COUNTRY REPORT FOR THE 17TH CONFERENCE OF DIRECTORS OF NATIONAL LIBRARIES IN ASIA AND OCEANIA (CDNLAO) 2009 - Revised

National Library of Malaysia

1.   GENERAL OVERVIEW

This report provide an overview of programmes and projects carried out by National Library of Malaysia (NLM) for the year 2008 and until March 2009.

1.1   LIBRARY ADMINISTRATION

The National Library of Malaysia (NLM) is a government agency under the Ministry of Unity, Culture, Arts and Heritage Malaysia and is headed by Mr. Raslin Abu Bakar, Director-General, National Library of Malaysia and Madam Siti Rodziah Othman as the Deputy Director-General.

The total number of NLM staff as of December 2008 stands at **493** of which **135** are profesional staff and **358** are support staff. The National Library of Malaysia is also responsible for the staffing of libraries in Government Ministries and Departments. As of December 2008, there were **163** professional staff and **937** support staff seconded to libraries in Government Ministries and Departments .

1.3   NLM STRATEGIC PLAN 2009 - 2013

NLM's vision is to be a world class leader in library development, services and leadership. The four (4) mission of NLM is to lead in library development and library services, to be a center of excellence for national intellectual heritage, to manage and provide easy access to national information resources and to inculcate reading habits among Malaysians.

NLM's five (5) core services are to coordinate library development and librarianship in Malaysia, to preserve the national intellectual heritage in order to generate knowledge, to strenghten library and information service delivery, to enhance service delivery through IT and to carry out Reading Campaign and Jawi Script Writing Campaign.

2.   NEW INFORMATION PRODUCTS

2.1   PUBLICATIONS

Seven (7) new titles in the Malay Language were published by NLM in 2008. The titles are as follows:

i. *Buku Kanak-Kanak di Malaysia sebagai Warisan Hasil Seni*

ii. *Tatih Jawi Tahap 1 dan 2*

iii. *Katalog Terbitan Perpustakaan Negara Malaysia 1984/2006*

iv. *Herba Warisan 1001 Rahsia*

v. *Program Pembangunan Sumber Manusia 2009*

vi. *Pustaka: Buletin Perpustakaan Negara Malaysia* (Vol.1/2008, Vol. 2/2008 and 3/2008)

vii. *Sari Pustaka* (Vol. 1/2008, Vol. 2/2008 dan Vol. 3/2008)

2.2 DIGITIZED MATERIALS

The digitization programme of NLM started in 1998. The early initiatives were to preserve, digitize and give access to important archival and library collections such as Malay manuscripts, rare books, department's publications and newspaper articles. In 2008, these publications were digitized to provide easy access anytime and anywhere.

i. *Sekitar Perpustakaan* – 336 pages

ii. Rare books – 80 titles/ 15,536 pages

iii. Historical Society of Malaysia Publications – 10 titles/ 1,146 pages

iv. Foreign Newspaper/ Magazines articles related to Malaysia – 16 titles/ 8,606 pages

v. Local Newspaper/ Magazine articles about National Library of Malaysia (NLM) – 1 title/ 11 pages

vi. *Projek Bercirikan Multimedia* – 3,210 titles/ 8,606 pages

vii. Personal Collection (John Bastin) – 3,432 pages

2.3 NATIONAL UNION CATALOGUE

National Union Catalogue (NUC) is a collaborative project among the libraries in Malaysia. NLM hosts and manages this bibliographic and digital knowledge repository which allows access to 6 million bibliographic records available in 102 major libraries throughout Malaysia from a single gateway. The 102 libraries consists of 14 state public libraries, 20 university libraries, 49 government agency

libraries, 18 academic libraries and 1 non-government library. In 2008, RM 6.8 million has been allocated to carry out the 3rd phase of this project.

3.   NEW INFORMATION SERVICES

3.1   CYBER ZONE

In order to improve the quality of services to the public, the cyber zone was set up to provide secretarial services and access to the various online databases subscribed by NLM.

