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KEKAL ABADI

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Nur Atiqah Binti Mohd Jani
Setiausaha Agung Majlis Perwakilan Pelajar
Sesi 2012/2013
Pelajar Tahun 3
Ijazah Sarjana Muda Kaunseling

Puisi ini dinukilkan khas sempena Majlis Perasmian Pameran "Old versus New" di Aras 5, Galeri Seni Universiti Malaya yang dirasmikan oleh Alumni Universiti Malaya YBhg. Datuk Aznil Haji Nawawi. Sepanjang mengumpul ilham untuk menghasilkan puisi ini di benak pemikiran dan di dalam relung hati wajah-wajah individu luar biasa di tanah air tercinta pada hari ini terbayang-bayang tiap ketika. 'Mereka' jadi sebut-sebutan seluruh negara bahkan hingga seantero dunia dan kedengaran umpama sebuah nyanyian lagu yang indah. Serasa kagum dan bangga. Menjadi inspirasi, mengangkat motivasi. Kidung, varsiti agung.

The Need for Records Management & Records Retention Schedule in an Organization

Muhamad Faizal Abd Aziz

Abstract

Good records management method and the provision of records retention schedules in an organization is very important because it can maximize operational cost savings and the availability of space within an organization. Managing records are crucial because records are created daily especially in large organizations. A systematic method in managing records will assist the smooth administration of an organization and minimize operational cost. Not all records need to be kept because the cost of managing and keeping the records would have a huge impact on the budget and would also require larger space. Therefore, there is a pressing need for an organization to create a table known as 'Records Retention Schedule' (RRS). By creating the RRS, it can be used as a guide in the organization to dispose of active and inactive records based on the criteria that have been established.

Introduction

Having a proper records management is an important matter that must be designed and implemented in any organization. Daily increase of records will require extensive storage space if there is no special guide such as records retention schedule to emit the number of records. This is important because not all records have to be retained as some have no value and should be discarded.

As such, there is a need for a records retention programme to be introduced which would benefit the organization in many ways such as:

- Saving space - where fewer records are created and stored efficiently
- Human resources - with less time spent on processing, filing, retrieving and less time wasted looking for records
- Saving money – cheaper storage for inactive records

Definition

In establishing the records retention programme, there are several terminologies that need to be defined and clarified for better understanding.

Records Management

Records management can be defined as an administrative system on how an organisation seeks to control the creation, distribution, filing, retrieval, storage and disposal of records which are created or received by that organisation in the course of its business (Emmerson, 1989).

Records

ARMA International (2009) defined records as an evidence of what the organization does. The records in organization are what they capture for their business activities and transactions, such as "contract negotiations, business correspondence, personnel files, and financial statements" and it may come in different format as follows:

- Paper in files, memos, contracts, marketing materials, reports, etc.
- Electronic, such as e-mail and its content and attachments, documents on PDAs, thumb drives, servers and document management systems; and
- Information captured in databases used by the organization.

Records series

Records series can be defined as "a group of similar or related records that normally are used or filed as a unit". The group or category is a product of an official function or activity and permits the evaluation of records as a unit for retention scheduling, control, storage, and other purposes" (Sampson, 1992).

Record lifecycle

Record lifecycle is "an archival concept that describes the lifespan of a record, from its creation or receipt to its final disposition. The records lifecycle is divided into the following stages or phases: creation/receipt, maintenance and use, retirement, final disposition, and continuing use" (NARA, 2008).

Records Retention Schedule

Open University, UK defined a records retention schedule as a list of types of records that have been created or received for business activities and the duration the records be retained for the following business needs are stated. Also, it is also to meet the legislation and regulatory requirements. Records retention schedule also displays actions that should be taken at the end of the retention period such as destroyed or reviewed for permanent preservation.

Purpose of Records Retention Schedule

The purpose of establishing a records retention schedule are:

1. to provide knowledge to all staff that are involved in the creation, handling and keeping of the records
2. to ensure that all records are retained for as long as they are needed and monitor the time to dispose or send it for archival purposes
3. to provide a standard and consistentcy record keeping across the organization
4. to identify records duplication
5. to ensure the effectiveness of efficient storage space
6. to identify records of long term value, to avoid accidental destruction and to plan for records preservation

Criteria on Developing Records Retention Schedule

In the development process, all records would be given a criteria in order to determine their retention periods. The records' criteria are identified based on the value of the records. Table 1 shows the various types of records, its retention period and criteria.

Table 1: Various types of records, retention period and criteria

Record Types	Retention Period	Retention Criteria	Description
Complaint, Appointment, Committee, Staff, Report, Training, Meeting, Notices, Circular, Services, Information systems, etc.	10 years	Administrative value	The record information is very important, needed and useful for current daily operation and future work.
Payment, Budget, Donation, Allowance, Inventory, Acquisition, Allocation, etc.	10 years	Fiscal value	The record information needed to document all activities regarding organization expenditure to fulfil financial obligations.
Building maintenance, MOU, Safety, Contracts, Audit, etc.	10 years	Legal value	The record information is needed for evidence of all activities in compliance with relevant laws and regulations.
Events, Policy, Conservation, Publishing, Programme, Project, etc.	10 years	Historical value	The record information holds the history of the organization administration.

The Benefits of Records Retention Schedule (RRS)

A records retention schedule is an important component for effective and efficient records management system in an organization. Developing and implementing the RRS in the organization can benefit the organization in terms of:

- Compliance with the local statutory and regulatory records management requirements. For public organization, they have to comply with the Malaysian National Archive Act No.44, 1966, that requires all public records or document to be retained for 10 years before they could be archived. It is very important for the organization to keep track of the requirement to ensure that the records keeping act and regulations are complied with. The organization also has to undergo the Ministry of Finance annual audit, which requires all fiscal information and records to be available when it is being audited. All fiscal information/document need good keeping and management.

