MALAYSIA

ANNUAL REPORT TO CDNL-AO 2011

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1. GENERAL OVERVIEW OF RECENT MAJOR DEVELOPMENTS

1.1 Ubiquitious Library (u-Pustaka) Pilot Project

The most significant new development for the Library over the past year has been the launching of the Ubiquitous Library or u-Pustaka Pilot Project. The u-Pustaka pilot project was launched on 31st March 2011 by Dato' Seri Utama Dr Rais Yatim, the Minister of Information Communication and Culture Malaysia. u-Pustaka is one of the initiative under National Broadband Initiatives which was launched by the Malaysian government in March 2010. The pilot project is a collaborative project under the Ministry of Information Communication and Culture Malaysia (KPKK) through Malaysian Communications And Multimedia Commission (MCMC), with the support of the National Library of Malaysia (NLM) and seven u-Pustaka consortium members which include Selangor State Library , Negeri Sembilan State Library Corporation, Pahang State Library Corporation, Sarawak State Library, Kuala Lumpur Library, INTAN Library and Sabah State Library. The pilot project costing RM 15 million is being financed by the Economic Planning Unit, Prime Minister Department and MCMC.

The objective of this project is to provide physical and digital access to knowledge resources at anytime, from anywhere to anyone and "putting a library in every home" with the tagline "Think Knowledge, Think u-Pustaka". This project will be handed over to NLM in 2013 and will be rolled out to all the 14 State Public Libraries in Malaysia.

The u-Pustaka Pilot Project will be based on a model comprising 7 components viz. The u-Pustaka Portal, existing Library Management systems, FRID system, Delivery Channel, Cashless Payment, Library Content and Broadband Infrastructure.

The u-Pustaka Portal (www.u-pustaka.gov.my) was developed to make borderless library service a reality. Under this project lending facilities is extended including services where books will be

delivered to their respective house/ office by the national courier service. "Book Drops" are also provided at all the u-Pustaka consortium members' library. Besides that, users are also able to access born digital or digitized local content in the portal. The u-Pustaka fosters an engaging lifelong learning experience for the people through the provision of web publishing, collaboration, content management and inter lending services components.

The u-Pustaka pilot project will be a "touch point" for the government to develop a knowledge society towards realizing „Vision 2020'. This service is also in line with the 1Malaysia government aspiration "People First, Performance Now" where everyone in Malaysia is able to use library services such as borrowing of books, reference services, participate in programmes and activities, network with others, share knowledge and experience "anytime, anywhere and by anyone".

1.2 MS ISO 9001: 2008 Certified Library

The National Library of Malaysia is a MS ISO certified government library since 1999 and was recertified as a MS ISO 9001: 2008 library effective 9 April 2010 till 8 April 2013. The Library's scope of ISO implementation comprises of tracing, acquisition, registration, documentation, maintenance and preservation as well as the readiness of materials received under the *Deposit of Library Material Act 1986* (Act 331) for user reference based on MS ISO 9001:2008 requirements; and management of procurement of library materials, gift and exchange and customer service. Thus, 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 to achieve its vision that is "To be a world class leader in library development, services and leadership".

1.3 National Library of Malaysia's Annex Building

One of the key achievement of NLM was the completion of the new annex building in June 2010 with a cost of RM 49.02 million or USD 15 million. The annex building was built to accommodate the increasing library's collection and to provide a more conducive and state –of-the-art library facilities to users. We shifted into the new building in July 2010. The new building consists of 15 floors with the highest floor being the Director General Office and the Board Meeting room. The 12th to 14th Floor house the office whereas the 11th Floor is the Malay Manuscripts Centre. The Malaysiana Reference Center with a holding of 240,000 volumes of library materials in the open area occupy the 6th to 10th Floor. The seating capacity for users at the reference area is 928. The Malaysiana Reference service at the new building was open to the public on 1st December 2010. The parking area consisting of the first five floors of the building can accommodate 201 cars.

1.4 Community Libraries

NLM extended its outreach library services by opening up two community libraries in shopping complexes in Kuala Lumpur. Among the functions of these community libraries is to provide reading materials for the public in order to inculcate reading habits among Malaysians and to provide fast and easy access to library materials.

