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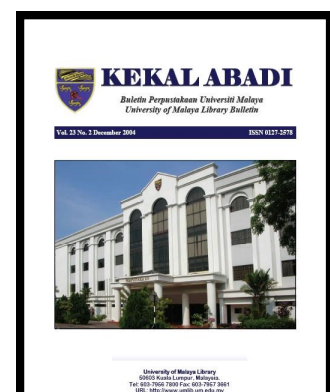
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Freeing Librarians to be Librarians



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Perceptions of Academicians at Academy of Islamic Studies on Library Services: A Preliminary Study

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Abstract

This paper describes a user survey carried out at Academy of Islamic Studies, University of Malaya as an initiative to communicate with library users. The survey is designed for the academic staff. The questionnaire was distributed online and also in hard copy format. The results of the study are analyzed. The limitation of this study was the survey focused on a specific group of users. Perhaps it can be used to study other groups of users such as students and general staff in future. The practical implication of this survey was a good way of communicating with users. The survey results indicated the level of library service quality.

Introduction

Academy of Islamic Studies, University of Malaya was known as Department of Islamic Studies. The main objective of the Academy is to expand, advance and enrich Islamic studies for universal harmony and humanity through research activities, teaching, publications and consultation that are of international standard and quality. The Academy consists of nine (9) departments: Departments of Al-Qur'an & Al-Hadith; Aqidah & Islamic Thought; Dakwah & Human Development; Fiqh & Usul; History & Islamic Civilization; Siasah Syar'iyah; Shariah & Economics; Shariah & Law; Shariah & Management. There are two (2) programe; Applied Science with Islamic Studies and Islamic Education. The Academy is managed by a director with three (3) deputy directors and head of departments.

The University of Malaya Library consists of a Central Library which provides library facilities for the whole campus and a network of branch and special libraries to meet the specific needs of some faculties. The Islamic Studies Library is one of the special libraries established to assist users from the Academy of Islamic Studies by providing appropriate resources for research, learning and teaching. The Library collection consists of:

- i) General collection placed at open shelves
- ii) Academic Reserved collection with recommended reading materials suggested by lecturers in their reading lists
- iii) Reference collection consisting of reference materials such as dictionaries, encyclopedias, and yearbooks
- iv) Theses collection with academic exercises, dissertations and theses written by students of Academy of Islamic Studies
- v) Free Range Reading collection with light reading materials such as novels and hobbies
- vi) Conference Papers collection with published and unpublished papers presented at conferences held in Malaysia or abroad
- vii) Journal collection with various journal titles in Islamic studies subject areas
- viii) Special collection which consists of materials donated by or acquired from the prominent individuals/scholars, such as the collections of *waqf* (endowment) from Medina, Saudi of Arabia

The Library Service Counter provides loans, returns, renewals and reservations services for registered users. In addition, inter library loan services are available for final year undergraduates, postgraduates and lecturers.

This article aims to provide information obtained from a library user satisfaction survey carried out among the academicians. It is hoped that the findings of this article would be beneficial and enhance the

knowledge of librarians and library managers on the continual improvement of services provided by the library and librarians.

Objective of the Study

The objective of this study is to investigate the level of satisfaction among academicians towards library collections and services.

The study focused on three main areas:

1. The level of satisfaction of academicians towards library collections, services and environment.
2. The success level of activities offered by library.
3. The helpfulness level of training sessions conducted by the librarians.

Literature Review

Min and Yi (2010) evaluated users' satisfaction with library resources and services to understand better the users' needs, preferences, and trends of using library resources through five user surveys conducted campus wide since 2004. These surveys have mainly covered the library-subscribed resources, availability of resources, facilities, librarians, and services. The results of the surveys were used to adjust resources and improve service delivery to meet users' needs better. Nzivo (2012) in his survey on user perception on library services and information resources concluded that low confidence level in retrieval skills and abilities, unfamiliarity with electronic resources, and challenges of user education are the perceived key impediments to access library services and information resources in libraries. Creaser (2006) mentioned that different groups of library users have different priorities and expectations of the service, and a good library service will have sufficient flexibility to meet all those requirements and ensure high levels of satisfaction across all users. A "one-size" library service does not fit all users, and managers should remember that the best provision may not be uniform across the whole service.

Juhaida Abd Rahim (2012) mentioned in her survey about the sufficiency of resources for teaching, learning and research at Islamic Studies Academy. It was found that several areas were identified by the respondents as lacking areas. The areas include Islamic history and civilization, Islamic banking and finance, Islamic law, comparative law, studies in modern and contemporary tafsir, Islamic management, conventional and modern subject, and current issues pertaining to social problems. The survey also found that respondents needed collection development of other areas besides Islamic studies, such as science and technology, information technology, social sciences, art and media, motivation and career, and light reading materials. Norliya Ahmad Kassim, Khasiah Zakaria, and Haslinda Mohamed (9-11 June 2008) in their survey on assessing customer satisfaction on library services and activities recommended that the first implication is that library staff should play an active role in learning and be a life-long learner. This attitude of learning will motivate learning among users of the library. The second implication is librarians should also do research on customer focus and user satisfaction.

Hayden, O'Brien, and Ó Rathaille (2005) did a survey on library services delivery at Waterford Institute of Technology (WIT) Library and concluded that the main challenge facing WIT Libraries is not to encourage people to use the library service, but rather, to focus on optimizing the "library experience" of its substantial number of current users, particularly students. The survey findings indicated high satisfaction levels with what one might call traditional services such as book collections and help desks. Hebert and Chaney (2012) conducted a survey on library facilities design and management enhancement. The survey results indicated that the respondents were aware of sustainability and sustainable lighting. They were dissatisfied with the library's existing lighting and suggested that these issues be addressed by the university to reduce the library's environmental footprint. They suggested library renovation, and further research of the library's lighting overall sustainability. This may indicate that the concept of lighting sustainability and general sustainability are linked in the minds of the library end-users.

Research Methodology

The questionnaires for this study were administered to 90 academicians at the Academy of Islamic Studies, University of Malaya. Participation was voluntary and no remuneration was offered. The questionnaires consisted of five (5) questions. The first demographic question required respondents to indicate their teaching department. The second question required respondents to indicate how often they use Islamic Studies Library's services and facilities. The third question required respondents to mention the level of satisfaction on the availability of course books / core texts, e-books, e-journals, online databases, and library environment. The fourth question required respondents to choose the success level of completing library activities such as searching library catalog, access online journals, receiving items through inter library loan and document delivery services, locating journal articles using online databases, and feedback from library inquiries. The fifth question required respondents to choose the level of helpfulness of sessions conducted by Librarians, such as EndNote, introduction to library homepage, services, & facilities, searching library catalog, searching electronic journals and electronic book, searching online databases, identifying ISI journals, identifying SCOPUS journals, and updating papers in institutional repositories (Eprints).

The data was tabulated and analyzed using SPSS.

Findings

The finding of this study was analyzed in accordance with the objectives of the study; (i) satisfaction level among academicians towards library collections, services and environment. Respondents were asked to indicate whether they were very satisfied, fairly satisfied, neither satisfied nor dissatisfied, fairly dissatisfied, very dissatisfied, don't know or not applicable, (ii) level of success of activities offered by library. This section requested respondents to indicate whether they were very successful, fairly successful, neither successful nor unsuccessful, fairly unsuccessful, very unsuccessful, don't know or not applicable with library activities, and (iii) helpfulness level of training sessions conducted by the librarians. Respondents were asked to indicate whether the sessions conducted by librarians were very helpful, fairly helpful, neither helpful nor unhelpful, fairly unhelpful, very unhelpful, don't know or not applicable.

(i) Satisfaction Level Among Academicians Towards Library Collections, Services and Environment

The mean satisfaction among academicians towards library collections, services and environment is shown in Table 1 and Figure 1. It was found that the academicians level of satisfaction was highest for the availability of e-books (m=2.67), e-journals (m=2.67), and online databases (m=2.67). The availability of core/text books (m=2.22) and the overall library environment (m=2.11) had slightly lower levels of satisfaction.

Table 1. Mean Satisfaction towards Library Collections, Services and Environment

	Mean	SD
Core books / Texts books	2.22	1.20
e-Books	2.67	1.41
e-Journals	2.67	1.41
Online databases	2.67	1.41
<i>Library environment</i>	2.11	1.45

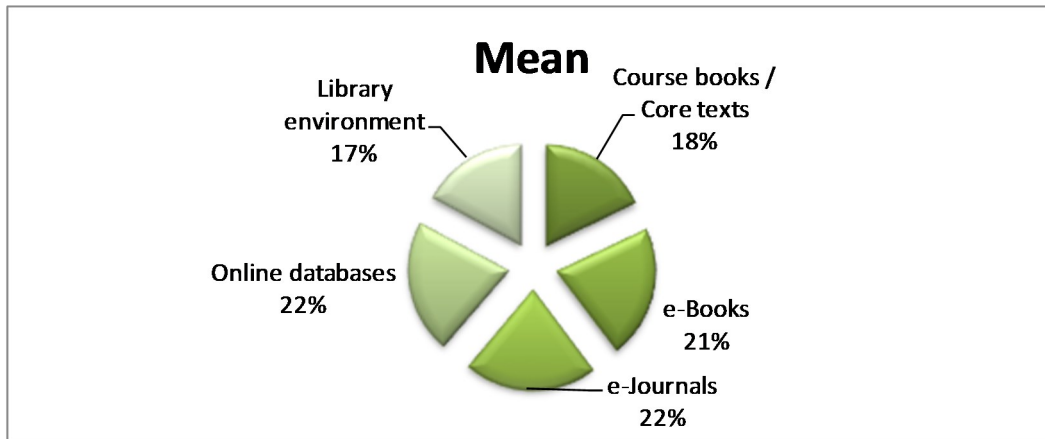


Figure 1. Mean Satisfaction towards Library Collections, Services and Environment

(ii) Successfulness Level of Activities Offered by Library

The mean level of success of activities offered by the library is shown in Table 2 and Figure 2. It was found that locating journal articles using online databases had the highest mean (m=2.67), followed by accessing online journals (m=2.44), feedback from library enquiries (m=2.44), receiving items through inter library loan (ILL) or document Delivery (DD) services (m=2.33), and searching library catalog (m=2.11).

