

COUNTRY REPORT

21ST MEETING OF DIRECTORS OF NATIONAL LIBRARIES IN ASIA AND OCEANIA (CDNLAO) 2013

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1. GENERAL OVERVIEW OF RECENT MAJOR DEVELOPMENTS

1.1 Award for Malaysian Ubiquitous Library (u-Pustaka) Portal (www.u-pustaka.gov.my)

The Malaysian Ubiquitous Library or u-Pustaka has added another award to its achievement by been selected by the editorial team of FutureGov, as the 'Winner' in the Technology Leadership category for the **Inaugural FutureGov Awards Malaysia 2013**. FutureGov is Asia's longest running government magazine covering government efficiency, transparency and service levels in Asia Pacific. u-Pustaka won the award as it has applied spark plugs to Malaysia knowledge economy through its use of technology to widen access to books, strengthen the library's ecosystem and reduce the digital divide. The objective of u-Pustaka is to provide physical and digital access to knowledge resources at anytime, from anywhere to anyone and "putting a library in every home". Since its launching on 31 March 2011, public response to the project has been encouraging and as at 28 February 2013, 326,196 people have already registered as u-Pustaka members. The portal has been visited by 211,430 users from 104 countries from as far as the United States,

Australia, the United Kingdom, Germany, Russia, Brazil and Saudi Arabia while there have been 11,000 transactions involving books borrowed via inter-lending. The statistical numbers are expected to increase with many more publicity, promotional activities and other awareness programmes scheduled in the pipeline.

1.2 Excellence Award 5 Star Rating Malaysia Government Portals and Websites Assessment (MGPWA) 2012

NLM Portal (www.pnm.gov.my) was again awarded the Excellence Award 5 Star Rating Malaysia Government Portals and Websites Assessment (MGPWA) for the third consecutive year. 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.

1.3 1Malaysia Rural Libraries : Reaching Out to the Hard to Reach

Library development in Malaysia continued to progress rapidly with additional seven (7) new 1Malaysia rural libraries being built in 2012 bringing the total number of rural libraries in Malaysia to 1,111 units. The seven new rural libraries are well equipped with reading materials such as books, magazines, newspapers and facilities such as computers and free WiFi. NLM managed 482 rural libraries whereas 614 rural libraries are managed by the respective state government. In 2013, five (5) new rural libraries are being built in East Malaysia. The government show 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 482 rural libraries to strengthen the library infrastructure and facilities. To date, the total cumulative library collection in the rural libraries is 5,345,674 copies.

1.4 Community Libraries

NLM extended its outreach programme by providing library services and collection to a new community library in Bukit Damansara, Kuala Lumpur which began operation in March 2013. The library was built by a private company under its corporate social responsibility programme. The two-storied community library has a collection of 4,478 books for adult and children. Membership is free and among the facilities provided include free WiFi, computers, borrowing of books, café and a

children corner. The opening of this new community library in addition to the two existing community libraries in the shopping malls will further help to inculcate reading habits among Malaysians.

2. RELATIONSHIP TO GOVERNMENT

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

The *National Library Act 1972* (Act 80) relate to the executive power, roles of the Director General and the establishment of the National Library of Malaysia. The Director General of NLM is the head of library services in Malaysia and oversees the overall development of libraries and the profession. Among others, he has the responsibility to advise the Minister in all matters pertaining to libraries and library development in Malaysia and also to answer questions pertaining to libraries in Malaysia in the Parliament. The Act is presently under review to further update the Director General functions in the development of libraries and the library profession in Malaysia and stay relevant in this era of globalization.

2.2 Deposit of Library Material Act 1986 (Act 331)

Under this act, NLM is the National Repository with the following objectives that is, to provide 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. 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 which stands at 1.6 million as of December 2012. Publisher who fail to deliver any library material under this act shall be guilty of an offence and on conviction, be liable to a fine not exceeding three thousand ringgit.

In 2012, **19,171** titles or **201,773** units of materials were deposited with NLM showing an increase of **7%** where **17,923** titles were deposited in 2011. These materials are catalogued and published online in the Malaysian National

Bibliography and can be access online via PNM Social Online Public Access Catalogue (Social OPAC) (<http://webopac.pnm.gov.my>).