3.2   WIFI ZONE

NLM with the cooperation of Malaysian Communication and Multimedia Commission (MCMC) launched the WiFi services on 5 December 2008. This is a value added service to the public to enable users to access Internet at anywhere and anytime in NLM. A total of **18** units of Wireless Access Point (WAP) were made available for this purpose.

3.3   REFERENCE SERVICE

Reference Services include Reader Advisory Service, Information Packaging Service, Malaysiana Reference Service, Malay Manuscript Reference Service and Electronic Information Service. The total number of reference enquires received in 2008 was **72,959** which consisted of **407** research enquiries, **29,264** quick reference enquiries and **43,288** directional enquiries.

255,980 users patronize the services of NLM in 2008. **41,052** people of which **26,521** were adults and **14,531** were children registered as members for the year 2008 bringing the total number of registered users to date **809,397**.

3.4   LENDING INCLUDING INTERLIBRARY LOAN

The total number of materials loan by users in 2008 were **511,637** units. This includes Central Loan (**489,087**), Interlibrary Loan (**518**) and Bulk Loan (**22,032**). Interlibrary Loan request can now be made online through the National Union Catalogue (NUC) Portal (http://kik.pnm.my).

3.5   NATIONAL BIBLIOGRAPHIC SERVICES

The National Library of Malaysia is the implementing agency for the *Deposit of Library Material Act 1986 (Act 331).* The Act requires every publisher in the country to deposit with the National Library of Malaysia 5 copies of their printed

publications and 2 copies of their non-printed publications for preservation and reference purpose. A total of **182,730** units of library materials were deposited with the NLM in 2008. The National Library collection in particular the Malaysiana collection has been enhanced through the enforcement of this Act.

The National Library of Malaysia as the coordinating centre for International Standard Book Number has introduced online request for ISBN via the NLM web site (http://www.pnm.gov.my).

3.6   READING PROMOTION

The National Library of Malaysia as the Secretariat for the National Reading Campaign launched two new reading promotions that is the Sinar Pintar National Reading Club in 2008 and the Door to Door Service in 2009.

3.6.1 Sinar Pintar National Reading Club

To further spearhead the National Reading Campaign, the **Sinar Pintar National Reading Club** was launched in July 2008. This programme is an initiative of the Ministry of Unity, Culture, Arts and Heritage Malaysia with the collaboration effort of National Library of Malaysia and State Public Libraries, to inculcate reading habit and develop reading culture among Malaysian.

This programme aims to enrich the lives and future of children with the gift of reading and to provide children, their families and the community with fun, creative and engaging activities inspired by books and to encourage reading as a fun past time. It also aims to hone children's skills and sense through activities that involve reading, writing, arts and crafts as well as IT.

In 2008, **420** reading campaign activities were carried out at national and state level for adults, youth and children. Database (i-baca) on reading promotion can be access at http://i-baca.pnm.my.

3.6.1 Door to Door Service

The Door to Door Service is a new strategy to inculcate reading habits among the rural community. This is an outreach programme whereby the librarian will visit the village community to promote library services. Among the objectives of this service is to increase membership, to inculcate reading habit, to identify the user's needs and to increase the number of users in rural libraries. This programme will be launch in April 2009.
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3.7   NATIONAL JAWI SCRIPT CAMPAIGN

The NLM is also responsible for the National Jawi Script Campaign. In 2008, various Jawi activities with the theme *Semarak Jawi* (Glorious Jawi) were carried out such as National Conference on Jawi, Workshop and Exhibition on Jawi Calligraphy. Besides that, 3 Jawi publications were published that is, *Semarak*

Jawi, *Koleksi Cerpen Kemerdekaan (*Collection of Stories on Independence*)* and *Tunas Jawi* Kit.

