the number of this type of requests. A recent study by Conell and Conell (2014) studied how libraries respond to such requests by determining whether the processing methods used for locally available items affect patron behavior and whether those behavior varies by user status or disciplines. This study compared the existing interlibrary loan transaction data from 2010 to 2014 between Valparaiso University (Valpo) and University of Maryland, Baltimore Country (UMBC). The results showed that compared to Valpo which uses the instruction method for requests cancellation, patrons at UMBC are more likely to repeat the requests for locally available items because of the delivery method used. The data shows similar results for both institutions in terms of patrons' behavior differing by their status or discipline. There were more repeatable requests by faculty and graduate students rather than undergraduates, and the number was high from the Sciences department. The authors strongly believed that Valpo's instruction method to deal with requests of locally held materials benefited the users more in educational value. Through the instructions, patrons can learn and alter their behavior compared to patrons who are provided with the full text all ready for them. The instructional messages serve as a tool to guide patrons on their path to information literacy.

Background

The University of Malaya (UM) is the premier research university (RU) in Malaysia with more than 27,000 students and 1700 academic staff enrolled in 12 faculties, 2 academies, 5 centres, and 5 institutes that cover the multidisciplinary spectrum of learning from the Arts, Sciences and Humanities. UML was

established in 1959 and has a total collection of more than a million titles. It consists of a Central Library and a network of branch and special libraries to meet the specific and special needs of some faculties. Located in the middle of the UM campus, the Central Library provides library services and facilities for the whole campus. The Library collection comprises of books, journals, conference proceedings, audio video, microform, theses and dissertations as well as access to electronic resources such as online databases, e-journals, and e-books.

The publication supply service is placed in the Client Services Division at the Central Library. The publication supply service staff at this division are responsible for catering to all requests made by eligible users in UM except for the Medical and Dentistry faculties. The requests from these faculties are managed by staff at the Medical Library. The term "Publication Supply Service" is used to refer to both interlibrary loan and document supply service. Parallel with the aims of these services, the Publication Supply Service are to fulfil users' need for obtaining materials which are not available in library collections. Currently, the publication supply service are offered to academic staff, postgraduate students and final year undergraduate students with a limited annual free quota for document supply request.

Since 2005, eligible users at UML submit their publication supply requests using the online form via the Interaktif Portal. The Interaktif Portal is a library portal for accessing electronic resources and utilizing electronic services provided by UML. An online form for publication requests is available under e-services which can only be accessed by eligible users as stated in the publication supply policy. All the requests from this online form will go through a local database that runs on the Ms Access platform known as *UMLibWeb: Client Services Division*. This database is developed, managed and maintained by the Acting Senior Deputy Chief Librarian, Mr. Mahbob Yusof. All the publication supply requests process will be recorded in this database from receiving requests from users to item collection by users and item returns to supplier library.

For successful requests, users must pick the items at the Client Services Division, and sign the printed form for documentation purposes. For interlibrary loan, it is mandatory to pick and return the items at the Client Services Division. But for document supply, documents will be sent electronically by email whenever possible depending on the document type received from supplier library. If necessary, or on request by users, a document received as photocopies will be scanned and delivered electronically.

For rejected requests by, it is a standard procedure for the publication supply staff to verify the reasons for rejection to the requestor. A note of stating the reason will be recorded in the database and can be clearly seen by the user through the status button in the Interaktif Portal. Prior to the rejection of a request due to the availability of the item in the libraries holdings, the publication supply staff will verify the reason of rejection by giving a note of the specific location and holding information of the item. The note included is information of library holding, call number, specific database or URL link for electronic resources.

Monthly statistics and an annual report of the publication supply request are provided by the librarian at the Client Services Division.

Methodology

Publication supply requests completed over three years (2012 to 2014) were. Only requests managed by staff at the Client Services Division (requests managed by Medical Library were excluded) were analysed. Data were generated from MS Access database, *UMLibWeb: Client Services Division* for two report queries: the requests received from eligible users, and received items report or successful requests. The two reports were combined, and data analysed using Ms Excel. Data were analysed to determine requests status. The requests status was identified by checking each request through the notes in the database.

The following status were identified:

- Total number of requests
- Total number of fulfilled requests (successful request)
- Total number of rejected requests due to availability in library collection
- Total number of rejected/unfulfilled requests for other various reasons

The data of rejected requests due to availability in the library collection, was analysed to determine the requests pattern by users and item types.

In order to determine the group of users who submitted requests of items available in the library collection, data in this status range were sorted by the request numbers by faculty, followed by matric number of users to count how many users were submitting this requests. Then, they were categorised in the user's category namely are final year undergraduate student, master student, PhD. student, and academic/professional staff.

Data were sorted by item type name and categorised to the sources of information namely are printed items, electronic resources (online databases), and internet/web resources (free/open access).

Findings

Publication Supply Request Statistics

A total of 9,317 requests were submitted by eligible users from 2012 to 2014 (Table 1). Of these, 50% (4,687 requests) were successfully fulfilled, 27% (2,527 requests) were rejected due to item availability in the library collection, and 23 % (2,104 requests) were unfulfilled.

Table 1 : Publication Supply Request Statistics (2012-2014)

YEAR	TOTAL REQUEST	REQUESTS STATUS		
		FULFILLED/ SUCCESSFUL	AVAILABLE IN LIBRARY COLLECTION	OTHERS REJECTED/ UNFULFILLED REQUESTS
2012	3159	1631	863	665
2013	3325	1610	965	750
2014	2833	1445	699	689
TOTAL	9317	4686	2527	2104

Group of Users that Requests Items Available in Library Collection

Out of 9,317 requests received, 27% (2,527 requests) were rejected due to item availability in the library collection. To determine the pattern of users who submitted requests for items available in the library collection, user's data were divided to a group of users by their faculties and user categories.

From 2,527 requests, a total number of 914 users submitted this type of requests. Table 2 and Figure 1 shows the breakdown by user's faculty. Every year, users from the Faculty of Science contribute to the high numbers to this type of requests (29%) followed by users from the Faculty of Engineering (16%).

Table 2: Number of requestors who submitted publication supply requests for items available in the library collection, by year and faculty

FACULTY	TOTAL REQUESTOR (2012)	TOTAL REQUESTOR (2013)	TOTAL REQUESTOR (2014)	TOTAL REQUESTOR
Academy of Islamic Studies	21	20	19	60
Academy Of Malay Studies	0	1	0	1
Faculty of Built Environment	14	11	4	29
Faculty of Languages & Linguistics	34	15	9	58
Faculty of Economy & Administration	9	13	6	28
Faculty of Engineering	62	59	28	149
Faculty of Education	33	34	26	93
Faculty of Business & Accountancy	15	19	11	45
Faculty of Science	108	93	65	266
Faculty of Computer Science & Information Technology	21	12	14	47
Faculty of Art & Social Science	23	21	9	53
Asia-Europe Institute	3	0	0	3
Institute Of Educational Leadership	2	1	1	4
Institute Of Graduate Studies	4	5	6	15
Institute Of Research Management & Monitoring (IPPP)	2	1	0	3
Vice Cansellor Office	3	8	2	13
Centre for Science Foundation Studies	2	2	4	8
Cultural Centre	12	5	4	21
Sport Centre	5	4	2	11
Faculty of Law	1	2	3	6
International Institute Of Public Policy & Management (INPUMA)	1	0	0	1
TOTAL	375	326	213	914

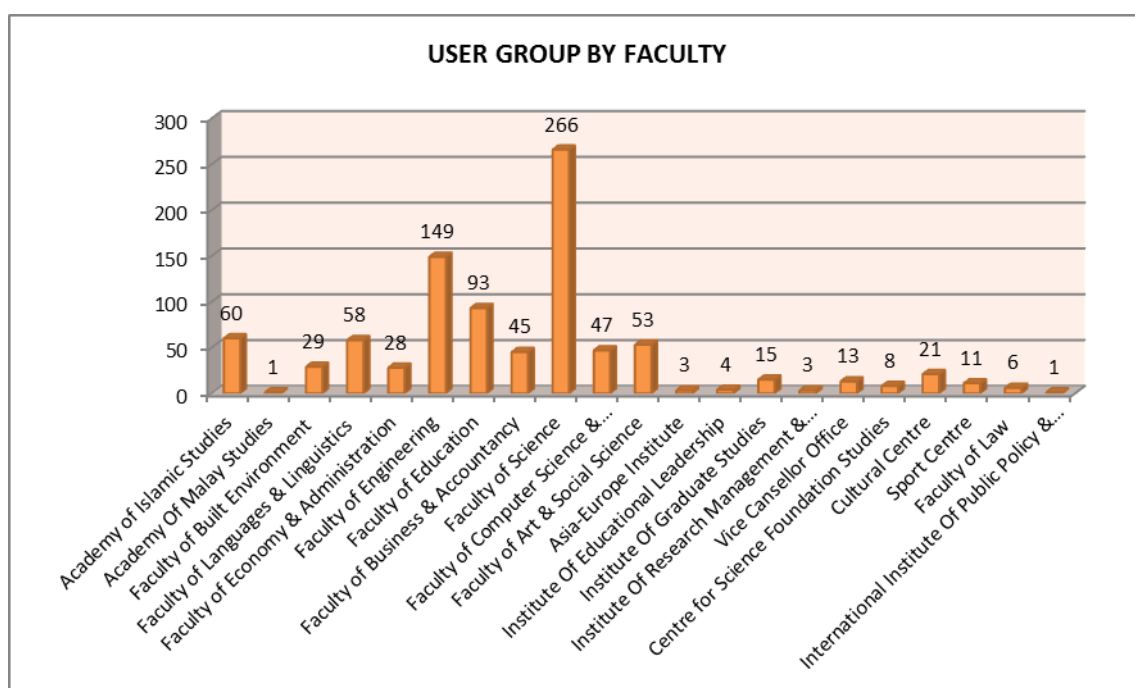


Figure 1: Total of requestors who submitted publication supply requests for items available in the library collection during 2012 to 2014 by faculty

Table 3 and Figure 2 shows the group of users by the user's category. Out of 914 users, 49% were Ph.D. students who contribute to the high number of publication supply request for items that are already available for them to access physically in the Library or through online access, followed by Master students (30%) and academic or professional staff (21%).

Table 3: Number of requestors who submitted publication supply requests for items available in the library collection, by year and user's category

USER CATEGORY	TOTAL REQUESTOR (2012)	TOTAL REQUESTOR (2013)	TOTAL REQUESTOR (2014)	TOTAL REQUESTOR
Final year undergraduate student	4	0	0	4
Master student	115	91	65	271
Ph.D student	183	161	100	444
Academic/professional staff	73	74	48	195
TOTAL	375	326	213	914

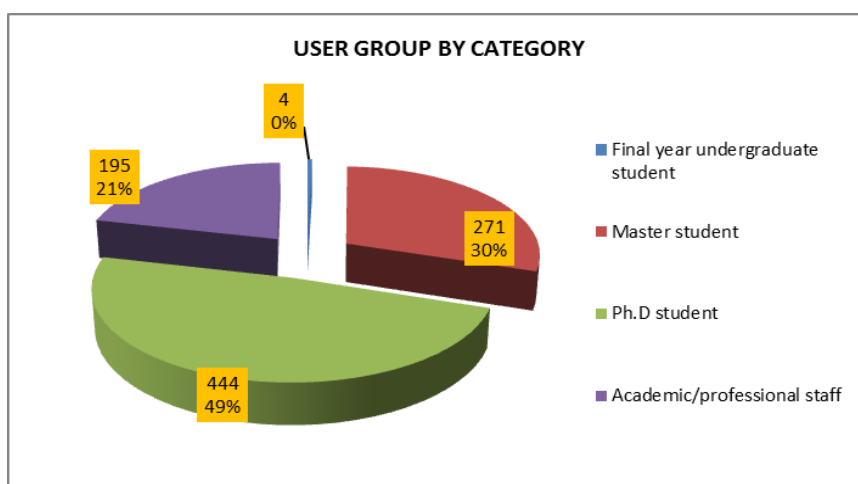


Figure 2: Total of requestors who submitted publication supply requests for items available in the library collection during 2012 to 2014, by user's category

Format of Item Requested

Table 4 and Figure 3 show the number of requests by item type. The result of this study shows that journal articles comprised the highest numbers (79%) of all requests for items available in the library collection from 2012 to 2014. However, the pattern shows that the number decreased by 17% in 2014 compared to the previous year.