2.3 NLM's Strategic Plan 2009-2013

NLM's Strategic Plan 2009-2013 which outlines five (5) core strategic thrusts, 16 objectives and 63 strategies was reviewed in 2012 to set the Key Performance Indicators (KPIs) and Key Results Areas (KRA) for the year 2013. NLM'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". The outcome of NLM's KPIs are reported quarterly to the Ministry for monitoring purpose. For the year 2013, among the KPIs set are 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. NLM's Strategic Plan for 2014 - 2020 will be drawn up this year in line with Malaysia's Vision 2020 to develop a knowledge society where Malaysia hope to achieve the status of a developed nation by the year 2020.

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 2012 stand at **12,476** which consists of NLM, **340** state /public /municipal libraries, **1,106** rural libraries, **506** government special libraries, **137** private special libraries, **20** government university libraries, **358** private universities /colleges and **10,000** school libraries. The number of government special libraries has increased from **452** in 2006 to **506** in 2012 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

A total of **62,038** new members signed up for the year 2012 making the total NLM cumulative membership to **1,062,316** members comprising of the various races in Malaysia. In 2012, **495** foreigners registered as NLM members comprising of **412** mmbbers from the Asia Pacific region, **45** from Europe, **27** from Africa and **11** from

USA. 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 **10.01 million** (35.8%) out of a total population of **28.5 million** people in Malaysia showing an increase of **11.2%** compared to 2011.

3.3 Library Human Resource

There are **9,616** library staff in Malaysia which consists of **1,470** professional librarians and **8,146** 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 (**482**), State Public Libraries / Municipal Libraries (**2,291**), Rural Libraries (**1,594**), Government Special Libraries (**1,717**), Private Special Libraries (**110**), Public Academic Libraries (**2,269**) and Private Academic Libraries (**1,040**).

3.4 Visitorship to NLM and libraries in Malaysia

The number of visitorship to NLM for the year 2012 stands at **420,171** visitors showing a reduction of **2,005** (0.7%) visitors compared to the year 2011 where **423,166** visitors comprising of **348,051** (2.9%) adults and **72,120** (15.1%) children visited NLM. The total visitors to **2,464** libraries in Malaysia including NLM stands at **43,761,850** people. The reduction in the number of visitors is due to the wider access of the digital resources provided by NLM and libraries in Malaysia that can be accessed at anytime, from anywhere and by anyone.

3.5 International Visitors to NLM

For the year 2012, NLM received a total of **414** international visitors from China, Korea, Iran, Indonesia, Hong Kong, United States of America, Bangladesh, Kazakhstan, Singapore, Taiwan, Philippines, Iraq, UK and New Zealand. Among the purpose of these visits are to establish networking, benchmarking and resource sharing through gift and exchange of publications.

3.6 NLM Library Services and Collection

A total of **291,317** library users used the services and collection provided by NLM which include Malaysiana Reference (**144,652**), General Reference (**55,819**), Digital

Resources (**65,476**), Malay Manuscripts (**246**), Research Advisory Service (**2,546**) and Cyber Zone (**23,578**).

4. NEW DEVELOPMENTS IN CREATING AND BUILDING COLLECTIONS

4.1 NLM's Collection

The total library collection of NLM as of 31 December 2012 stands at **3,943,599** units of library materials of which **281,704** units were acquired in 2012. The collection acquired in 2012 includes printed and non-printed materials, manuscripts and digital materials acquired through purchase (**76,834 units or 27.3%**), *Deposit of Library Material Act 1986* (**201,773 units or 71.6%**) and gift and exchange (**3,097 units or 1.1%**). Two copies of the printed materials and one copy of the non-printed materials acquired through the *Deposit of Library Material Act 1986* are placed in the NLM's Reference Department to be used by the library users.