3.8   INFORMATION LITERACY PROGRAMME

The National Library of Malaysia conduct user education programme for its users which include students, researchers and the general public.   In 2008, **20** programmes were conducted with the strategic intent of making library users independent knowledge seekers. The module for this programme includes searching strategies for online databases, techniques on using the Online Public Access Catalogue (OPAC) for right reference materials and basic searching skills for information in the Internet.

3.9   ACQUISITION, DONATION AND EXCHANGE

3.9.1 Acquisition

The total collection of the National Library of Malaysia as of 31st December 2008 stands at **2,792,870** units of which **285,980** units of library materials were acquired in 2008.

In 2008, NLM acquired two **(2)** personal collection, that is **5,235** titles or **5,423** copies of Dato' A. Samad Said Collection and **197** titles or **313** copies of Zainal Abidin Bin Ahmad (Za'ba) Collection. In addition, **226** titles of rare books were also acquired in 2008.

In keeping pace with advances in the electronics media, the NLM has **94,497** audio visual materials in its collection, which consists of microfilm, microfiche, audio cassette, video cassette, multimedia kit, film and film strips. In 2008, it acquired another **3,224** digital materials such as CD-ROM, DVD-ROM and compact disc and the cumulative total to date is **26,817** units.

3.9.2 Donation and Exchange

A total **of 3,281** library materials was added to NLM's collection through the gift and exchange programme in 2008.   These comprises of **1,834** monographs, **1,445** serial and **2** units of digital materials bringing the total to date **17,470** units.

3.10   DIGITAL LIBRARY

NLM embarks on numerous digital initiatives such as the development of databases and portal on local digital contents so that all libraries and Malaysians can easily access them. Among the prominent databases and portal that have been developed include the King's Portal, Malaysia Cultural Heritage Portal and the National Union Catalogue (NUC) Portal. A gateway of the National Digital Library (PERDANA) called Mylib is accessible at http://www.mylib.com/.my

4.   NEW AND ONGOING PROJECTS

4.1   SEMINARS, WORKSHOPS, ETC.

4.1.1 Workshop on Leadership Development for Senior Executive of National Libraries in Developing Countries

For 2009, this programme will be held from 29 June 2009 – 10 July 2009. This workshop is a programme under the Malaysian Technical Cooperation Programme (MTCP). It is open to all Senior Executives of National Libraries in developing countries.   The objective of this workshop is to reinforce the understanding of teamwork for peak performance and the critical role of leadership and strategic management in libraries. Ten (10) participants from Belize (Central America), Bhutan, Brunei Darussalam, Indonesia, Jordan, Laos, Philippines, Republic of Sudan, Uzbekistan and Vietnam attended the workshop which was held from 21-28 August 2008.

4.2   LIBRARY AT THE LOCAL, REGIONAL AND INTERNATIONAL LEVEL

4.2.1 Library Councils, Associations, Foundations

The Librarians Association of Malaysia (PPM) is the professional body of professional officers and institutions involved in the library profession. Mr. Raslin Bin Abu Bakar, Director-General of NLM is the President of the Librarians Association of Malaysia.

4.2.2   Libraries in Malaysia

The establishment of the Public libraries in Malaysia are provided for by the Federal laws as well as State Libary Enactments. The Local Government Act also provides for the setting up of public libraries by State Local Authorities. The Director-General of NLM is represented on the State Public Library Corporation Boards and give advice pertaining to their development. In addition, the Federal Government provides allocation under the five year development budget as well as the annual operating expenditure.