2. RELATIONSHIP TO GOVERNMENT

2.1 National Library Act 1972 (Act 80) (Incorporating all amendments as at 1st January 2006)

NLM was established in 1966 as a unit within the National Archive of Malaysia 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, 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.

Today, the National Library of Malaysia is a federal government department under the Ministry of Information Communication and Culture Malaysia and is headed by Dato' Raslin Abu Bakar, Director General, National Library of Malaysia. The three objectives of the establishment of the National Library of Malaysia are : to make available for the use of present and future generation a national collection of library resources;   to facilitate nation-wide access to library resources available within the country and aboard,   and to provide leadership on matters pertaining to libraries.   The library fulfils its role by carrying out the functions of the Director General as stipulated in the *National Library Act 1972 (Act 80)* (Incorporating all amendments as at 1st January 2006).

2.2   Key Performance Indicators (KPI)

The Library measures the outcome of its activities and programmes through the implementation of Key Performance Indicators (KPI) which serves as one of the mechanism in the public service to measure the outcome of the library services provided to its users.   The National Library of Malaysia's KPI are in line with the library's vision, mission and objectives as well as the inspirational values of the people, that is, "People First, Performance Now". NLM has seven KPIs and contributes two of its KPIs to the Ministry of Information, Communication and Culture Malaysia's achievements. The outcome of the Library's KPIs are reported quarterly to the Ministry for monitoring purpose.

3. KEY FACT AND FIGURES (www.pnm.my/index.php?id=50)

3.1   Libraries in Malaysia

The number of libraries in Malaysia as of 31st December 2010 stand at   **12,358**   which consists of **1** NLM, **319** state /public /municipal libraries, **1,089** rural libraries, **493**   government special libraries, **168** private special libraries, **20** government university libraries,   **346**   private universities /colleges and **9,922** school libraries. The number of government special libraries has increased from **452** in 2006 to **506** in 2010 indicating that librarians and libraries in Malaysia are still very much needed despite the stiff challenges faced in this digital era.

3.2   Human Resource

The Director General of NLM is the head of library services in Malaysia and oversees the overall development of libraries.   There are **10,490** library staff in Malaysia which consist of **1,325** professional librarians and **9,165** support staff from the various types of libraries. The breakdown of the staff are as follows: NLM (**508**), State Public Libraries/Municipal Libraries (**3,739**), Rural Libraries (**1,304**), Government Special Libraries (1,765), Private Special Libraries (**184**), Public Academic Libraries (**2,012**) and Private Academic Libraries (**978**).

3.3   Membership in NLM and libraries in Malaysia

A total of **56,676** new members signed up at the National Library of Malaysia for the year 2010. As of December 2010, total cummulative membership stood at **922,006** members comprising of the various races in Malaysia, that is Malay [**577,470** (62.6%)], Chinese [**257,046** (27.9%)], Indian [**67,363**

(7.3%)], Sabah/Sarawak ethnic [**9,361** (1%)] and **10,766** (1.2%) foreigners. NLM hope to achieve the **1 million** membership by the end of 2011.

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 **9,032,500** (32.2%) out of a total population of **28 million** people in Malaysia showing an increase of **14.35%** compared to 2008.

3.4   Visitorship to   NLM   and libraries in Malaysia

The number of visitorship to   NLM for the year 2010 stands at **464,317** visitors showing an increase of **50,582** (12.2%) compared to the year 2009 where **413,735** visitors comprising of   **342,418** (73.7%)   adults and **121,899** (26.3%) children visited NLM. The total visitors to **2,435** libraries in Malaysia including NLM stands at **38,870,413** people.

3.5   International Visitors to NLM

For the year 2010, National Library of Malaysia received a total of   **128**   international visitors from the Republic of Korea, Bhutan, Brunei Darussalam, Laos, Myanmar, Malawi, Maldives, Morocco, Nepal, Nigeria, Seycheles, Sri Lanka, Sultanate of Omar, Thailand, Uzbekistan,   Finland, Egypt and USA. NLM also conducted library attachment programme in preservation and conservation of library materials for participants from Brunei Darussalam dan Indonesia.

