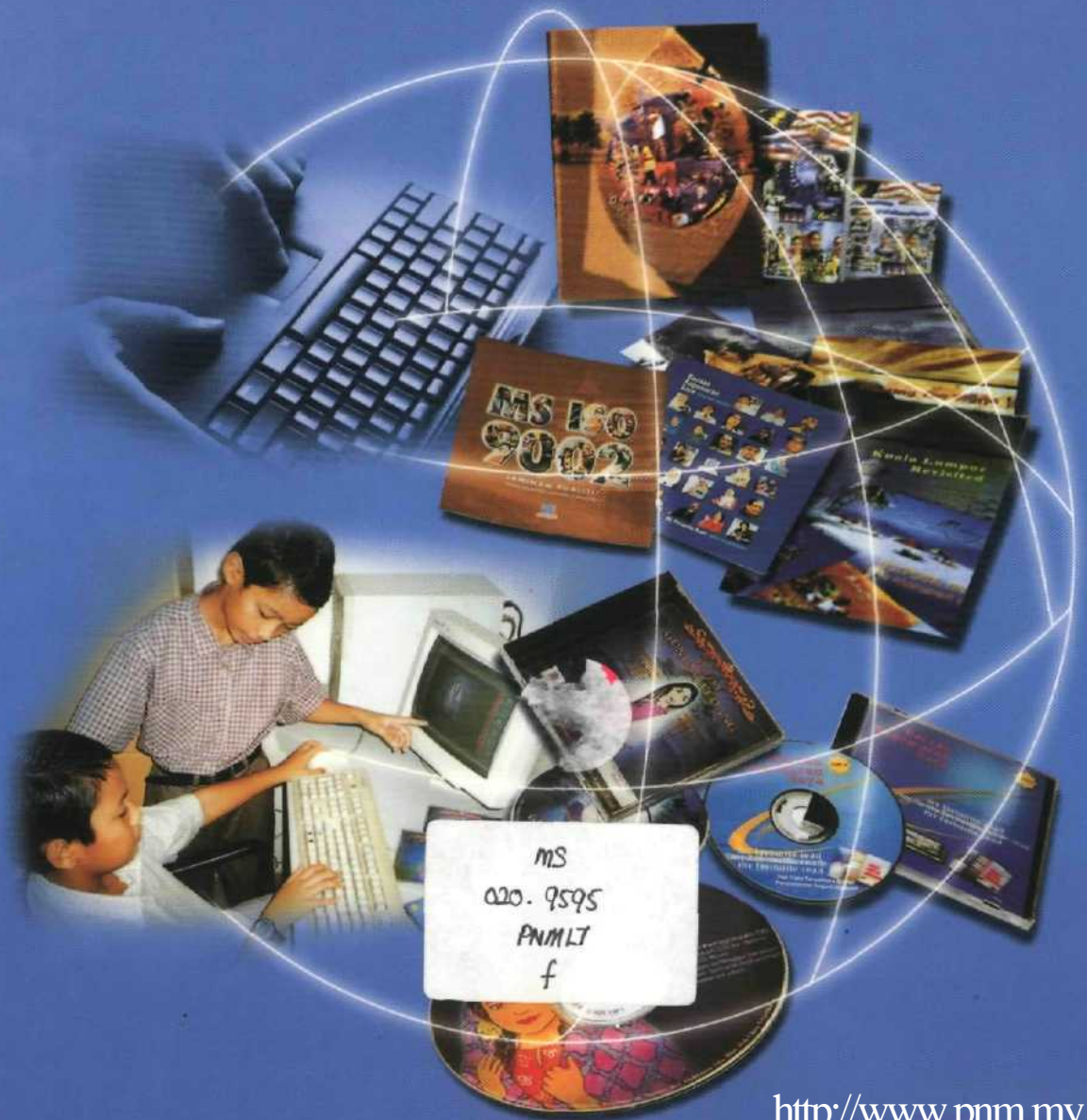


Perpustakaan Negara Malaysia
National Library Of Malaysia

Laporan
Tahunan **2001**
Annual Report





NATIONAL LIBRARY OF MALAYSIA

ANNUAL REPORT
2001

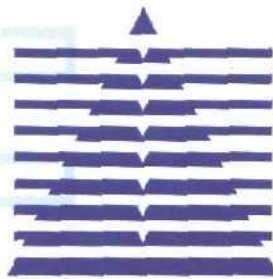


PERPUSTAKAAN
NEGARA MALAYSIA

KUALA LUMPUR
2002

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**PERPUSTAKAAN
NEGARA MALAYSIA**