Table 2. Mean Level of success of Activities Offered by Library

	Mean	SD
Searching library catalog	2.11	1.76
Accessing online journals	2.44	1.81
Receiving items through inter library loan (ILL) or document Delivery (DD) services	2.33	1.80
Locating journal articles using online databases	2.67	1.41
Feedback from library enquiries	2.44	1.81

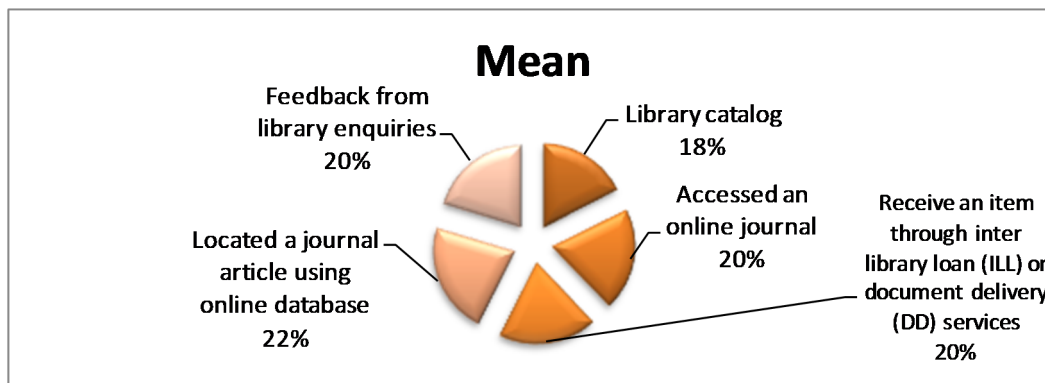


Figure 2. Mean Level of Success of Activities Offered by Library

(iii) Helpfulness Level of Training Sessions Conducted by the Librarians

The training sessions inclusive of EndNote, introduction to library homepage, services, & facilities, searching library catalog, searching electronic journals & electronic books, searching online databases, identifying ISI journals, identifying SCOPUS journals, and updating papers using institutional repositories (Eprints). The mean helpfulness of sessions conducted by librarians is shown in Table 3 and Figure 3. It was found that the EndNote session was helpful with the highest mean (m=3.56), followed by Introduction to library homepage, services & facilities (m=3.44). Searching electronic journals & electronic books (m=3.22), searching online databases (m=3.22) and updating papers using institutional repositories (Eprints) (m=3.22) had the same mean and followed by searching library catalog (m=3.11). Identifying ISI journals (m=2.89) and identifying SCOPUS journals (m=2.89) had the lowest mean.

Table 3. Mean Helpfulness of Training Sessions Conducted by the Librarians

	Mean	SD
EndNote	3.56	1.74
Introduction to library homepage, services & facilities	3.44	1.74
Searching library catalog	3.11	1.83
Searching electronic journals & electronic books	3.22	1.79
Searching online databases	3.22	1.79
Identifying ISI journals	2.89	1.69
Identifying SCOPUS journals	2.89	1.69
Updating papers using institutional repositories (Eprints)	3.22	1.79

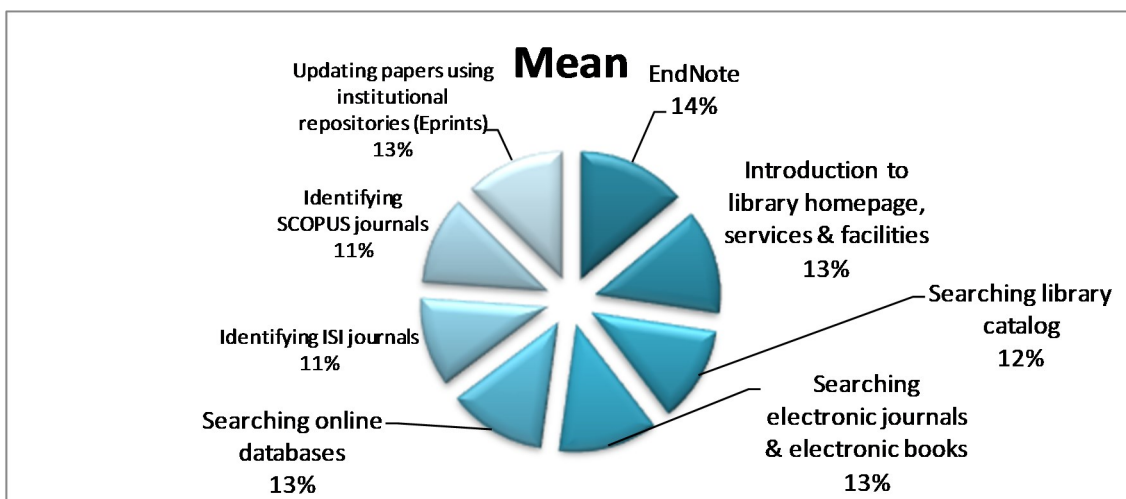


Figure 2. Mean Successfulness of Activities Offered by Library

Discussion

The findings from this user satisfaction survey indicated that training sessions provided by the library are the most useful for the academicians of the Islamic Studies Academy. Assisting them to search and retrieve online information from the library web page, online databases, electronic resources and repositories seem to be important.

The area of concern is the identifying of ISI/SCOPUS journals which the library has to improve. The university has emphasized publishing in ISI/SCOPUS journals in tandem with the global university rankings and it is important that the academics from the Islamic Studies Academy are given the required assistance.

The result of this study also showed that the academicians need training on the library services. In November 2014, an informal meeting was conducted between the library and the Deputy Director of Development of Islamic Studies Academy to discuss the need for training among lecturers on library services. The sessions asked are using EndNote, searching library catalog, searching electronic journals & electronic books, searching online databases, identifying ISI journals, identifying SCOPUS journals, and updating papers using institutional repositories (Eprints). The training sessions will be scheduled and conducted in 2015.

Conclusion

This preliminary study was conducted to investigate the satisfaction level among academicians towards library collections, services and environment; followed by successfulness level of activities offered by library; and the helpfulness level of training sessions conducted by the librarians. Overall, it can be concluded that academicians at Academy of Islamic Studies, University of Malaya are satisfied with library collections, services and environment. However they need training sessions to be conducted by librarians.

In August 2013, the Islamic studies library building has been completely renovated after 5 years of a landslide tragedy that affected the whole library building. The upgrading process involved the entire internal structure of the Library. The Library also has extend its services with the new look, such as, a discussion room equipped with LCD projector, 6 individual carrels, PCs for digital services, colorful pigeon holes, photocopy services, light readings area, and a service counter. It is hoped that this library environment can meet the needs of users and improve the quality of services provided.

Several attempts have been carried out. In 2014, the library has managed to increase the percentage of the reading list recommended by lecturers of 3.5% for postgraduate program. For out of print titles, the library had taken the initiative to make photocopies of materials from other libraries such as UIA, UKM and UPM through inter-library loan. To further increase the percentage of the reading list, the library intends to request materials by lecturers who teach the subject in early 2015. If they cannot supply the materials to the library, we would advise them to change titles in the reading list. By the end of October 2014, the library has arranged Islamic studies book selection activities by lecturers to meet the needs of each department's reading materials and approximately RM25000 allocation was used to buy materials that have been selected.

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**Publication Supply Services at University of Malaya Library:
User's Awareness and Satisfaction Survey 2014**

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Abstract

The purpose of this study is to identify and examine user's awareness and satisfaction towards Publication Supply Services provided at the University of Malaya Library. Questionnaire surveys were distributed to the eligible users of this service. A total of hundred respondents participated in this survey. Findings indicate respondents are satisfied with this services. They also suggested recommendations for improvement.

Keywords: Publication Supply Service, Interlibrary loan, Document supply, Document delivery, User awareness, User satisfaction,

Introduction

Interlibrary Loan (ILL) service in a library may operate under various names and acronyms: Interlibrary Borrowing, Interlibrary Lending, Interlibrary Services, Document Delivery, Resource Sharing, and others (Hilyer, 2006). At University of Malaya Library, the term "Publication Supply Services" has been used for interlibrary loan and document supply whereby users can request to borrow books or receive a copy of document owned by other libraries. Publication Supply Services are provided to fulfil users' needs for information from materials which are not available in UM library collections. This service is offered to eligible users through Inter-Library Loan (ILL) and Document Supply Service. Eligible users include academic staff, postgraduate students and final year undergraduate students. The services are provided under Client Services Division at the Central Library, University of Malaya.

A number of improvement initiatives have been made in Publication Supply Services such as; online request forms, status updates, email & SMS notifications, and electronic delivery format. With these improvements, the number of requests from users have also increased.

The aim of this survey is to investigate the satisfaction level of library users when they use this service. This survey is needed to determine how the library can continuously improve and provide the best quality services to users.

The objectives of the study are to answer following questions:

- i) Are eligible users aware of Publication Supply Service?
- ii) What are the reasons for not using this service?
- iii) How did users learned about the service?
- iv) Do users search the library resources before submitting requests?
- v) Does the library meet the needs of users through this service?
- vi) What are the areas to improve further the services offered

Literature Review

Research shows that several studies have been conducted to examine the user awareness and satisfaction towards publication supply service in academic libraries. Lucas (2009) stated that assessing interlibrary loan services is an integral part of managing a library. Her assessment of interlibrary loan services at

D'Youville College proved that interlibrary loan service department provided high quality service to its patron.

Yang (2004) evaluated customer satisfaction at Texas A&M University Libraries towards their new electronic document delivery service called *deliverEdocs*. The survey gave interlibrary loan service timely usable feedback to improve the service and the survey results revealed that users are truly satisfied with the new services. A second survey was conducted in 2012 at Texas A&M University Library to determine how they can continue to deliver the best possible service to the customer (Yang, Hahn & Thorton, 2012). The new survey was to evaluate customer satisfaction of the rebranded service called *Get it for me* and overall customers were found to be very appreciative and complementary of the service.

Landes (2001) studied interlibrary loan satisfaction of the entire faculty, staff and student body at State University of New York (SUNY) College of Arts and Science, Geneseo in 1999. The study concluded that most patrons who use ILL service are very satisfied with the service and the primary reasons patrons do not use the service are because they find what they need in the library, including access to full text databases and access to the Internet, or they go to other libraries.

Frank & Bothmann (2007) studied the use of interlibrary loan among undergraduate students at Minnesota State University, Mankato (MSU Mankato). The study revealed that most users learned about interlibrary loan from their professor, ninety-five percent were satisfied with the interlibrary loan service, and non-users do not use interlibrary loan because they are unfamiliar with the service.

Naylor & Wolfe (2008) completed a study of interlibrary loan patron satisfaction at the Wichita State University Libraries and reported that the users of the WSU interlibrary loan service are satisfied with service and they were happy with the delivery time, print quality and usefulness of the materials provided by interlibrary loan.

Methodology

A questionnaire survey were distributed in three ways: printed form distributed to users that pick up their publication supply materials at Client Service Division; distributed electronically via email to users; and distributed to postgraduates student who attended Information Skill Session at Computer in Central Library. A total of hundred library users participated in this survey. Out of the hundred respondents, 52 percent are PhD students, 29 percent are Master's students, 17 percent are Academic staff, and only 2 percent are final year undergraduate's students. Statistical Package for the Social Sciences (SPSS) software was used to tabulate and analyse the survey data and Microsoft Excel software was used to build charts.

