



**Conference of Directors of National Libraries in Asia and Oceania
Annual meeting of 2016 –
at the National Library of New Zealand, Wellington
New Zealand**

Annual Report of National Library of Malaysia 2016

Name of country : Malaysia
Name of library : National Library of Malaysia
Name(s) of Director-General : Madam Nafisah Ahmad
Name of contact person for international liaison : Madam Chin Loy Jyoon
Mailing address : National Library of Malaysia,
232 Jalan Tun Razak,
50572 Kuala Lumpur, Malaysia
Telephone : 603 26971700/
603 26871764 /
603 26871901
Fax : 603 26927502
Website : www.pnm.gov.my
Email address for international contacts : nafisah@pnm.gov.my
chin_lj@pnm.gov.my

1. RELATIONSHIP TO GOVERNMENT:

National Library of Malaysia (NLM) is a MS ISO 9001:2008 certified government department under the umbrella of the Ministry of Tourism and Culture Malaysia. NLM is headed by a Director General who is also the National Librarian and reports to the Minister of Tourism and Culture Malaysia. NLM is empowered by two Acts, that is the National Library Act 1972 (Act 80) (incorporating all amendments as at 1 January 2006) and the Legal Deposit of Library Material Act 1986 (Act 331). The National Library Act relate to the executive power, roles of the Director General and the establishment of the National Library of Malaysia. The Director General has the responsibility to advise the Minister in all matters pertaining to libraries and library development in Malaysia. She is also responsible to answer questions pertaining to libraries in the Parliament. Under the Deposit of Library Material Act 1986, all publishers in Malaysia are required to deposit five (5) copies of

printed materials and two (2) copies of non-printed materials to NLM as the national intellectual heritage.

The State Public libraries are governed by their respective state Enactment. The role of NLM is to channel and monitor development and operational budget to the State Public Libraries. The Director General of NLM is represented on the State Public Library Corporation Boards and give advice pertaining to their development. One of the functions of NLM is to ensure equal development of the infrastructure of public libraries in Malaysia. State / Public Libraries have work closely with NLM in the development of rural libraries in Malaysia. As of 31 December 2015, there were 331 State/Public/Municipal libraries and 1,125 rural libraries.

2. FACTS AND FIGURES (www.pnm.gov.my/index.php?id50)

2.1 Libraries in Malaysia

The number of libraries in Malaysia as of 31st December 2015 stands at 13,571 which consists of NLM and 4 community libraries, 331 state /public /municipal libraries, 1,125 rural libraries, 521 government special libraries, 176 private special libraries, 20 government university libraries, 444 private universities /colleges and 10,701 school libraries. The number of government special libraries has increased from 452 in 2006 to 521 in 2015 indicating that librarians and libraries in Malaysia are still very much needed despite the stiff challenges faced in this digital era.

2.2 Membership in NLM and libraries in Malaysia

A total of 49,326 new members signed up for the year 2015 making the total NLM cumulative membership to 1,258,366 members comprising of the various races and age groups in Malaysia. In 2015, 367 foreigners from 41 countries among them, China (54), India (44), Korea (32) and Iran (14). The total membership for all the libraries in Malaysia comprising of NLM, public libraries, rural libraries, special libraries, private sector libraries and academic libraries stands at 11.37 million (36.8%) out of a total population of 29 million people in Malaysia showing an increase of 9.5% compared to 2014.

2.3 Library Human Resource

There are 11,211 library staff in Malaysia which consists of 1,586 professional librarians and 9,625 support staff from the various types of libraries to facilitate and provide library services to the 30.9 million people in Malaysia. The ratio of librarian to the population is 1: 2510. The breakdown of the library staff are as follows: NLM (515), State Public Libraries / Municipal Libraries (3,259), Rural Libraries (1,075), Government Special Libraries (1,980), Public Academic Libraries (2,417) and Private Academic Libraries (820).