- Improved records storage and retrieval
  Implementing records management programme will improve the storage and retrieval process of records/documents in the organization. Location, however, has been identified as one of the barriers in accessing records. It is suggested that all records be kept in a specific location or branch; managed and kept under one management system. This will in turn create uniformity in every aspect and will speed up the searching and retrieval time of each document. Records management offers something beyond storage, retrieval and access. It also reduces the risk of lost and misplaced records as it is common to have these problems when dealing with branches and human elements. A systematic records management will help reduce and locate misfiled documents. Diamond (1991) suggested records management as an ingenuity which could save cost by as much as $120 in terms of clerical time spent searching for records.

- Saving space
  The records retention schedule that outline the retention period for each and every record will provide guidelines on the disposable methods. All records that meet the retention period need to be destroyed or be moved to other locations such as archives or permanent inactive records storage. This will provide space for newly created records and no additional area is required. The records management and records retention schedule not only cater to the old records but also their duplicate copies. Evidently, these too are taking up spaces in the office. Diamond (1991), mentioned that records retention schedule could conserve up to 40% of space occupied by records. The alternative to preserving the records is the use of micrographic, high-density filing equipment and optical disk. These are storage alternatives that could further save office space. Finally, the options being offered by records management and records retention schedule would reduce the expenses for filing. By eliminating unnecessary records and saving office spaces would result in cutting down the cost of having additional filing cabinets and related supplier.

- Protection of vital records

  Records management offer a strategic plan in protecting vital records belonging to an organization. A vital records programme will ensure that all records have their protected copies. Vital records are records that are important to the existence of the organization and would be needed to restart the business in the event of a disaster. Disasters may occur in many forms such as fire, floods, tornadoes and even bombs. Today's disasters are even more challenging such as computer failure and sabotage. A programme call disaster recovery would help in protecting these records and reconstructing the organization after disaster. In this program a special storage outside the building would be used to store the vital records or have the records digitized and kept away from the main building or alternatively having a copy of the records as a backup plan.

The Risk of not having a Records Management programme

Records are seen as an asset due to its important function in meeting the information needs of the organization. If not properly managed, the records would be worthless because of the high percentage of failing to serve its purpose. Records would get lost and even destroyed before reaching its time limit. Thus, records management serve the organization as a legal protection similar to an insurance policy. In many situations, many organizations did not realise the threat of not having a programme until they are faced with it. The risk of not having an appropriate records management would have a big impact to an organization, failure which may cause:

- Lost of the corporate asset and memory

  Records that hold organizational information can be categorised as corporate asset and memory which is very valuable and important to the organization. If the organization fails to manage the asset properly, they risk losing data which can further contribute to business ineffectiveness. Small companies are more at risk compare to larger ones.

- Charges against organizational legal vulnerability

  Records management programme protect organization from charges against destroying or misplacing public records. In current competitive environment in business, regulated litigation environment records and information are valuable assets in way they are providing evident of the organization conduct and activities in order to protect its right and obligations. An ineffective records management case described by Shephard (2006), was when she took extracts from the Bichard Inquiry (Bichard Inquiry Report, 2004) for Ian Huntley murder case. The enquiry investigated the effectiveness of the Humberside and Cambridgeshire police forces' records management, with comments on the improvement of records management system quality and suggested a new code of practice on records creation, review, retention, deletion and info sharing for police forces.

Recommendations for the Future

In developing and establishing a records retention schedule, the use of IT is a better and more reliable option than using the paper-based medium. Nowadays, there are many computer softwares that can be used to create retention schedule such as Microsoft word or a spreadsheet. By using the computer, it is possible to make the schedule available electronically via a computer network and circulated within the department. According to Hare and McLeod (1997), using the computer system would make it easier to review the retention periods or to make amendments to any legislation, guideline or business decision.

Other than that, the benefits of using the computer system or software are the ability to produce the schedule in different sequences such as:
- by records series title
- by function or department
- by retention periods
- provide search functionality for keyword search of the schedule by record value or status

In maintaining and preserving the inactive records, using magnetic media such as magnetic tape, optical disks, and digitization method are the best way for effective record management. This particular type of storage requires only a small space which can save space in maintaining organization records. The media can then be stored into the organization network using intranet technology and document management system which would make the records accessible through network for faster retrieval, disseminations and sharing of the organization records.

Conclusion

It is clear that implementing records management programme is very important in all organizations for effective and efficient administration. Therefore, it is suggested that the records management programme such as a proper records retention schedule be designed and implemented in an organization especially larger ones both for public and private sectors. It is expected that with these implementations, the efficient records management program and operating costs could be reduced and a more efficient service could be provided to the customers.

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Outreach to Faculty and Academics

Janaki Sinnasamy & Koh Ai Peng

Abstract

Facilities and services provided by libraries, often if not always, are carried out in isolation rather than involving the faculties and users. For users to benefit however, it is crucial that they are at least aware of the library services. Policies and notices in library websites are only accessible when users visit the site. Similarly, brochures, handbooks and posters which libraries have always been fond of, only reach those who are physically in the library or where the posters are. Much information does not reach the absent or remote majority. It is a grave situation where users do not know the benefits they can obtain from libraries. Whilst libraries and librarians can pride themselves with the various continual efforts taken with user satisfaction in mind, it is time to take a step back and view the library and information policies from the users perspective. This papers attempts to study the awareness of the library facilities and services among the academics at the University of Malaya. In a short online survey among the academics, it was found that the range of awareness of the library services and facilities ranged from 25% to 85%.