Findings

(i) Awareness of the Publication Supply Services

In order to determine user awareness about Publication Supply Service offered by the library, respondents were asked whether they use the service or not. About 68 percent of the respondents used this service and only 32 percent of respondents do not use this service. PhD students represented the highest usage of Publication Supply Service (37), followed by academic staff (16), and Master's students (15).

A total of 32 respondents did not use this service; 2 final year students, 15 PhD, 14 Masters' students, and 1 academic staff.

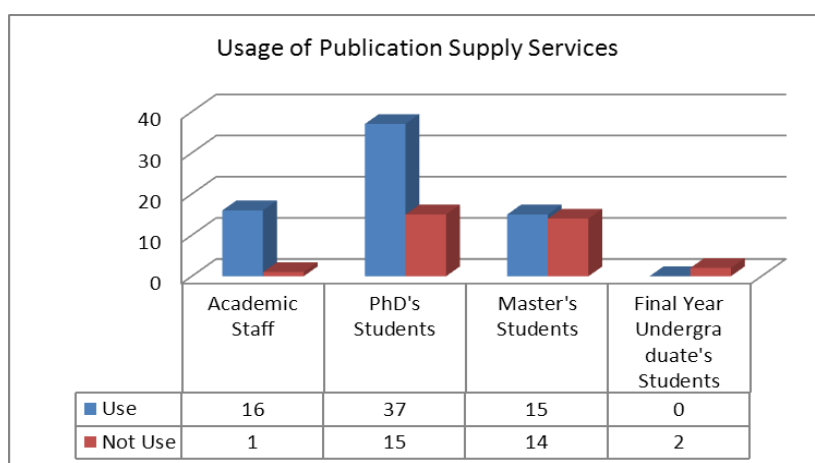


Figure 1. Usage of Publication Supply Services

(ii) Reasons for not using the service

The reason for not using this service is because they do not know about the service and therefore only use available resources in the library including electronic, online, open access and print collection.

Table 1. Reason for not using Publication Supply Services

Reason for Not Using Publication Supply Services	Responses
Don't know about this service	25
Use full text database subscribed by the library only	9
Use the Internet/open access database only	4
Use resources available in the library only	3
Others: New students	2
Total	43

(iii) How users learned about the service

Users of this service have been asked about how they learned about Publication Supply Service offered by the library. Most of respondents learned about the service from librarian or library staff and recommendation from their colleague/friend/lecturer/supervisor, while others learned from the library website and research methodology/information skills classes.

Table 2. Discovery of Publication Supply Services

Method of Learning	Responses
Library staff / Reference Librarian	27
Colleague/friend/lecturer/supervisor's recommendation	22
Library website	17
Research methodology/information skill class	2
Total	68

(iv) Do users search the library resources

In order to determine user’s understanding about Publication Supply Services which is to provide an alternative access to information materials which are not available in library collection, respondents were asked if they checked UM Library online catalog and electronic/online databases for availability of item requested before submitting their request. The results shows that majority of them (84%) checked the library information resources before submitting the requests, while another 16% respondents did not check or sometimes checked the library resources probably because they are do not aware about information resources provided by the library (4 respondents); they did not know that they should check library resources before submitting requests (2 respondents); and forget to check (1 respondent).

(v) Does the library meet the needs of users

Result of the study shows that Publication Supply Services received positive response from the users. Majority of respondents were very satisfied (26%) and satisfied (62%) with the services, while only 3% were not satisfied with the services and 9% of respondents could not decide how to rate the services.

Factors that influences users to be satisfied with Publication Supply Services are mostly because the staff in charge are found to be very helpful, their requests are filled promptly, they received notification via SMS when item is ready to be collected, quality of scanned or photocopied documents are good, documents were delivered electronically via email, and turnaround time for item requested to be received met their expectations. (Figure 2)

Factors that influence users dissatisfaction towards Publication supply Services are; turnaround time for items requested is too long and did not meet their expectations, documents are not delivered electronically via email direct to users, request not fulfilled, and users did not get any SMS notification for requests status. (Figure 3)

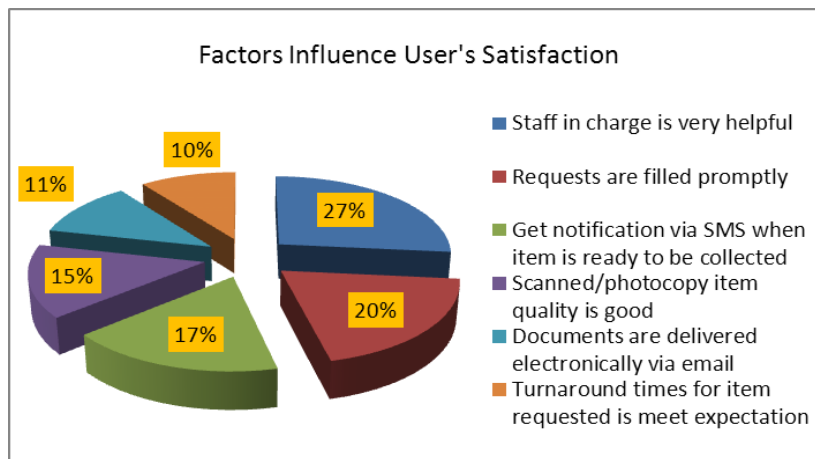


Figure 2. Factors that leads to user’s satisfaction towards the services

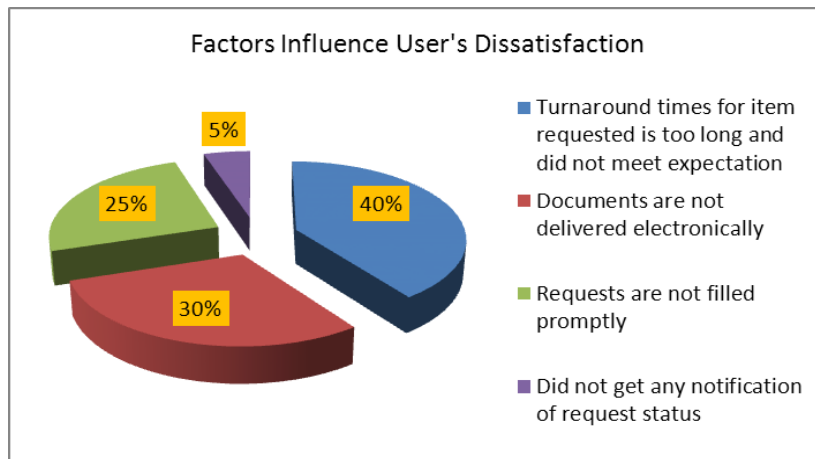


Figure 3. Factors that leads to user's dissatisfaction towards the services

(vi) What are the areas to improve further

The survey asked users for suggestion that could help the library to improve Publication Supply Services. Most of respondents provide very positive recommendation such as follows:

Document format and delivery method

Respondents suggested that printed documents received by the library should be scanned and changed to pdf format and delivered electronically via email to users. It is not convenient for users to come to the library just for collecting the materials particularly for distance users.

Service's promotion

Respondents suggested that the library need to promote Publication Supply Service in many ways such as organizing workshop, promote via email, and brochure distributions.

Requests status updates through email/SMS

Currently, users will be notified via SMS or email only for items that are ready to be collected. Some respondents suggested that all the updates about request status progress should be informed through email or SMS.

Alternative suggestions for unfulfilled requests

The respondents suggested that the staff in charge should assist users with the suggestion of an alternative solution for the unfulfilled requests so that they know what steps to be taken to fulfil their needs.

Turnaround times for requested item to be received

Respondents will be happy if the library could give them expected date the requested item will be received.

Discussions

The survey which is a first attempt at the University of Malaya Library provided interesting finding with regard to the services offered by the library.

Firstly, the Publication Supply Service has been opened to final year undergraduates about a decade ago. However, it looks as if they are not aware of this service.

Secondly, services in the form of Research Methodology and Information Skills courses have to allocate more time to emphasize the Publication Supply Service.

Thirdly, such services offered by the library should be highlighted in the library website. Based on the recommendations, users too have suggested more promotion of this service.

Conclusion

Findings of the study indicate that Publication Supply Services at University of Malaya Library provided good services to its users. Overall the respondents were satisfied with the services and provided recommendations for service improvement. Publication Supply librarian and staff should consider to implement those positive recommendation made by respondents. There is a need for some new initiative to improve the service such as an addition of staff for scanning purpose to ensure that document will be delivered fully electronically. The user perception towards this services revealed that promotional efforts should be done more effectively. Service promotion should be done thoroughly to create better awareness about the services especially for the new students.

It is concluded that the survey achieved the objectives of the study. The survey should be done annually to benchmark the service performance and continuously improved the quality of services.

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Koleksi Keratan Akhbar di Perpustakaan Universiti Malaya (2008-2014)

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Abstract

The UM Library has re-activated its news clippings collection containing news related to the University of Malaya in October 2014. In line with the establishment of the University of Malaya Art Gallery, newspaper cuttings relating to visual arts activities in Malaysia are also collected. All these newspaper clippings are digitized and uploaded to a special repository that can be accessed via the Library's website.

Abstrak

Perpustakaan UM telah mengaktifkan semula aktiviti pengumpulan koleksi keratan akhbar yang memuatkan berita berkaitan Universiti Malaya mulai Oktober 2014. Selaras dengan penubuhan Galeri Seni Universiti Malaya, keratan akhbar yang berkaitan dengan kegiatan seni visual di Malaysia juga turut dikumpul. Semua keratan akhbar ini didigitalkan dan dimuat naik dalam repositori khas yang boleh diakses melalui laman sesawang Perpustakaan.

Katakunci: Keratan akhbar, Berita UM, Akhbar tempatan, Galeri Seni.

Pengenalan

Perpustakaan memainkan peranan yang penting dalam memastikan sumber maklumat diperolehi dengan mudah dan pantas. Bagi menyokong aktiviti pengajaran pembelajaran dan penyelidikan di Universiti, pembangunan koleksi sumber maklumat seharusnya tidak ditumpukan hanya kepada koleksi buku, jurnal, pangkalan data dan bahan multi media. Kepelbagaian jenis koleksi, format dan media penyampaian juga memainkan peranan utama bagi memastikan capaian kepada maklumat berkenaan dapat dimanfaatkan pada tahap yang maksima.

Koleksi Keratan Akhbar

Perpustakaan Universiti Malaya telah mula mengumpul koleksi keratan akhbar sejak tahun 80an dan subjek koleksi ini meliputi pelbagai topik antara lain termasuk biografi tokoh-tokoh terkemuka di Malaysia, berita berkaitan isu-isu ekonomi, politik, pendidikan dan hal ehwal semasa. Koleksi keratan akhbar tersebut dikumpul mengikut subjek dan difailkan. Masalah penyimpanan dan kesukaran untuk mendapatkan semula maklumat menyebabkan usaha ini tidak dapat diteruskan.