PHILOSOPHY

To develop culturally advanced individuals with a love for knowledge acquired through lifetime reading in order to nurture the minds of Malaysians towards excellence; thereby bringing about innovations that can enhance the tradition of knowledge in the country.

VISION

The National Library of Malaysia aspires to be a world class library in the provision of excellent information services towards the realisation of Malaysia's vision of becoming an industrialised and developed nation by the year 2020.

MISSION

To ensure that all Malaysians have equal access to library services and facilities as well the ability to utilise Malaysian and universal intellectual heritage knowledge through a national infrastructure of integrated electronic libraries.

ESTABLISHMENT

The National Library of Malaysia is a Federal Department under the Ministry of Education. It was established by the *National Library Act (Act 80)* passed on 1 September 1972. In keeping with the development of library and information services in Malaysia this act was subsequently amended in 1987.

OBJECTIVES

The purpose and objectives of the *National Library of Malaysia* as stipulated in Part II Section 3 of the *National Library Act (Amendment) 1987* are as follows:

- (a) to make available for the use of present and future generations a national collection of library resources
- (b) to facilitate nation-wide access to library resources available within the country and abroad; and
- (c) to provide leadership matters pertaining to libraries.

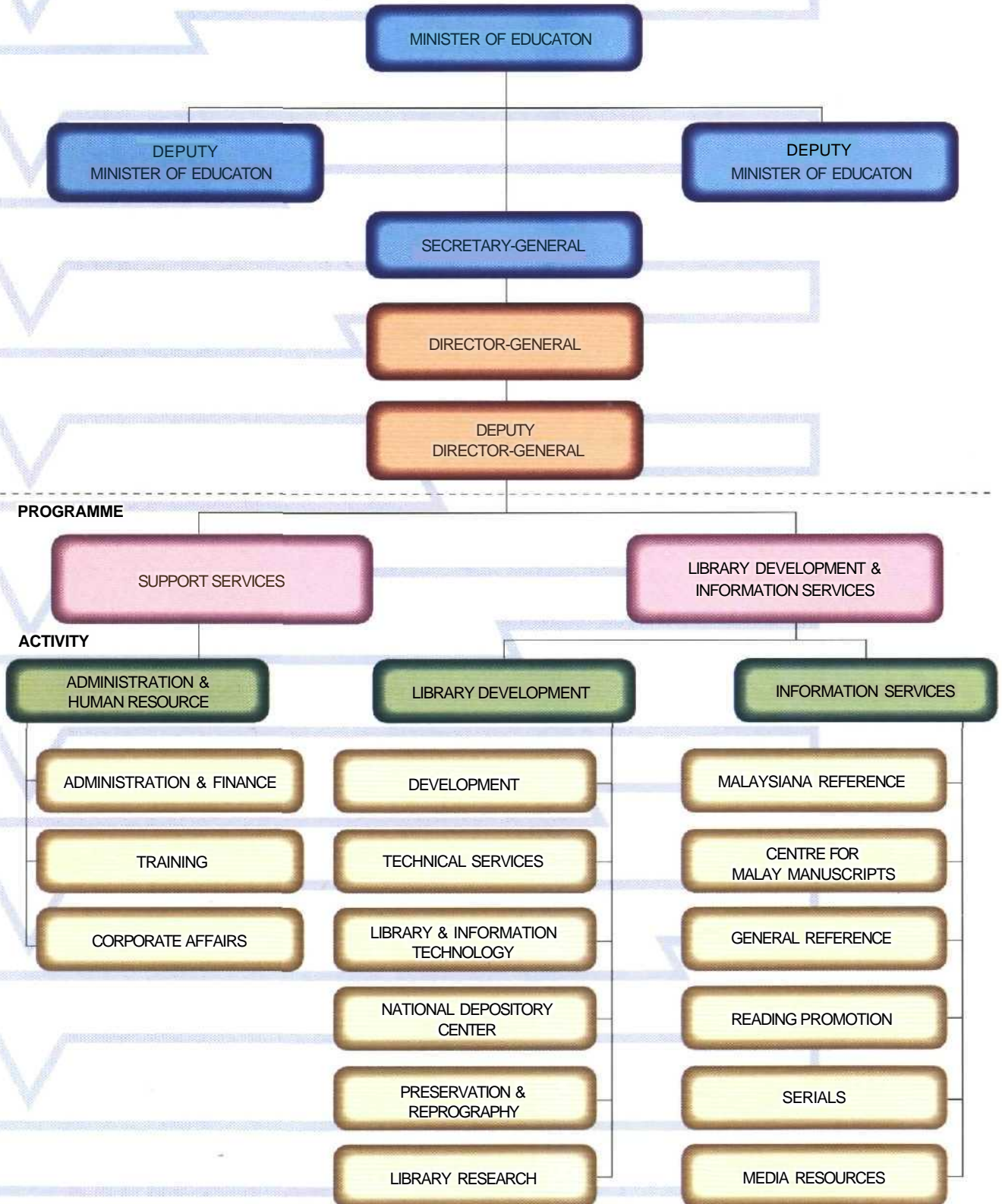
DEPOSIT OF LIBRARY MATERIAL ACT 1986

The National Library of Malaysia is also the implementing agency for the *Deposit of Library Material Act 1986* which replaced the *Preservation of Books Act 1966*. This Act stipulates the following purpose and objectives of the National Library as the National Depository Centre:

- (a) to provide for the conservation and use of library material published in Malaysia;
- (b) to create standard bibliographic record of library material published in Malaysia; and
- (c) to maintain statistical records of library material published in Malaysia.