Table 4: Number of requested items, by type and year

ITEM TYPES	2012	2013	2014	TOTAL
Journal article	703	758	538	1999
Book chapter	23	31	15	69
Conference paper	22	32	37	91
Book	115	144	109	368
TOTAL	863	965	699	2527

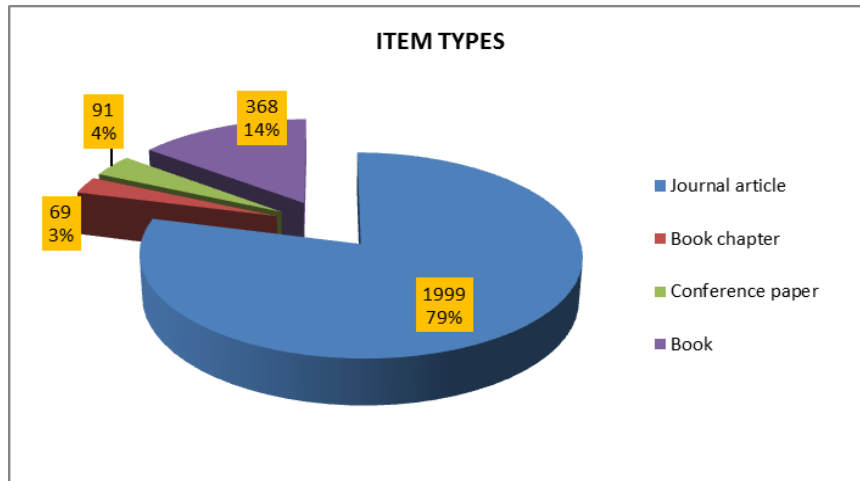


Figure 3: Type of item requested in publication supply requests for items available in the library collection during 2012 to 2014

Table 5 and Figure 4 show the number of requests by sources of materials. Out of 2,527 requests, the majority of users submitted a request for an item available in online databases subscribed by UML (1,128 requests) and printed item available in Library shelves (1,019 requests). Surprisingly, quite a high number of requests (380 requests) were for the items that can be accessed freely and straight away from web resources using Google.

Table 5: Number of requested items, by sources of material and year

SOURCES	2012	2013	2014	TOTAL
Online databases	354	457	317	1128
Printed material	380	368	271	1019
Web resources	129	140	111	380
TOTAL	863	965	699	2527

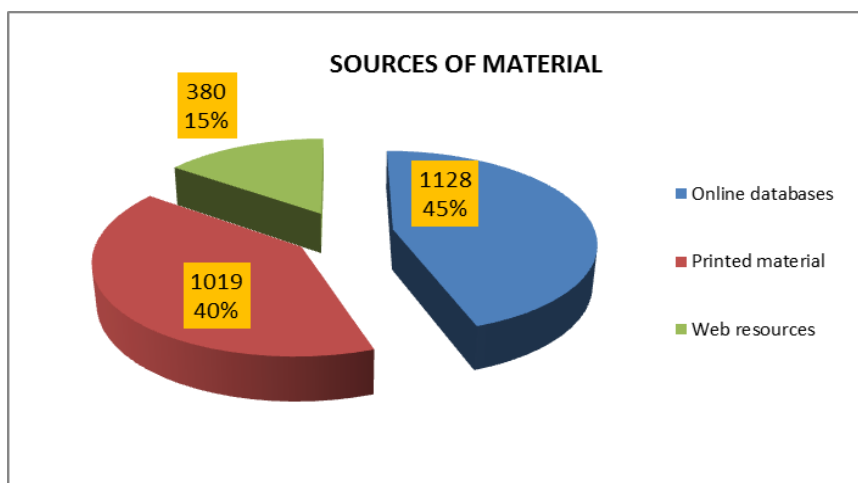


Figure 4: Sources of item requested in publication supply requests for items available in the library collection during 2012 to 2014

Table 6 and 7 show the breakdown of numbers of requested items by type of services, document supply and interlibrary loan, and sources of materials. The findings show that a majority of users submit document supply requests compared to interlibrary loan requests for items available in the library collection which represent 85% of requests. There is no significant difference between the requests for items available in online databases and printed materials.

Table 6: Number of requested items for Document Supply Service (breakdown by sources of material)

SOURCES	DOCUMENT SUPPLY			
	2012	2013	2014	TOTAL
Online databases	339	343	238	920
Printed material	280	341	242	863
Web resources	129	137	110	376
TOTAL	748	821	590	2159

Table 7: Numbers of requested items for Interlibrary Loan Service (breakdown by sources of material)

SOURCES	INTERLIBRARY LOAN			
	2012	2013	2014	TOTAL
Online databases	15	114	79	208
Printed material	100	27	29	156
Web resources	0	3	1	4
TOTAL	115	144	109	368

Discussion and Recommendations

Users from the Faculty of Science and the Faculty of Engineering which represent the science and technology cluster in UM contributed to the high number in submitting publication supply request for items available in the library collection. They represent 45% of this type of requests during 2012 to 2014. This is similar to the findings of Connell & Connell (2014) where they found a high number of repeatable requests from the Sciences department.

Postgraduate students submit the majority of requests (79%) for items available in the library collection during those years. However, it is noted that there is no significant difference in request percentage by different category of users except for final year undergraduate students that did not contribute to this figure. It shows that different categories of users do not have significant relations with the users' behaviour in submitting such requests.

Most users submit requests for journal articles which are available in the online databases and bound journals available in the library. There is no significant difference between requests for items available in online databases and printed materials. However, with the high number of requests submitted for items available in online databases, this finding supports the findings of studies by O'Brien (2004); and Murphey and Greenwood (2009) which state that users use the publication supply service as their best choice to fulfil their information needs without checking the Library collection. They use Google as their primary source of information instead of checking in the Interaktif Portal to access electronic resources subscribed by the Library or search in Pendeta Discovery.

This behaviour indicates that information searching skills are important and has to be emphasized in user education as suggested by numerous studies. It is a standard procedure for publication supply staff to

check requests citation against the library catalogue (Pendeta Discovery) and online resources (Interaktif Portal) before searching in other libraries. The question that arises is why the users cannot find the item they want in the local library since they are all available, while the staff can locate them without much difficulty.

Based on previous studies, and the discussions and findings of this study, the following are suggestions on how to reduce the number of publication supply requests for items available in the library collection:

1. *Improvement of Information Skills Session.*

This user instruction program should be improved to improve the searching skills of library users. One to one consultation session has to be promoted to users as users might want personal instruction method. These programs are vital to educate users and develop their information seeking behaviour.

2. *Promoting the usage of EBSCO Discovery Service (EDS)*

EDS is subscribed by UML as a search tool that integrates electronic resources and Library holdings together so that users could easily search for electronic and printed materials using a single searching tool. It enables users to search in both the online databases and Library catalogue through a single interface and check the availability of items at the same time. Thus, it will reduce the tendency to submit publication supply requests without checking the Library catalogue.

3. *Communication about publication supply policies and procedures*

Publication supply policies and procedures need to be clearly communicated to staff especially at the Reference Desk to ensure that all staff especially those who deal with users. They must understand the policies and procedures so that the information given is correct. The Information Skill Sessions should include information about these policies and procedures.

4. *Document Delivery Service for locally held item*

As suggested by Reycraft (2010), document delivery of locally held items should be considered as an opportunity rather than a problem. UML can consider extending its publication supply services by providing document delivery services for locally held item. This service can be added as a fee-based service which can benefit both the Library and users. Staff limitation and policies and procedures need to be considered while planning for this service.

Conclusion

The publication supply service is primarily provided by the Library as a supplement to collection development, and not to provide users with a document delivery service. Users should make use of all the available resources that they can access immediately rather than submit requests to the publication supply service. It is hoped that this study will lead to new ideas for improving the services provided by the Library and is not specific to publication supply service but also serves other related services.

Furthermore, due to the limitation of this study that relied only on existing data from the publication supply records, the inference that can be made to identify the reasons behind this type of request is limited. Thus, future studies should include user surveys to clarify why they request for such items.

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Pengurusan Bahan Hadiah dan Pertukaran di Perpustakaan Universiti Malaya

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Abstract

This article aims to review the management and exchange of gifts in the library. Several methods have been identified and suggested for the items that are not added to the library collection. This serves as a guideline to manage the items effectively.

Abstrak

Artikel ini bertujuan untuk melihat semula pengurusan bahan hadiah dan pertukaran di Perpustakaan UM. Beberapa kaedah pengurusan bahan hadiah yang tidak ditambah ke dalam koleksi Perpustakaan dikenalpasti sebagai panduan kepada pengurusan bahan tersebut yang lebih berkesan.

Katakunci: Hadiah dan pertukaran; Pengurusan bahan hadiah.

Pengenalan

Pembangunan koleksi di perpustakaan akademik merupakan suatu proses penting dalam menyokong proses penyelidikan, pengajaran dan pembelajaran sesebuah universiti. Secara amnya pembangunan koleksi sesebuah perpustakaan adalah secara pembelian dan hadiah.

Sepertimana perpustakaan akademik yang lain, Perpustakaan UM (PUM) juga berhadapan dengan tekanan kewangan dalam membangunkan koleksi. Sehubungan itu, program hadiah dan pertukaran adalah satu usaha untuk memperkaya koleksi PUM. Perpustakaan menerima bahan hadiah daripada individu, perpustakaan lain, badan kerajaan, badan berkanun dan organisasi tempatan dan antarabangsa. Bahan hadiah yang diterima adalah bahan yang memberi manfaat dan menyokong pengajaran, pembelajaran dan penyelidikan warga UM.

Di PUM, Bahagian Pembangunan Koleksi bertanggungjawab menguruskan proses penerimaan bahan hadiah dan pertukaran.

Dasar Sedia Ada Pengurusan Bahan Hadiah dan Pertukaran

Perolehan dan Penerimaan Bahan Hadiah dan Pertukaran

PUM sentiasa berusaha memperoleh bahan melalui hadiah bagi bahan yang tidak dijual di pasaran, terutamanya terbitan Kementerian/Jabatan Kerajaan Malaysia; badan berkanun dan pihak berkuasa tempatan; universiti; dan organisasi tempatan dan antarabangsa.

Bahan terbitan luar negara diperolehi melalui hadiah secara terpilih mengikut keperluan iaitu selaras dengan kepentingan pengajaran, pembelajaran atau penyelidikan serta tidak bersifat propaganda terhadap sesuatu fahaman atau politik sesebuah negara. Keutamaan diberi kepada bahan yang diterbitkan oleh institusi pengajian tinggi, persatuan profesional dan pertubuhan antarabangsa.

Perolehan bahan hadiah adalah dalam pelbagai format seperti monograf, jurnal, kertas kerja persidangan, bahan multimedia dan lain-lain. Bahan berkaitan agama Islam boleh diterima, sekiranya tidak bercanggah

dengan amalan penduduk Islam di Malaysia. Sekiranya bahan tersebut diragui, Perpustakaan akan merujuk kepada pakar untuk mendapatkan nasihat. PUM juga, menerima bahan yang dihadiahkan oleh tokoh negarawan sekiranya bahan tersebut memberi manfaat kepada pengguna Perpustakaan. Sumbangan tersebut boleh dikategorikan sebagai koleksi khas dengan kelulusan pihak Pengurusan PUM. Penerimaan bahan hadiah PUM tidak melibatkan sebarang pemberian saguhati atau pun bayaran.

Pemilihan Bahan Hadiah untuk Simpanan Perpustakaan

Memandangkan jumlah penerimaan bahan hadiah amat banyak setiap tahun, maka proses pemilihan perlu dijalankan dengan teliti bagi memastikan bahan yang sesuai sahaja disimpan di Perpustakaan. Proses ini penting bagi mengelakkan berlakunya kepadatan rak dan juga mengelakkan PUM dijadikan sebagai tempat “pembuangan” bahan bacaan yang tidak diperlukan oleh mana-mana organisasi/institusi atau individu.

Dalam hal ini, PUM berhak memilih dan menyimpan bahan yang sesuai sahaja berdasarkan kriteria berikut:

- Terbitan adalah yang terkini. Kekinian bahan bermula dari tahun 2010 dan ke atas kecuali bagi bahan-bahan tertentu.
- Bahan adalah dalam keadaan baik dan boleh digunakan.
- Bahan mempunyai nilai akademik
- Bahan nadir
- Bahan dimiliki oleh tokoh yang banyak berjasa kepada bangsa dan negara
- Bahan mempunyai nilai sejarah,
- Bahan biografi dan autobiografi tokoh yang berjasa kepada bangsa dan negara
- Sumbangan dalam satu koleksi yang lengkap seperti bahan bersiri atau jurnal. Bahan yang diterima adalah berkesinambungan dan aktif diterbitkan

Penolakan Bahan Hadiah

PUM berhak menolak atau tidak menerima bahan hadiah berdasarkan kriteria berikut:

- Bahan yang tidak sesuai
- Keadaan fizikal bahan yang tidak baik
- Kandungan bahan adalah lama dan tidak bersesuaian dengan keadaan semasa (contoh; perisian komputer).
- Bahan duplikasi dalam Sistem Katalog Perpustakaan.
- Bahan hadiah terbitan tahun 2010 dan ke bawah tidak diterima, kecuali bagi bahan-bahan tertentu.
- Sumbangan dalam satu koleksi yang tidak lengkap seperti bahan bersiri atau jurnal.