Menyedari akan kepentingan mengumpul dan merekodkan berita yang dimuatkan dalam akhbar tempatan, inisiatif mengumpul, menyimpan secara digital dan memuat naik keratan akhbar di laman sesawang telah dimulakan sekitar bulan Oktober 2008. Walau bagaimanapun, tumpuan berita yang diberi keutamaan untuk dipilih dan dikumpul berbeza dari tahun-tahun sebelumnya. Keratan akhbar telah diambil daripada beberapa akhbar utama yang diterbitkan dalam empat bahasa iaitu Bahasa Malaysia, Inggeris, Tamil dan Mandarin iaitu:

- i. Utusan Malaysia / Mingguan Malaysia
- ii. Berita Harian / Berita Minggu
- iii. New Straits Times / New Sunday Times
- iv. The Star / Sunday Star
- v. Malay Mail / Sunday Mail

- vi. The Sun
- vii. Kosmo
- viii. Harian Metro
- ix. Malaysia Namban
- x. Makkal Osai
- xi. Sin Chew Daily
- xii. Nanyang Siang Pau

Pendekatan pengumpulan koleksi keratan akhbar kali ini ditumpukan kepada berita berkaitan Universiti Malaya. Beberapa topik utama telah dipilih dan diselaraskan antara lain termasuk ruang penulisan tetap oleh ahli akademik, ulasan dan pandangan mengenai sesuatu isu, aktiviti yang berlaku dalam kampus, aktiviti ahli akademik, staf dan pelajar dan lain-lain maklumat yang seumpamanya. Selain daripada berita mengenai UM dan bersempena dengan penubuhan Galeri Seni UM, Perpustakaan turut mengumpul koleksi berita mengenai aktiviti seni visual yang berkaitan dengan Malaysia atau sebarang aktiviti pameran yang berlangsung di Malaysia. Semua keratan akhbar ini boleh dicapai daripada laman sesawang Perpustakaan di mana berita tentang UM dikumpulkan di bawah satu koleksi yang dinamakan *UM in the News* manakala *Malaysian Arts* mengumpulkan berita yang berkaitan dengan aktiviti seni visual.

Newspaper Clipping

[UM in the news](#) | [Malaysian Arts](#)

- ▶ [Pertandingan Akhir Debat Terbuka Asrama Tunku Abdul Rahman](#) | Kosmo! 31-December-2014
- ▶ [Momen 2014: Yang pergi](#) | Kosmo! 31-December-2014
- ▶ [Qin jin Ma hua wen xue - lai zi zhang di ling yi duan de xian mu](#) | Sin Chew Daily 30-December-2014
- ▶ [Mayat ditemui terjerut](#) | Harian Metro 30-December-2014
- ▶ [Shi jie da xue bian lun sai Long yin bao, 93 guo 440 dui she zhan 8 tian](#) | Sin Chew Daily 29-December-2014
- ▶ [Vaksin baharu perangi denggi](#) | Kosmo! 29-December-2014
- ▶ [Semangat usah luntur](#) | Harian Metro 29-December-2014
- ▶ [Tesco hampir sasaran dana RMIj](#) | Harian Metro 29-December-2014
- ▶ [50 doktor UM, UiTM diterbangkan ke Kelantan](#) | Berita Harian 29-December-2014
- ▶ [Malaysia jadi hab pendidikan serantau makin menyerlah](#) | Berita Harian 29-December-2014

Gambarajah 1: Paparan di Laman Sesawang Perpustakaan Universiti Malaya

UM in the News

Sehingga Disember 2014 terdapat sejumlah 10,807 keratan akhbar telah dimuat naik ke dalam koleksi ini. Statistik mengikut tajuk akhbar, tahun terbitan dan topik ditunjukkan dalam Jadual 1 Jadual 2 dan Jadual 3.

Jadual 1: Statistik Keratan Akhbar Mengikut Tajuk Akhbar

Tajuk Akhbar	Jumlah Keratan Akhbar
Berita Harian / Berita Minggu	2,684
Utusan Malaysia / Mingguan Malaysia	1,936
Sin Chew Daily	1,610
The Star / Sunday Star	1,238
New Straits Times / New Sunday Times	1,090
Harian Metro	832
Kosmo	705
The Sun	276
Malay Mail / Sunday Mail	270
Makkal Osai	98
Malaysia Nanban	5
Nanyang Siang Pau	2
Lain-lain akhbar / sumber	61

Jadual 1 menunjukkan sebahagian besar liputan berita mengenai UM diperolehi daripada akhbar Berita Harian/Berita Minggu dan akhbar Utusan Malaysia/Mingguan Malaysia. Akhbar berbahasa Inggeris, The Star / Sunday Star, turut memberi liputan yang meluas kepada aktiviti yang dijalankan di UM, begitu juga akhbar Sin Chew Daily.

Jadual 2: Statistik Keratan Akhbar Mengikut Tahun

Tahun	Jumlah Keratan Akhbar
2014	2,231
2013	1,896
2012	2,074
2011	2,122
2010	1,267
2009	792
2008 dan tahun sebelumnya	425

Kumpulan terbanyak keratan akhbar mengenai UM adalah dalam tahun 2014 dan dikuti dengan tahun 2011 dan 2012. Walau bagaimanapun hanya sejumlah 1,896 keratan akhbar dikumpulkan pada 2013.

Jadual 3: Statistik Keratan Akhbar Mengikut Topik/Subjek

Topik / Subjek	Jumlah Keratan Akhbar
Aktiviti Pelajar / <i>Student activities</i>	1,225
Pendapat ahli akademik / <i>Academia's opinion</i>	962
Kes perubatan di Pusat Perubatan Universiti Malaya / <i>Medical cases in University of Malaya Medical Centre</i>	848
Berita Alumni / <i>Alumni's news</i>	799
Ruangan tetap / <i>Commentaries</i>	586
Penyelidikan / <i>Research</i>	493
Program akademik / <i>Academic programme</i>	324
Pusat Perubatan Universiti Malaya (am) / <i>University of Malaya Medical Centre (general)</i>	309
Lain-lain topik – Penarafan / <i>Ranking</i> , Konvokesyen / <i>Convocation</i> , Pilihanraya / <i>Election</i> , Kemasukan Pelajar / <i>Student intake</i> , Anugerah / <i>Awards</i> dan lain-lain	5,261

Aktiviti pelajar mendapat liputan yang meluas dalam akhbar tempatan, diikuti dengan ruangan ulasan dan pendapat oleh para ahli akademik ke atas isu-isu semasa yang berlaku sama ada di dalam atau luar negara. Selain daripada berita mengenai aktiviti Universiti, pelajar dan ahli akademik UM serta lain-lain berita semasa, akhbar berbahasa Malaysia turut menyediakan ruangan tetap yang memuatkan rencana dan pendapat para ahli akademik UM. Akhbar Kosmo memuatkan rencana yang ditulis oleh Dr. Mohd. Awang Idris, pensyarah Psikologi di Jabatan Antropologi dan Sosiologi pada setiap hari Khamis, manakala akhbar Berita Harian menyediakan ruangan tetap Mewah Bahasa yang menyiarkan karya Dr Nor Hisham Osman, pensyarah di Jabatan Linguistik, Akademi Pengajian Melayu. Selain daripada dua tokoh akademik ini, daripada semasa ke semasa beberapa akhbar-akhbar tempatan turut memuatkan rencana dan hasil karya yang ditulis oleh beberapa tokoh akademik seperti Prof. Dr Norma Mansor, pensyarah di Fakulti Ekonomi dan Perniagaan, Dr Noor Sulastry Yurni Ahmad, pensyarah di Jabatan Antropologi dan Sosiologi, dan Dr Sharifah Hayaati Syed Ismail, pensyarah di Akademi Pengajian Islam.

Malaysian Arts

Selaras dengan penubuhan Galeri Seni Universiti Malaya, Perpustakaan turut mengumpul koleksi keratan akhbar yang memuatkan berita tentang aktiviti seni yang berlangsung di Malaysia. Aktiviti pengumpulan ini dimulakan semenjak bulan Ogos 2010 dan sehingga Disember 2014, sejumlah 1,489 keratan akhbar berkaitan seni visual telah dikumpul dan dimuat naik ke dalam repositori khas Perpustakaan. Sebahagian besar koleksi keratan akhbar ini terdiri daripada berita berkaitan aktiviti pameran seni visual yang diadakan sama ada secara berkumpulan atau secara solo oleh artis-artis ternama dari dalam dan luar negara. Terdapat juga aktiviti seni visual yang dijalankan di UM dan turut mendapat liputan di akhbar tempatan.

Malaysian Arts; 1489 news

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1. [Tangan bersih, minda sihat.](#) Fairul Asmaini Mohd Pilus. [Harian Metro](#) | [30-December-2014](#) | Image: 672KB
2. [Kreativiti gadis bertopeng.](#) Ahmad Isyafiq Mad. Desa. [Kosmo!](#) | [29-December-2014](#) | Image: 279KB
3. [Pameran potret diri Sarkas.](#) [Kosmo!](#) | [29-December-2014](#) | Image: 27KB
4. [Barangan antik di Warisan Kertas 2014.](#) [Kosmo!](#) | [29-December-2014](#) | Image: 31KB
5. [Pameran artis muda Malaysia.](#) [Kosmo!](#) | [29-December-2014](#) | Image: 29KB
6. [The memory keeper.](#) Terence Toh. [Sunday Star](#) | [28-December-2014](#) | Image: 477KB
7. [Talents emerge with a bang.](#) Terence Toh. [Sunday Star](#) | [28-December-2014](#) | Image: 908KB
8. [Off to a colourful start.](#) Vijenthi Nair. [Star Metro](#) | [27-December-2014](#) | Image: 287KB
9. [Of ostriches and lychees.](#) Adrian Chan. [The Star](#) | [23-December-2014](#) | Image: 289KB

Gambarajah 2: Paparan Senarai Berita Berkaitan *Malaysian Arts* di Laman Sesawang Perpustakaan Universiti Malaya

Penutup

Penyediaan koleksi keratan akhbar merupakan salah satu usaha untuk membantu para pelajar dan penyelidik mendapatkan maklumat semasa berkaitan UM dan aktiviti seni visual yang dipaparkan dalam akhbar-akhbar tempatan dengan lebih cepat dan terfokus. Selain daripada itu, pengumpulan berita mengenai UM diberi tumpuan utama agar ianya dapat dijadikan rekod dan bahan rujukan pada masa hadapan. Penyimpanan secara digital tidak memerlukan ruang storan secara fizikal selain memudahkan capaian.

