



MALAYSIA
COUNTRY REPORT TO CDNL-AO 2012

Name of Library : **National Library of Malaysia**
Name of Director- General : **Dato' Raslin Abu Bakar**
Name of Contact Person For International Matters : **Chin Loy Jyoon**
Mailing Address : **National Library of Malaysia**
232, Jalan Tun Razak
50572 Kuala Lumpur
MALAYSIA
Telephone : **+(60)3-26871901/ +(60) 326871764**
Facsimile : **+(60)326927502 / +(60) 26927082**
Web Address : **www.pnm.gov.my**
Email Address : **raslin@pnm.my**
chin_lj@pnm.my

1. GENERAL OVERVIEW OF RECENT MAJOR DEVELOPMENTS

1.1 Electronic Resources Portal (<http://pnmdigital.com>)

Another inroad made by NLM in this challenging world of ICT is the increase usage of e-resources by the users. NLM provide public domain as well as subscribed and purchased e-resources to the users by widening its access to its electronic resources to all Malaysians through NLM's Electronic Resources Portal or Digital Resources@NLM effective 1 March 2012. This is a single sign on portal to all the electronic resources in the library and can be access anytime, anywhere and by anyone through personal computer, tablet computer, laptop, smart phone and other electronic gadgets. This service is provided free to all Malaysians and is a "touch point" for the government to develop a knowledge society towards realizing Vision 2020 where Malaysia hope to achieve the status of a developed nation. Every Malaysian can access this electronic resources portal by registering as an online member through this portal <http://pnmdigital.com> or the National Library of Malaysia Official Portal <http://www.pnm.gov/my>. As at May 2012, 844 people has

registered as online member and 1,861 people have visited the portal. For reference and lending, the electronic resources that can be access through this portal include e-book, e-journal, e-magazine, e-newspaper, e-catalogues, audio book and online databases.

Among the online databases available in this portal include Encyclopedia Britannica Online Library Edition, World E-Book Library, Overdrive e-book, e-Brary, EBSCO Host and Zinio e-Magazine. The total collection of e-books is more than 3 million. The services provided in this portal include borrowing and downloading of e-books, e-magazine and development of local content.

1.2 MSC Malaysia-Asia Pacific ICT Alliance (APICTA) 2011 Award For Ubiquitous Library (u-Pustaka) Portal Pilot Project (www.u-pustaka.gov.my)

The major achievement of the u-Pustaka pilot project which was launched on 31st March 2011 was winning the **MSC Malaysia- APICTA 2011 Award** in the “Best of e-Inclusion & e-Community” category in October 2011. The award is a testimony of the success of this pilot project. U-Pustaka has been identified by the Government’s Economic Planning Unit as an effective solution to bridge the “digital divide” because it uses traditional resource centres like libraries to push the digital inclusion initiative. The digital divide is the gap between the technology haves and have-nots. 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 service is also in line with the 1Malaysia government’s aspiration “People First, Performance Now” where everyone in Malaysia is able to use library services such as borrowing of books online, online reference services, participate in library programmes and activities, network with others, share knowledge and experience.

Since the launching of u-Pustaka Portal in 2011, a total of 1.7 million books were made accessible to the users and 108, 629 local and foreign users visited the Portal. Until 30 March 2012, the total membership stands at

182,660 which comprises of Malaysians of various races and age group that is 131,892 adults, 3,685 youth and 14,803 children. 70,803 searches for books were made and 17,097 books were borrowed. Members can borrow up to 3 books for up to a month from the eight participating libraries by putting their orders online at www.u-library.gov.my. The NLM action plan to further enhance u-Pustaka Portal include procurement of the latest collection of books for loan to the users, subscription of electronic and digital resources through consortium and development of new local content through facilities and applications provided in the u-Pustaka Portal..

1.3 MS ISO 9001 : 2008

NLM supported by its high-tech facilities and well-qualified staff committed to excellence has expanded the library's scope of ISO implementation to seven more areas which include library consultation, reading literacy, publicity and promotion, library statistics and digital library services, publications and rural libraries. With the expansion of the ISO scope, NLM hope to fulfil the needs of the users. To further enhance the understanding and implementation of MS ISO 9001: 2008 among the NLM staff, various courses and workshops such as Awareness Course on ISO 9001:2008, Corrective & Preventive Action, Effective Documents & Records Management and Effective Quality Management Representative were conducted in 2011.