2.4 Visitorship to NLM and libraries in Malaysia

The number of physical visitorship to NLM for the year 2015 stands at 392,446 visitors showing a decrease of -1.2% visitors compared to the year 2014 where 397,396 visitors visited NLM. The total visitors to 2,844 libraries in Malaysia including NLM stands at 46,270,507. The number of online visitors stands at 13,513,244 for the year 2015.

2.5 International Visitors to NLM

For the year 2014, NLM received a total of 181 international visitors from fifteen (15) countries which include Brunei Darussalam, Cambodia, Lao PDR, Indonesia, Myanmar, Philippines, Singapore, Thailand, Vietnam Japan, Brazil, South Africa, Namibia, Oman and India. Among the purpose of these visits are to establish networking, benchmarking, digitization of library resources and resource sharing through gift and exchange of publications.

2.6 NLM Intellectual Collection

NLM has the second largest intellectual collection in Southeast Asia with 4,783,450 million materials in various subjects and languages comprising of 4,521,754 units or 95% of printed materials, 98,406 units or 2.5% of non printed materials, 158,316 units or 2.4% digital materials and 4,974 units or 0.1% Malay manuscripts. In 2015, 235,873 units of library materials or 40,094 new titles were acquired through purchase (43,888 units or 18.6%), *Deposit of Library Material Act 1986* (187,823 units or 79.6%) and gift and exchange (4,247 units or 1.8%). These materials are documented and their bibliographic records are made available online via NLM's Online Public Access Catalogue (OPAC) (<http://opac.pnm.gov.my>) and Union Catalogue of Malaysia (www.kik.pnm.my)

2.7 NLM Library Services and Collection

A total of 330,107 library users used the reference services and collection provided by NLM which include Malaysiana Reference (161,903), General Reference (60,025), Digital Resources (29,680), Malay Manuscripts (222), Samsung Smart Library (8,116), Cyber Zone (11,721) and Lending Collection (53,440).

2.8 Lending and Bulk Loan

The total number of materials loan by 53,105 NLM's users in 2015 were 352,553 units comprising of 246,283 units from children's collection, 106,270 units from adult collection and 335 institutions borrowed 114,778 units of library materials through bulk loan.

2.9 Annual Operating Budget

NLM received Ringgit Malaysia (RM) 126,041,700 or USD 31,510,425

from the government for its operating budget in 2015. The operating budget include emolument, building and collection maintenance, acquisition of library collection, utilities, human resource development, office and ICT equipment.

3. A BRIEF GENERAL OVERVIEW OF RECENT MAJOR DEVELOPMENTS:

3.1 National Library of Malaysia's Transformation Plan

National Library of Malaysia's Transformation Plan 2015-2017 was drawn up in line with the Malaysia Public Service Transformation Framework that focused on five (5) strategic thrusts that is, talent development; organizational development; citizen centric service delivery; inclusivity and ownership and enculturation of shared values of patriotism, ethos and integrity. NLM's Transformation Plan consists of five (5) Strategic Thrusts and twelve (12) Strategic Initiatives. Three of NLM's Strategic Initiatives that is, Access For All (NLM Digital Library services), SmartNet (National Blue Ocean Strategy) and Community Knowledge Garden (Rebranding of Rural Library) were chosen by the Malaysia's Public Service Department as high impact initiatives. NLM Digital Initiative which is one of the Key Performance Indicator (KPI) for the Ministry of Tourism and Culture's Transformation Plan has targeted an increase of 10 % in the usage of digital library services by Malaysians every year and have managed to exceed the target with a usage of 3,718,677 hits in 2015 compared with 2,128,760 for the year 2014.

NLM's Transformation Plan was showcased in the Malaysia Public Service Department Transformation Exhibition in June 2015 and National Blue Ocean Strategy (NBOS): Malaysia Public Service Outreach Programme in December 2015.