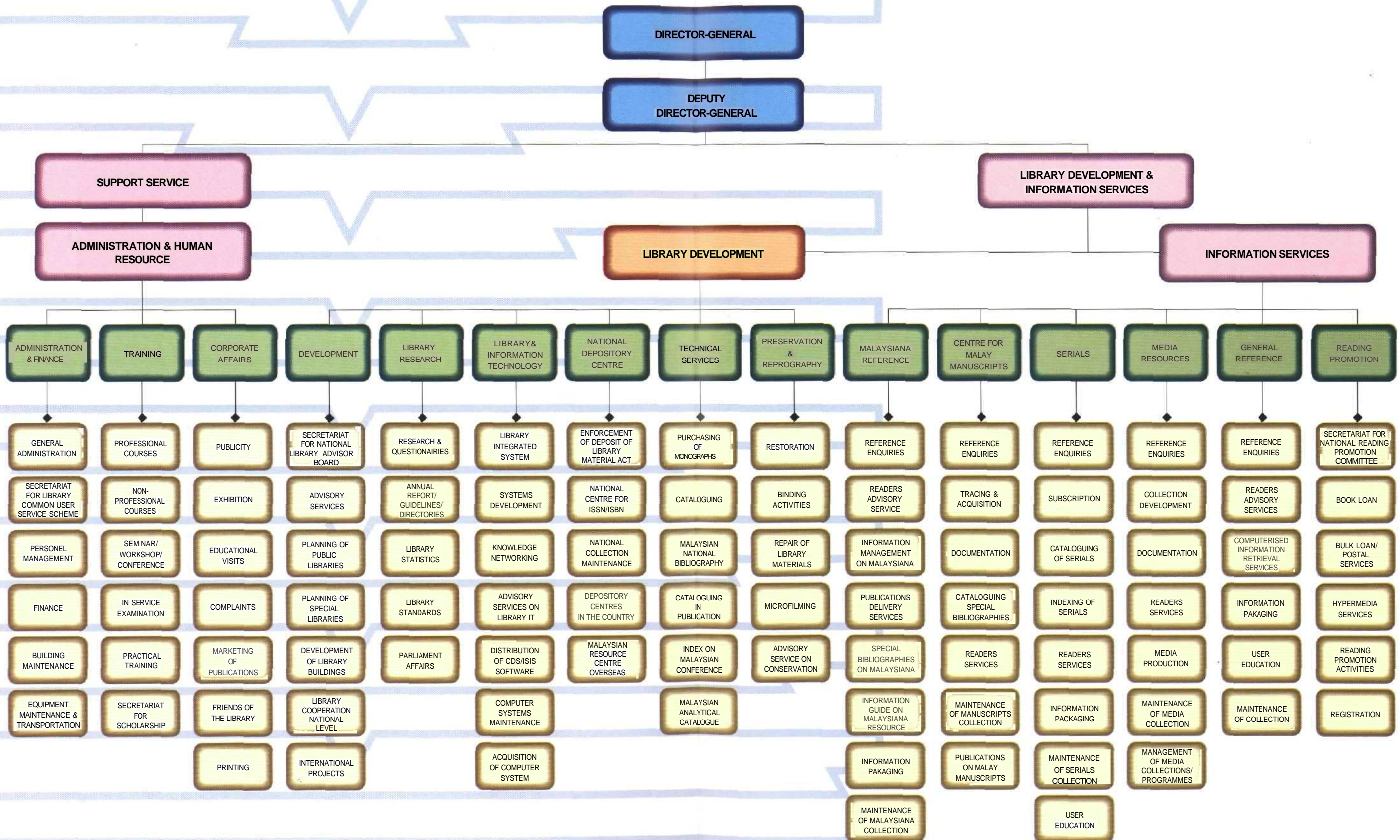


ORGANISATIONAL CHART 2001





NATIONAL LIBRARY OF MALAYSIA ORGANISATIONAL CHART 2001 BY FUNCTION



ADVISORY BOARD



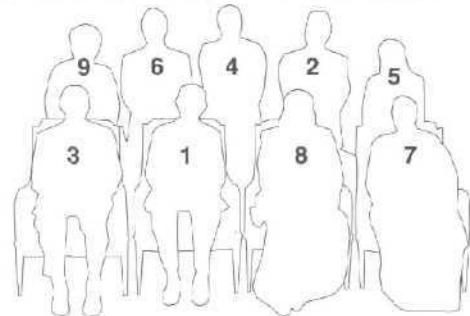
The National Library's Advisory Board was set up under the provisions of the *National Library Act 1972 (Act 80)* Part III Section 5(1). Its role is to advise the Director-General on matters pertaining to the progress and development of libraries in the country.

The committee members appointed by the Hon.Minister of Education are as follows:

1. Y.Bhg. Tan Sri Dato Dr. Mohd. Rashdan bin Haji Baba (*Chairman*)
2. YB. Prof. Dato' Dr. Hj. Othman bin Haji Ishak
3. Y.Bhg. Tan Sri Dato' Dr. Awang Had bin Salleh
4. Y.Bhg. Dato' Lee Lam Thye
5. Y.Bhg. Prof. Datuk Dr. Hajah Nik Safiah Haji Abdul Karim
6. Y.Bhg. Tuan Haji Zakaria bin Nordin
7. Y.Bhg. Puan Azah Aziz

Ex-Officio

8. Y.Bhg. Cik Shahar Banun Jaafar
Director-General
National Library of Malaysia
(1 January 2001-8 July 2001)
 9. Y.Bhg. Puan Zawiyah Baba
Deputy Director-General
Carrying out the duties of the Director-General, National Library of Malaysia
(9 July 2001 - 30 November 2001)
- Y.Bhg. Tan Sri Datuk Dr. Johari bin Mat
Secretary-General
Ministry of Education Malaysia
(1 January 2001 - 30September 2001)