1.4 Best Accounting Management Award

NLM was awarded the Best Accounting Management Award by the Ministry of Information, Communications and Culture Malaysia for achieving a 99.7% performance in the 2011 operating budget of RM 94,728,139.70 (USD 31.7 million). This budget include purchasing of books, emolument, utilities, library supplies and services

1.5 Corporate Social Responsibility Award

NLM was awarded the Corporate Social Responsibility (CSR) Award for its active participation and contributions in various voluntary and community

programmes organised by Non Governmental Organizations(NGO) and Government Link Corporations (GLC).

1.6 Excellence Award 5 Star Rating Malaysia Government Portals and Websites Assessment (MGPWA) 2011

NLM Portal (www.pnm.gov.my) was awarded the Excellence Award 5 Star Rating Malaysia Government Portals and Websites Assessment (MGPWA) in 2011. Among the objectives of this award is to reach out to the citizen, to help promote information and the online services provided by Government agencies

1.7 Community Libraries

NLM extended its outreach library services by opening up two (2) community libraries in two popular shopping complexes in AEON AU2 Setiawangsa Kuala Lumpur and AEON Mahkota Cheras Kuala Lumpur to provide library facilities to residential areas where such a facility is unavailable. Membership is free and among the facilities provided include free WiFi, Internet, borrowing of books and book drops. A total of 51,000 users have visited the two community libraries and borrowed 50,000 books since it was opened in March 2011.

2. RELATIONSHIP TO GOVERNMENT

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

NLM is empowered with two acts, that is the *National Library Act 1972 (Act 80)* and the *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. NLM is a federal government department under the Ministry of Information, Communications and Culture Malaysia. The National Library organization structure is headed by the Director General who is also the National Librarian. He has the responsibility to advise the Minister in all matters pertaining to libraries and

library development in Malaysia. He is also responsible to answer questions pertaining to libraries in Malaysia in the Parliament. In order to carry out these functions, he is supported by one (1) Deputy Director General, seven (7) Directors and twenty three (23) Deputy Directors who are professional librarians.

2.2 Deposit of Library Material Act 1986 (Act 331)

NLM as the National Depository is responsible for the conservation and use of library material published in Malaysia; to create standard bibliographic record of library material published in Malaysia and to maintain statistical records of library materials published in Malaysia through the *Deposit of Library Material Act 1986* (Act 331). Under this act, 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 our national intellectual heritage. The National Library collection in particular the Malaysiana collection has been enhanced through the enforcement of this Act.

2.3 National Policy on Library and Information Services

NLM is also guided by the National Policy on Library and Information Services in carrying out its functions. In line with the government's objective to create a reading and informed society, the National Policy on Library and Information Services aims at the provision and progressive improvement of library facilities and services to contribute effectively to the intellectual development of the people, their economic activity and the fulfillment of their cultural and recreational needs. The Policy which was drafted in 1994 is now being revised to keep up with the globalization of library services and the changing needs of the library users.

2.4 Key Performance Indicators (KPI)

The National Library of Malaysia's KPIs 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". For the year 2012, NLM has ten (10) KPIs and contributes two of its KPIs to the Ministry of Information,

Communication and Culture Malaysia's achievements. The ten (10) KPIs include Customer Satisfaction, Availability of the National Collection, Reading Literacy, Digital Initiatives, Loan, Users and Library Membership, Human Resource Development, Usage of Malay Language, Jawi Scripts and Financial Management. 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 2011 stand at **12,351** which consists of NLM, **320** state /public /municipal libraries, **1,089** rural libraries, **505** government special libraries, **137** private special libraries, **20** government university libraries, **358** private universities /colleges and **9,922** school libraries. The number of government special libraries has increased from **452** in 2006 to **505** in 2011 indicating that librarians and libraries in Malaysia are still very much needed despite the stiff challenges faced in this digital era.

3.2 **Membership in NLM and libraries in Malaysia**

As of December 2011, NLM achieved its **1 million** membership with a total cumulative membership of **1,000,278** 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. A total of **78,272** new members signed up at the National Library of Malaysia for the year 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 stands at **9 million** (32.2%) out of a total population of **28 million** people in Malaysia showing an increase of **14.35%** compared to 2010.