Bahan hadiah yang tidak ditambah ke dalam stok Perpustakaan akan dihadiahkan kepada institusi dan orang perseorangan yang memerlukan.

Bahan Hadiah yang Ditolak

Prosedur Perpustakaan menetapkan bahawa bahan hadiah yang ditolak tidak akan ditambah dalam koleksi PUM tetapi disimpan di dalam pejabat atau bilik simpanan. Ini menyebabkan lambakan bahan hadiah berlaku seterusnya menyebabkan kepadatan ruang simpanan di Bahagian Pembangunan Koleksi, Perpustakaan Cawangan dan Perpustakaan Khusus. Perpustakaan telah melaksanakan beberapa langkah bagi urusan bahan hadiah tersebut seperti berikut:

a) Program Pertukaran Bahan

Bahan hadiah boleh dijadikan sebagai bahan pertukaran di antara PUM dengan institusi di peringkat kebangsaan dan antarabangsa. Program ini juga dapat membantu pembangunan koleksi PUM terutamanya dalam mendapatkan bahan-bahan yang tidak terdapat di pasaran.

b) Sumbangan kepada Institusi/Individu

Bahan hadiah boleh disumbangkan kepada institusi atau individu yang memohon sumbangan bahan bacaan untuk kegunaan masyarakat di kawasan kejiranan mereka. Ini selaras dengan hasrat Kerajaan untuk mewujudkan budaya membaca dalam kalangan masyarakat Malaysia.

c) Program Buku Percuma

PUM memberi bahan hadiah yang tidak dikehendaki secara percuma kepada pelajar, warga universiti dan pengguna luar. Bahan-bahan ini akan dipamerkan di dalam Perpustakaan dan pengguna boleh mengambil bahan tersebut secara percuma. Program ini juga diadakan semasa Karnival PUM. Mereka yang mengambil buku dikehendaki menulis nama, fakulti, nombor kad pelajar/staf/pengenalan dan kuantiti untuk tujuan rekod.

d) Menggantikan atau Melengkapkan Jilid Jurnal

PUM mengambil peluang daripada bahan hadiah jurnal untuk menggantikan atau melengkapkan jilid koleksi jurnal yang sedia ada dengan mengisi kekosongan isu jurnal yang tertinggal.

Cadangan dan Penambahbaikan

Bagi mengatasi masalah lambakan bahan yang ditolak, prosedur pengurusan bahan hadiah ditolak dan tidak ditambah ke dalam stok Perpustakaan perlu dikenalpasti dan didokumentasikan. Ia boleh dijadikan sebagai garis panduan untuk menguruskan bahan tersebut secara berkesan. Cadangan dan penambahbaikan yang boleh dilakukan adalah:

a) Pemakluman kepada penyumbang mengenai prosedur perolehan bahan hadiah

Semasa penerimaan tawaran bahan hadiah, penyumbang hendaklah dimaklumkan tentang dasar hadiah yang telah ditetapkan oleh PUM. Borang/surat persetujuan di antara PUM dan penyumbang hendaklah ditandatangani bagi mengelakkan berlakunya salah faham dan para penyumbang tahu dan maklum proses yang berlaku di dalam Perpustakaan. Oleh itu, staf yang berurusan dengan pengguna terutama staf yang bertugas di Perkhidmatan Rujukan atau kaunter perlu peka dengan prosedur ini.

b) Pendigitisan Artikel Malaysiana

Bagi sumbangan bahan bersiri/jurnal yang tidak lengkap, PUM perlu memilih dan mengimbas artikel Malaysiana sahaja untuk disimpan di dalam repositori Perpustakaan. Bahan asal akan dikategori dan diurus sebagai bahan yang ditolak.

c) Program Pelupusan Bahan

PUM perlu mewujudkan dasar pelupusan bahan supaya pelupusan bahan hadiah yang rosak dan lama dapat berjalan lancar tanpa halangan. Dasar ini hendaklah merujuk kepada prosedur pelupusan bahan bercetak sebagaimana ditetapkan dalam *Pekeliling Perbendaharaan Bil. 5 Tahun 2007 Tatacara Pengurusan Aset Alih Kerajaan* atau mana-mana peraturan yang diterima pakai dari semasa ke semasa. PUM boleh mencontohi program pelupusan ini yang telah dijalankan oleh PNM berdasarkan Dasar Pelupusan Sumber Perpustakaan (No. Dasar: PNM/DS/12-P1) yang telah diluluskan pada 26 Jun 2012.

d) Prosedur Sebelum Penerimaan Bahan Hadiah

Penyumbang perlu menyediakan senarai bahan yang akan disumbangkan kepada PUM dan PUM akan memilih tajuk-tajuk yang sesuai sahaja manakala yang lain ditolak. Oleh itu, penyumbang hanya menghantar bahan yang dipilih oleh Perpustakaan sahaja. Ia dapat menjimatkan masa dan tenaga staf PUM selain mengatasi masalah ruang simpanan.

e) *Maklumbalas Penolakan Bahan Hadiah kepada Penyumbang*

Sekiranya bahan hadiah yang diterima tidak ditambah dalam koleksi Perpustakaan, penyumbang perlu dimaklumkan mengenai perkara tersebut berserta senarai bahan yang ditolak. Penyumbang perlu memberi maklumbalas untuk mengambil semula bahan atau bersetuju dengan apa-apa tindakan yang akan diambil oleh Perpustakaan terhadap bahan tersebut. Maklumbalas mesti dikemukakan dalam tempoh tertentu. Sekiranya tiada maklumbalas diterima selepas tempoh tersebut, Perpustakaan berhak menguruskan bahan tersebut mengikut prosedur yang sedia ada.

Penutup

Tidak dinafikan program hadiah dan pertukaran memainkan peranan yang penting dalam pembangunan koleksi PUM. Program ini sangat membantu di saat PUM menghadapi kekangan peruntukan kewangan bagi pembelian sumber rujukan. Bagi memaksimumkan faedah bahan hadiah ini, polisi dan prosedur perlu ditambahbaik dan didokumentasi. Bahan hadiah yang diurus dengan baik dan berkesan boleh menjadi sumber rujukan kepada penyelidik dan warga Universiti Malaya.

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**Projek Penambahbaikan : Penyimpanan dan Pengaksesan Mudah Bahan Bilik Kompaktus
di Perpustakaan Universiti Malaya**

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Abstract

University of Malaya Library has a collection of materials in bulk. This raises the problem of space constraints for adding new collections to fit into the shelves. Adding a shelf cannot be done because the space is also needed for the comfort and needs of library users. Therefore, materials that are inactive or rarely borrowed by user are stored in the compactus room. A project was undertaken to ensure that the material stored in a compactus dealt with systematically for easy access and storage. Each material is not sorted by call number but sorted by number sequence. This method can speed up the arrangement of the material at the compactus room and ease of access if the material required by user.

Abstrak

Perpustakaan Universiti Malaya mempunyai koleksi bahan dalam jumlah yang besar. Ini menimbulkan permasalahan kekangan ruang bagi penambahan koleksi baru untuk dimuatkan ke dalam rak. Penambahan rak tidak boleh dilakukan kerana ruang juga diperlukan untuk keselesaan dan keperluan pengguna perpustakaan. Oleh itu, bahan-bahan yang tidak aktif atau jarang dipinjam oleh pengguna disimpan di dalam bilik kompaktus. Satu projek telah dijalankan untuk memastikan bahan yang disimpan di dalam bilik kompaktus diurus dengan sistematik untuk memudahkan capaian dan penyimpanan. Setiap bahan tidak disusun mengikut nombor panggilan tetapi disusun mengikut nombor secara berturutan. Kaedah ini dapat mempercepatkan penyusunan bahan di bilik kompaktus dan memudahkan capaian sekiranya bahan diperlukan oleh pengguna.

Keywords: Compactus Room, library storage, stack management, information retrieval

Pengenalan

Bilik kompaktus (BKOM) merupakan tempat penyimpanan khas perpustakaan untuk menjimatkan ruang. Bahan –bahan yang terdapat di dalam bilik kompaktus terdiri daripada koleksi jurnal, koleksi Asasi Sains, koleksi rujukan, koleksi rak terbuka (naskhah tambahan/ tidak aktif) dan koleksi buku nadir.

Buat masa ini terdapat lebih kurang 56,833 naskhah bahan bercetak di dalam empat bilik BKOM yang terletak di aras 1 dan aras 2 Perpustakaan Utama Universiti Malaya.

Sasaran projek penambahbaikan yang dijalankan ini ialah untuk mengurus kemasukan naskhah ke dalam BKOM secara sistematik serta mengoptimalkan penggunaan rak. Pengurusan kemasukan naskhah cetak serta pengemaskinian rak di dalam bilik kompaktus berpotensi memberi lebih ruang untuk menempatkan lebih banyak naskhah cetak di dalamnya.

Pernyataan Masalah

1. Seperti kawasan rak terbuka, bahan di dalam bilik kompaktus disusun mengikut nombor panggilan untuk memudahkan proses capaian kembali. Penyusunan bahan mengikut nombor panggilan memakan masa kerana bahan perlu dipindah untuk memuatkan bahan yang baru masuk.

Kekerapan pemindahan bahan perlu dilakukan setiap kali bahan dimasukkan ke bilik kompakus. Untuk mengatasi kekerapan pemindahan bahan di rak, kakitangan dengan sengaja meninggalkan ruang kosong di rak dan ini tidak mengoptimalkan penggunaan ruang sedia ada.

2. Tiada ruang yang mencukupi untuk bahan-bahan yang dimasukkan ke bilik kompakus sehingga terpaksa diletakkan di atas troli. Kehadiran troli membuat bilik kompakus tidak teratur serta menyukarkan pergerakan kakitangan yang perlu mengambil bahan dari bilik kompakus.
3. Kekerapan pengambilan dan penyusunan bahan di rak mengikut nombor panggilan menyukarkan kakitangan kerana mereka perlu membaca nombor panggilan dengan teliti dan mengambil masa yang agak lama. Bahan perlu disusun mengikut nombor panggilan.
4. Pengguna terpaksa menunggu dalam tempoh masa yang agak lama untuk mendapatkan bahan memandangkan pencarian bahan terpaksa dilakukan dengan teliti dan bahan diletakkan di pelbagai lokasi.
5. Bahan yang telah dipinjam dan dipulangkan akan disusun semula di kawasan rak terbuka. Kadangkala berlaku kecuaiian dimana kakitangan terlupa untuk menukar lokasi bahan di dalam rekod bibligrafik yang dipaparkan di Pendeta Discovery sekaligus menyukarkan pencarian di masa akan datang.
6. Tidak mengoptimalkan penggunaan ruang di semua rak kerana tidak dipenuhi untuk memberi ruang kepada bahan baru yang akan dimasukkan.

Gambarajah Sebelum Projek Bermula



Gambarajah 1 : Keadaan susunan buku di dalam BKOM sebelum projek bermula

Objektif

1. Memastikan ruang penyimpanan bahan di bilik kompakthus mencukupi
2. Menyusun bahan secara sistematik mengikut nombor yang berturutan .
3. Memastikan proses peminjaman bahan dapat diurus dengan baik dan sistematik.
4. Memberi maklumat yang tepat dan relevan kepada pengguna dan staf untuk kemudahan pencarian bahan dan peminjaman.

Perancangan Projek

i. Mengkaji dokumentasi dan membuat pemerhatian

Kajian dokumentasi dan pemerhatian tentang sistem penyimpanan bahan dan penyelenggaraan kawasan penyimpanan bahan oleh perpustakaan lain di telah dijalankan. Perpustakaan National University of Singapore (NUS) telah dikenalpasti sebagai institusi yang mengamalkan proses penyimpanan bahan secara teratur. Lawatan ke NUS telah diadakan pada 5 November 2012. Lawatan juga telah diadakan ke Perpustakaan Singapore Management University (MSU) pada 6 November 2012.

ii. Memilih buang bahan BKOM

Proses pilih buang serta mengasingkan bahan di BKOM telah dilaksanakan. Di antara bahan-bahan yang telah diasingkan ialah :

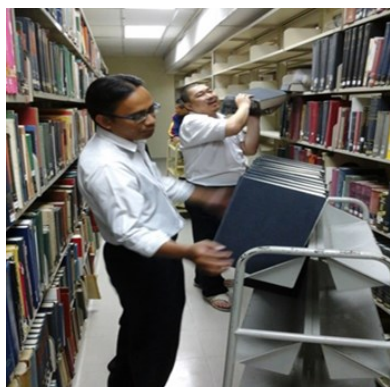
- Bahan-bahan terbitan Universiti Malaya untuk dimasukkan ke dalam koleksi Arkib Universiti Malaya.
- Jurnal IMF untuk dijilid serta ditempatkan di kawasan rak terbuka
- Buku panduan universiti tempatan untuk dilupuskan.