3.6   NLM's Collection

The total library collection of NLM as of 31st December 2010 stands at **3,365,455** units of library materials of which **272,857** units were acquired in 2010. The collection acquired in 2010 includes printed and non-printed materials, manuscripts and digital materials acquired through purchase (**89,617 units or 33%**), Deposit of Library Material Act 1986 (**180,455 units or 66%)** and donation and exchange (**3,376 units or 1 %**).

3.7   Operating Budget

The total operating budget for the year 2010 is **RM 95,368,800.00 (USD 31.7 million)**. This budget include the purchasing of books, emolumen, utilities, library supplies and services.

4. NEW DEVELOPMENTS IN CREATING AND BUILDING COLLECTIONS

4.1 Writers' Fund

In order to further assist the publishing industry and the local writers, the government through NLM has allocated more than RM 10 million between 2006 to 2008 and RM 2 million each year from 2011 onwards to purchase books direct from local writers. The books purchased from the writers will be send to all the rural libraries as part of their collection to be used by the local communities. There are about **5,150** local writers in Malaysia and Malaysia ranked 6th among Asian countries and ranked 1st among the ASEAN countries in the publishing of books.   Librarians in Malaysia are also encouraged to write about their profession and related matters or in any other subjects such as fiction and take the opportunity to benefit from this government incentive.

4.2   Creative Industry Fund

The Malaysian government also provides opportunities for libraries and related industries to develop creative content under the creative industry fund. This fund will be use for developing digital content,

creative content, publishing creative works, and provide support services such as training in related fields such as writing and e-book publishing.

4.3 Personal Collection

NLM acquired two personal collection in 2010 that is, National Laureate Datuk Nordin Hassan's collection comprising of **1,830** copies and Wan Mohd Shaghir Abdullah'ُs personal collection of **229** copies. There are altogether **22** personal collection in NLM making the total cumulative personal collection to **38,877** copies since 1994. These collections are available for research and can be requested at the reference desk.

4.4 Malay Manuscripts

NLM is the National Centre for Malay Manuscripts and has the largest collection of Malay Manuscripts in the world. There are **4,331** copies of manuscripts and the breakdown of the collection are as follows: Malay Manuscript Collection (**4,122** copies), Arabic Manuscript Collection (**102** copies), Al-Quran (**46** copies) and *Warkah* / Letters (**60** copies). In 2010, NLM acquired **38** copies or **86** titles of Malay Manuscripts to add to its existing collection. The "*Hikayat Hang Tuah*", one of the oldest Malay Manuscript in NLM's collection is listed in the UNESCO Memory of the World Register 2001. In 2010, **213** researchers refer to **740** titles of Malay Manuscripts in the original format and **92** titles in microfilm format

5. NEW DEVELOPMENTS IN MANAGING COLLECTIONS

5.1 New Media

The year 2010 is known as Malaysia Broadband Year and NLM takes the benefit of the National Broadband Initiative to effectively disseminate information, develop local digital content, and to use the new media such as blog, portal, face book, and other social media or online service to ensure information and library services are available and accessible anytime, anywhere and by anyone. The Director General of NLM has a blog (http://kp-perpustakaan.blog.spot.com) as well a NLM's face book (http://www.facebook.com/perpustakaannegaramalaysia) for the public to interact.

NLM provide free WiFi access to its users since 2008 and the usage has been on an increase that is **15, 565** users in 2009 to **23, 477** users in 2010. Similarly, there was also an increase in the usage of the services provided in the cyber zone, that is from **36,696** users in 2009 to **69,994** users in 2010. This is the current trend of the Y Generation in Malaysia for them to access information. NLM's transformation is in line with the 10th Malaysia Plan that is, to inculcate innovation through fast transition to a knowledge based society.