- Y.Bhg. Dato' Haji Ambrin bin Buang
Secretary-General
Ministry of Education Malaysia
(1 October 2001 -)

The 1th National Library's Advisory Board Meeting was held on 10 April 2001 at the National Library. Among the issues discussed include:

- Guidelines for Special Libraries
- Classification Scheme for Government Publications
- PERDANA System
- The National Library Strategic Plan

The 2nd National Library's Advisory Board Meeting was held on 13 September 2001 at the National Library. Among the issues discussed include:

- Establishment of the National Library's East Region Branch
- Problems of subscription/acquisition of electronic materials
- Steps taken to promote reading among youth

ADVISORY COMMITTEES

Secretariat of the National Reading Promotion Committee

The Reading Promotion Division of the National Library is the Secretariat for the National Reading Promotion Committee. The Secretariat functions as the national co-ordinating body to inculcate the reading habit amongst Malaysians.

The National Reading Promotion Committee is chaired by the Honourable Minister of Education and its subcommittee members include State Reading Promotion Committee Chairmans and representatives from the public and private sectors

The National Reading Promotion Committee did not hold any meeting last year. However, Reading Promotion Campaigns were held at the national and state level. The 2001 National Reading Month was launched by the Honourable Dato' Seri Dr. Siti Hasmah Mohd. Ali at Merdeka Hall, Putra World Trade Centre on 16 July 2001. The function was also attended by the Honourable Dato' Mahadzir Mohd. Khir, who represented the Honourable Minister of Education Malaysia and Puan Zawiyah Baba, Director-General of the National Library.

Committee Members

Chairman

Minister of Education Malaysia

Members

Director-General, National Library of Malaysia
Director-General, Ministry of Education Malaysia/Chairman of Malaysia Book Council

Chairman, Pahang State Reading Promotion Committee

Chairman, Perak State Reading Promotion Committee

Chairman, Perlis State Reading Promotion Committee

Chairman, Penang State Reading Promoter Committee

Chairman, Sabah State Reading Promotion Committee

Chairman, Terengganu State Reading Promotion Committee

Chairman, Federal Territory State Reading Promotion Committee

Chairman, Johor State Reading Promotion Committee

Chairman, Kedah State Reading Promotion Committee

Chairman, Kelantan State Reading Promotion Committee

Chairman, Malacca State Reading Promotion Committee

Permanent Secretary, Ministry of Environment Affairs Sarawak

Director-General, Language and Literacy Agency

Director-General, Community Development Division (KEMAS)

Ministry of Rural Development

Director, Education Technology Division, Ministry of Education Malaysia

President, The Librarians Association of Malaysia

President, The Malaysian Reading Association

President, Malaysian Book Publishers Association

President, Booksellers Association

Secretary, Malaysia Book Council

Executive Chairman, Utusan Malayu Group (M) Sdn. Bhd

Executive Chairman, The New Straits Times Press (M) Sdn. Bhd

Managing Director, Sistem Televisyen Malaysia Berhad

Secretary

Director, Reading Promotion Division

■ National Research Committee on Library and Information Services

The National Research Committee on Library and Information Services did not convene any meeting throughout the year. However, several research project proposals were submitted by the National Library under the Eighth Malaysia Plan for the year 2001 as follows:

- Evaluation Survey on the Information Needs of the Federal Territory's Community
- Study on the Effectiveness of the Public Libraries Services in Malaysia and the use of IT among users
- Study on the Effectiveness of Government Departments' Library Services (Special Libraries)
- Study on the Human Resource requirement in the field of Library and Information Science

Committee Members

Chairman
Cik Shahar Banun Jaafar
 Director-General
 National Library of Malaysia
(until 8 July 2002)

Vice Chairman
Puan Zawiyah Baba
 Acting Director-General
 National Library of Malaysia
(from 9 July 2001)