Gambarajah 2 : Proses pilih buang buku di rak

iii. Menyusun semula bahan di rak

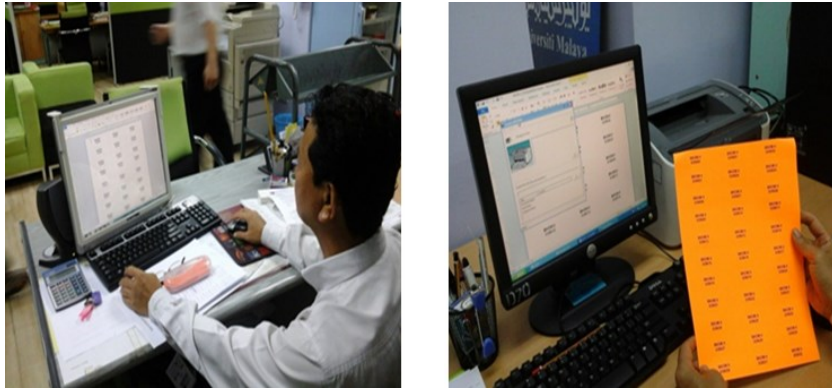
- Semua bahan di atas troli disusun di rak
- Bahan disusun dengan teratur tanpa mengira nombor panggilan
- Bahan yang rosak dikeluarkan untuk pembaikan
- Bahan-bahan di rak dipadatkan untuk mengoptimalkan penggunaan ruang



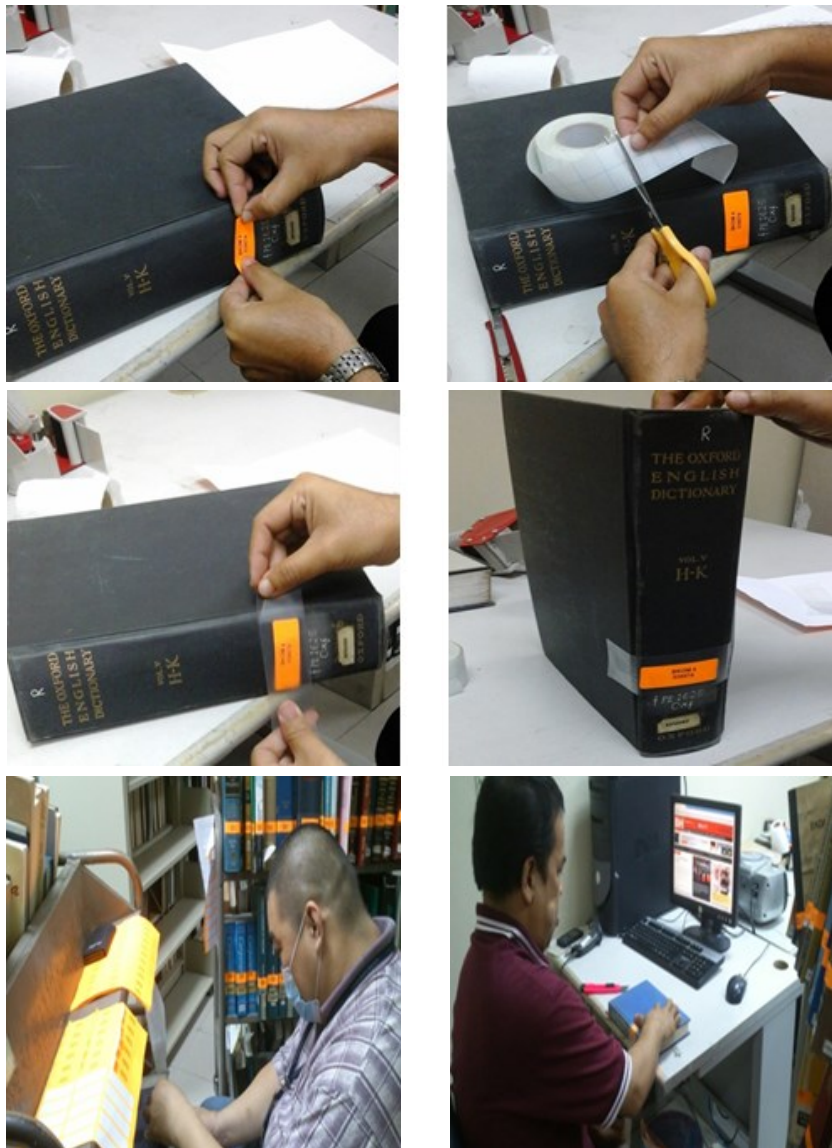
Gambarajah 3 : Aktiviti mengeluarkan buku dari rak ke troli untuk di label

iv. Melabel bahan di rak

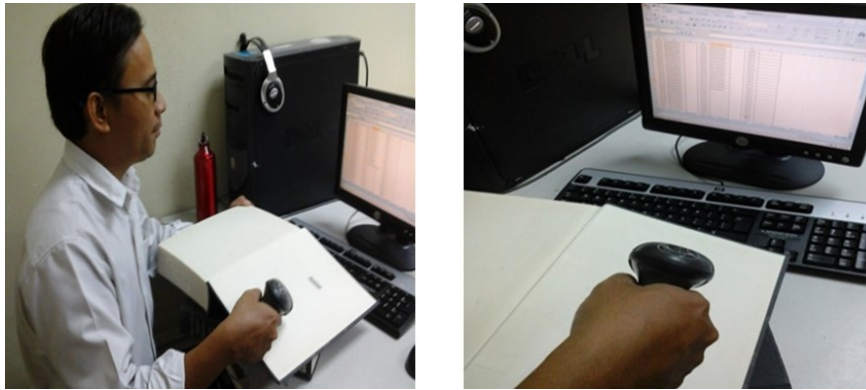
- Bahan dilabel mengikut nombor berturutan iaitu 1,2,3,4 dan seterusnya. Kerja melabel bahan dijalankan mengikut jadual yang telah ditetapkan.
- *Item ID* bahan dicatat dalam jadual *Ms.Excel* bagi tujuan pengawalan nombor berturutan.
- Maklumat nombor bahan dimasukkan ke dalam rekod bibliografik bahan di dalam sistem perpustakaan dibawah *public note* untuk memudahkan pencarian bahan.



Gambarajah 4 : Aktiviti penyediaan label buku



Gambarajah 5 : Aktiviti menampal label pada buku



Gambarajah 6 : Aktiviti mengimbas *Item ID* bahan ke Ms.Excel

Aktiviti melabel bahan di rak melibatkan semua staf yang bertugas di Bahagian Perkhidmatan Pelanggan.

Hasil

Projek ini telah memberi impak yang berkesan dan telah mencapai objektif yang telah digariskan iaitu :

1. Bahan tersusun secara sistematik

Bahan dirak disusun mengikut nombor turutan dan bukan mengikut nombor panggilan. Nombor turutan yang digunakan memudahkan proses penyusunan semula dan capaian kembali bahan di rak. Penanda rak akan diletakkan sekiranya buku dikeluarkan daripada rak. Ini memudahkan proses penyusunan semula dimana staf hanya perlu mencari penanda yang diselit di rak.

2. Penggunaan ruang secara optima.

Semua buku dirapatkan dan tiada lagi ruang kosong di rak untuk memberi ruang kepada buku baru. Buku yang baru dimasukkan ke dalam bilik kompakus akan diberi nombor yang baru.

3. Susunan bahan di rak teratur dan kemas.

Susunan buku teratur dan kemas mengikut nombor

4. Pencarian bahan lebih cepat dan mudah.

Staf hanya perlu mengenalpasti nombor bahan melalui sistem perpustakaan dan tersu dapatkan buku di rak yang berkenaan.

5. Tempoh masa menunggu dipendekkan

Masa menunggu bagi pengguna mendapatkan bahan dapat dikurangkan kerana bahan yang diminta oleh pengguna perpustakaan dapat diambil dengan cepat.

Gambarajah Hasil Selepas Projek



Gambarajah 7 : Bahan yang telah siap dilabel dan diimbas



Gambarajah 8 : Bahan yang telah disusun di rak



Gambarajah 9 : Kawasan buku yang telah diambil dan dipinjam oleh pengguna ditandakan dengan penanda

Perbincangan dan Kesimpulan

Perlaksanaan projek dapat membantu perpustakaan memudahkan pengurusan bahan yang disimpan di dalam bilik kompaktus. Bahan disusun secara sistematik dan memudahkan capaian dan penyimpanan semula bahan di rak. Bahan-bahan yang tidak aktif atau kurang pinjaman dapat dipindahkan dari rak terbuka ke dalam bilik kompaktus. Secara tidak langsung, masalah kepadatan buku di rak terbuka dapat di atasi dan seterusnya ruang bacaan yang lebih luas dapat disediakan kepada pengguna perpustakaan pada masa hadapan.

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**The Opening Ceremony of the Taiwan Resource Centre for Chinese Studies (TRCCS)
and Signing of MoU**

13 July 2015: Central Library, University of Malaya, Kuala Lumpur

Goh Sok Boon

The opening ceremony of the Taiwan Resource Centre for Chinese Studies (TRCCS) and signing of MoU was held on 13 July 2015 at Level 1, Central Library, University of Malaya. TRCCS is set up as part of a permanent collection and is located at the East Asian Studies Library on the 4th floor of the Za'ba Memorial Library, University of Malaya. The National Central Library of Taiwan donated about 600 volumes of books to the University of Malaya Library and will continue to donate books to expand TRCCS. They also provide access to their digital resources as well as the e-databases provided by major institutes in Taiwan.

Professor Dato' Dr. Mohd Amin Jalaludin, the Vice Chancellor of the University of Malaya was invited to sign the MOU together with Dr. Shu-hsien Tseng, the Director General of the National Central Library, Taiwan. Esteemed guests from the Taipei Economic and Cultural Office (TECO) in Malaysia, Mr. Moses Shyang-Yun Cheng (Deputy Representative), Mr. Benjamin B.C. Liu (Senior Advisor), Mr. To-Ming, Chu (Director, Education Division) and Ms. Canny Liao (Deputy Assistant Director, Education Division) were also in attendance.

The ceremony proceeded as follows:

09:30~09:45 am	Video presentation of the Taiwan Resource Centre for Chinese Studies (TRCCS)
09:45~10:00 am	Welcome speech by Dr. Nor Edzan Che Nasir, Chief Librarian of University of Malaya Speech by Vice Chancellor, University of Malaya (Represented by Dr Nor Edzan)
10:00~10:05 am	Speech by Dr. Shu-hsien Tseng, Director General National Central Library, R.O.C. (Taiwan)
10:05~10:15 am	Speech by Mr. Moses Shyang-Yun Cheng, Deputy Representative, Taipei Economic and Cultural Office (TECO) in Malaysia
10:15~10:20 am	Signing of Memorandum of Understanding (MoU)
10:20~10:25 am	Souvenir exchanging ceremony
10:25~10:30 am	Official launching of Taiwan Resource Centre for Chinese Studies
10:30~10:40 am	Photography session

The ceremony ended at 10.40 am.



Professor Dato' Dr. Mohd Amin Jalaludin and Dr. Tseng signing the MOU accompanied by Mr. Moses and Dr. Nor Edzan



Official launching of TRCCS

4th PERPUN International Conference 2015

11-12 August 2015 : Avillion Legacy Melaka Hotel, Melaka

Ulya Sujak

The 4th PERPUN International Conference 2015 was held from 11 to 12 August 2015, with the theme of Information Revolution. The conference was organized by Universiti Teknikal Malaysia (UTEM) Library in collaboration with PERPUN (Persidangan Perpustakaan Universiti dan Negara) and PPM (Persatuan Pustakawan Malaysia).

The conference was officiated by the Honourable Datuk Seri Ir. Dr. Hj. Idris Hj. Haron, the Chief Minister of Melaka. Both the welcoming and keynote speech were delivered by Professor Datuk Dr. Shahrin bin Sahib, the Vice Chancellor of UTEM. The conference brought together about 50 participants consisting of practitioners, intellectuals and academics mainly in the field of library and information science.