5.2 Resource Description and Access (RDA)

NLM has submitted a project proposal entitled *Workshop on Resource Description and Access (RDA) in Documenting Library Resources For Young Librarians in ASEAN Member States* at the 6th Meeting of Networking of East Asia Cultural Heritage (NEACH) held in Solo, Indonesia from the 9 to 12 July 2010 to request for funding. This workshop will focus on the need of librarians to have the necessary cataloguing knowledge and skills to use the new international cataloguing standards and rules (RDA) to document library materials in various formats.

6. NEW DEVELOPMENTS IN PROVIDING ACCESS TO COLLECTIONS

6.1 National Digitization Policy for Library Materials (www.pnm.my/index.php?id=50)

One of the role of NLM is to develop and maintain the national collection in order to be accessible anytime and anywhere. Digitization programme of NLM's collection and in house publications started in 1998. Among the objectives of digitization initiatives in Malaysia are to promote Malaysiana digital resources globally and to preserve the intellectual heritage; to increase access to Malaysiana resources; and to develop and maintain a national collection and to make these materials accessible to all Malaysians anytime and anywhere. In order to standardize digitization projects carried out by the various libraries in Malaysia, NLM has formulated the National Digitization Policy for Digitization of Library Materials in Malaysia and Guidelines for Digitization of Library Materials. Most of the digitization projects carried out by NLM are ongoing projects and priority is given to Malaysiana resources. 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. Between 2002- 2010, the total pages of library materials digitize stands at **763,866** pages or **45,695** items.

6.2 National Union Catalogue (www.kik.gov.my)

The National Union Catalogue is a collaborative project among **101** libraries in Malaysia. It is a web based database consisting of **4,860,579** million bibliographic records from 101 libraries. The National Union Catalogue is the 3rd highest accessed government online database with a transaction of **4,089,895** hits which made up **63.3%** of online access to library materials by users for the year 2010.

6.3 Local Content Databases (www.pnm.my/index.php?id=102)

NLM also embarks on the development of databases and portal on local digital contents so that all libraries and Malaysians can easily access them. Among the prominent databases is the King's Portal (Portal Yang di-Pertuan Agong) (**www.malaysianmonarchy.org.my**) and the Malaysia Cultural Heritage Portal www.malaysiana.pnm.m. Currently there are **28** portals and web sites on local content in various subjects accessible via the NLM's web site. The hit rate for the local content databases for the year 2010 was **315,486** hits.

6.4 MyLibrary (MYLib) Portal

MyLib is the gateway of NLM's Digital Library and is one of the many initiatives by NLM to encourage information and knowledge sharing within the society in line with efforts to create a knowledgeable community. This portal provides access to local and international databases subscribed by NLM. There are **8** subscribed databases in Mylib portal that is, EBSCO Host, EMERALD, BLIS, MASTICLINK, SIRIMLINK, BOND, PALMOLIS and Ebrary. The hit rate for MyLib portal in 2010 was **26,979** hits and is accessible via: http://mylib.pnm.my/

6.5 Lending including Interlibrary Loan

The total number of materials loan by users in 2010 were **776,347** units. This includes Central Loan (**721,241**), Interlibrary Loan (**465**) and Bulk Loan (**54,641**). Interlibrary Loan request can now be made online through the National Union Catalogue (NUC) Portal (kik.pnm.my) For the convenience of library users, ,Book Drops' are provided at the NLM's premise.

6.6 Rural Libraries and Internet Facilities

Rural libraries development in Malaysia is very important because they are agents of social restructuring. Realizing this fact, the government has allocated a special fund to build up rural libraries throughout the country for the year 2005 to 2010. Under this fund, a total of **475** units of rural libraries was built with a budget of RM 150 million while RM 83.5 million was spent to purchase library materials. To date, we have 1,089 rural libraries in the country and we hope to achieve the target to of least one library in all the 576 constituencies. To further enhance the rural library services, the government has equipped 859 (79%) rural libraries with internet access where the remaining 230 (21%) rural libraries will be provided with internet access by 2011. So far **55** out of **859** rural libraries has been provided with WiFi services. A total of 161 rural libraries without internet access will receive WiFi services through Malaysian Communications And Multimedia Commission (MCMC) Universal Service Provision Project.

