| | |
|---|---|
| **Title** | **: Annual Report to CDNL-AO 2010** |
| **Name of Library** | **: National Library of Malaysia** |
| **Name of Director-General** | **: Dato' Raslin Bin Abu Bakar** |
| **Mailing Address** | **: National Library of Malaysia** |
| | **  232, Jalan Tun Razak** |
| | **  50572 Kuala Lumpur** |
| | **  Malaysia** |
| **Telephone** | **: +603 2687 1719** |
| **Fax** | **: +603 2694 2490** |
| **Web Address** | **: http://www.pnm.gov.my** |
| **Email Address** | **: raslin@pnm.my** |
| | **  bpdk@pnm.my** |

## 1. General overview of recent major developments

### 1.1    Background

The National Library of Malaysia (NLM) was established in 1966 as a Unit within the National Archives to enforce the *Preservation of Books Act 1966* which required all publishers in Malaysia to submit two copies of books to NLM. NLM was granted the status of a full Federal Department in 1972 under the *National Library Act 1972* (Act 80) although it was still then administered by the Director- General of the Archive and National Library. In June 1977 that NLM became a fully independent Federal Department with its very own Director-General. The *Preservation of Books Act 1966* was repealed and replaced with a much more effective *Deposit of Library Material Act 1986*   (Act 331) in 1986 which requires all publishers in Malaysia to deposit 5 copies of printed materials and 2 copies of non-printed materials with NLM to ensure published materials to be on record and to be available for reference now and in the future. Over the years, NLM has carried out its functions effectively and efficiently through its strategic plan outlining its vision, mission and the derived outcomes for the 5 years period with the most recent being  2009 – 2013.

**1.2    MS ISO 9001 : 2008 Certified Library**

Today, NLM under the umbrella of the Ministry of Information Communication and Culture is a MS ISO 9001:2008 certified library. With its multifarious functions and services, supported by high-tech facilities and well-qualified staff committed to excellence, NLM is poised to lead the nation in its pursuit of knowledge guided by the principles of 1Malaysia, People First, Perfomance Now.

**1.3    Information and Communication Technology Strategic Plan(2010-2013)**

The National Library of Malaysia's  Information and Communication Technology Strategic Plan (2010-2013)  was launced in February 2010 to serve as a guideline in order to ensure a more systematic planning in the implementation of ICT projects for the period of 2010-2013 in line with the National Library of Malaysia Strategic Plan (2009-2013).

**1.4    NLM Annex Building**

A new annex building of the National Library of Malaysia consisting of 16 floors will be ready by end of May 2010 to house the increasing Malaysiana  collection and to provide a more conducive and state-of-the-art library facilities to the users. The annex building can hold  240,000 volume of library materials in the open area and at the Malay Manuscripts Center. The seating capacity for users is 928.

**1.5    Membership in NLM and Malaysia**

A total of **55,933** new members signed up at the National Library of Malaysia for the year 2009. As of December 2009, total cummulative membership stood at **865,330** members comprising of the various races in Malaysia, that is Malay [**537,210** (62.1%)], Chinese [**245,613** (28.4%)], Indian [**63,483** (7.3%)], Sabah/Sarawak ethnic [**8,896** (1%)] and **10,128** (1.2%) foreigners. NLM hope to achieve the 1 million membership by the end of 2010.

The total membership for all the libraries in Malaysia comprising of NLM, public libraries, rural libraries, special libraries, private sector libraries and

academic libraries stood at **7,857,943** (29%) out of a total population of 27 million people in Malaysia.

### 1.6 Visitorship to NLM and libraries in Malaysia

The number of visitors NLM for the year 2009 stands at **413,735** showing an increase of 8.9% compared to the year 2005 (**379,831**) comprising of **309,562** (74.8%) adults and **104,173** (25.2%) children. The total visitors to 2,435 libraries in Malaysia including NLM stands at **38,870,413**.

### 1.6 International Visitors to NLM

For the year 2009, National Library of Malaysia received a total of **14** visits comprising of **200** international visitors from the Republic of Korea, Sri Lanka, Thailand, Taiwan, Finland, Morocco, Maldives, Egypt, USA and other ASEAN member states.

## 2. Legislation Pertaining to NLM

The *National Library Act 1972 (Act 80) (Include all amendments until 1 January 2006)* is currently being revised to incorporate the latest development in the field of library and librarianship and other related matters.