A total of 11 papers were presented in tandem with the conference slogan "Empower Information and Rule the World". The University of Malaya was represented through two papers; each from Dr Nor Edzan Che Nasir, the Chief Librarian and from Dr Noorhidawati Abdullah, a lecturer from the Faculty of Computer Science and Information Technology. The papers presented for all four sessions are as follows :

1. Measurement of values and performance for the institutions of higher education in Malaysia – Prof. Ir. Dr. Mohd Jailani Mohd Noor
2. Penterjemahan dan kesan kepada industri perbukuan – Sayed Munawar Sayed Mohd Mustar
3. Social tagging/bookmarking application : the usage in academic libraries – Dr Noorhidawati Abdullah
4. Respositori institusi isu dan cabaran : kajian kes Perpustakaan Universiti Teknikal Malaysia Melaka – Hjh Faridah Hj Md Amin
5. Transforming the academic library services for generation Y using knowledge management core process : the experience of Universiti Teknologi PETRONAS – Sharifah Fahimah Saiyed Yeop
6. Research data management : our role – Dr Nor Edzan Che Nasir
7. Informative centers' intelligent agent based model : a preliminary study – Mazwani Ayu Mazlan, Jannatul Iza Ahmad Kamal, Intan Nurbaizura Zainuddin and Jafalizan Md Jali
8. Multi-factor information security risk in information system – Ahmed Yaser Mohd Zabawi, Prof. Dr Rabiah Ahmad, Sheikh Faisal Abdul-Latip and Dr Zurina Sa'aya
9. Kajian kepuasan pengguna terhadap kualiti perkhidmatan ruang pembelajaran di perpustakaan – Dr Muhamad Saufi Che Rusuli, Norlizawati Yusof, Safiee Idris, Norazlin Hashim dan Rosmaini Tasmin
10. Towards the curated web – Dr Zurina Sa'aya and Prof. Dr Rabiah Ahmad
11. Towards a structured information security awareness programme – Mohd Nabil Zulhelmay, Rohana Mohamad Rashid and Omar Zakaria



Sayed Munawar Sayed Mohd Mustar – presenting his paper



Ulya Sujak at the Conference

During the session breaks, participants visited the exhibition booths of information providers. On the first day, the participants were taken for a night visit to a local historical attraction, the Melaka River Cruise. Participants had the opportunity to see the sights of colonial Melaka and historic buildings, bridges and the modern development along the river with colourful lightings.

International Conference on Library and Information Science 2015

23-25 August 2015: International House Osaka, Osaka, Japan

Juhaida Abd Rahim & Dr Nor Edzan Che Nasir

The 2015 International Conference on Library and Information Science (LIS 2015) was held at the International House, Osaka, Japan from 23 to 25 September 2015. The main objective of LIS 2015 is to provide a platform for researchers, academicians as well as industrial professionals from all over the world to present their research results and development activities in library and information science.

The Conference started out with two keynote speakers:

1. Computerization, Informatization, and Information Technology in Japanese Library and its Future by Dr. Keiichi Uchida (Kansai University, Japan)
2. OCLC, the Cloud and Library Management Systems by Mr. Matt Goldner (OCLC Product and Technology Advocate, USA)

Over the next two days, a total of 18 papers and 2 posters were presented. The papers for oral presentation are as follows:

1. Service Innovation in Academic Libraries: Review and a Conceptual Framework by Md. Anwarul Islam, Vesa Matti Peltokorpi, Mitsuru Ikeda (Japan Advanced Institute of Science and Technology)
2. Towards a Geriatric-friendly Library : a Q Methodology by Jenneth Gomez Capule (University of Santo Tomas)
3. Internet Literacy Skills Among the Indian Research Scholars: A Study of Select Universities in Karnataka by Gavisiddappa Anandhalli, Vijayalaxmi M Hipparagi (Karnataka State Women's University)
4. Feasibility Study of Implementing E-Reference Services Based on User-Oriented Approach Case Study: Central Library of Islamic Azad University – Research & Science Branch – Tehran by Marziyeh Sekandari (Islamic Azad University)
5. Evaluating Partnership Ability of Scientometrics Journal Authors from 2001 to 2013 According to Phi-index: A New Approach by Zivar Sabaghi Nejad (Ahvaz Jundishapur University of Medical Science), Farideh Osareh (Shahid chamran University of Ahvaz), Fatima Baji, Parastoo Parsaei (Ahvaz Jundishapur University of Medical Science)
6. A Study of the Influences of Social Network on the Learning of 3D Modeling by Ting-Sheng Weng (National Chiayi University), Chien-Kuo Li (Shih Chien University)
7. Future of LIS Profession Lies in the Hands of Internee and Internship: a Special Reference to India by Nagappa V Bakkannanavar (Tata Consultancy Services), Chaithra N. (Jain University)
8. Analysis of Direct and Indirect Effects of Transformational Leadership and Organizational Climate on Organizational Health by Kannika Ann Suwanyuha, Idsaratt Rinthaisong (Prince of Songkla University)
9. Health Information Illiteracy Among the Agrarian Community of Ebira People Residing in Ekiti State, Nigeria by Nathaniel Akinola Ajayi, Joseph Kolawole Ajayi (Ekiti State University)
10. Study Role of Hope Theory on Relevance Judgment by Mahnaz Jafari (Azad University)
11. Perception and Use of Social Networking Sites Among Students of Fiji National University by Tanveer Haider Naqvi (Fiji National University)
12. University Libraries as University Archives : The Malaysian Experience by Nor Edzan Che Nasir (University of Malaya)
13. Digital Divide, Library Professionals and Emerging Trends in 21st Century by Alka Rai (Ambedkar University Delhi)
14. Barrier Factors in Integrating Mobile Learning at Rural Schools by Lih-Juan Chanlin, Te-Lien Chou (Fu-Jen Catholic University)
15. Sensemaking of Technological Knowledge Flow from Patent Citation Identity and Citation Image by Szu-Chia Scarlett Lo (National Chung-hsing University)

16. Adopting Dublin Core with Modifications: Challenges and Requirements to Develop a Standard Metadata for UM Memory by Juhaida Abd Rahim, Mohd Faizal Hamzah, Sutarmi Kasimun (University of Malaya)
17. Data to Big / Smart Data: Opportunities and Challenges in Libraries by Kishore Ramdas Ingale, Nagappa V Bakkannanavar (Tata Consultancy Services)
18. Information Literacy Assessment: Rasch Analysis Approach by Hani Syazillah Nordin, Kiran Kaur (University of Malaya)

The posters were :

1. Summative Evaluation of the Library Mobile Web by Lih-Juan Chanlin, Wei-Hsiang Hung, Chih-Hung Chen (Fu Jen Catholic University)
2. Establishing the Innovative Business Model of Co-Creating Unique Values for Local Industries of Taiwan by Chen-Sung Chang, Chung-Pin Hung, Chung-Pin Hung (Nan-Kai University of Technology)

The University of Malaya Library was represented by Dr Nor Edzan Che Nasir who presented a paper titled *University libraries as university archives: The Malaysian experience* and Juhaida Abd Rahim who co-authored with Mohd Faizal Hamzah and Sutarmi Kasimun in a paper titled *Adopting Dublin Core with modifications: Challenges and requirements to develop a standard metadata for UM Memory*.

The Conference ended with a visit to the Kwansei Gakuin University Library. The Conference provided an opportunity for the participants to exchange views and ideas. It also allowed participants to establish contacts for future collaboration.



The delegates with the keynote speakers

5th International Conference on Libraries (ICOL 2015)

25-26 August 2015 : Pulau Pinang

Sutarmi Kasimun, Pauziaah Mohamad, Komodhi Dhanaraj & Mahbob Yusof

The International Conference on Libraries (ICOL 2015) was held at Vistana Hotel, Pulau Pinang from 25 to 26 August 2015. This 5th Conference was organized by Universiti Sains Malaysia.

The two-day conference featured two keynote speakers. The first was YBhg. Professor Dato' Dr. Omar Osman, the Vice-Chancellor of Universiti Sains Malaysia who delivered a paper titled *Openness paradigm : emerging knowledge ecologies*. The second keynote speaker was YBhg. Dr. Suhazimah Dzazali, the Deputy Director General (ICT) - Malaysian Administrative Modernisation and Management Planning Unit (MAMPU) who delivered her paper titled *Roles of federal authority in providing the platform for open services infrastructure for academic libraries in Malaysia*.

With the theme Openness Paradigm: Emerging Knowledge Ecologies, the Conference was organized as a platform to promote smart partnerships relating to software or open source as well as identifying best practices that can be used by information services. It also engaged information professionals with the latest approaches towards excellent services. A total of 15 papers were presented and The University of Malaya was represented by Mahbob Yusof with his paper titled *Web 2.0 on Open initiatives in academic libraries*.

That two-day conference saw a total of 30 papers being presented. Paper presentations were grouped into subthemes namely Library in the Service of Society; Library in the Age of Digital Media; Library and Library Profession; Libraries in Modern Society; Practical Librarianship. Participants were then treated to a special dinner at the hotel.

Sub-theme : Library and Open Technology

1. Innovations in-house development systems at Tuanku Bainun Library, UPSI - Khairul Asyrani Sulaiman & Siti Sumaizan Ramli, Universiti Pendidikan Sultan Idris
2. Open initiatives in academic libraries - Mr. Mahbob Yusof, Universiti Malaya
3. Journey into openness in education - Dr. Aisyah Saad Abdul Rahim, School of Pharmaceutical Sciences - Universiti Sains Malaysia
4. Use of open software for information literacy in academic libraries : issues and challenges - Mrs. Zaharah Abdul Samad & Mrs. Norzelatun Rodhiah Hazmi, International Islamic University Malaysia
5. Koha Open Source ILS: the next level - Mr. Amzari Abu Bakar, Universiti Teknologi Mara

Sub-theme : Open Resources Related To Library

6. Open access – key developments in Europe - Mrs. Juliane Rit, Executive Vice President, Global Hybrid Open Access Initiative
7. Open access images on the WWW & information retrieval - Prof. Paul Nieuwenhuysen, Vrije Universiteit Brussel
8. Connecting Universiti Sains Malaysia art scholars with open access publication - Mr. Muhammad Akmal Ahmat, Perpustakaan Hamzah Sendut, Universiti Sains Malaysia
9. Big Data & Open Data - Mr. Wan Zawawi Md Zin, MIMOS Berhad

Sub-theme : Open Library / Future of Libraries

10. Embedded librarianship in scholarly communication : perceived roles of academic libraries in Research Intensive Universities - Mrs. Azura Mohamad Hashim & Assoc. Professor Abrizah Abdullah, Universiti Teknologi Mara & Universiti Malaya
11. Embedded librarian in higher education institutions - Mr. Shahril Effendi Ibrahim & Mr. Fazli Omar, Open University Malaysia & International Islamic University Malaysia
12. Dimension of librarians' mobile information behavior in an openness paradigm era - Ms. Zuraidah

Arif, Dr. Abd Latif Abdul Rahman, Dr. Asmadi Mohammed Ghazali and Mr. Muhammad Faizal Ilyia Mohd Ghazali, Universiti Teknologi Mara, Kedah

13. Future outlook of libraries with Internet Of Things (IoT) - Prof. Dr. Widad Ismail, School of Electrical and Electronic Engineering, Universiti Sains Malaysia
14. Future of open library: knowledge facilitation and iteration - Dr. Wong Woei Fuh, Innovative Education Services Pte. Ltd.

A forum which was moderated by YM Dato' Professor Dr. Raja Abdullah Raja Yaacob concluded the Conference. A professor and three senior librarians discussed and shared their opinions in the forum - Are libraries and librarian still relevant and extremely important?



At the opening of ICOL 2015



Participants from UM Library

Study Visit to Benyalai Library and Other Related Libraries: Facilities and Services for Special Disabled Users

1-2 September 2015 : Bangkok, Thailand

Mohd Faizal Hamzah & Siti Juryiah Mohd Khalid

The awareness of special disabled users' (SDUs) facilities and services in the University of Malaya environment is on the rise. The number of student with disabilities enrolled at universities in Malaysia are in fact, increasing (Bodaghi..et, 2014). In order to be a world class university, the University of Malaya Library (UML) has to provide better information centre for the SDUs. It is important for UML to be an equal information provider for SDUs to ensure that UML truly becomes 'a library for everyone'. The objective of this benchmarking and evaluation visit is to explore other institutions' initiatives towards SDUs. The visits not only focus on the working environment but included library design for SDUs, technological usage and services. This visit also provided us with a platform for knowledge sharing with Benyalai Library, Christian Foundation for the Blind in Thailand.