3.3 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 to facilitate and provide library services to the 28 million people. The ratio of librarian to the population is **1:28,000**. The breakdown of the staff are as follows: NLM (**508**), State Public Libraries/Municipal Libraries (**3,739**), Rural Libraries (**1,026**), Government Special Libraries (**1,400**), Private Special Libraries (**184**), Public Academic Libraries (**2,012**) and Private Academic Libraries (**978**).

3.4 Visitorship to NLM and libraries in Malaysia

The number of visitorship to NLM for the year 2011 stands at **423,166** visitors showing an reduction of **58,849** (12.67%) visitors compared to the year 2010 where **464,317** visitors comprising of **338,249** (1.28%) adults and **84,917** (30.39%) children visited NLM. The total visitors to **2,435** libraries in Malaysia including NLM stands at **38,870,413** people. The reduction of the number of visitors is due to the wider access of the digital resources provided by NLM that can be accessed online at anytime, anywhere and by anyone.

3.5 International Visitors to NLM

For the year 2011, NLM received a total of **366** international visitors from Vietnam, Thailand, Kalimantan, Singapore, Indonesia, Korea, Brunei Darussalam, Germany, Saudi Arabia, Iran, Nepal, South Africa, United States of America and Maldives. NLM also conducted library attachment programme in the preservation and conservation of library materials for participants from Brunei Darussalam dan Indonesia.

3.6 Usage of NLM Library Services and Collection

A total of **274,665** library users used the services and collection provided by NLM which include Malaysiana Reference (**119,757**), General Reference (**59,216**), Digital Resources (**57,931**), Malay Manuscripts (**283**), Research Advisory Service (**4,345**) and Cyber Zone (**33,133**).

4. NEW DEVELOPMENTS IN CREATING AND BUILDING COLLECTIONS

4.1 NLM's Collection

The total library collection of NLM as of 31 December 2011 stands at **3,661,782** units of library materials of which **296,908** units were acquired in 2011. The collection acquired in 2011 includes printed and non-printed materials, manuscripts and digital materials acquired through purchase (**100,804 units or 34%**), Deposit of Library Material Act 1986 (**192,733 units or 65%**) and gift and exchange (**3,371 units or 1%**). This shows an **8.8%** increase in 2011 compared to 2010 where **272,857** library materials were acquired.

4.2 Writers' Fund

The Malaysian government provides incentive for the book industry and local writers by allocating RM 13.5 million (USD 4.5 million) Writers' Fund between 2007 to 2011 to purchase **802** titles or **68,841** copies of book direct from local writers. The books purchased from this fund are selected from writers who deposit their books with NLM under the *Deposit of Library Material Act 1986*. To date, **528** writers have benefited from this government incentive. 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.

4.3 Personal Collection

NLM acquired two personal collection in 2011 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 **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. Selected titles of Personal Collection have been digitised and can be accessed via the Digital Initiatives in the NLM Portal.

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 **4,388** copies of manuscripts and the breakdown of the collection are as follows: Malay Manuscript Collection (**4,178** copies), Arabic Manuscript Collection (**103** copies), Al-Quran (**47** copies) and *Warkah* / Letters (**60** copies). In 2011, NLM acquired **59** copies or **69** 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 2011, **283** researchers refer to **770** titles of Malay Manuscripts in the original format and **157** titles in microfilm format. The Malay Manuscript's website is accessible via <http://www.pnm.gov.my/manuskrip/> and some of the digitised collection (1st 10 pages) can be viewed via OPAC (Tag 856) in the NLM Portal.

5. NEW DEVELOPMENTS IN MANAGING COLLECTIONS

5.1 Resource Description and Access (RDA) Seminar

NLM organized the *Resource Description And Access (RDA) : The Future Standards Of Bibliographic Control Seminar* from 27 to 29 March 2012. The objective of this seminar which include a one (1) day workshop was to give exposure and understanding to librarians and library science lecturers on how to use the new international cataloguing standards and rules (RDA) to document library materials in various formats. Dr. Barbara Tillet, Head of Documentation Policy and Standard, Library of Congress, United States of America was invited as the consultant for this workshop.