Public libraries in Malaysia are run mainly by the State Public Library Corporations in Peninsular Malaysia and State Library Departments in Sabah and Sarawak. The table below shows the type of libraries throughout Malaysia until 31 st December 2008:

NO.	TYPE OF LIBRARIES	TOTAL
1.	National Library of Malaysia	1
2.	State Libraries - State - Regional Library	 14 1

	- Branch/District Library	173
	- Town Library	27
	- Mobile Library (e-Pustaka)	82
	- Rural Library	1,089
3.	Special Library - Government Agencies (under common User Library Scheme) - Private Sector	493 123
4.	University Library - Government University - Private University/ College/ Institution	20 390
	TOTAL	**2,413**

4.2.3 New Branch Libraries Building/ Mobile Library

In 2008, three (3) new library buildings were built throughout the country that is the Sabah Branch Library (Semporna) building, Penang Branch Library (Bertam) building and Kedah Town Library (Merbok) building. In addition, six (6) multimedia mobile library (e-Pustaka) were built in various states in Malaysia that is Perlis, Pahang, Penang, Malacca, Sabah dan Sarawak.

A new annex building of the National Library of Malaysia consisting of 14 floors is being constructed to accommodate the increasing library's collection and to provide a more conducive and state-of-the-art library facilities to the users. The annex building will be ready by October 2010.

4.2.4 Rural Libraries Development

As of 31st December 2008, a total of **1,089** rural libraries were built throughout the country. Rural libraries in Malaysia are agents of social restructuring as they provide learning and skill support to local communities in areas such as basic skills, family learning and education to the young. Most rural libraries are

involved in reading campaign programmes for young people such as story telling and reading aloud.

4.2.5 Ubiquitous Library (U-Library)

The Ubiquitous library (U-Library) is a collaborative project between National Library of Malaysia and Malaysian Communications and Multimedia Commission (MCMC). In August 2008, the Ubiquitous Library Pilot Team was established with six participating libraries consisting of National Library of Malaysia, Kuala Lumpur Library, Selangor State Library, Negeri Sembilan State Library, Pustaka Negeri Sarawak and INTAN Library. The tagline of this project is "putting a library in every home". The key objectives of the U-Library Initiative focus on:

i. Creating a cooperative Library Network System to foster collaboration through inter lending and virtual access, that is to provide library services to anybody, from anywhere and at anytime;

ii. Creating, sharing and exchanging knowledge to keep communities together, promote learning and deepen social network;

iii. Making information accessible with the widening of Broadband service and RFID technology in a learning society.

The pilot project will be launch in the 4th quarter of 2009.

5. MAJOR EVENTS

5.1 5TH DIGITAL LIBRARY CONFERENCE

The 5th Digital Library Conference will be held from 20 July -22 July 2009 in Kuala Lumpur, Malaysia. The theme of the conference is *Digital Malaysia: Nationwide Digital Library Development*. The objectives of the conference are:

i. to provide an interactive platform for librarians and ICT professionals to discuss the development of digital library.

ii. to enrich the local digital content in culture and heritage.

iii. to position the existing national digital library framework and to ensure its implementation and sustainability.

Local and foreign speakers shall be invited to present papers and to conduct Post-Conference workshop. This workshop which will be conducted in the Malay Language except for foreign paper presenters is open to local and overseas participants.

5.2 RURAL LIBRARY CONVENTION

The Rural Library Convention was held from 15 to 16 March 2009 in Johor, Malaysia. A total of 1,089 participants from rural libraries in Malaysia attended the convention. Among the objectives of this convention is to strengthen the role of rural libraries and to overcome the problems faced by librarians in managing services to the rural communities

5.3   KUALA LUMPUR AS CAPITAL OF ISLAMIC CULTURE (KLCIC) 2009

The Ministry of Unity, Culture, Arts and Heritage Malaysia has been given the responsibility to host the event "**Kuala Lumpur as Capital of Islamic Culture (KLCIC)"** The National Library of Malaysia as one of the agency under this Ministry will be actively involve in promoting Islamic materials in Malaysia by holding an exhibition on Malay Manuscripts in October 2009 and other activities pertaining to Islamic culture.

ADDRESS :
National Library of Malaysia
232 Jalan Tun Razak
50572 Kuala Lumpur
MALAYSIA
Tel. no   : 603-2687 1901
Fax no   : 603 2692 7082
Website : http://www.pnm.gov.my