Keywords: Outreach, Academic libraries, Awareness of library services, Faculty-Library relationship

Introduction

The academic library's mission is to support faculty and students in their teaching, learning and research. In tandem with that, libraries policies and procedures have continually evolved around the faculty and students needs. To keep pace with time, libraries have been spending a substantial amount of funds to acquire electronic books, journals and textbooks while maintaining the print collection for the not so IT savvy users. Technology and system have been fine tuned to make available electronic resources remotely, such as their homes, office, hostels and even when they have to travel overseas for conferences, and study leave. Library buildings now have more plug points and desktops, inviting corners for group discussions and relaxation. However, despite all these efforts by the library, annual user satisfaction surveys almost always show that there is room for improvement. In fact, it seems that digital book publishers and retailers (not libraries!) now know more about their readers than ever before as was reported in Wall Street Journal (Alter 2012).

Scope of the study

Changes in the library have been made with all library users in mind, Sadly the focus is almost always on the undergraduates and postgraduates and rarely the teaching staff. Academics are assumed to be academically excellent and matured to use the library services and facilities independently. The findings of a faculty survey among US colleges and universities (Flagg 2010), reported that the academic library is increasingly being disintermediated from the discovery process, risking irrelevance in its core functional areas. This study will find out how much the academics at the University of Malaya are aware of the library services and facilities. It is hoped that these findings will define areas of disconnect between libraries and faculty and structure ways to promote and outreach to the academics.

Definition of Outreach

There seems to be no standard definition of outreach among libraries although a gamut of activities had been in practice. Such activities include: liaison librarians, library instruction, current awareness services, selective dissemination of information, collection development, and repositories. Toni M. Carter (Carter and Seaman 2011), defines outreach as, "Services and the promotion of services which include: (i) any assistance with research or information, (ii) resources available at a library, (iii) library facilities. Promotion of services involves marketing or the use of public relations techniques to promote these services, resources and facilities".

Literature Review

There is a tendency for librarians to keep a distance from the academics. This has been aggravated by the current state of the use of IT and social media which has suppressed the need for face to face communication. Avenues for the promotion of services are now usually in the form of Emails, Facebook, Blogs, Web 2.0 tools, Twitter, etc. In Phelps' study (Phelps and Campbell 2012), 304 articles on library-faculty relationship were reviewed. It was obvious that most of the articles indexed were really about projects, classes, assignments and activities that librarians have done with faculty rather than on relationship. Also, librarians are more likely to talk about this relationship at library conferences rather than share it through publishing. The key variables for a collaborative relationship between faculty and library is based on 'trust' and 'commitment' and Phelps suggests that taking the focus off the product and putting it on the relationship is an effective marketing plan for outreach of library resources, facilities and services.

Library outreach to the faculties is one of the best ways to bridge the gap between libraries and faculty (Anthony 2010; Jacobs 2010; Stebelman, Siggins and Nutty 1999). Having a Ph.D, desktop publishing skills, and experience with Web authoring are not essential traits for the faculty outreach librarian (Stebelman et al. 1999). Librarians must feel comfortable communicating and approaching the faculty. They must be willing to be proactive, implement different methods of marketing the library's services to faculty and seek out users in their offices and departmental meetings. Stebelman also suggests that librarians must have excellent analytical skills to assess what is and is not working. The 'cutting-edge' image of George Washington University library when reviewed for ARL status, was its aggressive faculty training workshops, symposia and computer slide presentations promoting and explaining new information technologies, and the e-list and e-mail accounts established specifically for faculty use. At a time of budget constraints, librarians can work closely with the departments to seek guidance, receive feedback and negotiate when periodical subscriptions have to be cancelled.

To ensure sustainability of the provision of services and facilities throughout the year, most libraries have identified subject specialists to meet the needs of faculty members. In the absence or lack of subject specialists, liaison officers are identified to provide closer proximity to faculty members and library. In a survey to investigate the impact and value of library liaison officers among academics at an institute of higher education in UK, it was found that 4 out of 29 respondents did not know their liaison officers. Out of the 25 who knew, 7 could not remember the names of their liaison librarians (Cookie, Norris, Busby and Page 2011). On the other hand, Jacobs (2010), reports being inundated with requests for assistance working with the College of Education, providing individual research consultations to faculty and students, collaborate on information literacy instruction, and facilitate additions to the library's collection. The announcement of his presence in the College in the department's newsletter received much attention.

Although academics value the service provided by the liaison officers, they prefer if the scope of services be extended to include (Cookie et al. 2011): Giving copyright advice, Putting content in the Institutional repository, Finding an impact factor of a journal, Doing a literature search, Teaching students study skills, Seeking copyright permission for the academics, Teaching students about plagiarism, Doing citation analysis, using RSS feeds, Delivering interlibrary loans and photocopies to their desktop, Searching Google, Working on a research project, Photocopying books and journals for them, and Creating a Wiki.

Libraries must be acutely aware of the empowerment of the end users with the development in technology. Users now, claim information can be obtained from the Internet without the intermediation of librarian (Cookie et al. 2011). To overcome, this change, searching and retrieving interfaces have to be mastered by the librarians in order to impress upon the academics. At the University of California-Berkeley, the importance of conducting workshops to acquaint faculty with electronic databases was recognized as early as the seventies (Stebelman et al. 1999). So much can be taught to the academics by the librarians. Online catalog, remote access, personal file management, open source information, repositories, digital initiatives are only some of the examples.

Method

An online survey was carried out at the University of Malaya, Malaysia, from 21st until 29th June 2012. It was sent to all academics using the university's personal email account. The objective is to find out the academics' awareness level of the availability of library resources, services and facilities. The response rate of 9.3% (N=2,500) was encouraging, indicating that the academics recognize the library's effort to reach out to them. All faculties were represented among the respondents. Table 1 shows the distribution of respondents according to the faculties.