## 3. Key facts and figures (size of major collections, number of staff, total Operating budget, etc).

### 3.1 Libraries in Malaysia

The number of libraries in Malaysia as of 31st December 2009 stand at **2,435** which consists of NLM, Public libraries, Rural libraries, Special libraries (government and private sector) and University libraries (government and private university). The table below shows the type of libraries in Malaysia as of 31st December 2009:

| NO. | TYPE OF LIBRARIES | TOTAL |
|:---:|---|:---:|
| 1. | **National Library of Malaysia** | **1** |
| 2. | **Public libraries / State libraries** | **312** |
| 3. | **Rural libraries** | **1,089** |
| 4. | **Special Libraries**<br>**- Government (493) and Private Sector (174)** | **667** |
| 5. | **University libraries**<br>**- Government (20) and Private University/College/ Institution (346)** | **366** |
| | **Total number of libraries** | **2,435** |
| 6. | **School libraries** | **9,825** |
| | **Total** | **12,260** |

*Source: National Library of Malaysia Statistics, 31*<sup>st</sup> *December 2009*

## 3.2   Manpower

The total number of NLM staff as of December 2009 stands at **505** staff of which **136** are professional staff and **367** are support staff.

## 3.3   Collections

### (a) NLM

The total collection of NLM as of 31$^{st}$ December 2009 stands at **3,092,017** units of which **299,147** units of library materials were acquired in 2009. The collection includes printed and non-printed materials, manuscripts and digital materials.

In keeping pace with advances in the electronics media, the NLM has **94,620** audio visual materials in its collection, which consists of microfilm, microfiche, audio cassette, video cassette, multimedia kit, film and film strips. In 2009, it acquired another **7,258** digital materials such as CD-ROM, DVD-ROM and compact disc and the cumulative total to date is **34,075** units.

**(b) Depository Collection**

NLM received **183,575**  units of library materials under the *Deposit of Library Materials Act 1986* (Act 331) in 2009 making the cumulative total as of December 2009 to 3,092,017 units of library materials. This comprises 61.37% of the total NLM's collection.

**(c)  Personal/Rare Collection / Malay Manuscripts**

NLM acquired one personal collection comprising  **5,235**  titles or **5,423** copies of Malaysia Laureate's  Dato' A. Samad Said collection in 2009. NLM also acquired  **14** titles of rare collection and **117** units of Malay Manuscripts making the cumulative total collection of Malay Manuscripts to **7,426** units.

**(d)  Donation and Exchange**

A total of **4,069** library materials were added to NLM's collection through the gift and exchange programme in 2009.  These comprises of **4,021** monographs and **48** units of digital materials.

**3.4    Total Operating Budget**

The total operating budget for the year 2009 is **RM  82,386,041.00 (USD23.5  million)**. This budget include the purchasing of books, emolumen, utilities, library supplies and services.

**4.    New developments in creating and building collections**

**4.1    Digitization**

One of the role of NLM is to develop and maintain the national collection in order to be accessible anytime and anywhere. In line with this, NLM is in the process of drafting the :
  (i)    National Digitization Policy
  (ii)    National Guidelines and Standards for Digitization
  (iii)    Metadata Standard for Libraries in Malaysia

Most of the digitization projects are ongoing projects and priority is given to Malaysiana resources which includes the following:

(i)     Resources that have cultural and historical  values
(ii)    In-house Collection
(iii)   Malay Manuscripts
(iv)   Conference and Newspaper articles related to the National Library of Malaysia
(v)    In-house born digital official documents

Malaysiana resources are library materials in print and non-print form written by Malaysians or non-citizen published either in Malaysia or non-citizen published either in Malaysia or oversea irrespective of the language used or the publication date where whole or larger part of the content is related to Malaysia or the people. As of December 2009, **622,336** pages of NLM's collection have been digitized.


**5.      New developments in managing collections**

**5.1      (a)      Publisher Database**

The National Library of Malaysia launched  the Publisher Database in 2009 to provide an efficient International Standard Book Number (ISBN) service to publishers registered with National Library of Malaysia. This database also functions as a publisher directory that can be a source of reference for publishers and the publishing industry in Malaysia. This database contains **6,370** entries on publishers in Malaysia.


**(b)      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). This project is under the umbrella of the National Broadband Initiatives which was launched in March 2010.  In 2009, the number of participating libraries in the Ubiquitous Library Pilot Team was further increased from six to seven libraries with the inclusion of the Pahang State Public Library. The U-Library Pilot Project will be based on a model comprising 7

components viz. The U-Library Portal, existing Library Management systems, FRID system, Delivery Channel, Cashless Payment, Library Content and broadband infrastructure. The tagline of this project is "putting a library in every home". The soft launch of the U-Library project which entails online book borrowing with the collaboration of the Malaysian Postal Department will be held in June 2010.

**(c)    Web archiving**

Malaysia does not have a legal deposit or other legal system for Web archiving as yet. The *Deposit of Library Material Act 1986* (Act 331) does not cover aspects of web archiving since it was enacted well before the internet era. No framework or plans on the acquisition, preservation and provision of web information have been formulated in Malaysia. Any web archiving projects in Malaysia will involve agencies under the purview of the Ministry of Information Communication and Culture such as the Malaysian Communications and Multimedia Commission, the National Library of Malaysia and the National Archives.