4. NEW DEVELOPMENTS IN BUILDING AND MANAGING COLLECTIONS:

4.1 Association of Southeast Asian Nations (ASEAN) Collection Corner

NLM established the ASEAN Collection Corner in May 2015 as one of the initiatives to commemorate Malaysia as Chairman of ASEAN 2015. The ASEAN Corner consists of 2,161 books from the ASEAN Member States in various subjects such as politics, economics, social sciences, heritage, culture, health, tourism, education and information literacy. The breakdown for the collection are as follows: Brunei Darussalam (40 books), Cambodia (34 books), Indonesia (95 books), Lao PDR (18 books), Malaysia (135 books), Myanmar (20 books), Philippines (67 books), Thailand (57 Books), Singapore (1,158 books), Vietnam (46 books) and ASEAN (491 books). NLM also compiled an online bibliography on ASEAN and can be access online via

<http://www.pnm.gov.my/flipbook/bibliografiaseaneditnew/index.html>.

The Embassy of the Philippines donated some Philippines books and the Singapore High Commissioner in Malaysia donated 300 titles books on Singapore to the National Library of Malaysia's ASEAN Collection Corner .

4.2 Personal Collection / Rare Collection

Three Malaysian National Laureate's collection were acquired as NLM's Personal Collection in 2015 which include Professor Mohamad Hj. Salleh (214 books), Dato' Noordin Hassan (3 books) and Dr. Syed Othman Syed Omar Al- Yahya (5 books). NLM also added 827 units of rare collection from seven (7) renowned Malaysians, that is Omar Bachok (102 units), Tuan Haji Abdullah @ Yahya Haji Abdul Rahman (2 units), Rohani Ramly (2 Units), Omar Bachok (292 units), Yusfahelmi Yusoff (7 units), Kenneth Lester (146 units) and Wan Ahmad Arshad (54 Units).

4.3 NLM's Publications

NLM published six (6) publications in 2015 in the Malay Language namely Catalogue of National Library of Malaysia's Publications 1991-2014; National Library of Malaysia's Work Ethics; Guidelines in using National Library of Malaysia's Social Media; Guidelines for Mosque Library; Guidelines for Public Library's Standard Floor Area; *Jurnal Sekitar Perpustakaan* Vol. 43; *Pustaka : Buletin PNM* (2 edition) and one (1) online NLM Bulletin, entitled Sari Pustaka are accessible full text via PNM portal. These publications are distributed free to all the libraries in Malaysia.

4.4 NLM's Research and Development (R & D)

NLM conducted five (5) studies pertaining to library services and development in 2015 to further enhance the quality of library services and collection in Malaysia. NLM future directions and Strategic Plan will be based on the findings of these studies. The five (5) studies carried out in 2015 were "A Study of the Effectiveness of the Digital Library Services provided by NLM"; "A Study on the NLM Library Users' Satisfaction"; "An Impact Study on the Rural Library Services Towards The Socio-economic of the Rural Population"; Case Study on the Effectiveness of Rural Library Services in Influencing the Spending of the Local Community" and "A Study on Audit Valuation".

5. NEW DEVELOPMENTS IN PROVIDING ACCESS TO COLLECTIONS

5.1 Digitization of Library Materials (www.pnm.my/index.php?id=50)

Most of the digitization projects carried out by NLM are ongoing projects and priority is given to Malaysia resources in order to provide quick and easy access to the people as well as for the

preservation of the national heritage. Among the collection that are digitised include Rare Book Collection, Personal Collection, Malay Manuscripts (*Jurnal Filologi Melayu*), Newspaper Articles and inhouse publications(NLM's Annual Report, NLM's Bulletin, *Sari Pustaka, Sekitar Perpustakaan*). Collection from the and Institute of History Research and Patriotisme Malaysia were also digitised to instill greater patriotisme among the younger generation. In 2015, 642 titles or 133,932 pages were digitised bringing the cumulative total of library materials digitized at 55,699 titles or 1,488,613 pages. The digitised collection are stored in the National Digital Repository using an open source software D'Space.