Table 1: Respondents from various faculties
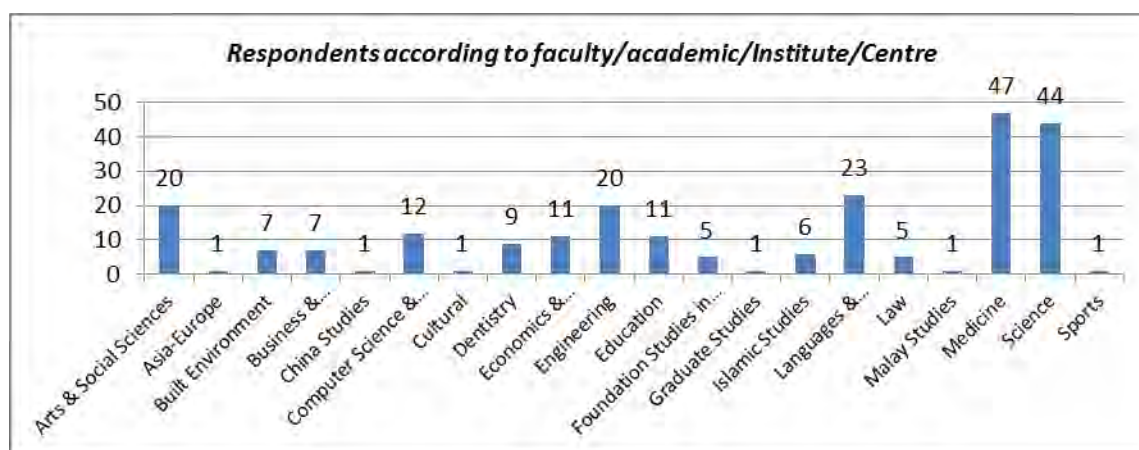
The highest response was from the faculties of Medicine (20.2%), Science (18.9%), Languages and Linguistics (9.9%), Engineering (8.6%) and Arts & Social Sciences (8.6%). A few faculty members replied that they are new employees and know very little about the library facilities and services. They even commented that the library must have some kind of induction courses for new academics. Most of the respondents came from the group who have served the University for 5 years or less (45.1%), followed by those who have served more than 10 years (38.2%), and 14.2% have served from 6-10 years. Table 2 shows the respondents by years of service.

Table 2: Years of service

		Frequency	Percent	Valid Percent
Valid	0-5 years	105	45.1	46.3
	6-10 years	33	14.2	14.5
	More than 10 years	89	38.2	39.2
	Total	227	97.4	100.0
Missing	0	6	2.6	
Total		233	100.0	

Findings

Eleven services and facilities were included in the survey. They are: (i) Online request for materials, (ii) Remote access to electronic resources, (iii) Academic core collection, (iv) Online availability for course materials, (v) Publication supply, (vi) Online renewal of materials borrowed, (vii) Document Delivery eligibility (viii) Liaison librarians' role, (ix) Research repositories, (x) Collaboration for User Education class, and (xi) EndNote sessions.

Table 3: Awareness of Library Services / Facilities

Library Services/ Facilities	Online request materials	Remote access	Academic core collection	Course materials	Publication supply	Online renewal	Eligibility document delivery	Liaison librarian	UM Research Repository	Collab-oration GXEX1401	End Note
Yes	123 53.5%	152 66.1%	93 40.1%	59 25.4%	156 67.2%	199 85.4%	70 30.0%	150 64.9%	89 38.9%	59 25.4%	125 53.6%
No	107 46.5%	78 33.9%	139 59.9%	173 74.6%	76 32.8%	34 14.6%	163 70.0%	81 35.1%	140 61.1%	173 74.6%	108 46.4%
Total	230	230	232	232	232	233	233	231	229	232	233
Valid	230	230	232	232	232	233	233	231	229	232	233
Miss-ing	3	3	1	1	1	0	0	2	4	1	0

With reference to Table 3, the level of awareness among the academics is as follows:

1. Online renewal of materials borrowed   85.4%
2. Publication supply   67.2%
3. Remote access   66.1%
4. Liaison Librarian's role   64.9%
5. EndNote   53.6%
6. Online request for materials   53.5%
7. Academic Core Collection   40.1%
8. UM Research Repository   38.9%
9. Document Delivery Eligibility   30.0%
10. Making available course materials   25.4%
11. Collaboration of GXEX1401   25.4%

For the purpose of this study, awareness of services and facilities which received less than 60% are identified as areas of disconnect between the library and academics. They are: End Note, Online request for materials, Academic Core Collection, UM Research Repository, Document Delivery Eligibility, Making available course materials online and Collaboration of GXEX1401. The library has to find the root cause of the unawareness of these services among the academics and make relevant changes to the structure and function if the library's mission is to remain relevant towards the autonomy transformation plan of the University.

Although the library has many mechanisms to enhance and promote library services and facilities, the findings as shown in Table 4, reveal that the most effective way to outreach to the academics is through the librarians' roadshows and information skills sessions (46.4%) and friends, students (39.9%). Dissemination of information using the library webpage and university mailing list reached out 26.6% and 26.3% respectively. The least effective method was through the library promotional materials (0.9%) and Library Facebook (14.2%).