A number of programs were arranged namely: visit to the National Library for the Blind and Print Disabled, visit to the Thailand Knowledge (TK) Park, visit to Caulfield Library, visit to Benyalai Library and meeting with Benyalai President and administrator

A lot of effort has to be undertaken in order to improve the library services for SDUs especially in an academic library. Based on this visit, there is an urgent need to upgrade some of these facilities to better serve the SDUs in UML. The toilet facilities could be improved for wheelchair-bound users by making the sinks lower. The lift should be widen to allow more space for wheelchair users. In particular, the track and ramp facilities should be enhanced and expanded to provide additional and more user-friendly routes within and out of the Library to help SDUs with their mobility. The UML management should consider some new services for the SDUs to further enhance their ease and convenience when using the Library that can add value to the current condition. Such new services are special parking facilities, map accessibility and accessible lift for all categories of disabilities.



Thailand Association of the Blind & National Center for the Blind



Participants and staff and the Director of the National Library for the Blind and Print Disabled



Librarian of National Library for the Blind and Print Disabled with the digital talking books collection known as “DAISY” (Digital Accessible Information System)



Education Service Centre for The Blind Nakhon Ratchasima



Participants and staff of Benyalai Library



Sample of braille book produced by Benyalai Library

Program Kemasyarakatan untuk Pengawas Pusat Sumber Sekolah & Guru Penasihat

13 September 2015 : Sekolah Menengah Kebangsaan Mulong,
Cabang Tiga Pendek, Kota Bharu, Kelantan

Haslina Husain

Perpustakaan Pengajian Islam Universiti Malaya Nilam Puri buat pertama kalinya telah mengadakan program kemasyarakatan di Pusat Sumber Sekolah Menengah Kebangsaan Mulong, Cabang Tiga Pendek, Kota Bharu, Kelantan. Program ini telah diadakan pada 13 September 2015 di Makmal Komputer dan Pusat Sumber Sekolah, SMK Mulong. Ia melibatkan seramai 15 orang pelajar yang telah dilantik menjadi Pengawas Pusat Sumber Sekolah, lima orang Guru Penasihat dan seorang Pembantu Pusat Sumber Sekolah.

Objektif program ini ialah:

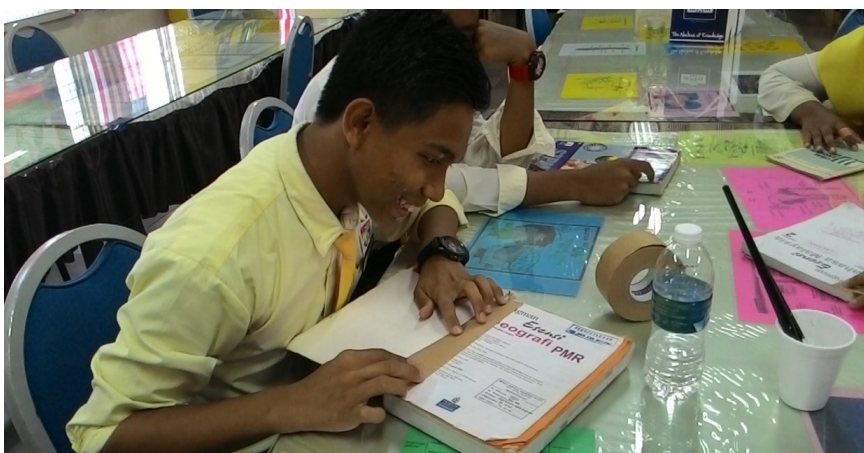
- i. Untuk mendekatkan staf dengan masyarakat di sekitar Nilam Puri khususnya
- ii. Untuk menyampaikan maklumat melalui pencarian bahan melalui Internet dan penilaian bahan
- iii. Untuk menyampaikan pengajaran mengenai penjilidan bahan mudah

Program merangkumi ucapan alu-aluan, sesi pengenalan Pustakawan dengan pelajar & guru, taklimat pengurusan Perpustakaan (perolehan, pengkatalogan, klasifikasi bahan, sirkulasi), pengenalan sistem S-Lib V1001 (sistem pengurusan pusat sumber) yang digunakan di Pusat Sumber SMK Mulong, sesi kemahiran maklumat : Pencarian bahan melalui Internet dan penilaian, pengenalan peralatan menjilid buku, tunjukajar penjilidan mudah bahan, sesi praktikal : pelajar membaiki sendiri buku rosak, dan penutup & penyampaian cenderahati.

Program ini memberi input yang berguna kepada Pengawas Pusat Sumber Sekolah dan Guru Penasihat Pusat Sumber. Di akhir program, Guru Penolong Kanan Pentadbiran, Tuan Haji Kamaruddin Nazeer Ahmad, telah berbesar hati menyampaikan cenderahati kepada Pustakawan PPIUM Nilam Puri dan beliau juga berharap agar pada masa akan datang program sebegini diteruskan. Maklumbalas dari peserta juga amat positif di mana mereka mendapat ilmu baru tentang pencarian bahan melalui Internet dan membuat penilaian mengikut keutamaan (autoriti, ketepatan, objektiviti, kekinian dan liputan).



Peserta program, Guru Penasihat Pusat Sumber Sekolah dan
Guru Penolong Kanan Pentadbiran Tuan Hj Kamaruddin



Pengawas Pusat Sumber Sekolah sedang membuat penjilidan mudah



Guru Penolong Kanan Pentadbiran Tuan Hj Kamaruddin menutup program

Conference on Librarians for the Cyber World

14-15 September 2015 : Pullman Kuala Lumpur, Bangsar

Adlina Norliz Razali, Rohaizah Jaafar & Noraslinda Sanusi

The Conference was held from 14 to 15 September 2015 at Pullman Kuala Lumpur, Bangsar, Kuala Lumpur in conjunction with Persatuan Pustakawan Malaysia's (PPM's) Diamond Jubilee 1955-2015. As a professional association, PPM now has functioned effectively as a body that builds up professionalism among librarians in Malaysia especially in the cyber world and in the era of globalization. A librarian's role has become more challenging in order to cope with new technology and the demands of a new set of technology savvy users. By attending this Conference, librarians can share their knowledge and experiences on how to deal with users in the cyber world. Librarians have to upgrade their own knowledge, skills and competencies in order to serve the users. Various activities were organized - a pre-conference workshop on 13 September 2015, a commemorative dinner on 14 September 2015 and the Conference from 14 to 15 September 2015.



Dr Nor Edzan Hj Che Nasir, President of
Persatuan Pustakawan Malaysia



Some of the participants

Pre-Conference Workshop: Leveraging on Social Media to Enhance Library Services (13 September 2015)

In this Pre-Conference Workshop, participants were presented with the findings from the literature as well as tips and lessons learnt from a number of studies. Besides that, the best practices of using social media in the library were discussed by the participants so that they can effectively incorporate it into their library.

Commemorative Dinner (14 September 2015)

The dinner was held on 14 September 2015 from 7.30 pm to 10.30 pm in conjunction with PPM's Golden Jubilee Celebration and the official opening of the Conference on Librarians for the Cyber World. The guest of honour was Tan Sri Johan Jaafar who officiated both the Dinner and the Conference. It was very exciting for all guests since they can mingle with their friends from other libraries. The dinner's guests were not only participants of the Conference, but former presidents of PPM were also in attendance.

The night's programme included welcoming speech by Dato' Dr Zaiton Osman, Chairman of the Organizing Committee, speech and official opening by Tan Sri Johan Jaafar, book launch: *Legal Core: Textbooks for Malaysian Libraries*, *Medicore Minimum Holding of Medical Books for Malaysian Libraries (2nd ed.)* & *Who's Who in Malaysian Librarianship*, down memory lane, speech by Dr. Nor Edzan Hj Che Nasir, President of Persatuan Pustakawan Malaysia, speech by Mrs Judy Ng, President of Library Association of Singapore (LAS), and the "Pulut Kuning" cutting ceremony.



Tan Sri Johan Jaafar on stage



Tan Sri Johan Jaafar with the President and Vice-Presidents of PPM



Guests at the main table



Guests at the Dinner

Conference on Librarian for the Cyber World (14-15 September 2015)

The Conference consists of four sessions namely Developing Lifelong Learning Skills via Libraries, Developing Competencies for the 21st Century, Coping with Technology, and Leadership. There was also a panel session which discussed the topic of Contributing Towards Malaysian Librarianship.

This conference highlighted issues that are reflected in the sub-topics as follows:

Session 1 Developing Lifelong Learning Skills via Libraries

- Paper 1 Developing Lifelong Learning Learners: The Role of the Academic Liaison Librarians in International Islamic University.
Associate Professor Dr Basri Hassan and Zaharah Abdul Samad (Chief Librarian, International Islamic University Malaysia Library)
- Paper 2 Information Literacy in the Changing Media Environment: The Evolution of Information Literacy Concepts and Practices and Role of Libraries in Education and Life-Long Learning.
Idris Rashid Khan Surattee (Vice President, Information Resource Centre, Singapore Press Holdings)
- Paper 3 My Library at Sutera Mall : Library with a Unique Backdrop.
Zahra Al Junied (Senior Librarian, Public Library Service Group, National Library Board of Singapore)

Session 2 Developing Competencies for 21st Century

- Paper 1 21st Century Librarians at the Crossroads: Specialized Competencies Needed.
Dr Saidatul Akmar Ismail (Senior Lecturer, Faculty of Information Management, Universiti Teknologi Mara)
- Paper 2 Trust and authority in Scholarly Communication in the Light of Digital Transition: Embedding Practices and the Required Competencies for Universities Librarians.
Associate Professor Dr Abrizah Abdullah (Deputy Dean, Institute of Postgraduate Studies, University of Malaya)
- Paper 3 Changing Roles of Librarians and Information Professional in a Knowledge Based Society.
Judy Ng (President, Library Association of Singapore)

Session 3 Coping with Technology

- Paper 1 Coping with Technology in Academic Libraries.
Zanaria Saupi Udin (Head of Information Sytems Division, University of Malaya Library)
- Paper 2 Online Information Services Model: Adapting and Aligning Technology with our Competencies.
Hazman Abdul Aziz (Doctoral Student, Faculty of Computer Science and Information Technology, University of Malaya)
- Paper 3 Cataloguing and Collaborating in the Age of Emerging Technology.
Geetha Albert (Director, Knowledge Connections Sdn Bhd)

Session 4 Leadership

- Paper 1 Leadership and National Development: the Role of the National Library in Transforming Libraries. *Hajjah Nafisah Ahmad (Director General, Perpustakaan Negara Malaysia)*
- Paper 2 Developing Leadership Skills Among Librarians in Organizations.
Mastura Haji Muhamad (Director, Perbadanan Perpustakaan Awam Negeri Selangor)
- Paper 3 Transforming Leadership in Libraries Through an Innovative and Motivated Workforce.
Azahar Mohd Noor (Perdana Leadership Foundation)



Speakers



Participants

Knowledge Café

The highlight of the Conference was the Knowledge Café. In this session, participants were divided into 12 groups depicting librarians from the different types of libraries academic, public, special and the national library. Through this session, librarians shared their views on a given topic to share their collective knowledge, ideas, insights, experiences and gain a deeper understanding of the subject and the issues involved.



Participants of the Knowledge Café

PNC 2015 Annual Conference and Joint Meetings

27-29 September 2015 : University of Macau

Noorsuzila Mohamad

The Conference was hosted by Academia Sinica Ministry of Education, Taiwan, R.O.C Pacific Neighborhood Consortium (PNC) University of Macau, and co-hosted by Electronic Cultural Atlas Initiative (ECAI) Macau Documentation and Information Society. The PNC 2015 Annual Conference and Joint Meetings was held in the new campus of the University of Macau at Hengqin. The main theme of Conference was “Taking Data into the Public Domain” and was aimed to provide a platform for sharing and exchange of experiences, new ideas, and research results related to big data.

Keynote speeches were delivered by a distinguished scholars:

1. Professor Peter Bol, Vice Provost for Advances in Learning, Carswell Professor of East Asian Languages and Civilizations of Harvard University - Opening of private data for public goods and the international phenomenon of massive open online learning.
2. Dr. Jane Win-Shih Liu, Distinguished Visiting Fellow of Academia Sinica - Types of disaster risk reduction data and the challenges in making them open.
3. Dr. Sheng-Wei Chen, Research Fellow of Academia Sinica - Computational social sciences and its collaborative futures.
4. Professor Lionel Ni, Vice Rector of University of Macau - Why big data is a hot topic but shrouded mystery.