4.2 Writers' Fund

The Malaysian government provides incentive for the book industry and local writers by allocating RM15.5 million (USD 5.1 million) Writers' Fund between 2007 to 2012 to purchase 979 titles or 781,759 copies of books direct from local writers. 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, 701 writers have benefited from this government incentive. The books purchased from the writers will be send to all the rural libraries in Malaysia as part of their collection to be used by the local communities.

4.3 Malay Manuscripts

NLM is the National Centre for Malay Manuscripts and has the largest collection of Malay Manuscripts in the world. There are **4,501** copies of manuscripts and the breakdown of the collection are as follows: Malay Manuscript Collection (**4,272** copies), Arabic Manuscript Collection (**121** copies), Al-Quran (48 copies) and *Warkah* / Letters (**60** copies). In 2012, 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 2012, **246** researchers refer to **906** titles of Malay Manuscripts in the original format and **82** 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 the NLM Online Public Access Catalogue (OPAC Tag 856).

4.4 NLM Publications

NLM published five (**5**) publications in 2012 namely Policy and Guideline for Digitalization of Library Collection; NLM Annual Report 2011; Reading Promotion Programme Report 2011; Library Statistics in Malaysia 2011 and NLM Journal *Sekitar Perpustakaan*. NLM also published two (2) online NLM bulletin, that is *Pustaka : Buletin* and *Sari Pustaka* which is accessible full text via PNM portal.

4.5 Braille Collection

NLM and the Malaysian Association for the Blind (MAB) are working together to produce braille and audio books in an effort to increase the library collection for the visually impaired. This project is carry out in stages where NLM selects the relevant reading materials for the production of braille and audio books. A total of 6 titles of audio books and 1,000 braille labels were produced in 2012. NLM acquired the JAWS software for the visually impaired to be used in the children and adult hypermedia centres.

5. NEW DEVELOPMENTS IN MANAGING COLLECTIONS

5.1 NLM's Library Policies

Three (3) NLM library policies that is Special Collection Policy, Library Resources Disposal Policy and Library Publications Policy were drawn up to further enhance NLM role as a leader in library development in Malaysia. These policies will be use as guidelines for libraries in Malaysia and can be access via PNM Portal(www.pnm.gov.my).

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

NLM conducted five (5) research pertaining to library services and development in 2012 to further enhance the quality of library services and collection. The planning of NLM future directions and Strategic Plans will be based on the findings of the research. The research carried out in 2012 were "A Preliminary Research on the Decreasing Number of Users in Rural Libraries"; "Research on the Information Needs of NLM Users"; "Research on the Status of Library Services for the Disabled in Malaysia"; "Research on NLM's Staff Satisfaction" and "Research on the Status of the Strength of Library Collection of Libraries in Malaysia". NLM will be conducting a Survey on the Reading Habits of Malaysians in 2014.

6. NEW DEVELOPMENTS IN PROVIDING ACCESS TO COLLECTIONS

6.1 Resource Description and Access (RDA) Workshop

NLM organized the *Resource Description And Access (RDA) : Transformation of Cataloguing* Workshop from 4 to 6 March 2013 for sixty (60) librarians in the government special libraries, academic libraries and public libraries in Malaysia. This workshop is a follow up of the workshop conducted by Dr. Barbara Tillet, Head of Documentation Policy and Standard, Library of Congress, United States of America in NLM in 2012. The objectives of this 3 day workshop are to give exposure and understanding to librarians on how to use the new international cataloguing standards and rules (RDA) to document library materials in various formats and in using the *RDA Toolkit* in preparation for the implementation of RDA in Malaysia.

6.2 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. As at February 2013, **6,751** people have registered as online members and **90,324** people have visited the portal. Among the online databases available in this portal include Library Press Display,

Credo Reference, BLIS, iG Library, Emerald Management Xtra, 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 subscribed by NLM is more than 3 million.

6.3 New Media

NLM has its own blog (<http://blogpnm.pnm.gov.my>), face book <http://www.facebook.com/pages/PerpustakaanNegaraMalaysia/172548049440558>) and Flickr (<http://www.flickr.com/photos/saluransosialpnm/>) to disseminate information and for the public to interact with NLM.