Table 4: Ways academics get to know the library services and facilities

Method	Librarians (roadshow etc.)	Library promotional materials	via Uminfo	Library facebook	Library website	Faculty liaison librarians	Friends, students, etc.	Others
Frequency	108	2	61	33	62	48	93	21
(Percent)	(46.4%)	(0.9%)	(26.2%)	(14.2%)	(26.6%)	(20.6%)	(39.9%)	(9.0%)

Discussion

Most of the library services at the University of Malaya are promoted via the library web page. However, it is found that only 26.6% of the respondents actually get information about the library from the library website (Refer to Table 4). In a study on users' perception of the library webpage (Crowleya, Leffelb, Ramirezc, Hartd and IIe 2002), it was reported that users who were familiar with the library's web pages had fewer difficulties but novice users did not know or understand the library terminology. The process to find information on the Web pages was found to be complex and confusing. Although, Facebook, being a user friendly social media can reach out to many, from the result it was found that only 14.2% got their information via Facebook. In short, it can be concluded that if a user does not visit the library website and Facebook, information will not get through. The information on End Note for students is merely mentioned in 'Information Skills Session for Post Graduates (See Figure 1 below). The library tries to get more users to register for these sessions without giving much detailed information. Libraries have to realize that the academics have authority over the students' assignments and projects and can play a key role in encouraging students to attend such classes. Only then can students be made aware of the benefits of attending such sessions organized by the library.
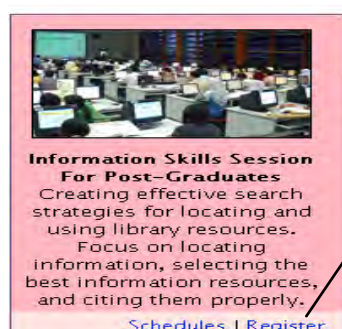
The online request form for materials, which received only 53.5%, was hidden among Library Services, and parked under Services Form (Figure 2).
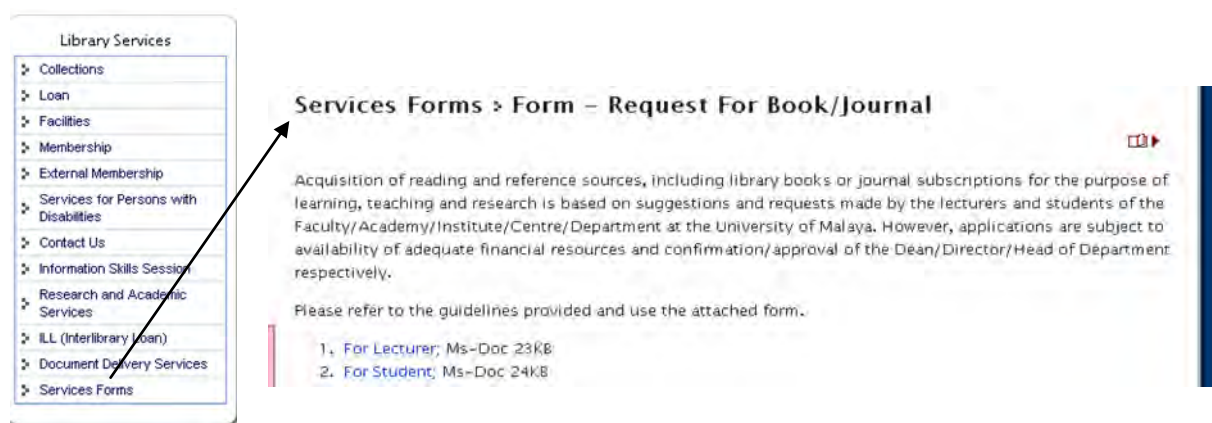
Figure 1: Promotion of End Note

Figure 2: Online Request Form for Library Materials

Only 40% of the academics' are aware of the Academic Core Collection. Ironically, this collection consists of core reading materials for courses. If lecturers are not aware of it, any amount of promotion by the library is not effective. Since only 26.6% respondents get the information from the library webpage, only 30% of the academics are aware of their document delivery eligibility. Roadshows pertaining to the Institutional Repositories and Information Skills class/sessions are carried out with the faculty's approval. Often, it is difficult to get their commitment to schedule a slot for the roadshows.

Conclusion and Recommendations

The library has to target orientation sessions for new faculty members to create connections with the academics. Knowing a library member will make the new academic feel there is someone to turn to when assistance is needed to use the library resources, services and facilities. This can increase the use of services and resources by the faculty who can then encourage students and research assistants to use them.

Librarians serving on faculty or department committees are another way of outreach. While this practice is advocated, the effectiveness of this is dependent on the librarians' confidence to speak out and be involved in faculty research, publication, conferences, etc. More important is the librarians' willingness to take the time to attend regular meetings and taking an interest in getting to know them and their activities. Liaison librarians must update faculty members about the new developments in the library.

Library website can be restructured for easy accessibility. The contents pages can be restructured to make it more visible for the users. There can be a link to Library website in all the faculty webpages, and new topic of user interest highlighted to alert and attract them to visit the library webpage on a regular basis.

The library can organize events, tea gatherings and invite the academics to the library. This will help to establish rapport with the faculty. Friendliness, helpful and competent librarians will encourage academicians to approach them. A good experience will encourage them to come back to us, and a bad experience will be the reverse. If librarians can be empathic and professional in our dealings with the academics, we can gain our own respect as an information specialist.

Student learning can improve through course-integrated information literacy instruction (Lindstrom and Shonrock 2006). It does not really matter if collaboration is in a single instruction session, specific course or through assignment topics. One of the reasons for the lack of information literacy programs can be attributed to the reluctance on the part of the academics (McGuinness 2003). Libraries have to play a proactive role to change the perception of the academics towards the teaching role of librarians and take efforts to fit the contents of information literacy programs to the course curriculum.