**6.    New Developments in providing access to collections**

**6.1    Digital library network**

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 Union Catalogue of Malaysia Portal (http://www.kik.my/).    A gateway of the National Digital Library (PERDANA) called Mylib is accessible at http://www.mylib.com/.my. Currently there are 28 portals and web sites on local digital content in the NLM's website(http://www.pnm.gov.my)

## 6.2 Universal Service Provision (USP)

The Universal Service Provision (USP) project is a project initiated by the government of Malaysia through NLM, Malaysian Commission and Multimedia Corporation and Ministry of Energy, Water and Communications, Malaysia to provide telecommunication infrastructure and easy access to Internet to libraries in the rural areas. This is to narrow the digital and knowledge divide between the urban and rural population. As of December 2009, **859** out of **1,089** rural libraries have been provided with Broadband Internet access. This service will be extended to the rest of the rural libraries in Malaysia.

## 6.3 e-Library

NLM provide public domain e-resources though its Mylib portal (http://mylib.pnm.my). Among the e-resources available are e-books, e-newspaper, e-magazines, e-catalogues and on line databases.

## 6.4 Union Catalogue of Malaysia

The Union Catalogue of Malaysia is a collaborative project among libraries in Malaysia. NLM hosts and manages this bibliographic and digital knowledge repository which allows access to **6 million** bibliographic records available in **101** major libraries throughout Malaysia from a single gateway via http://www.pnm.gov.my. The **101** libraries consists of **14** state public libraries, **20** university libraries, **48** government agency libraries, **18** academic libraries and **1** non-government library.

## 6.5 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.

## 6.6 Reference Services

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 2009 was **66,048** via email, NLM's web site, telephone and walk-in. Research reference enquiries are answered within 48 working hours.

### 6.7 Lending including Interlibrary Loan

The total numbers of materials loan by users in 2009 were 370,550 units. This includes Central Loan (**335,662**), Interlibrary Loan (**592**) and Bulk Loan (**34,296**). Interlibrary Loan request can now be made online through the National Union Catalogue (NUC) Portal (http://kik.pnm.my). For the convenience of library users, 'Book Drop' is provided at the National Library of Malaysia premise.

### 6.8 "Books on the Go" Programme

NLM launched the "Books on the Go" Programme where the public will be able to register as NLM's member and borrow books at their respective communities and offices.

## 7. Examples of collaboration between the reporting library and other national collecting institutions (libraries, archives and museums)

### 7.1 National Reading Promotion programme

NLM as the Secretariat for the National Reading Promotion carried out 8,699 activities to promote reading in 2009. NLM launched two new reading promotion programmes that is *Jauh Perjalanan Luas Pengetahuan (*Travel Far Widen Knowledge*)* in collaboration with the Malayan Railways Limited and book publishers and the "Door to Door Service" in collaboration with the state public libraries and rural libraries. Two Reading Ambassadors that is, Datuk Micheal Yeoh, an international Malaysian Hollywood actress and Datuk Dr Sheikh Muszaphar Shukor, the first Malaysian astronaut were appointed to further spearhead the reading promotion programmes.

### 7.2 Information Literacy Programme

NLM conducts user education programme for its users which include students, researchers and the general public. In 2009, **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.

### 7.3 Workshop on Leadership Development for Senior Executives of National Libraries in Developing Countries

The Malaysian Technical Cooperation Programme (MTCP) Workshop on Leadership Development for Senior Executives of National Libraries in Developing Countries was held from 28 June – 12 July 2009.  Eleven (11) senior executives from  national libraries  in Asia and Oceania attended the workshop.

### 7.4 5th Digital Library Conference

The 5th Digital Library Conference was  held in collaboration with the Librarians Association of Malaysia from 20 to 22 July 2009 in Kuala Lumpur, Malaysia. The theme of the conference is ***Digital Malaysia: Nationwide Digital Library Development****.* Local and foreign speakers from Korea presented  papers and conducted  the Post-Conference workshop. The   workshop was attended by 300 local and foreign participants.

### 7.5 Rural Library Convention

.          The Rural Library Convention was held in collaboration with state public libraries and rural libraries in Malaysia  from 15 to 16 March 2009. 1,200 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.

**7.6 Regional Experts Meeting to Examine the Requirements for the Promotion of the Role of Centres for Collection, Registration and Restoration of Manuscripts in the Asian Member States**

The Regional Experts Meeting to Examine the Requirements for the Promotion of the Role of Centres for Collection, Registration and Restoration of Manuscripts in the Asian Member States was organized by the National Library of Malaysia in collaboration with Islamic Educational, Scientific and Cultural Organization (ISESCO) head quarter in Morocco. The 2-day meeting was held on 6 – 7 October 2009 at the National Library of Malaysia as part of the celebration of Kuala Lumpur as Capital of Islamic Culture (KLCIC) for the year 2009. The experts were from ISESCO member countries that is, Egypt, Indonesia, Kazakhstan, Maldives, Malaysia and Pakistan. The meeting was also attended by ISESCO representative from Morocco. Among the objectives of this meeting is to encourage the creation of regional centers for the conservation of manuscripts and training in their restoration and to highlight the role of manuscript centers and their importance on the protection of Islamic manuscripts.