Rujukan

University of Malaya Library. Newspaper clippings: University Malaya in the news. <http://www.umlib.um.edu.my/newscut.asp?vs=?vs=en#sthash.3YoSJl6.dpbs>

University of Malaya Library. Newspaper clippings: Malaysian arts <http://www.umlib.um.edu.my/newscut.asp?vtype=tags&otid=406&otid2=406&vs=?vs=en#sthash.rZPISTld.dpbs>

Perception of UM Students Towards a Library Café: A Mini Survey

Survey conducted by: Izzan Ramizah (Library Practicum Trainee, 2014)

Summarised by: Janaki Sinnasamy (Senior Deputy Chief Librarian & Coordinator of Library Practicum)

Respondents	
Male	33%,
Female	67%
Staying in colleges	30%,
Non-residents	70%
Favorite Place	
Shopping complex	43%
Restaurants	30%
Bookstores	17%
Library	10%
Opinion on a library café	
Agree	87%
Disagree	13%
Type of library café preferred	
Calm, friendly environment	46%
Simple	27%
Classic	15%
Luxurious	12%
Easy Accessibility	
Strongly agree	20%
Agree	54%
Disagree	13%
Mixed feelings	10%

Location	
Next to the library	58%
Inside the library	42%
Far from the library	0%
Besides drinks and snacks	
Pleasant environment	35%
Sentimental music	31%
Casual reading materials	19%
Good aroma	15%
Vending machine in café	
Strongly agree	30%
Agree	43%
Mixed feelings	17%
Disagree	10%
Importance of library with a café	
Not lessened	53%
Prolong students' stay	
Strongly agree	13%
Agree	63%
Disagree	17%
Library with a café as a meeting place	
Strongly agree	7%
Agree	77%
Mixed feelings	3%
Disagree	13%

To support research in the librarianship profession, students undergoing practicum at the University of Malaya Library are given opportunities to carry out small surveys, if they are interested. This is the summary of a survey carried out by one of the practicum students on the students' perception towards library café.

Based on the fifth Ranganathan's Law of Library Science, a library is a growing organism. The purpose of this survey was a reminder for librarians to be constantly thinking of what a library should be doing to meet the evolving needs of users. It can be concluded that generally, students are expecting a one-stop center to meet their diversified needs.

Laporan Projek CLMV: Kerja Lapangan di Vientiane
18 – 21 Ogos 2014, Vientiane, Laos

Pauziaah Mohamad & Janaki Sinnasamy

Pada 18–21 Ogos 2014, lima (5) Pustakawan dari Perpustakaan Universiti Malaya (PUM), tiga (3) pensyarah dari Fakulti Sains Komputer dan Teknologi Maklumat (FSKTM), Universiti Malaya dan beberapa pelajar IPTA & IPTS Malaysia telah dipilih untuk menjalankan kerja lapangan di Vientiane, Laos di bawah projek CLMV. Dr Nor Edzan Che Nasir, Puan Janaki Sinnasamy dan Puan Koh Ai Peng dari PUM dan Prof. Madya Dr. Abrizah Abdullah dari FSKTM telah memberi ceramah dan berkongsi pengalaman dengan Pustakawan, Perpustakaan Universiti Nasional Laos dan pegawai-pegawai Perpustakaan Negara Laos. Perkongsian pengetahuan dan pengalaman ini dibuat melalui empat (4) ceramah oleh wakil Universiti Malaya. Berikut adalah tajuk dan ringkasan ceramah berkenaan:

Library Outreach Program using Social Media oleh Dr. Nor Edzan Che Nasir

Dr. Nor Edzan Che Nasir memberi ceramah yang menarik berkaitan dengan media sosial seperti *Facebook*, *Blogs*, *Twitters* yang merupakan kaedah terkini yang diterima untuk mendekati pengguna perpustakaan. Bilangan '*Likes*' mengenai isu-isu yang dicatatkan di dalam Facebook menunjukkan pengguna yang menghargai perkhidmatan perpustakaan. Perpustakaan Universiti Malaya memulakan Facebook pada tahun 2008 dan sejak itu, telah menerima sebanyak 17,763 orang dan 4.142 pelawat. Pengalaman lalu bagaimanapun, telah menunjukkan bahawa golongan muda lebih tertarik dengan mesej-mesej ringan di media sosial daripada maklumat yang serius.

Conducting an Online Information Literacy Course oleh Puan Janaki Sinnasamy

Puan Janaki Sinnasamy pula menyampaikan ceramah berkaitan dengan Kursus Literasi Maklumat, yang jelas menarik minat mereka untuk menerapkan kaedah yang serupa dalam sistem pendidikan pengguna mereka. Teras kandungan Kursus Literasi Maklumat tidak banyak berbeza dari kursus-kursus tradisional pendidikan pengguna atau kursus-kursus perpustakaan. Perkembangan dan kemajuan ICT memerlukan kandungan tambahan berkaitan dengan sumber-sumber dalam talian dan pangkalan data, jurnal elektronik & buku-buku, dan juga pendigitalan bahan-bahan perpustakaan dimasukkan dalam kandungan pengajaran. Konsep Literasi Maklumat adalah untuk pembelajaran sepanjang hayat. Oleh itu, perpustakaan dan pustakawan perlu sentiasa mendapat maklumat dan pengetahuan terkini tentang perubahan teknologi terutama berkaitan perisian dalam talian dan sumber maklumat. Gabungan pustakawan kanan dan profesional IT muda akan membawa kejayaan dalam melaksanakan Kursus Literasi Maklumat ini.

International & Comparative Librarianship, Continuing Education For Library Professionals oleh Prof. Madya Dr. Abrizah Abdullah

Ceramah beliau menekankan perlunya untuk para pustakawan mempunyai perspektif global berkaitan sains perpustakaan dan maklumat melalui kepustakawanan antarabangsa dan perbandingan. Kepustakawanan antarabangsa adalah terhad untuk aktiviti yang melibatkan kepustakawanan dan semua aspek di seluruh sempadan negara. Ia termasuk aktiviti-aktiviti seperti pertukaran pustakawan, buku, idea-idea, dan kajian tentang sistem perpustakaan di negara-negara yang berbeza. Kepustakawanan perbandingan ialah kajian dan perbandingan teori perpustakaan dan amalan semua negara-negara yang berlainan di dunia untuk tujuan memperluas dan memperdalamkan pemahaman kita tentang masalah profesional dan jalan penyelesaiannya.

Ia membantu pustakawan untuk melangkah keluar dari sistem berasaskan budaya dan nilai-nilai mereka sendiri dan oleh itu ianya sangat penting pada peringkat formatif pendidikan profesional. Perpustakaan boleh mengabungkan kepustakawanan antarabangsa dan perbandingan dalam perkhidmatan mereka dengan membuat jalinan hubungan dengan perpustakaan luar negara. Pustakawan juga boleh menyokong

kepuستakawanan antarabangsa dan perbandingan melalui; Badan-badan profesional (IFLA, SLA, IASL ALA CILIP, ALIA, ANZIL.); Penyertaan persidangan; Penerbitan, termasuk surat berita / buletin dan laman web; Lawatan belajar / penempatan profesional dan penglibatan perpustakaan ke perpustakaan dalam program *outreach*. Pustakawan haruslah sentiasa melibatkan diri dalam pembangunan profesional dan pendidikan berterusan dalam industri serta pembangunan peribadi. Pustakawan digalakkan untuk membiasakan diri dengan anugerah, geran dan pertukaran, dan mengambil kesempatan daripada *internship* dan *fellowship* untuk mempromosi dan menggalakkan kepuستakawanan perbandingan dan antarabangsa.

Management of Bibliography using Endnote oleh Koh Ai Peng.

Puan Koh Ai Peng pula berkongsi pengalaman dengan memperkenalkan pustakawan kepada salah satu alat pengurusan bibliografi yang popular iaitu *EndNote*. *EndNote* adalah satu pakej perisian pengurusan bibliografi yang direka untuk membantu penyelidik untuk menyusun rujukan bibliografi dan mewujudkan bibliografi. *EndNote* membolehkan pengguna untuk mencari, mengambil sitasi berkaitan, dan mewujudkan bibliografi, semuanya dalam satu program. Menguasai alat pengurusan bibliografi merupakan satu kemahiran penting terutamanya bagi pustakawan akademik. Ia akan dapat membantu pustakawan mendidik pengguna mereka menggunakan alat bibliografi, menyusun dan menerbitkan bibliografi mengikut keperluan mereka serta dalam menerbitkan kertas-kertas akademik.

Disamping ceramah dan berkongsi pengetahuan, kami juga telah mengambil kesempatan untuk melawat Perpustakaan Negara Laos dan meninjau aktiviti pemeliharaan Koleksi Manuskrip. Lawatan ke Perpustakaan Negara Laos telah diadakan pada hari pertama kami di Laos. Penerangan secara keseluruhan telah diberikan oleh pegawai perpustakaan dan diikuti dengan sesi ramah mesra bersama Ketua Pengarah dan Pegawai-Pegawai Kanan Perpustakaan Negara Laos. Penerangan berkaitan dengan aktiviti pemeliharaan dan pendigitalan manuskrip telah diberikan oleh salah seorang pegawai perpustakaan.

Beberapa perkara yang menarik perhatian kami adalah:

1. Projek pemeliharaan Manuskrip Lao purba/lama telah bermula sejak 1989. Usaha untuk mendigitalkan manuskrip telah dirancang dan projek pendigitalan manuskrip yang berada dalam koleksi Perpustakaan Negara Laos telah dimulakan pada tahun 2012 dan sehingga kini didapati berbelas ribu teks telah didigitalkan.
2. Koleksi Manuskrip Lao purba/lama kebanyakannya ditulis dalam bahasa Lao kuno dan Sanskrit dan didapati banyak di biara-biara di seluruh Laos. Proses mengumpulkan atau mendokumenkan lokasi beribu-ribu manuskrip yang terdapat di biara-biara di seluruh negara Laos juga dijelaskan. Usaha mengumpul dan mendokumen lokasi beribu-ribu manuskrip ini sudah tentu bukanlah satu perkara yang mudah dan pujian patut diberikan kepada Perpustakaan Negara Laos kerana mengambil langkah menjaga warisan negara ini.
3. Bidang perkara yang ditulis dalam manuskrip ini adalah pelbagai. Kebanyakan manuskrip yang dilihat semasa lawatan adalah manuskrip yang ditulis di atas *palm-leaf*. Terdapat manuskrip yang mempunyai ilustrasi atau gambarajah yang cukup menarik.
4. Perpustakaan Negara Laos juga menjalinkan kerjasama dengan Universiti Passau dan Staatsbibliothek zu Berlin Prebischer Kulturbesitz.
5. Peralatan khas telah digunakan untuk pengambilan imej dan pendigitalan manuskrip.
6. Koleksi Manuskrip di Perpustakaan Negara Laos disimpan di bilik khas dalam almari kaca dan ditag bagi memudahkan proses mengakses kembali bahan berkenaan.

Sepanjang sesi penerangan, terdapat banyak soalan telah diutarakan kerana kami sangat teruja melihat begitu banyaknya manuskrip yang unik, tidak ternilai harganya, kandungan dan sejarahnya berada dalam simpanan Perpustakaan Negara Laos.