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Koleksi Majalah Pengasuh di Perpustakaan Pengajian Islam Nilam Puri

Haslina Husain
Perpustakaan Pengajian Islam Nilam Puri

Majalah *Pengasuh* merupakan majalah tertua di Nusantara yang masih diterbitkan. *Pengasuh* telah memainkan peranan yang besar dalam membentuk minda dan budaya hidup masyarakat Kelantan. *Pengasuh* merupakan satu-satunya majalah terbitan Majlis Agama Islam Kelantan (MAIK) yang masih menggunakan tulisan jawi. Naskhah sulung ini mula diterbitkan pada 11 Julai 1918 bersamaan 1 Syawal 1336. Pada zaman Dato' Yusoff Zaky (Pengarang Pengasuh awal tahun 1975) kandungan *Pengasuh* tampil dengan edisi baru. Beliau telah memperkenalkan siri "Tokoh Ulama" dan siri ini telah dibukukan oleh MAIK dengan judul "Tokoh-Tokoh Ulama Semenanjung Melayu I dan II". Tulisan-tulisan yang berkaitan dengan tokoh-tokoh ulama ini amat sesuai dijadikan rujukan oleh para pengkaji sejarah. *Pengasuh* juga sesuai dijadikan asas rujukan ilmu kerana tulisan-tulisan yang dimuatkan di dalam majalah ini adalah tulisan yang membincangkan sesuatu isu secara ilmiah dan akademik. Koleksi *Pengasuh* ini disimpan di Perpustakaan Pengajian Islam Nilam Puri mulai terbitannya tahun 1918 sehingga tahun 2005.

Ciri-ciri yang ditampilkan dalam Pengasuh:

Tempoh keluaran: Pada peringkat awal, ia diterbitkan setiap 15 haribulan, kemudian kepada mingguan dan bulanan.

Saiz majalah: Bermula dengan saiz 8.1 inci lebar dan 12.6 inci panjang pada awal terbitannya. Bentuk fizikal lebih besar menyamai ukuran akhbar tabloid sekarang. Halaman bertambah daripada 18 halaman ke 24 halaman sehinggalah ke 60 halaman pada masa sekarang.

Isi kandungan: *Pengasuh* telah melalui zaman yang berbeza-beza kerana pengarang atau editornya bertukar mengikut peredaran zaman. Mesej yang disampaikan tetap sama iaitu mesej-mesej yang berunsur Islam yang diterjemahkan melalui pelbagai disiplin ilmu.

34th International Association of Scientific and Technological Libraries Conference (IATUL 2013)
14 – 18 April 2013
Cape Peninsula University of Technology
Cape Town, South Africa

Nor Hazidah Awang

The 34th International Association of Scientific and Technological Libraries Conference (IATUL 2013), was hosted by the Cape Peninsula University of Technology, South Africa. It was held at the Cape Town International Convention Centre (CTICC) from 14 to 18 April 2013. With a conference theme of "*Doing it together: effective collaboration...*", the conference seek to explore how academic libraries are using collaboration both within their own organizations, and in a wider context to achieve their goals.

The conference was officiated by Professor Lineo Vuyisa Mazwi-Tanga, the Vice Chancellor of Cape Peninsula University of Technology and this was followed by keynote speaker, Dr Siv Vangen, who talked about "*How effective national and transnational collaborations are managed: the key lessons from research*". A total of 53 papers and nine posters were presented in parallel sessions. The University of Malaya (UM) was represented by Nor Hazidah Awang with a paper entitled: Web 2.0 on Academic Libraries in Southeast Asia. The rest of the papers were placed under the following sub-themes:

- Effective collaborations
- Blended learning and transliteracy
- Changing spaces
- Learning- Skills development
- Organizational change
- Collaboration in information literacy @ IATUL special interest group for information literacy report
- Collaboration, efficiency and performance @ IATUL special interest group for Library organization and Quality Management report
- Academic partnerships and beyond
- Special cases
- National collaboration
- Innovative use of technology
- Digital content creation, curation and promotion
- Creative client services

The author

This four-day conference was successful with lots of new knowledge and ideas shared with the participants. Participants were brought to the Iziko Museum and also enjoyed the beautiful sceneries of Cape Town.

Among the participants

Cataloguing Colloquium
29-30 May 2013
Petaling Jaya Community Library
Petaling Jaya

Zaharani Aiyub and Sutarmi Kasimun

This Colloquium was held on 29-30 May 2013 at Bilik Kenanga, Petaling Jaya Community Library. This is the first colloquium organized by Persatuan Pustakawan Malaysia to share knowledge, experiences, best practices and discuss issues amongst cataloguers in Malaysia. The theme of the Colloquium is "Subject Authority Control : Process and Experience".

The main speaker for the two-day colloquium is Ms Salmah Salleh, Consultant for Cataloguing and Information Management from Wisdom Synergy Enterprise. Other papers were presented by senior librarians mostly from the academic libraries based on their personal views, library experiences and practices on subject cataloguing.

In conclusion, the Colloquium fostered good professional networking among the cataloguers in Malaysia and it is a good start for cataloguers to share their knowledge and gain experiences. Generally most of the participants look forward to the next Colloquium.

The Colloquium and the presentation of certificates

ASEAN University Network Inter-Library Online (AUNILO) Committee Meeting
10 -12 June 2013
University of Malaya, Kuala Lumpur

Nor Hazidah Awang

The University of Malaya has been selected to be the host for the 9th ASEAN University Network Inter-Library Online (AUNILO) Committee Meeting. This three-day meeting started with the Opening Ceremony at the University of Malaya Art Gallery. It started off with a welcoming address by Dr. Nor Edzan Hj. Che Nasir, Chief Librarian, University of Malaya Library, and followed by Mr. Mohd Pisol Ghadzali, AUN Secretariat. The Opening Ceremony was officiated by Associate Professor Datuk Dr. Rohana Yusof, Deputy Vice-Chancellor (Student Affairs), University of Malaya. A keynote address entitled "*Engaging Users: Initiatives for a Changing Era*" was delivered by Dr. Diljit Singh. Meanwhile, country report presentations were held after lunch break.

The delegates

During the Opening Ceremony

Country report presentation

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The delegates were also taken to Sasana Kijang at Bank Negara Malaysia, Petronas Petroleum Resource Centre and Petronas Twin Towers.