In order to enable rural communities to gain exposure to the latest internet technology, libraries will be equipped with the latest IT hardware and high speed internet connectivity. The WiFi services will be provided to widen access and also enable users in the rural areas to access more online information in wider areas such e-government application, online marketing of SME products, promote local products and eco tourism, share knowledge with other communities, and support life long learning.

6.7 WiFi Zone
NLM provide **34** WiFi Wireless Access Points (WAP) where the users can access internet at any where and at any time in NLM free of charge. Users can also access internet and use the secretarial services such as word processing and printing with the first 10 copies free of charge and subsequent copies at RM 0.50 each. A total of **2,221** users have used the WiFi services in April 2011.

6.8 Publishers' Database
To date, there are **8,070** publishers registered with NLM but to date, only **7,020** publishers' data are available in the Publisher Database. The data available in the database include name of publishers, address, telephone and fax numbers, email and Publisher Identifier. This database can be access via http://penerbit.pnm.gov.my/ and is also used for the assigning of ISBN number where NLM is the National Coordinating Centre

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 2010 with the tagline "*Lets Read 1Malaysia"*. Among the responsbilities of the Secretariat is to inculcate reading habit among Malaysians and to oversee reading promotion activities, which include the provision   of book, reading activities, workshops and smart partnership with relevant agencies. The reading survey conducted in 2005 show   that Malaysians,10 years and above read an average of   8 to 12 books per year. Thus,   in order to further promote reading habit among Malaysians, NLM launch three (3) reading promotion programme 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   State Public Libraries   and   the   rural libraries .The "*Door to Door Service*" brings books to be loan   to the local communities   such as the   handicapped and elderly folks who are unable   to go to the rural libraries.   The   third   programme   is   "*The   Book   Travelogue"*   which   is a   13   episode documentaries on   the reading culture and book industry of four   countries, that is Mesir, Saudi

Arabia, Indonesia and Malaysia. The doumentaries were aired over Radio Television Malaysia (RTM) between February and April 2011.

In order to further enhance the reading habit, NLM has appointed three reading icon that is, Tun Dr Mahathir Mohammad, former Prime Minister of Malaysia, Datuk Michelle Yeoh, Malaysia International Hollywood actress and Datuk Dr. Sheikh Muszaphar Shukor Al Masrie bin Sheikh Mustapha, Malaysia's first Astronout.

7.2 Malaysian Technical Cooperation Programme (MTCP)

The National Library of Malaysia is one of the many government departments and training institutions in Malaysia involved with the MTCP. Since 1985, the National Library of Malaysia has trained about **490** participants from **73** developing countries around the world. For 2010, National Library of Malaysia conducted the International Course on Library Management for Librarians. This course was designed to provide professional staff in libraries with a general overview of the library system, practices and procedures in relation to the organization and management of different types of libraries and information centers in Malaysia. A total of 20 participants from Bhutan, Indonesia(2), Laos(2), Malawi, Morocco, Myanmar, Nepal, Nigeria, Sultanate of Oman, Philippines, Seychelles, Sri Lanka, Sudan, Thailand(2), Uzbekistan and Vietnam(2) attended the course. Among course content include lectures on issues in the library field; visits and attachment to selected academic, research, special and public libraries; visit to various divisions of the National Library of Malaysia, and a seminar on library development.

7.3 IFLA International Newspaper Conference 2011

NLM hosted the IFLA International Newspaper Conference from the 25th to 27th April 2011 at the National Library of Malaysia. IFLA International Newspapers Conference is an international conference which serves as a platform for participating countries to share new ideas and experiences on best practices on the role of newspapers as a medium of information in this era of globalization. The Conference was jointly hosted by the National Library of Malaysia, Librarians Association of Malaysia and the IFLA Newspaper Section and was officiated by the Deputy Minister of Information Communication and Culture Malaysia. The theme of the Conference was "*Newspapers in Multiple Scripts and Multiple Languages: Issues and Challenges for National Heritage*". There were 3 keynote speakers and 13 plenary speakers from Australia, Finland, France, Germany, India, Malaysia, Netherlands, Singapore and USA. A total of 130 local and 11 foreign participants attended the conference.

10.5.2011