Dr. Nor Edzan Haji Che Nasir, Ketua Pustakawan, Perpustakaan Universiti Malaya dan Prof. Madya Dr. Abrizah Abdullah dari Fakulti Sains Komputer dan Teknologi Maklumat, Universiti Malaya menyampaikan cenderahati kepada Ketua Pengarah, Perpustakaan Negara Laos



Puan Janaki Sinnasamy (Timbalan Ketua Pustakawan Kanan), Datin Komodhi Dhanaraj (Ketua, Bahagian Perkhidmatan Pelanggan) Perpustakaan Universiti Malaya bersama 2 wakil dari Malaysia dan staf Perpustakaan Negara Laos



Antara Koleksi Manuskrip Perpustakaan Negara Laos



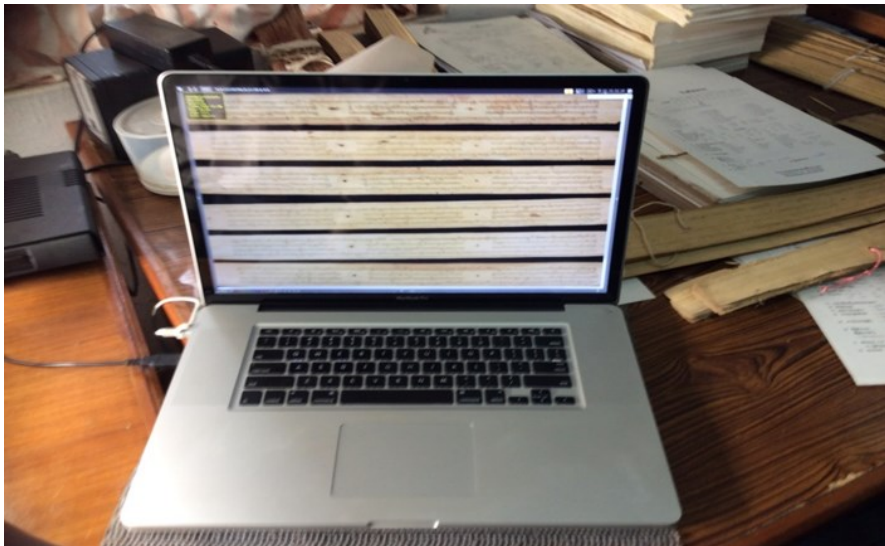
Penerangan pemeliharaan manuskrip oleh Pegawai Perpustakaan Negara Laos



Peralatan yang digunakan untuk proses pengambilan imej / pendigitalan manuskrip



Kepingan manuskrip disusun untuk proses pengambilan imej / pendigitalan



Manuskrip yang siap dimuatnaik ke dalam pangkalan data



Sebahagian dari Koleksi Manuskrip yang disusun dalam almari kaca dan ditag

Second KKPI AGM and Library Innovation Talk 2014

26 August 2014, Kelana Jaya

Dr Nor Edzan Che Nasir

The 1st Library Innovation Talks (LIT) in conjunction with the Annual General Meeting of Kumpulan Kerja Perpustakaan IPTS was organised and held at UNITAR International University (UNITAR) on 26 August 2014. The objective of the LIT 2014 is to promote sharing of knowledge and experiences among IPTS librarians, information professionals and practitioners. The talk was opened by Cik Nafisah Ali, the Acting General Director of Perpustakaan Negara Malaysia. This was followed by the presentations:

1. Enhancing academic libraries co-operations and initiatives among public universities in Malaysia - Amir Hussain Md. Ishak, Chairman PERPUN and Chief Librarian, UPM Library.
2. Challenges in Implementing Institutional KM in Academia - Siti Salbiah Raduan, Certified Knowledge Manager (KM Institute, Washington DC).
3. Managing an Online Electronic Resources Consortium - Dr. Nor Edzan Che Nasir, President of *Persatuan Pustakawan Malaysia*, the Chairperson for the Malaysian Online E-resources Consortium and Chief Librarian, University Malaya Library.
4. Implementation of e-books at UNITAR International University: Issues and challenges - Azman Abdul Rahim, Chairman for Kumpulan Kerja Perpustakaan IPTS and Head of Knowledge Management Centre, UNITAR International University.
5. PNM Digital for All - Zahuddin Sidek@Salleh, Assistant Director (Senior), Library Network Systems Department, National Library of Malaysia.
6. Capability development: revisiting core competencies of information professionals - Azahar Mohd Noor, Chief Librarian, Perdana Library, Perdana Leadership Foundation.



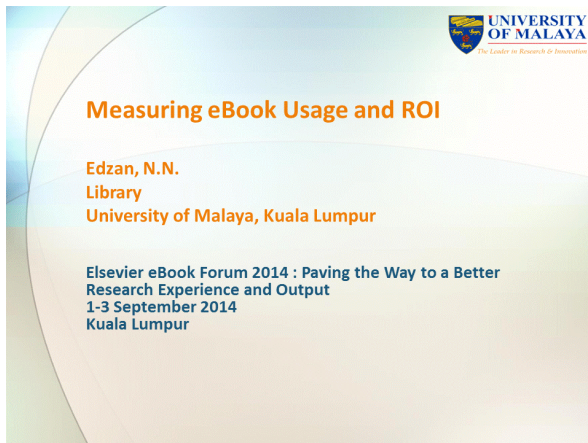
Elsevier eBook Forum 2014 : SEA
2-3 September 2014, Kuala Lumpur

Dr Nor Edzan Che Nasir & Sutarmi Kasimun

Elsevier held their annual ebook forum at The Gardens Hotel and Residences , Kuala Lumpur from 1 to 3 September 2014. It was well attended by librarians from Malaysia, Indonesia, Philippines, Vietnam and India. The theme of the forum was Paving the Way to a Better Research Experience and Output and there were several presentations that addressed this namely:

1. Elsevier Product, Publishing and ScienceDirect Updates: What's New in 2014 - Bryan Davies, Product Management Director, Elsevier
2. eBooks without Borders: All about Discoverability and How Elsevier is Committed to Making our Books More Discoverable - Delon Lee, Regional Solution Sales Manager, APAC, Elsevier
3. Library Health Check Up - Lyndon Tan, Regional Solution Sales Manager, SEA, Elsevier
4. From Just in Case to Just in Time: Chinese University of Hong Kong Library's Journey to eBooks - Louise Jones, University Librarian, Chinese University of Hong Kong
5. How College of Engineering Library is Enhancing the Research Experience - Sharon Maria S. Esposito-Betan, Head Systems Librarian, University of the Philippines – Diliman
6. eBook Strategy at Khon Kaen University - Dr. Wanida (Pensuwon) Kanarkard, Director of Library & Learning Resources Centre, Khon Kaen University
7. Measuring eBooks Usage and ROI - Dr. Nor Edzan Che Nasir, Chief Librarian, University of Malaya

The presentations was followed by a Q & A session and this was followed by dinner. On the 3 September 2014, participants visited the University of Malaya Library.



Seminar Kepustakawanan Islam
4-5 September 2014, Kuala Lumpur

Noorsuzila Mohamad

Seminar ini dianjurkan bersama oleh Institut Kefahaman Islam Malaysia (IKIM) dengan Persatuan Pustakawan Malaysia (PPM), bertempat di Dewan Besar IKIM, diselaraskan oleh Puan Saniah Haji Armia, Ketua Perpustakaan IKIM dan dirasmikan oleh YBhg. Datuk Nik Mustapha Haji Nik Hassan, Ketua Pengarah IKIM. Ia diadakah berikutan susulan Seminar Kebangsaan Perpustakaan Akademik yang diadakan dari 5 hingga 7 Julai 2011 di Kota Bharu yang menekankan aspek akademik dan modal insan bagi menampung keperluan perpustakaan Islam sedia ada. IKIM bersama dengan pusat pengajian sains maklumat dan perpustakaan serta perpustakaan Islam utama terpanggil untuk menyumbang dalam pengukuhan bidang bagi membina bidang kepustakawanan Islam di Malaysia. Matlamat seminar adalah untuk

1. meningkatkan kesedaran dan apresiasi tentang sistem kepustakawanan Islam, intipati keilmuan yang perlu digarap dan peranan perpustakaan Islam;
2. menggalakkan profesionalisme dalam pembangunan perpustakaan Islam; dan
3. meningkatkan keberkesanan perkhidmatan diseminasi maklumat mengenai Islam oleh perpustakaan Islam ke tahap standard yang memuaskan.

Terdapat tiga sesi pembentangan dan setiap sesi dikendalikan oleh seorang moderator. Sesi pertama seminar telah dikendalikan oleh Dr Wan Ali bin Wan Mamat (Ketua, Jabatan Sains Perpustakaan dan Maklumat, Universiti Islam Antarabangsa Malaysia) dengan kertaskerja berikut:

1. Ilmu, ilmuan dan keperustakawanan dalam peradaban Islam - YBhg. Prof. Madya Mat Rofa Ismail (Pensyarah, Jabatan Matematik, Fakulti Sains, UPM)
2. Cabaran dan peluang pembangunan dan pengurusan koleksi buku Arab-Islam di Malaysia dan pengalaman Perpustakaan IIUM - Puan Hana Imam Supaat (Pustakawan, CFS, UIAM Kampus Petaling Jaya)

Sesi kedua seminar telah dikendalikan oleh Puan Saniah Haji Armia (Ketua Perpustakaan IKIM) dengan kertaskerja berikut:

1. Pengarang dan kepengarangan dalam tradisi keilmuan Islam - YBhg. Prof Madya Dr. Muhammad Mustaqim Mohd Zarif, (Pensyarah, Fakulti Pengajian Quran dan Sunnah, USIM)
2. Akses intelektual : rujukan daripada pengaturan pengetahuan karya Islam klasik - Puan Balqis Suja' (Timbalan Ketua Pustakawan, UIAM)

Sesi ketiga seminar telah dikendalikan oleh Puan Saniah Haji Armia dengan kertaskerja berikut:

1. Kompetensi Pustakawan di Perpustakaan Islam - Puan Nor Azzah Momin (Timbalan Ketua Pustakawan, USIM)
2. Capaian maklumat Islam : kajian ke arah pemantapan kuerikata kunci - Encik Fazli bin Omar, (Ketua Bahagian Maklumat Ekonomi, Perpustakaan, UIAM)
3. Cabaran memperkasakan keperustakawanan Islam : menoleh sejarah mencorak masa depan - Encik Shahrom TM Sulaiman (Pensyarah Kanan, UiTM)

Seminar telah ditutup oleh YBhg. Prof. Datin Azizan binti Baharuddin, Timbalan Ketua Pengarah, IKIM.