Committee Members

Y.Bhg. Dato' Dr. Zaiton Osman
 Chef Librarian
 University of Malaya

Prof. Dr. Halimah Badiozaman
 Faculty of Technology and Information Science
 Universiti Kebangsaan Malaysia

Y.M. Prof Madya Dato' Paduka Dr. Raja Abdullah bin Raja Yaacob
 Dean, Faculty of Information Studies
 Universiti Teknologi MARA

Prof. Madya Dr. Ahmad Bakeri bin Abu Bakar
 Head, Dept. of Library and Information Science
 International Islamic University

Prof. Madya Dr. Diljit Singh
 Deputy Dean (Development)
 Computer Science and Information Technology
 University of Malaya

Y.Bhg. Datin Mardhiah Mohd. Zain
 Head Librarian, Palm Oil Information Centre
 Malaysian Palm Oil Corporation

Y.Bhg. Datin Paduka Shahaneem Hanoum
 Director
 Selangor Public Library Corporation

Dr. Haji Abdul Rahman Hassan
 Head Statistics Development Division
 Department of Statistics Malaysia

Dr. Amir Salleh
 Principal Assistant Director
 Planning and Policy Research Division
 Ministry of Education Malaysia

Cik Suscelah Fonseca
 Assistant Director
 Development and Education Usage Sector Technology
 Ministry of Education Malaysia

Secretary
Puan Siti Aishah Sheikh Kadir
 Head, Library Research Division
 National Library of Malaysia
(until March 2001)

Tuan Haji Rosham Haji Abdul Shukor
 Head, Library Research Division
 National Library of Malaysia
(from April 2001)

■ Malay Manuscripts Advisory Committee

In 2001, one meeting was held on 31 March 2001 and it was presided by Y.Bhg. Dato' Haji Omar bin Mohd. Hashim. The matters discussed were as follows:

- Tracing of Malay manuscripts in Terengganu and Pahang
- Conservation of Malay manuscripts
- Exhibition of Malay Rare Books and Manuscripts

Committee Members

Chairman

Y.Bhg. Dato' Hj. Omar bin Mohd. Hashim

Deputy Chairman

Y.Bhg. Dato' Nik Mohamed bin Nik Mohd. Salleh

Members

Y.Bhg. Prof. Datuk Prof. Emeritus Dr. Mohd. Taib bin Osman

Y.Bhg. Prof. Dato' Dr. Abu Hassan bin Mohd. Sham
University of Malaya

Y.Bhg. Dato' Prof. Dr. Siti Hawa Salleh
National University of Malaysia

Y.Bhg. Prof. Madya Dr. Muhammad Bukhari Lubis
National University of Malaysia

Y.Bhg. Prof. Madya Dr. Othman Yatim
University of Malaya

Y.Bhg. Datuk Paduka Haji A.Aziz Deraman
Director-General
Language and Literacy Agency

Puan Ruhani Mamat
Secretary, Culture Division
Ministry of Culture, Arts and Tourism

Puan Zawiyah Baba
Deputy Director-General
National Library of Malaysia

Dr. Haji Wan Ali Wan Mamat
Director, National Depository Centre
National Library of Malaysia

Secretary

Y.Bhg. Datin Siti Mariani S.M.Omar
Director, Centre for Malay Manuscripts
National Library of Malaysia

■ Media Resource Services Advisory Committee

In 2001, the Advisory Committee held 3 meetings on the following dates: 20 February 2001, 26 June 2001 and 30 October 2001. The following matters were discussed :

20 February 2001

- Audio Visual Collection at Dewan Bahasa dan Pustaka.
- Digitization Project of the National Library's Audio Visual Resources.

26 June 2001

- Audio Visual Resources at the Armed Forces Museum and the Royal Malaysian Police Museum.
- Oral history collection, School of History, Politics and Strategic Studies, Faculty of Social Sciences and Humanities, National University of Malaysia.

30 October 2001

- 2000 and 2001 project progress report.
- 5 and 10 years collection development plan.