Additionally, there were 29 concurrent sessions including 11 workshops held by the Electronic Cultural Atlas Initiative, Academia Sinica, the Chinese Academy of Science, and the Chinese Academy of Social Science.

On the second day of the conference, there was a concurrent session theme on “Innovative Services of Academic Libraries”. Three papers were presented at the session. They were:

1. Development of semantic digital library services with linked data by Hao-Ren Ke, National Taiwan Normal University.
2. The development of digital library of Macau between 2000-2015 by Kwok-Kueng Wong & Kin Fie Hao, University of Macau
3. TCI: towards a rigorous citation index by Chia-Ning Chiang, National Central Library.

During the conference, there was a poster session with two categories namely a poster competition and a demonstration zone. Noorsuzila Mohamad from the University of Malaya Library co-authored with Dr S. Janaki a poster presentation titled *Perception of academicians at Academy of Islamic Studies on Library services: a preliminary study*. There was also a free guided tour to the most attractive places in Macau, Macau Museum, Ruins of St. Paul's and A-Ma Temple.



Conference participants

17th International Conference On Disaster And Emergency Management (ICDEM 2015)
26-27 October 2015 : Barcelona, Spain

Siti Juryiah Mohd Khalid

The 17th International Conference on Disaster and Emergency Management was held at Hotel NH Calderón, Barcelona, Spain from 26 to 27 October 2015. This Conference was organized by the World Academy Of Science, Engineering And Technology (WASET). It aims to bring together leading academic scientists, researchers and research scholars to exchange and share their experiences and research results about all aspects of disaster and emergency management. It also provides a premier interdisciplinary forum for researchers, practitioners and educators to present and discuss their most recent innovations, trends, and concerns, practical challenges encountered and the solutions adopted in the field of disaster and emergency management.

All submitted conference papers were blind peer reviewed by three competent reviewers. The post conference proceedings are abstracted and indexed in the International Science Index and submitted to be indexed in Google Scholar, Scopus and Thomson Reuters. ICDEM 2015 has teamed up with a *Special Journal Issue on Advances in Disaster and Emergency Management*. All submitted papers have an opportunity for consideration for this Special Journal Issue. The paper selection was carried out during the peer review process as well as at the conference presentation stage.

There were five sessions for two days from distinguished oral and e-poster presenters. A total of 41 papers were presented by delegates from 27 countries. The papers and e-poster presented at the conference which are related to disaster management are as follows:

1. Resilient regions for purpose of crisis management - Jana Gebhartova, Tomas Duda & Ivan Benes (Czech Republic)
2. Disaster preparedness for academic libraries in Malaysia: an exploratory study - Siti Juryiah Mohd Khalid & Norazlina Dol (University of Malaya, Malaysia)
3. Green architecture from the Thawing Arctic: reconstructing traditions for future resilience - Nancy Matkin (University of British Columbia, Canada)
4. Seismic assessment of an existing dual system RC buildings on Madinah city - Tarek M. Alguhane, Ayman H. Khalil, M. N. Fayed & Ayman M. Ismail (King Abdullah WAQF, Saudi Arabia)
5. Mechanism of failure of pipeline steels in sour environment - Abhishek Kumar (Indian Institute of Technology, India)
6. Thorium-doped Pbs thin films for radiation damage studies - Michael Shandalov, Tzvi Templeman, Michael Schmidt, Itzhak Kelson, Eyal Yahel (Nuclear Research Center Negev, Israel)
7. Simulation tools for training in the case of energy sector crisis - Hana Malachova, Alena Oulehlova, David Rezac (University of Defence, Czech Republic)



Conference participants from Session One

**6th International Conference on Asia-Pacific Library and Information Education and Practice 2015
(A-LIEP 2015)**

28-30 October 2015: Philippine International Convention Centre, Manila, Philippines

Mohd Faizal Hamzah

In line with the Consortium of Information Schools in Asia-Pacific's (CiSAP) objective to provide opportunities for graduate students to discuss with students from other countries in its region, the 6th International Conference on Asia-Pacific Library and Information Education and Practice 2015 (A-LIEP 2015) was held at the Philippine International Convention Centre (PICC), Manila, Philippines from 28 to 30 October 2015. The topics for this Conference focused on LIS education, LIS research and LIS practice.

The Conference started with a welcome and opening address of the event by Prof. Dr. Kate Lourdes B. Obille of the School of Library and Information Studies, University of the Philippines. More than 50 paper authors and presenters participated in the Conference. They shared their thoughts and opinions in a very intellectual and informative manner. Apart from that, networking among the participants was established which indirectly met the objective of the Conference; to provide a platform for the graduate students in sharing and discussing their research. There were six parallel sessions with various themes:

Session 1 - Advancement and issues in the LIS profession, shaping libraries for user service, and studying information services & user behavior.

Session 2 - Studying information services and user behaviors, bibliometric and content analysis as research tools in LIS, and managing information across time.

Session 3 - Information and social media, cooperative endeavors in information literacy, and standardizing LIS Practice.

Session 4 - New aspect of LIS management, beyond the classroom : tracking LIS graduates, and issues in information retrieval.

Session 5 - Examining the foundations of LIS, graduate Students collaboration workshop.

Session 6 : Setting the agenda for LIS education and practice in Asia and the Pacific.

The University of Malaya Library was represented by Mohd. Faizal Hamzah who presented a paper titled *Services to Library users with disabilities* which he co-authored with Muhamad Afiq Faisal Yahaya and Annur Thahirah Abdul Hadi.

The highlight of the event was on the night before the end of the Conference. The organizer asked the participants to wear their traditional costumes representing their country. Every participant is delighted to explain their unique traditional costumes. The next day, all the participants were taken on a tour to places of interest in the Manila.



Participants at the Philippine International Convention Centre.

Life in Acres - Exhibition

1 - 15 November 2015 : Asian Art Museum, Universiti Malaya, Kuala Lumpur

Vijayalatchumy Maruthaveeran

Social scientists characterizing the end of the twentieth century, in a remarkably similar way to the end of the nineteenth as a memory crisis while contemporary societies have been described as 'terminally ill with amnesia' and 'without a living memory' (Huyssen, 1995). On the other hand, anniversaries and celebrations of the past becoming media events and the historical awareness or knowledge among the citizen of a country is declining. Underlining the importance of capturing the social histories that risk being obliterated from memory of the society and with the desire to provide an opportunity to the younger generation to gain insight into the social history of Tamils in Malaysia, the University of Malaya Library in collaboration with Vallinam.com.my and the Museum of Asian Art organized a line drawing exhibition of Artist Sandru at the 1st floor of the Museum of Asian Art from 1 to 15 November 2015. The exhibition themed 'Life in Acres' captured the stories of seemingly ordinary Indian people who are glossed over or unspoken by the popular medias.

The main objectives of this exhibition are (1) to feature the tradition, culture and urban culture adopted by Indians during the 70s and 80s; (2) to provide an opportunity for the viewers to enjoy the atmosphere and the social history of Malaysian Indian community during the early 70s and late 80s; and (3) to encourage the on-campus and off-campus communities to get to know the Malaysian Indian community.

Sandran Krishnan, an artist known as Sandru, is a local artist who is well-known for his paintings in the realist and natural genres. Featuring a mix of pencil portraits, vague and comprehensive water colour work as well as mixed media on canvas, Sandru is a talented artist. Sandru, who worked as an illustrator and page designer in a local Tamil newspaper, began exhibiting his artworks in simple sketches, water coloured sceneries to detailed portraits. His artworks for this exhibition covered his unforgettable experiences in rubber tapping estates including the real and imaginary world of modernization and its effects towards cultural pluralism, identity and conflicts.

The launching ceremony was graced by the Chief Librarian, Dr. Nor Edzan Che Nasir and renowned artist, Trotsky Marudhu from Tamil Nadu. The event featured a unique showcase of artist Sandru's artworks. Another notable aspect of this event is the inauguration ceremony of four local Tamil writers' books initiated for the benefit of the audience who came from various states in Malaysia. This was the first time that such a massive and concerted effort at exhibiting the hidden side of Malaysian Tamils was taking place.



The exhibition launching ceremony

Donation Ceremony of Guangxi Bookshelf

16 November 2015: Central Library, University of Malaya, Kuala Lumpur

Goh Sok Boon

The Donation Ceremony of the Guangxi Bookshelf was held on 16 November 2015 at Auditorium Karyawan, Level 4 of the Central Library, University of Malaya. Guangxi Bookshelf is set up as part of its permanent collection and is located at the East Asian Studies Library, on the 4th floor of the Za'ba Memorial Library, University of Malaya. The Guangxi Bookshelf is sponsored by the Federation of Literary and Art Circles of Guangxi Zhuang Autonomous Region, China and the Association of Guangxi Studies, China. They intend to donate Chinese print books in five years with a total value of 400, 000 (RMB) - 200, 000 (RMB) in the first year and an annual donation value of 50, 000 (RMB) books in the next four years.

The purpose of this donation is to strengthen bi-lateral cultural understanding between the people of China and Malaysia and provide academic enrichments o the library users. Donated titles are related to Chinese language studies, Chinese history and culture, Chinese literature and art, overseas Chinese studies, and titles related to ASEAN countries. This Bookshelf will support related research in UM and will further enhance the Chinese language collection.

The event started out with a welcome speech by Dr. Nor Edzan Che Nasir, Chief Librarian of University of Malaya Library. This was followed by a speech from Professor He Linxia, Vice-President of Association of Guangxi Studies and the book donation ceremony. Both parties exchanged gifts and ended with a photography session.

The University of Malaya Library wishes to express our sincere gratitude to all parties involved in this event.



Group photo after the book donation ceremony

**Seminar Kepustakawanan 2015 : Memperkasakan Perpustakaan
Melalui Inisiatif Berasaskan Keberhasilan**
25-26 November 2015 : Hotel Riverside Majestic, Kuching Sarawak

Muhamad Faizal Abd Aziz, Shamsiah Abu Bakar,
Sutarmi Kasimun, & Dr. Nor Edzan Che Nasir

Seminar Kepustakawanan 2015 dengan tema “Memperkasakan Perpustakaan Melalui Inisiatif Berasaskan Keberhasilan” anjuran Universiti Malaysia Sarawak (UNIMAS) telah diadakan dari 25 hingga 26 November 2015 bertempat di Hotel Riverside Majestic, Kuching Sarawak. Ucaptama dan perasmian seminar telah dilakukan oleh YBhg. Prof. Dato' Dr. Mohamad Kadim Bin Suaidi, Naib Canselor, Universiti Malaysia Sarawak. Kertas kerja yang telah di bentangkan di dalam seminar ini adalah:

Sesi Pertama - *Transforming of nuclear Malaysia Library services through electronic-Selective Dissemination of Information (SDI): e-SDI* - Mohd. Hafizal Yusof, Mengoptimum penggunaan sumber melalui kelestarian inisiatif: pengalaman Perpustakaan FRIM - Haji Mohamad Zaki Haji Mohd Isa, *Becoming a smart Library partner: volunteerism in the Library* - Hajah Imilia Ibrahim, dan Impak pameran dan perkhidmatan pandu lalu terhadap pinjaman buku baharu: kajian berasaskan *Return on Investment (ROI)* - Rohalia Mohd Rani.

Sesi Kedua - *E-book selection practices in Malaysian academic libraries* - Dr. Che Zainab Haji Abdullah, *Research integrity: ethics and plagiarism* - Jennifer Yong, *Digital preservation in libraries: needs and challenges* - Hajah Imilia Ibrahim, Melestari budaya dan tamadun ilmu: peranan dan sumbangan Pusat Dokumentasi Melayu (PDM), Dewan Bahasa dan Pustaka (DBP) - Kamariah binti Abu Samah, dan Penjanaan dan penganalisaan data penerbitan Universiti: peranan dan cabaran di Perpustakaan UteM - Hajah Faridah Haji Md. Amin.