6.4 Social Online Public Access Catalogue (Social OPAC) (<http://webopac.pnm.gov.my>).

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. 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. Now Social OPAC also allow users to interact with the library and each other by allowing them to share what they have found on Facebook, Twitter and other social media sites. The Social OPAC can be access via links at NLM portal <http://www.pnm.gov.my> or <http://webopac.pnm.gov.my>. **1,514,057** hits was recorded in 2012 making up **17%** of the total usage of online services provided in NLM.

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

NLM has disseminated the Policy for Digitization of Library Materials in Malaysia and Guidelines for Digitization of Library Materials to all government libraries in Malaysia as a guide in carrying out their digitization projects. Most of the digitization projects carried out by NLM are ongoing projects and priority is given to Malaysiana resources. 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 2012 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/>.

6.6 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 **5,852,422** hits were recorded in 2012 making up **66.8 %** usage of NLM online services provided to the public.

6.7 Local Content Portal (www.pnm.my/index.php?id=102)

NLM also embarks on the development of portals on local contents and currently there are **18** portals and web sites on local content in various subjects accessible via the NLM's portal. The hit rate for the local content portals for the year 2012 was **85,761** hits with a cumulative hits of **907,397**. Among the portals are the Malaysian Monarchy (<http://malaysianmonarchy.org.my>), Malaysian Culture Heritage (<http://malaysiana.pnm.my>), Malaysian History (<http://sejarahmalaysia.pnm.my>) and the Glorious Legacy of Malay Manuscripts (<http://malaysiana.pnm.my/manuskrip>)

6.8 Lending, Interlibrary Loan and Bulk Loan

The total number of materials loan by users in 2012 were **1,346,450** units. This includes Central Loan (**1,269,819**), Interlibrary Loan (**700**) and Bulk Loan (**75,931**). This shows an increase of **30.2%** compared to 2011 and is the highest number of materials loan by users since the lending service started in 1985. The most popular genre loaned by users is novel / fiction (**57.6%**), followed by language and religion. 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.

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

7.1 Collaboration Between University Libraries and National Library of Malaysia (PERPUN)

NLM also embarks on resource sharing through collaboration with the university libraries. The most prominent consortium is the Conference of University Libraries and National Library of Malaysia (PERPUN). PERPUN is a forum of cooperation among the Chief Librarians of public universities and government-linked universities and the Director-General, NLM. PERPUN embarks on many cooperative projects to enhance effectiveness of resource sharing among all academic libraries and NLM in Malaysia. Among the issues discussed in this forum include the establishment of electronic library network between university libraries, current information services, consortium of databases and publication delivery services. They meet every three months, and each of the libraries will take turn to host the meeting. Many collaborative projects among NLM and the academic libraries have been carried out which include Malaysian University Libraries and National Library Network (MyUniNET). MyUninet is the official name for PERPUN Portal and a gateway to online information resources for the universities in Malaysia and can be accessed via <http://perpun.upm.edu.my/>. MyUninet portal is the gate way in providing information via a single access enhancing cooperation and smart partnership among the libraries. The portal provides access to Malaysian Theses Online (MyTo) and Malaysian Union List of Serials (MyULIS) databases. Besides that, the Malaysian Information System LibRarians (MySyL) and Malaysian Online E-Resources Consortium (MOLEC) are responsible for the development of content in MyUniNet Portal. NLM's portal <http://www.pnm.gov.my/> is link to PERPUN's Portal <http://perpun.upm.edu.my/> as a reference source to get information and materials through ILL services.

7.2 National Media and Information Literacy Programme

In 2011, NLM developed a National Module on Media and Information Literacy for the basic, intermediate and advanced level. The modules are now used by NLM to conduct its Media and Information Literacy programmes to the various communities

in Malaysia. In 2012, the programme was conducted in **53** locations such as schools, rural and community libraries with a participation of **3,187** people comprising of education officers, teachers, students, library staff, nurses and library users.