5.2 Hypermedia Centre for Children

This centre started its operation on 1st September 1994 and is being funded by Exxonmobil. The centre which is located at the NLM Children's Library was upgraded in 2011 to cater for the changing needs of the users. The services at the centre catered for children between 4 to 12 years old. The centre is divided into three corners which comprises of Story-telling Corner equipped with its own audio visual facilities for children to watch or listen to stories from the Hypermedia collection; Music Corner which offers a selection of suitable music for the children to listen and sing along for learning and entertainment and IT Corner fitted with 11 computers equipped with interactive education software to stimulate young minds and their creativity.

6. NEW DEVELOPMENTS IN PROVIDING ACCESS TO COLLECTIONS

6.1 New Media

In order to stay relevant with the emergence of new media, 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 can be accessed and download them at home, office or anywhere. NLM Official Blog can be accessed via <http://blogpnm.pnm.gov.my/>, NLM's face book via <http://www.facebook.com/pages/Perpustakaan-NegaraMalaysia/172548049440558>) and NLM's social network (Flickr) <http://www.flickr.com/photos/saluransosialpnm/> to provide real time interaction with the public. This is the current trend of the Y Generation in Malaysia to access information.

6.2 Social Online Public Access Catalogue (Social OPAC)

The library collection of NLM which comprises books, magazines, manuscripts and multimedia resources are now made more accessible to the public via the newly introduced Social Online Public Access Catalogue (Social OPAC). The new OPAC offers users a more interactive search experience as well as making information searches easier and faster. Users can now know immediately whether materials are available and at which location and can place requests from the very first search result screen. Personalized searches and search results are also the hallmarks of the OPAC. NLM users can add personal comments using reviews, ratings, and social tagging. RSS Feeds inform patrons of newly added materials. Users can now create multiple lists for printing as well as to share and discuss with their friends via internet social networks such as Facebook and Twitter. The Social OPAC can be access via links at <http://www.pnm.gov.my> (NLM Portal) or (<http://webopac.pnm.gov.my>).

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

Among the objectives of the digitization initiatives by libraries in Malaysia are to promote Malaysiana digital resources globally and to preserve the intellectual heritage; to increase access to Malaysiana resources; 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 (Tag 856). Among the collection that are digitised include Rare Book Collection, Personal Collection, Malay Manuscripts, Newspaper Articles, inhouse publications, **810 titles** or **120,170 pages** were digitised in 2011 bringing the cumulative total of library materials digitized at **47,252 titles** or **663,376 pages**. Selected digital collection can be accessed via the NLM Portal <http://www.pnm.gov.my/>.

6.4 National Union Catalogue (www.kik.pnm.my)

The National Union Catalogue is a collaborative project among **101** libraries in Malaysia. It is a web based database consisting of **5,257,120** million bibliographic records from 101 libraries and is being updated regularly. The National Union Catalogue is used for copy cataloguing and interlibrary loan by consortium members. This is a popular database and **6,286,143** hits were recorded in 2011.

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

NLM also embarks on the development of databases and portal on local digital contents and currently there are **14** 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 2011 was **188,302** hits.

6.6 Lending, Interlibrary Loan and Bulk Loan

The total number of materials loan by users in 2011 were **1,034,517** units. This includes Central Loan (**965,227**), Interlibrary Loan (**635**) and Bulk Loan (**68,655**). This shows an increase of **33.2%** compared to 2010 and is the highest number of materials loan by users since the lending service started in 1985. The Interlibrary Loan request can now be made online through the National Union Catalogue (NUC) Portal (<http://kik.gov.my>). For the convenience of library users, „Book Drop’ are provided at the NLM's premise and Community Libraries.

6.7 Rural Libraries : Reaching Out to the Hard to Reach

According to IFLA Standard for developing countries, one static library needs to be build for every 3,000 population. The Government shows their commitment in enhancing the quality of life of the rural areas by allocating an operating budget of RM30 million (USD 10 million) annually for the 475 rural libraries to strengthen the library infrastructure and facilities. The total cumulative collection in the rural libraries is **5,345,674** copies. In the survey conducted by NLM in 2010, indicates that 97% respondents in the rural areas love to read. This indicate that NLM needs to build more rural libraries as there are still 170 districts that do not have any rural libraries. Under the National

Broadband Initiative Plan, internet access should be made available in all rural areas in Malaysia. Malaysia target by 2020, the whole of Malaysia including rural areas would have internet access. However as at 2011, only 79% of the rural libraries were provided with internet access under the Universal Service Provision (USP). This is due to lack of funding and the Government is looking for smart partnership with telecommunication corporation to provide internet access to rural areas. NLM is responsible to provide all state, public and rural libraries with ICT infrastructure. By 2012, NLM target 100% state, public and rural libraries has internet facilities.