International Conference on Information (ICI) 2014
10-11 September 2014, Johor Bahru, Malaysia

Juhaida Abd Rahim, Muhamad Faizal Abd Aziz, Siti Juryiah Mohd Khalid & Haniza Adnan

The International Conference on Information (ICI) 2014 was held at KSL Hotel & Resort, Johor Bahru. The theme of ICI 2014 was “Exploring the Future”. It was jointly organized by Fakulti Pengurusan Maklumat, UiTM Johor and Persatuan Pustakawan Malaysia. This Conference was officiated by Yb. Datuk Dr. Shahrudin Md. Salleh, Board of Directors, Universiti Teknologi MARA. While, keynote address was delivered by Lt Col Sazali Sukardi (Retired), Vice President of Strategic Research, CyberSecurity Malaysia.



Opening ceremony



Participants from University of Malaya Library

The below topics were presented during two days conference:

Conference Session 1

1. Academic Libraries in Massive Open Online Course (MOOC): The challenges – Shahril Effendi Ibrahim
2. The State of Disaster Preparedness in Academic Libraries in Malaysia – Siti Juryiah Mohd Khalid

3. Developing the Record Management and Filing Structure in the Organization with K-Mapping Technique – Sharifah Fahimah Saiyed Yeop

Conference Session 2

1. A Review of Library e-Service Quality Scales – Wahidah Mohd Zain & Roslina Othman
2. Knowledge Retention Strategy: A Study on Quantity Surveying Firms – Dr. Fara Diva Mustapa & Dr. Muzani Mustapa
3. The Badminton Asian Confederation (BAC) in Kuala Lumpur, Malaysia: Building an Information Centre for Badminton Research and Excellence in the World – Dr. Lim Peng Han & Assoc. Prof. Mohd. Salleh Aman
4. Collaborative Design for Metadata Interoperability in WebOPAC – Naizura Abdul Rashid & Assoc. Prof. Dr. Yushiana Mansor
5. Bibliometric Services as a Research Support: Challenges for Librarian in Academic University – Wan Abdul Rahman Wan Bujang
6. Achieving Sustainable Growth through the Adoption of Integrated Information Communication Technology (ICT) Solutions: A Case Study of Nigerian Small & Medium Sized Enterprises – Maikudi Shehu Musawa
7. E-Resources at the JRD Tata Memorial Library, Indian Institute of Science, Bangalore, India: An Analysis Case Study – Pitty Nagarjuna
8. A Study of the Academics' Attitudes in Two Different Faculties in Manchester Metropolitan University (MMU) Towards the University Institutional Repository (IR) – Muhamad Faizal Abd. Aziz

Conference Session 3

1. Collection Development Versus Collection Security Policy Guidelines in University Libraries: Requirements and Rationale Based on Harmonised Conspectus Model – Dr Abashe Atiku Maidabino
2. Recovery After Disaster: Lessons Learned from Islamic Studies Library'S Experiences – Juhaida Abd Rahim
3. An Appraisal of Usage and Satisfaction of Digital Resources in Academic Libraries: A Case Study at University of Malaya Library – Haniza Adnan
4. Profiling Prominent Malaysians in BLIS's Who's Who – Hasnita Hj Ibrahim, Rozlen Mustapa & Lalitha Nadarajah
5. Towards World Class Excellence: Role of Academic Libraries in Higher Education Settings – Mazmin Mat Akhir

Conference Session 4

1. Promotional Strategise in Perbadanan Perpustakaan Awam Selangor (PPAS) – Siti Hajar Baharin, Dr. Dang Merduwati Hashim & Razifah Othman
2. Benefits of Learning Processes in the Digital Era to Using Wi-Fi Technology by Research Scholars in Pondicherry University, India: A Survey – Shamim Aktar Munshi
3. Stimulating Knowledge Sharing and Informal Learning: The Influence of Social Networking Tools and Techniques – Geeta Albert & Nor Takrim Ibrahim
4. Uplifting the Image of the Muslim Information Professionals at the Reference Desk – Dr. Basri Hassan
5. Attitude Towards Research Among Librarians in Research Universities: Advocacy for Knowledge Production – Khasiah Zakaria
6. KM Framework and Toolkit for the Implementation of Knowledge Management Initiatives in Organization – Siti Nur-Ila mat Kamal, Siti Noorsiah Jamaludin & Mohammad Nazri Ali
7. Graduate Tracer: A Track on Graduate Employability – Dr. Saunah Zainon, Mohammad Nazri Ali, Yusnita Sokman, Mohd Lezam Lehat & Musmailina Mustafa Kamal

Customer of SirsiDynix in Malaysia (COSIM) User Group Meeting and Conference 2014

10-11 September 2014, Kuala Lumpur, Malaysia

Norishah Abdul Rahman

Customer of SirsiDynix in Malaysia (COSIM) User Group Meeting and Conference 2014 was held at the Auditorium, International Islamic University of Malaysia (IIUM) Library from 10 to 11 September 2014. This two days event covered presentations on SirsiDynix's new developments, product updates, and interactions with SirsiDynix sales and support staff as well as sharing of best practices and modules among institutions.

First day of this event covered knowledge sharing of SirsiDynix best practices among institution and user group meeting (only attended by institutions' representatives). Papers presented during knowledge sharing session are:

- i. System Integration - Mr Victor Liew (Head of BMS, Formis)
- ii. System Administration & Server Management : User Sharing - Cik Ilina Syazwani Musa (Librarian, UM Library)
- iii. Enterprise as a Portal - Encik Zaidi Othman (Librarian, UTM Library)
- i. KMC Subscription System: the Journey and Lesson Learnt - Cik Nur Azlina Zorollah (Senior Executive, INCEIF Knowledge Management Centre)

Second day of this event covered SirsiDynix product updates of *BlueCloud Campus* by SirsiDynix representative which covers:

- i. BLUEcloud Discovery
- ii. BLUEcloud MarketPlace
- iii. SirsiDynix BLUEcloud Staff



Participants and presenters

Seminar Kepustakawanan 2014
25-26 September 2014, Kuching, Sarawak

Sutarmi Kasimun, Zanaria Saupi Udin & Dr Nor Edzan Che Nasir

Seminar Kepustakawanan 2014 dengan tema Memperkasakan Inisiatif Khidmat Maklumat Sehenti, anjuran Pusat Khidmat Maklumat Akademik, Universiti Malaysia Sarawak telah berlangsung selama 2 hari iaitu pada 25 dan 26 September 2014. Majlis makan malam dan perasmian Seminar oleh YBhg Prof Dr Kopli Bujang, Timbalan Naib Canselor (Penyelidikan & Inovasi) UniMAS telah diadakan pada malam 25 September 2014. Objektif Seminar yang diadakan untuk kali ke-4 ini adalah:

1. Membincang dan memikirkan peranan pustakawan dan pengurus maklumat ke arah anjakan paradigma melalui percambahan idea dan ilmu baru,
2. Menggalakkan perkongsian maklumat yang pintar dan lestari di kalangan institusi berkaitan dalam memperkasa perpustakaan/pusat maklumat, dan
3. Menjadi wadah bagi pustakawan dan pengurus maklumat dalam merealisasikan pembudayaan pembelajaran sepanjang hayat dan khidmat serta sumbangan perpustakaan kepada masyarakat/komuniti

Seminar selama dua hari ini dibahagi kepada tiga sesi iaitu:

- Sesi 1 : Sumber Ilmu – 4 kertas kerja
- Sesi 2 : Sistem & ICT – 5 kertas kerja
- Sesi 3 : Perkhidmatan – 5 kertas kerja

Perpustakaan Universiti Malaya telah diwakili oleh Cik Sutarmi Kasimun, Dr Nor Edzan Hj Che Nasir dan Puan Zanaria Saupi Udin. Pada sesi 1, Cik Sutarmi Kasimun telah membentangkan kertas kerja yang disediakan oleh YBhg Datin Komodhi Thaveegan dan Cik Pauziaah Mohamad bertajuk Koleksi Teras Akademik Perpustakaan Universiti Malaya. Kertas kerja yang telah disediakan oleh Puan Koh Ai Peng bertajuk UMEExpert dan Pengurusan Penerbitan pula telah dibentangkan oleh Puan Zanaria Saupi Udin pada Sesi 2. Ketua Pustakawan Universiti Malaya, Dr Nor Edzan Che Nasir pula telah dijemput untuk mempengerusikan Sesi 3 pada hari kedua seminar dijalankan.



Pembentangan oleh Cik Sutarmi



Pembentangan oleh Puan Zanaria

OCLC 6th Asia Pacific Regional Council 2014 Membership Conference
13-15 October 2014, Jeju

Dr Nor Edzan Che Nasir

With the theme Collaboration in the Asia Pacific Century, OCLC held its 6th Asia Pacific Regional Council 2014 Membership Conference at the Jeju Grand Hotel on the island of Jeju, South Korea. OCLC is a worldwide library membership organization based in Dublin, Ohio, USA. Established in 1967, OCLC is the largest research and library services enterprise in the world.

The conference brought together speakers who presented 12 country reports and OCLC delivered 5 keynote speeches. The conference started out with a welcome address from the President of Jeju National University, Mr Hyang-Jin Huh and this was followed by a welcome address from Dr Hee-Yoon Choi, the Director of the Korea Institute of Science and Technology Information (KISTI). The first day of the conference proceeded with the following presentations:

1. OCLC President's Report – Mr Skip Pritchard, OCLC President and CEO
2. OCLC Board of Trustees' Report – Ms Sandra Yee, Chair of OCLC Board of Trustees
3. Report on Libraries in Korea: Current status and future of science and technology information service in Korea: KISTI Service 3.0 – Dr Hee-Yoon Choi, Director of Korea Institute of Science and Technology Information (KISTI)
4. Report on Libraries in Korea: How to collect thesis and dissertations by using dCollection system – Mr Yung Heun (Edmund) Pae, Principal Researcher, KERIS
5. OCLC Keynote Speech: Understanding the collective collection – Mr Lorcan Dempsey, OCLC Vice President
6. Report from Japan: The changes in researchers' expectations of libraries and publishers: Findings from a comment analysis of the Standing Committee for Research on Academic Libraries (SCREAL) survey – Mr Yoshinori Sato, Professor, Tohokugakuin University
7. Report from China: The communication studies value and utilization of WorldCat – Mr Mingxing He, Professor, Beijing Foreign Studies University
8. Report from Taiwan: Library services in changing contexts – Dr Kuang-hua Chen, National Taiwan University
9. Report from Hong Kong: Collaborative management of institutional assets: The University of Hong Kong's CRIS – Mr David Palmer, Associate, University of Hong Kong

At the end of the first day, participants were taken on a visit to the Jeju National University Library and the Jeju National University Museum. In the evening, participants attended a dinner and cultural show. Participants feasted on Korean traditional dishes and were entertained by traditional Korean music and dances.