7.3 Online Computer Library Center (OCLC) Asia Pacific Regional Council Membership 2012 Conference

NLM in collaboration with OCLC Asia Pacific Regional Council Membership organised the Asia Pacific Regional Council 2012 Membership Conference from the 3 to 4 September 2012 at NLM. This annual conference provide a platform for librarians from various countries to exchange professional perspectives including resource sharing and to establish and renew friendships. Dato' Raslin Abu Bakar, Director General, National Library of Malaysia officiated the conference and presented a paper entitled "Library Trends and Services in Malaysia". Speakers for the conference were from countries in Asia Pacific such as Australia, New Zealand, China, Korea, Japan, Taiwan, Singapore, Thailand, Philippines, Hong Kong and Malaysia. About 200 librarians from various libraries in Malaysia as well as from Hong Kong, Thailand, Taiwan and Singapore attended the conference.

7.4 Human Resource Development through Malaysian Technical Cooperation Programme (MTCP)

The National Library of Malaysia started to conduct Malaysian Technical Cooperation Programme (MTCP) in the 1985. The programme encourages the exchange of relevant experience, pooling and sharing of resources and the development of complementary capabilities in librarianship. Under the Malaysian Technical Cooperation Programme two (2) courses were conducted namely the *Library Visits/Attachment Programme* for the professional staff in libraries with the general overview of library systems, practices and procedures in relation to the organization and management of different types of libraries in Malaysia and *Basic Course for Library Assistants* designed to equip non-professional staff in libraries with the necessary skills and knowledge and whenever necessary to manage the library. Besides that, the International Library Management Course for Librarians was conducted in 2010. To date, NLM has trained **490** participants from **67** countries in Asia (including China D.P.R), Africa, Pacific Islands, SAARC Countries, The Caribbean, East and Central Europe and North Africa and West Asian States. NLM

will be conducting the MTCP programme in October 2013 for librarians in the ASEAN countries.

7.5 Collaboration with Kazakhstan Embassy

NLM received a total of 287 materials that consists of 133 books, 30 compact disc, 6 video tapes, 7 calenders, 9 maps, 4 postcard and 7 posters from the Kazakhstan Embassy in Malaysia. Most of the materials received are in English with a few in the Kazakhstan language and will be documented to be used as reference materials. The handing over ceremony of Kazakhstan book collection to NLM was held on 30 November 2012 at NLM. This exchange programme between NLM and Kazakhstan will be continued in order to foster closer cooperation in resource sharing.

7.6 National Reading Promotion Programme

Throughout 2012, NLM as the National Reading Promotion Secretariat collaborated with various government agencies, Government Link Companies (GLC) and Non Governmental Organizations (NGOs) to carry out its reading promotion programmes throughout the country in order to inculcate reading habits among Malaysians. NLM also have smart partnership with relevant organizations such as Government hospitals through its “Lets Read My Love” Programme, the Malayan Railways through its “Travel Far Widen Knowledge” Programme and the Prison Department “You Are Still In My Heart” Programme. All the programmes and activities carried out are based on the “1Malaysia Concept” which form the basis of unity in this multi racial country. NLM through its rural libraries also collaborate with the state libraries to carry out its “Lets Read 1Malaysia” Programmes which include the donation of books, reading promotion activities, book launch, information and media literacy workshops in order to inculcate reading habits among the communities. A total of **270,583** people comprising of seniors citizens, adults, teenagers and children participated in the **7,010** reading promotion programmes held throughout the year.

NLM produced its second “Travelogue” which is a ten episode documentaries on the reading culture and book industry of Malaysia and London, United Kingdom to further promote reading habits among Malaysians. The doumentaries are aired over

Radio Television Malaysia (RTM) on every Sunday starting 17 March 2013 for ten consecutive weeks.

7.7 1Malaysia Children's Festival

NLM also celebrated 1Malaysia Children's Festival with the theme *I Am A Loyal Reader* on 23 December 2012 which was aimed at encouraging the search for knowledge among children through reading and as a platform for book lovers and families to be engaged in useful activities during the school holidays. In 2012, children's membership of NLM rose by **3.1%** from **149,661** to **155,914** members. This festival would be made an annual affair following good response from children and parents and it would be implemented at all state libraries.

PNM

19 March 2013