6.8 Cyber Zone

NLM provide **free** WiFi throughout the building and the usage has been on an increase with **30,429** users in 2011 compared to **23,477** users in 2010. Users can also access internet and the digital resources and online databases in the cyber zone.

6.9 Discussion Zone

A new area has been allocated for users to have discussion and do their work in the library. Many of the rigid library rules have been relaxed and drinks and light snacks are allowed in this discussion area. Facilities such as vending machines, massage chair and low Japanese tables are provided for the convenience of the users.

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

7.1 National Reading Promotion Programme

Throughout 2011, NLM collaborated with various government agencies, Government Link Companies (GLC) and Non Governmental Organizations (NGOs) to carry out its reading promotion programmes throughout the country. Among the collaboration with State Public Libraries is the National Folklore Story Telling Competition for Pre-school and primary school children between the age of 6 to 12 years old. NLM through its rural libraries

collaborate with the state libraries to carry out its Lets Read 1Malaysia Programmes which include the donation of books, reading promotion activities, information and media literacy workshops in order to inculcate reading habits among the communities. NLM also have smart partnership with relevant organizations such as the Malayan Railways through its “Travel Far Widen Knowledge” Programme and the Prison Department “You Are Still In My Heart” Programme. A total of **1,688,565** people participated in the various reading promotion programmes held throughout the year.

7.2 National Reading Icon

Malaysia’s former Prime Minister, Tun Dr. Mahathir Mohammad will be appointed as the National Reading Icon on the 14 May 2012 by the Honourable Deputy Prime Minister of Malaysia. His appointment as a Reading Icon will further spearhead the effort of NLM in inculcating reading habits among Malaysians. Tun Dr. Mahathir’s is the third National Reading Icon after astronaut Datuk Shaikh Muszaphar Shukor Al-Masrie (2009) and Datuk Michelle Yeoh, a Hollywood actress(2010).

7.3 Ireland Embassy in Malaysia

NLM in collaboration with the Ireland Embassy in Malaysia launched the 9th *Dublin Literary Award For Young Malaysian 2012* in March 2012. The English Essay writing Competition is aimed at improving the creative English writing skills for young Malaysian students between the age of 13 to 18 years.

7.4 World Book Day 2012

NLM celebrated its World Book Day 2012 on 23 April 2012 with various activities such as “Book Tower” 2020, My Favourite Read, Story Telling, Creative e-book writing and the waving of fines for overdue books borrowed at the NLM and its community libraries. NLM library users in different age groups were also given award for being the highest borrower of books. The event was celebrated simultaneously in all other State Public Libraries in Malaysia.

7.5 Training of Trainers Workshop on Media and Information Literacy

The National Library of Malaysia was given a grant of RM 20,000 (USD 6,000) from the Malaysia National Commission on United Nation Educational, Scientific and Cultural Organization (UNESCO) to conduct the Training of Trainers Workshop on Media and Information Literacy for librarians in Malaysia. Thirty (30) librarians from various libraries in Malaysia attended the workshop to develop a National Module on Media and Information Literacy. The Module is now used by NLM in conducting its Media and Information Workshop to the various communities in Malaysia.

7.7 International Malaysia Resource Centers

NLM collaborates with libraries overseas to set up International Malaysia Resource Centres namely in Ohio University Library USA; Koninklijk Instituut voor de Taal-Land-en Volkenkunde (KITLV) or better known as the Royal Netherlands Institute of Southeast Asia and Caribbean Linguistic Studies in Netherlands; Victoria University of Wellington in New Zealand and Universitas Indonesia, Jakarta. The objective of setting up these resource centres is to provide information and reference material on Malaysia and the Malay Language to researchers, students and the public. NLM is responsible for the procurement of library materials for these centres.

PNM

10 Mei 2012