Sesi Ketiga - Program literasi maklumat dan media PNM: ke arah melestarikan pembelajaran sepanjang hayat - Katrun Nada Haji Hashim, *Evidence-based Librarianship (EBL): a historical perspective* - Ida Nadia Mohamad Bahtiar, *Embedded academic librarian: opportunities or challenges* - Nurfaizah Kamarudin, Sekretariat Sahabat Kembara Ilmu (SKIL): sinergi dan kelestarian program Perpustakaan Universiti Sains Islam Malaysia (USIM) - Rozana Kamdani, dan *Essential Skill Sets for Today's Librarians* -Desmond Wee

Sesi Ketiga - Inisiatif pewujudan "Little Free Library" di USIM: suatu perkongsian- Nor Azzah binti Momin, *Identifying the criteria of appropriate learning space design in an academic library: a case study at Centre for Academic Information Services (CAIS), Universiti Malaysia Sarawak (UNIMAS)* - Dyg Norsheila Abg Mohtar, dan *E-learning platform: inisiatif PUM dalam pendidikan pengguna untuk kursus dan sesi kemahiran maklumat melalui pendekatan blended learning* - Shamsiah Abu Bakar



Ketua Pustakawan UNIMAS menyampaikan ucapan alu-aluan

OCLC Asia Pacific Regional Council Conference

3-4 December 2015: RMIT University, Melbourne, Australia

Nor Edzan Che Nasir

OCLC held its Asia Pacific Regional Council Conference from 3 to 4 December 2015 at the RMIT University in Melbourne, Australia. The Conference started out with a welcome address by Craig Anderson, RMIT University's University Librarian who is also the Chair of OCLC Asia Pacific Regional Council. This was followed by a welcome to the country address by Paul Gough, the Acting Vice Chancellor (Academic) of RMIT University. Over the two days, there were ten presentations:

1. We-Q: Working in a collaborative economy – Dan Gregory (Founder and CEO, The Impossible Institute)
2. The power of the cooperative: Making breakthroughs possible – Skip Pritchard (OCLC President and CEO)
3. OCLC membership: Moving further, farther, together – Anja Smit (University Librarian, Utrecht University, Netherlands and President, OCLC Global Council 2015-2016) and Sandra Yee (Dean of University Libraries & School of Library and Information Science, Wayne University, USA and Chair, OCLC Board of Trustees)
4. Cooperation: A national library perspective – Anne-Marie Schwirtlich (Director-General, National Library of Australia) and Bill McNaught (National Librarian, National Library of New Zealand)
5. Cooperating at scale: From technology artefacts to technology in practice – Lorcan Dempsey (Vice President, Membership and Research and Chief Strategist, OCLC)
6. The impact of cooperation – Ann Ritchie (Director Library & Literacy, Barwon Health, Melbourne, Australia), David Feighan (Library and Information Services Manager, Mentone Girls Grammar School, Melbourne, Australia) and Simon Huggard (Deputy Director, Research and Collections, La Trobe University)
7. A microcosm of worldwide library cooperation: Hong Kong's JULAC – Peter Sidorko (University Librarian, University of Hong Kong and Vice President/President-Elect, OCLC Global Council)
8. OCLC business overview – Eric van Lubek (Vice President and Managing Director OCLC EMEA and Asia Pacific), Andrew Wang (Vice President, OCLC Asia Pacific) and Chris Thewlis (Regional Manager, OCLC Australia/New Zealand)
9. Making global cooperation possible: Moving towards true multilingualism: Leveraging global cooperation through WorldCat – Karen Smith-Yoshimura (Senior Program Officer, OCLC Research)
10. Inputs and outputs: Using cooperatively managed metadata to improve library services – David Whitehair (Director, Metadata Services, OCLC) and Katie Birch (Executive Director, Resource Sharing, OCLC)

There was a special presentation by members of the Asia Pacific Regional Council Executive Committee titled *Together – We make breakthroughs possible: Breakthroughs in Asia Pacific*. In this lightning talks session, Dr Nor Edzan Che Nasir presented in this session showcasing collaboration amongst the various types of libraries in Malaysia. This was followed by another lightning talks session featuring the next generation of librarians from Australia titled *The future of cooperation: Millennial perspectives on the future of libraries*. The Conference came to a close on 4 December 2015 with closing remarks from Peter Sidorko and Craig Anderson. For 2016, the Conference will be held in Hong Kong from 1 to 2 December 2016.



Participants from the Conference in front of the State Library of Victoria

**International Conference on Information Science 2015 :
Synergizing Information Towards Transformative Societies**
7-8 December 2015: UiTM Puncak Perdana, Shah Alam, Selangor

Shamsiah Abu Bakar, Noor Hasanah Mohd. Hanafi & Dr. Nor Edzan Che Nasir

The Faculty of Information Management of UiTM organised the International Conference on Information Science (ICIS) 2015 in cooperation with Perpustakaan Tun Abdul Razak UiTM, Perpustakaan Negara Malaysia, Arkib Negara Malaysia and the University of Malaya. It was held from 7 to 8 December 2015 and was held at the Faculty of Information Management at the UiTM Puncak Perdana Campus. With the theme Synergizing Information Towards Transformative Societies, the Conference was officiated by the Rector of UiTM Selangor Campus, Professor Dr. Zaini Abdullah. Prior to that, the Dean of the Faculty of Information Management, Associate Professor Dr. Mohd. Sazili Sahibi, delivered his speech followed by the guest of honour delivering his opening speech and declaring the Conference open. The Conference had two key note speakers:

1. Synergizing Information in Transformative Societies – Emeritus Professor Brian Corbitt, RMIT University, Melbourne.
2. Spearheading Information Consolidation for Public Service Transformation– Dr. Mohamad Zainuddin Mat Taib, MAMPU, Kuala Lumpur.

A total of 34 short papers and 14 full papers were presented over the two days in three breakout sessions - Library and Resource Center Management, Information Management System and Records Management and Knowledge Management. The papers are:

SHORT PAPER

1. Enhancing Histological Images Using Haar Wavelet Transform Technique
2. A Case Study of Web Information Seeking Process of Primary School Students
3. Identifying Big Data in Information Spectrum Using an Ontology for Efficient Decision-Making
4. eBook Purchasing Methods in Malaysian Academic Libraries: A Qualitative Approach
5. Commercial Records Center in Malaysia: A Review of the Benefits and Challenges
6. Corak Penggunaan Teknologi Pembelajaran di Kalangan Pelajar Luar Kampus
7. Limalogy and Wakaf: Information for Volunteers
8. "Open House": A Strategy for Promoting Academic Library Services to New Students at Institut Teknologi Sepuluh Nopember (ITS) Library
9. eBooks and eReaders: A Passing Fad or the Wave of the Future? Progress of eBooks/eReaders in Southeast Asia
10. Perception on the Benefits of Using Social Media among Students
11. Insight towards Cataloging Tools in Library Science
12. Reliability, Responsiveness and Assurance of Library Staff in Providing Services
13. Knowledge Sharing Behaviour among Business Students; the Role of Trust, Self-Efficacy and Enjoyment to Help Others
14. Islamic Collections Management in Malaysia Academic Libraries: The Training Needs
15. Capitalizing on Information Systems: Education Data Utilization in Malaysian School Environment
16. Medical Records for Forensic: A New Approach for Medical Records Officer Readiness
17. The Development of an Ontology-Based Knowledge Management System for Malaysia Indigenous Herbs
18. Leadership and Knowledge Capture as Factors of Knowledge Management Maturity in an Organization
19. Dimensions of Knowledge Management Maturity in Academic Libraries: Top Management Support, Human Capital and Information Technology
20. Liberation and Librarianship: A Brief Review on the Politics of Information in Indonesia Before 1998

21. Investigating Typology of E-Reading Engagement of Children in iPad– First and Second Grade
22. Peluang Perniagaan Dalam Pengurusan Rekod Awam dan Pentadbiran Arkib Awam di Malaysia Berdasarkan Akta Arkib Negara 2003 (Akta 629) dan Pekeliling Perkhidmatan Bilangan 5 Tahun 2007 Panduan Pengurusan Pejabat
23. The Use of Personal Information Management (PIM) Tools among the Executives at Government Link Companies (DLC): An Initial Investigation
24. Tugas Mengurus Rekod Awam Berdasarkan Akta Arkib Negara 2003 (Akta 629) dan Penyediaan Model
25. Exploring Mobile Visualization for Diabetic Self-Care Management : A Conceptual Framework
26. The Relationships between Organizational Learning Capabilities (OLC) Dimensions and Knowledge Performance
27. Kepuasan Pengguna Perpustakaan Perguruan Tinggi Negeri di Surabaya, Indonesia
28. A Comparison of E-Court and E-Shariah systems in the Implementation of Electronic Judiciary in Malaysia
29. Model on Social Cloud Portal Consuming Cloud Service for Inter-Schools
30. Program Jalinan Masyarakat: Inisiatif PUM dalam Pembangunan Sumber Ilmu untuk Mendekati Masyarakat
31. Trend on Library and Information (LIS) Research in Indonesia From 2006-2013
32. Analisis Kondisi Perpustakaan Sekolah di Surabaya Jawa Timur
33. Adolescent Reproductive Health Information Seeking Behavior: An Information Horizon mapping Among Senior High School Students in Bandung
34. Analysis of Document Management of Universities in Surabaya, Indonesia

FULL PAPER

1. Kebutuhan Informasi dari Ibu Menyusui dalam Program “Perbaikan Gizi: ASI Eksklusif”
2. Breaking The Library Wall: Capturing Ephemera Collection in University Of Indonesia
3. Seni dalam Perspektif Pluralisme Budaya dan Kultural Studies
4. Kesan Bibloterapi dalam Mengurangkan Tekanan di Kalangan Kanak-Kanak
5. Surviving in the Digital Age by Utilizing Libraries’ Resource and Services: East West University Library, Bangladesh Perspective
6. The Effect of Social Media as a Media of Library Promotion Toward The Interests of Visit to The Kalbis Institute Library
7. The Use of Facebook as a Virtual Reference Service in the Library of Research and Development and Education and Training Center Ministry of Religious Affairs
8. Lifelong Learning at the National Museum of Indonesia: A Place of ICT-based Information Management
9. The Effects of International Job Rotation on the Performance of Librarian in The Institut Agama Islam Negeri (IAIN) Imam Bonjol, Padang, Sumatera Barat
10. Factors that Determine the Acceptance and use of Social Commerce among Small and Medium-Sized Enterprises in Malaysia
11. Survey on Employability: Employability of Records Management Graduates in Universiti Teknologi MARA (UiTM)
12. Discovering the Use of UI Library as a Place through Social Media Monitoring
13. Rural Library Development in Malaysia 2005-2015: The National Library of Malaysia Experience
14. The Information Skills Course (GXEX 1401) for the Undergraduate Students of University of Malaya : Pre and Post Evaluation Test

The University of Malaya Library was represented by Shamsiah Abu Bakar (Program Jalinan Masyarakat: Inisiatif PUM dalam Pembangunan Sumber Ilmu untuk Mendekati Masyarakat) and Noor Hasanah Mohd. Hanafi (The Information Skills Course (GXEX 1401) for the Undergraduate Students of University of Malaya : Pre and Post Evaluation Test).

KEKAL ABADI

GUIDELINES FOR CONTRIBUTORS

Kekal Abadi invites contributions from librarians, information scientists, information managers, educators, administrators, publishers and other interested persons from all over the world.

Types of Contributions

The journal publishes original articles on all aspects of library and information science. In addition, Book Reviews, New Products and Services, Conference Reports, Awards and News are also welcome.

Format

Manuscripts should preferably be 1,500-3,500 words in length. Authors may submit their article as an attached file with email. The font type required is Calibri, 11pt.

The first page of the manuscript should contain the title of the article followed by name(s) and affiliation of author(s), complete address, including telephone and fax numbers, and e-mail address. An abstract of about 100-200 words (If the article is in BM, an abstract in English is needed). Submit only one copy of the manuscript.

Tables, Figures and Illustrations

Tables, figures and illustrations with captions should be positioned within the text.

Style

The citation styling of the manuscript should follow the Publication Manual of the American Psychological Association (2009), 6th ed. (New York: American Psychological Association). References should be cited in the text using the 'name and date' style, e.g. "Roger (2001) said that ..." or "research shows that ... (Roger, 2001)".

References at the end of the article should be listed in alphabetical order. The following are examples of the recommended reference style:

Archambault, E., Campbell, D., Gingras, Y., & Lariviere, V. (2009). Comparing bibliometric statistics obtained from the Web of Science and Scopus. *Journal of the American Society for Information Science and Technology*, 60 (7), 1320-1326.

Chu, C. M. (2009). Working from within: Critical service learning as core learning in the MLIS curriculum. In L. Roy, K. Jensen & A. H. Meyers (Eds.), *Service learning: Linking library education and practice* (pp. 105-123). Chicago: American Library Association.

Lessard, B., & Baldwin, S. (2000). *Netslaves: True tales of working the web*. New York: McGraw-Hill.

Miller, W., & Pellen, R.M. (Eds.). (2009). *Googlization of libraries*. London: Routledge.

Noraida Hassan. (2009, Jun 15-16). *Practicing evidence base in Malaysian libraries : A CSI challenge?* Paper presented at the International Conference on Libraries, Pulau Pinang.

Accuracy of Material

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