A day trip to the historical city of Malacca was filled with a lot of activities. The delegates were taken on a River Cruise along Sungai Melaka and then visited historical sites such as the Malacca Sultanate Palace Museum, Maritime Museum (Flor de La Mar) and the Independence Memorial.

Visit to Petroleum Resource Centre

Overall, the 9th ASEAN University Network Inter-Library Online (AUNILO) Committee Meeting was held successfully and the delegates were very satisfied with the activities organised for them.

5th Qualitative and Quantitative Methods In Libraries International Conference (QQML2013)
4 - 7 June 2013
University of Rome, Rome

Mohd Faizal Hamzah

The 5th Qualitative and Quantitative Methods in Libraries International Conference (QQML2013) was held at the Faculty of Economics of the University of Rome "La Sapienza", Italy from 4 to 7 June 2013. QQML 2013 was organized under the umbrella of ISAST (International Society for the Advancement of Science and Technology). It is a multi–disciplinary conference that covers the Library and Information Science topics in conjunction with other disciplines. Papers are solicited in areas such as:

1. Bibliographic Control
2. Bibliometric Research
3. Change of Libraries and Managerial Techniques
4. Changes in Learning, Research and Information Needs and Behaviour of Users
5. Climate Change Data
6. Communication Strategies
7. Data Analysis and Data Mining
8. Development and Assessment of Digital Repositories
9. Development of Information and Knowledge Services on the Public Library
10. Digital Libraries
11. Economic Co-operation and Development
12. Energy Data and Information
13. Environmental Assessment
14. Financial Strength and Sustainability
15. Health Information Services
16. Historical and Comparative case studies related to Librarianship
17. Information and Data on Various Aspects of Food and Agriculture
18. Information and Knowledge Services
19. Information Literacy: Information Sharing, Democracy and Lifelong Learning
20. Library Cooperation: Problems and Challenges at the Beginning of the 21st Century
21. Library Change and Technology
22. Management
23. Marketing
24. Museums, Libraries and Cultural Organizations
25. Music Librarianship
26. Performance Measurement and Competitiveness
27. Publications
28. Quality Evaluation and Promotion of Info
29. Technology & Innovations in Libraries and their Impact on Learning, Research and Users
30. Technology Transfer and Innovation in Library Management

The Plenary Speakers during the inauguration session were Lynne Marie Rudasill Associate Professor, University Library, University of Illinois at Urbana-Champaign, USA; Dr. Karen E. Fisher University of Washington Information School, Adjunct Professor of Communication, USA; and Anna Galluzzi Senate Library in Rome, Italy. The four–day conference had several parallel concurrent sessions and more than 60 papers were presented. The authors come from 65 countries: 27 European, 19 Asian, 9 African, 6 American and 2 Oceania countries. The University of Malaya (UM) was represented by Mohd Faizal Hamzah who presented a paper entitled: Building an institutional repository at University of Malaya (Malaysia): UM Research Repository.

Overall, the conference fostered good professional networks among librarians from all over the world. This conference allows knowledge and information sharing among experts in library science. Next year, 6th QQML 2014 International Conference will be organized in Istanbul, Turkey.

The author and a participant

A completely engrossed audience

Hal Ehwal Staf *Staff Matters*

Bersara *Retired*
>> Azizah Mohd Yasin (15 Mac 2013)

Berpindah keluar *Moved out*
>> Nor Suzila Mohamad - Pegawai Kewangan W41 (1 April 2013)

Meletak jawatan *Resigned*
>> Sharina Muhammad Tufail - Pustakawan S41 (9 Mac 2013)
>> Muhammad Fizree Jamal - Pembantu Perpustakaan S17 (24 April 2013)

Staf baru *New staff*
>> Mohd Shamsul Mohamad - Penolong Pegawai Perpustakaan S27 (16 Jun 2013)
>> Abang Mohd Lokman - Pembantu Perpustakaan S17 (17 Jun 2013)
>> Siti Noor Ain bt. Mohd Sulaiman - Pembantu Pemuliharaan S17 (10 Jun 2013)
>> Mohd Safri Tahir - Pembantu Perpustakaan S17 (3 Jun 2013)
>> Darshini Harikasnan - Pembantu Perpustakaan S17, (5 Jun 2013)
>> Nursalina Muhammad Zahari - Pembantu Perpustakaan S17 (24 Jun 2013)

Kembali bertugas *Back to work*
>> Aruna a/p J.E Thambidorai - Pustakawan S41, (2 Januari 2013) - berkhidmat secara pinjaman di Pusat Sitasi Negara, KPT
>> Ulya Sujak - Pustakawan S41, (2 Januari 2013) - berkhidmat secara pinjaman di *Institutional Advancement Centre*
>> Janaki Sinnasamy - Timbalan Ketua Pustakawan S52, (2 Februari 2013) - Cuti penyelidikan selama tiga bulan.

Tamat Kontrak *Completed Contract*
>> Akmal Zainuddin - Pegawai Projek (1 April 2013)
>> Rabiatul Adawiyah bt. Abu Hanifah - Pegawai Projek (1 Julai 2013)

Pertukaran *Exchange*
>> Hazuruainy Mohd Zulkiffly - Penolong Akauntan W27, (25 April 2013)

Cuti belajar *Study leave*
>> Ranita Hisham - Pustakawan S41 (3 Jun 2012)