5.2 NLM's Digital Collection Kiosk

The NLM's Digital Collection Kiosk was recently upgraded with an additional 150 titles of rare books being digitized in the flipping book format. This kiosk is used in NLM's promotion and road show to create further awareness of our rich heritage collection and also to provide easy access.

5.3 NLM Electronic Resources Portal (www.pnmdigital.gov.my)

This is a single sign on portal to all the electronic resources in the library and provided free to all Malaysians. This portal can be accessed through personal computer, tablet computer, laptop, smart phone and other electronic gadgets by registering as an online member through this portal www.pnmdigital.gov.my or NLM portal <http://www.pnm.gov.my>. The services provided in this portal include borrowing and downloading of e-books and e-magazines. Since it was launched in 2009 until December 2015, 32,461 people have registered as online members and 3,346,180 people have visited the portal. NLM subscribed to 22 online commercial databases and five million e-books. Among the online databases available in this portal include National Geographic, EBSCO Host, Library Press Display, BLIS, Travel-42, Emerald Management Xtra, World E-Book Library, Overdrive e-book, e-Brary, and Zinio e- magazine.

5.4 New Media

In 2015, NLM's official facebook (<https://www.facebook.com/PerpustakaanNegaraMalaysia>) has 9,564 *LIKES* and is now link to the CDNLAO website. Twitter (http://www.twitter.com/PNM_sosial) has 1,026 Followers. These new media help to disseminate information and for the public to interact with NLM.

6. NEW DEVELOPMENTS IN OTHER SERVICES:

6.1 Radio Frequency Identification (RFID) System

The library services of NLM was further enhanced with the usage of the RFID system that provide easy usage for users to access, borrow and return their library materials electronically. In 2015, NLM acquired nine (9) units of RFID Security Panel, two (2) units of Bookdrop, three (3) units of Shelfcheck Machine and eight (8) units of RFID Workstation.

7. NOTES ON YOUR COLLABORATION WITH OTHER LIBRARIES, ARCHIVES AND MUSEUMS IN YOUR COUNTRY:

7.1 Let's Read for 10 minutes Programme

Let's Read Together for 10 minutes is a programme to inculcate reading habit among Malaysians especially the youth. NLM in collaboration with all the State Public Libraries, academic libraries, school resource centre and the special libraries in Malaysia hosted the Let's Read for 10 minutes programme on the 23 April 2015 in conjunction with World Copyright Day. A total of 2.5 million participants from all the participating institutions in the country simultaneously read for 10 minutes from 10.00 am to 10.10 am.

8. NOTES ON INTERNATIONAL COLLABORATION:

8.1 International Network of Emerging Library Innovators (INELI) - Association of Southeast Asia Nations (ASEAN) Project

National Library of the Philippines is the lead institution in the implementation of the International Network of Emerging Library Innovators-Association of Southeast Asian Nations (INELI-ASEAN) Project funded by the Bill and Melinda Gates Foundation (BMGF) which aims to create a regional network of emerging library innovators to foster collaboration, strengthen capacities and partnerships among stakeholders in Southeast Asia. National Library of Malaysia was selected by the National Library of the Philippines as the co-host / Institutional Partner of the First Convening of INELI-ASEAN (IA) Project to ensure successful implementation and sustainability of the INELI_ASEAN Project which was held from the 21 to 24 October 2015 at Pullman Hotel City Center, Kuala Lumpur. Sixty five (65) participants which consist of ten (10) mentors from the ASEAN Member States, five (5) mentors from Malaysia, Singapore, Thailand, Brazil and South Africa ; forty (40) innovators from the ten (10) ASEAN Member States; two (2) Learning Facilitators from the Philippines and IA Secretariat from the Philippines and Malaysia attended the

convening. NLM as the co-host provided the necessary support and services in the implementation of the First Convening and took charge of local hospitalities including meeting venue, food expenses, library tours kits and equipment rentals during the four (4) day convening.