The second day proceeded with the following presentations:

1. OCLC Keynote Speech: OCLC membership and benefits for Asia-Pacific – Mr George Needham, OCLC Vice President, Global and Regional Councils
2. OCLC Keynote Speech: Globalization and localization of
3. Report from Malaysia: Sharing digital resources through collaboration for life long learning – Ms Siti Aishah Sheikh Kadir, Director of Digital Library Services, National Library of Malaysia
4. Report from the Philippines: 2015 ASEAN integration: Prospects and opportunities for academic libraries in the Philippines – Sharon Maria S. Esposito-Betan, University of the Philippines Diliman-College of Engineering Libraries
5. Report from Thailand: ASEAN citation database (ACI) – Dr Narongrit Sombatsompop, King Mongkut University's University of Technology Thonburi

6. Report from Singapore: Connecting people to people, knowledge and country: Mission of the Singapore national and public libraries – Mr Chew Leng Beh, National Library Board of Singapore
7. Report from Australia: Report from the National Library of Australia – Craig Anderson, RMIT University
8. Report from New Zealand: Nga upoko tukutuku – Raewyn Paewai, Auckland Library and Ann Reweti, Wellington City Libraries

The conference came to a close with a Report from the OCLC Asia Pacific Regional Council, an Open Forum and Closing Remarks.



At the venue



Malaysian participants having dinner

Seminar in LIS Education : Building new competencies among LIS Professionals
4 November 2014, Yogyakarta, Indonesia

Dr Nor Edzan Che Nasir

The one-day seminar was organised by the Department of Library and Information Studies of Universitas Islam Negeri Sunan Kalijaga, Yogyakarta. The objective of the seminar was to raise the participants' understanding on a librarian's competencies in the global era. The participants were library and information science students, academics and professionals.

There were three presentations which addressed the theme of the seminar. These are:

1. Developing competencies for library and information studies professional: Malaysian perspective - Dr Nor Edzan Che Nasir
2. Urgensi isu paradigmatic kajian perpustakaan dalam menghadapi persaingan global masyarakat ekonomi ASEAN - Dr Nurdin Laugu
3. Building new competencies among LIS professionals - Dr H. Zulfekar Zen



Dr Nor Edzan during the Q & A session



Paper presenters and the organizing committee

5th International Conference on Libraries, Information and Society (ICoLIS 2014)

Library: Out Story, Our Time, Our Future
4-5 November 2014, Kuala Lumpur, Malaysia

Ulya Sujak & Noorsuzila Mohamad

ICoLIS 2014 was held at the Boulevard Hotel, Kuala Lumpur from 4 to 5 November 2014. This 5th Conference was jointly organized by the University of Malaya Library and the Department of Library and Information Science, Faculty of Computer Science and Information Technology, University of Malaya. The two-day conference was officiated by YBhg. Tan Sri Dato' Seri Utama Arshad Ayub, the Chairman of the University of Malaya Board of Directors. With the theme Library : Our Story, Our Time, Our Future., one of the objectives of the conference was to provide opportunities for sharing and discussion of the current status, trends, research, directions, issues and challenges on the role of libraries in developing a learning society. About 500 of the library and information community from various nations congregated in this conference, either as paper presenters or participants. The participants came from Brunei, Fiji, India, Indonesia Iran, Japan, Pakistan, Philippines, Sri Lanka, Thailand, United Kingdom and Vietnam.

The conference featured three keynote speakers. The first was YBhg. Tan Sri Johan Jaafar, Chairman of Media Prima Berhad, who is a local prominent figure in journalism and the media industry. The other two keynote speakers were Professor Anne Morris from the Centre for Information Management, Loughborough University and Professor Dr. David Nicholas, Director of the CIBER research group, who is also currently attached to the University of Tennessee and the University of Northumbria. Both these speakers are experienced academicians in the field of librarianship from the United Kingdom. Their speeches were relevant to the theme chosen for ICoLIS 2014.

A total of 30 papers being presented and 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. The University of Malaya Library was represented by Ms Janaki Sinnasamy who presented a paper titled *Students anxieties and future implications for the library*; Ms Norida Abu Bakar who presented a paper titled *Content analysis of reference desk enquiries leading to reform : a case study at University of Malaya Library* and Ms Nik Nur Asilah Nik Shamsuddin who presented a paper titled *Evaluating the psychometric soundness of Karen Bostick's Library Enxiety Scale among medical students in a Malaysian public university*. The papers presented covered a diverse range of topics within the librarianship field including the sharing of best practices, stories and history that could motivate and give inspiration to others . With the advancement of technology, librarianship has a more competitive edge in the communication field. The full proceedings of the conference are accessible via <http://umconference.um.edu.my/ICOLIS2014>.

The conference concluded with a post-conference workshop which was organized at the University of Malaya Library. This workshop was done in a small group setting to stimulate participants in sharing their experience in a more friendly environment.

Persidangan Tertutup Pengarkiban Digital
17 November 2014, Kuala Lumpur, Malaysia

Juhaida Abd Rahim & Mohd Faizal Hamzah

Dewan Bahasa dan Pustaka Kuala Lumpur dengan kerjasama Klasika Media dan *Center for Integrated Studies (CIAS), Kyoto University*, Jepun telah menganjurkan Persidangan Tertutup Pengarkiban Digital pada 17 November 2014. Persidangan ini diadakan bagi memperkenalkan dan berkongsi maklumat berkaitan dengan hasil kajian dan teknologi pengarkiban digital khususnya bahan-bahan tulisan Jawi. Manakala objektif persidangan adalah untuk:

1. Mewujudkan persekitaran perkongsian maklumat berkaitan tulisan Jawi dan kerjasama pintar dalam bidang penyelidikan dan penerbitan.
2. Meneroka pelbagai prasarana termasuk teknologi maklumat dalam carian serta membina pangkalan data yang berfungsi membuat carian dan tinjauan perkataan yang canggih untuk kemudahan pengguna.
3. Melestari tulisan Jawi dalam sumber rujukan dan penyelidikan lanjutan.

Persidangan dimulakan dengan ucapan daripada Profesor Dr Hara Shoichiro, Ketua Pengarah *Center for Integrated Studies (CIAS), Kyoto University* dan diikuti oleh ucapan perasmian oleh YBhg. Datuk Dr. Awang Sariyan, Ketua Pengarah Dewan Bahasa dan Pustaka. Sesi pembentangan kertaskerja turut diadakan dan panel yang terlibat serta tajuk kertaskerja yang dibentangkan adalah seperti berikut:

Projek Pengarkiban Digital Majalah Qalam - Profesor Madya Yamamoto Hiroyuki (Penyelidik *Center for Integrated Studies (CIAS), Kyoto University*)

Gerak Kerja Perumian Qalam Klasika Media - Encik Muhammad Syukri bin Rosli (Pengarah Klasika Media)

Peranan Dan Sumbangan DBP Dalam Melestarikan Manuskrip Melayu - Puan Hajah Wahyunah binti Ab. Gani dan Puan Kamariah binti Abu Samah (Dewan Bahasa dan Pustaka)

Sesi perbincangan dan soal jawab bersama peserta persidangan turut diadakan. Persidangan ditamatkan dengan penggulungan oleh Pengerusi yang menekankan kepentingan kerjasama daripada semua pihak dalam memartabatkan kembali tulisan Jawi serta memperbanyakkan lagi penyelidikan di dalam bidang berkenaan.

Wacana Majalah *Pengasuh*

27 November 2014, Kota Bharu, Kelantan, Malaysia

Haslina Husain

Wacana yang dianjurkan oleh Majlis Agama Islam & Adat Istiadat Melayu Kelantan dengan kerjasama Dewan Bahasa & Pustaka telah berlangsung pada 27 November 2014 di Dewan Utama, Kompleks Islam Jubli Perak Sultan Ismail Petra Panji, Kota Bharu, Kelantan. Peserta yang hadir adalah dari kalangan pelajar sekolah pondok, guru agama, imam, editor asal majalah *Pengasuh*, wakil setiap IPTA dari negeri Kelantan dan orang perseorangan. YB Sahibul Samahah Dato' Mohamad Shukri Mohamad, Mufti Negeri Kelantan merangkap Pengerusi Jawatankuasa Wacana majalah *Pengasuh* telah menyempurnakan majlis perasmian.

Objektif wacana ini diadakan adalah:

1. Memberikan pendedahan kepada masyarakat tentang perkembangan semasa penerbitan majalah *Pengasuh*
2. Membincangkan secara ilmiah tentang peranan dan sumbangan majalah *Pengasuh* dalam kehidupan masyarakat
3. Sebagai medan perkongsian pandangan, persoalan dan cadangan ke arah penambahbaikan majalah *Pengasuh* pada masa akan datang

Kertaskerja berikut telah dibentangkan:

1. *Pengasuh* dalam Mendepani Cabaran Semasa - YBhg. Prof. Emeritus Dato' Dr. Mahmood Zuhdi Haji Abdul Majid (Dekan, Institut Antarabangsa Pemikiran dan Tamadun Islam (ISTAC))
2. Fikiran-fikiran dalam *Pengasuh* sehingga 1937 - YBrs. Tuan Haji Zaidi bin Hassan (Penulis Bebas)
3. Majalah *Pengasuh* dalam Persuratan Melayu - YBhg. Dr. Ahmad Faisal bin Abdul Hamid

Sesungguhnya wacana ini amat bermanfaat kerana sejarah asal dan hala tuju penerbitan majalah *Pengasuh* dibincangkan dengan penuh penghayatan oleh setiap pembentang kertas kerja agar dihayati oleh generasi muda kini.



Ucuptama oleh YBhg. Prof. Emeritus Dato' Dr. Mahmood Zuhdi Haji Abdul Majid

Workshop on Strategic Planning & Implementation
22-24 December 2014, Bangi, Selangor, Malaysia

Dr Nor Edzan Che Nasir

Towards the end of December 2014, the UM Library contracted the services of Leck Consultancy to conduct a workshop on strategic planning for its top management and seniors librarians. The Workshop on Strategic Planning & Implementation ran for three days from 22 to 24 May 2014 and was held at Bangi-Putrajaya Hotel in Bangi. The workshop was conducted and facilitated by Mr Chan Leck, who is the Managing Consultant of LECK Consultancy. A total of 19 participants attended the Workshop and were introduced to the following modules:

1. What is strategy and why is it important?
2. Strategic thinking & planning – an integrated approach
3. Vision, mission and core values
4. Clarifying organization mandates
5. External and internal assessment
6. Setting objectives and strategy choices
7. Strategy analysis and selection
8. Strategy implementation
9. Align and build commitment to strategy

Delivery of the numerous modules was done via large group discussions, small group exercises, experiential activities, video and case studies. By the end of the Workshop, the participants were able to fully understand the concepts underlying strategic planning as well as put in place a strategic plan for the UM Library.



Group 1



Group 2



Group 3



All of us with Chan Leck

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 position 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.

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