Visitors *Pelawat*

1. Lawatan Universiti Sokoto, Nigeria, 21 Januari 2013
2. Lawatan Universitas Negeri Medan, Indonesia, 20 Februari 2013
3. Lawatan Universitas Jabal Ghafur Glegapui Sigli, Indonesia, 20 Februari 2013
4. Lawatan Kolej Teknologi Darul Naim, Kelantan, 22 Februari 2013
5. Lawatan Hal Ehwal Pelajar (HEP) bersama Taylors University, 28 Februari 2013
6. Lawatan University of Songkla, Thailand, 6 Mac 2013
7. Lawatan SMK Datuk Muhamad Yusof, Kuala Lumpur, 7 Mac 2013
8. Lawatan SMK Layang-Layang, Johor, 13 Mac 2013
9. Lawatan Universitas Muslim Nusantara (UMN) Al-Washliyah, Medan, Indonesia, 14 Mac 2013
10. Lawatan SMK Tinggi, Setapak, Kuala Lumpur, 21 Mac 2013
11. Lawatan SMK Triang, Pahang, 22 Mac 2013
12. Lawatan Himpunan University Of Andalas, Indonesia, 25 Mac 2013
13. Keluarga dan Alumni Persatuan Putri Al-Mawaddah, Cabang Malaysia, Indonesia (HIKAM), 12 April 2013
14. Delegasi Suranaree Universiti of Technology, Thailand, 30 April 2013
15. Universitas Indonesia, 15 Mei 2013
16. Kolej Universiti Perguruan Agama Seri Begawan, Brunei Darul Salam, 22 Mei 2013
17. Delegasi Vellore Institute of Technology University (VIT), India, 22 Mei 2013
18. L. N. Gumilyov Euration National University, Kazakhstan, 12 Jun 2013
19. Lawatan SMK Sungai Rambai, Melaka, 3 Jun 2013
20. Universitas Muhammadiyah Yogyakarta, Indonesia, 17 Jun 2013
21. Pusat Pengajian Bahasa, Literasi dan Terjemahan, Universiti Sains Malaysia (USM), 26 Jun 2013
22. Perpustakaan Darul Quran JAKIM, 26 Jun 2013
23. SMK Tinggi Perempuan Melaka, 28 Jun 2013

Persidangan/Bengkel/Kolokium
Conference/Workshop/Colloquium

1. Datin Adlina Norliz Razali & Norhaslinda Sanusi - Kursus Pengorganisasian Bahan Media, Sumber Elektronik dan Bahan Terbitan Bersiri, 5 - 7 Februari 2013, UiTM Shah Alam.
2. Mahbob Yusof, Haslan Tamjehi & Mohd Fazli - New Media Photography Seminar, 27 February 2013, Universiti Malaya, Kuala Lumpur.
3. Pauziaah Mohamad & Ratnawati Sari Mohamad Amin - Bengkel RDA: Transformasi Pengkatalogan, 4 - 6 Mac 2013, PNM, Kuala Lumpur.
4. Ratnawati Sari Mohamad - Kursus Pembangunan Web Joomla Lanjutan 2.5, 24 - 25 April 2013, Puchong.
5. Dr. Nor Edzan Haji Che Nasir - The International Higher Education: Women In Leadership 2013, 12-14 March 2013, Ritz Calton, Kuala Lumpur.
6. Nor Hazidah Awang - 34th International Association of Scientific and Technological Libraries Conference (IATUL 2013), 15 -18 April 2013, Cape Town, South Africa.
7. Dr. Nor Edzan Haji Che Nasir - Simposium Kebangsaan Konservasi 2013, 13-16 Mei 2013, Kuching.
8. Janaki Sinnasamy & Pauziaah Mohamad - Persidangan Meja Bulat : 2nd Annual University Administration Leaders : Towards High Income Nations, 15-16 May 2013, Kuching.
9. Sutarmi Kasimun & Zaharani Aiyub - Cataloguing Colloquium, 29-30 May 2013, Petaling Jaya Community Library, Petaling Jaya.
10. Mohd Faizal Hamzah - 5th Qualitative and Quantitative Methods in Libraries International Conference, 4 -7 June 2013, Rome
11. Norsuzila Mohamad, Muhammad Faizal A. Aziz, Haslan Tamjehi & Rohaya Harith - Bengkel Sejarah Lisan, 24 - 26 Jun 2013, Universiti Malaya, Kuala Lumpur.
12. Muhammad Zaki Abd. Rahman & Norazlina Dol - Metadata Concepts and Guidelines for Digital Collections: Promotion, Discovery and Use, 26 - 27 June 2013, Shah

Penerbitan 2013 *2013 Publications*

1. Abrizah, A, Zainab, A.N, Edzan N.N, & Koh, A. P. Citation Performance of Malaysian Scholarly Journals in the Web of Science, 2006- 2010. *Serials Review,* 39(1):47-55.
2. Vijayaletchumy Maruthaveeran. Before and After Knowledge Management Initiatives: After Action Review. *Jurnal PPM,* 6 : 25 - 32.
3. N. A, Hazidah, N.N, Edzan, Y. Mahbob & I, Hasmawati. UM in the News: Marketing and Promotion on Social Media Platform, *Jurnal PPM*, 6 : 53-62.

Kursus Dalaman *Internal Courses*

1. Pengindeksan dalam Workflow, 13 Mac 2013
2. Bengkel Pemuliharaan Kertas/Manuskrip, 24 April 2013
3. Kursus Sumber Maklumat Dari Internet, 24 Jun 2013
4. EBSCO Database And E-books Training, 15 March 2013
   - Science Direct and Scopus Training, 29 March 2013
   - Oxford University Press & Cambridge University Press Journals Training, 11 April 2013
   - SciFinder Training, 11 April 2013
   - Springer Database Training, 12 April 2013
   - EBSCO Database and Ebooks Training (II), 19 April 2013
5. Web of Knowledge, 23 April 2013
   - VAST: Academic Video Online Training, 25 April 2013
   - Ebrary e-books training, 26 April 2013

RDA Toolkit Training, 23 May 2013
   - Annual Reviews Journals Training, 28 May 2013
   - BioOne Database Training, 30 May 2013
   - SAGE Journals Training, 31 May 2013
   - How to Publish An Article by SAGE Publishing, 27 June 2013

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

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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.

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