8.2 International Federation of Library Associations and Institutions (IFLA) , Cape Town, South Africa, 2015

National Library of Malaysia for the first time participated in the IFLA Exhibition held at the Cape Town Convention Centre from the 19 to 22 August 2015. National Library of Malaysia together with two (2) public library in Malaysia showcased their unique library services and niche collection. The exhibition booth attracted many visitors to the booth. The Librarians Association of Malaysia (PPM) organised a package for fifteen (15) Malaysian Librarians to attend the WLIC IFLA 2015 and NLM was represented by three librarians.

8.3 ASEAN Digital Library Project

National Library of Malaysia signed up as content partner with the National Library Board Singapore (NLB) to provide metadata to the NLB for placement in the ASEAN Digital Library Project website. This is another effort on resource sharing and accessibility of information among National Libraries of ASEAN Member States where all the national libraries share the metadata of their library collection. This project will serve as a platform to encourage libraries to share their cultural and intellectual collection and provide access for all which is in line with the National Library of Malaysia Transformation initiative.

8.4 Conference of Directors of National Libraries (CDNL) 2015

Madam Nafisah Ahmad, Director General of the National Library of Malaysia attended the CDNL 2015 Meeting which was held in Cape Town, South Africa from the 16th to 22nd August 2015.

8.5 23rd Conference of Directors of National Libraries in Asia Oceania (CDNLAO) 2015

Madam Nafisah Ahmad, NLM Director General attended the 23rd Meeting of Conference of Directors of National Libraries in Asia and Oceania (CDNLAO) from the 9th to 13th June 2015 at the Grande Centre Point Hotel Terminal 21, Bangkok, Thailand.

8.6 16th Congress of Southeast Asian Librarians - CONSAL XVI Conference 2015

Madam Nafisah Ahmad, Director General National Library of Malaysia was a keynote speaker at the 16th Congress of Southeast Asian

Librarians held at Bangkok, Thailand from the 9th to 13 June 2015. Three librarians from NLM, namely, Madam Chin Loy Jyoon, Mr. Zahuddin Sidek and Mr. Yazid Ibrahim also presented papers at the CONSAL XVI Conference.

8.7 Pre-CONSAL Convening on “ASEAN Integration : Cross Border Mobility of Librarians”.

Philippine Library Association, Inc. (PLAI) in partnership with the Thai Library Association (TLA), conducted a pre-CONSAL Convening on “ASEAN Integration: Cross Border Mobility of Librarians”. This IFLA-funded activity was held on 9 June, 2015 at the Viva Garden Serviced Residence in Bangkok, Thailand. This Convening is a one-day workshop that aims to give an opportunity for leaders of library associations and of the profession in Southeast Asia to have a common understanding of ASEAN Integration, particularly its Economic and Socio-Cultural Communities, and discuss relevant issues particularly in relation to possible cross border mobility of librarians in the region. Madam Chin Loy Jyoon, librarian from the National Library of Malaysia was invited as a presenter and facilitator in the focus group discussion.

8.8 ASEAN Exhibition 2015

The ASEAN Exhibition 2015 organised by the National Library of Malaysia in collaboration with the nine (9) ASEAN Member States was held in conjunction with the 47th anniversary celebration of ASEAN in 2015 as Malaysia is the Chair of ASEAN with the theme “Our People, Our Community, Our Vision”, in further strengthening the community among our 10 ASEAN member states. This exhibition aptly themed, “Our People, Our Community, Our Vision”, this exhibition highlight information on ASEAN as well as the ten ASEAN Member States, namely, Brunei Darussalam, Cambodia, Indonesia, Laos PDR, Malaysia, Myanmar, Philippines, Singapore, Thailand and Vietnam. Among the information display were facts on ASEAN, initiatives of the National Library in the ASEAN Member States, promotion of their rich cultural and intellectual heritage and literacy works by renowned authors from their respective country which are best sellers.

NLM January 2016

(Revised template October 2015, NL_#562055)