Committee Members

Chairman

Y. Bhg. Prof Datuk Zainal Abidin bin Abdul Wahid

Committee Members

Prof. Madya Dr. Abdul Rahim bin Mohd Saad

Northern University of Malaysia

Puan Zawiyah Baba

Deputy Director-General
National Library of Malaysia
(until 30 November 2001)

Encik Mustapha Azahari bin Maarof

Secretary
Malaysian Film Producers' Association

Y.M. Raja Khairul Azman bin Raja Abdul Karim

Research Assistant Director
National Film Development Corporation (FINAS)

Encik Manisegaran a/l Amasi

Assistant Director,
Copyright Division
Intellectual Property Division
Ministry of Domestic Trade and Consumer Affairs

Puan Anisah Yusof

Head, Library Unit
Film Negara Malaysia

Puan Syerifah Norihan bt Syed Salleh

Documentation Unit Controller
Radio Television Malaysia

Encik Pancha Charam Nalliah (Pansha)

Hon. Treasurer
Malaysian Film Producers' Association

Puan Fatimah Jusoh

Assistant Director
Educational Technology Division, Ministry of Education, Malaysia

Encik Abd. Rahman Sudin

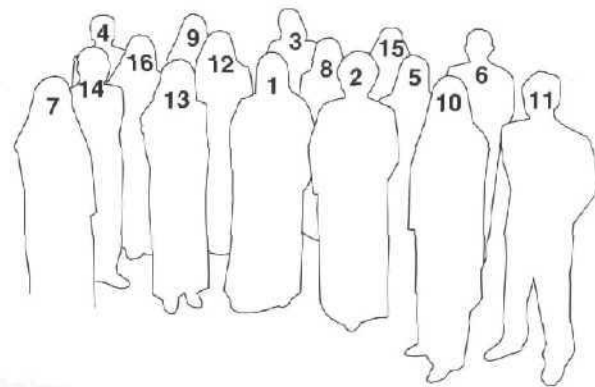
Director, Media Resources Division
National Library of Malaysia

Encik Roslee Selamat

Assistant Library Officer
Media Resources Division
National Library of Malaysia

MANAGEMENT TEAM

1. **Director-General**
Cik Shahar Banun Jaafar
(until 8 July 2001)
Puan Zawiyah Baba
(Acting Director-General from 1 December 2001)
- Deputy Director-General**
Puan Zawiyah Baba
(covering the duties until 9 July 2001)
3. **Director, Support Services**
Puan Norpishah Mohd. Noor
- Secretary, Administration and Finance Division**
Encik So'ot Mohamed Yassin
4. **Director, National Depository Centre**
Tuan Dr. Hj. Wan Ali Wan Mamat
5. **Director, Malaysia Reference Division**
Puan Siti Zakiah Aman
- Director, Serials Division**
Puan Carole Ann Goon
6. **Director, Training Division**
Encik Raslin Abu Bakar
7. **Director, Library and Information Technology Division**
Puan Saonah Shairi
8. **Director, General Reference Division**
Puan Shahrozat Ibrahim
(study leave from 1st December 1999)
Puan Salimah Abdul Rahman
(covering the duties until 15 February 2000 - 30 September 2001)
9. **Director, Technical Services**
Cik Nafisah Ahmad
10. **Director, Centre for Malay Manuscripts**
Datin Siti Mariani S.M. Omar
11. **Director, Media Resources Division**
Encik Abdul Rahman Sudin
12. **Director, Reading Promotion Division**
Puan Siti Aishah Sheikh Abd. Kadir
13. **Director Library Development**
Cik Salbiah Mohammad Yusof
14. **Head, Library Research Division**
Haji Rosham Haji Abdul Shukor
15. **Head, Preservation and Reprography Division**
Puan Jamilah Mohd. Sir
16. **Head, Corporate Affairs Division**
Puan Rihanun Md. Samin



ACHIEVEMENT IN 2001

The National Library is responsible for building the national collection; for encouraging and providing facilities for their use as well as providing leadership for libraries in Malaysia. In line with the nation's aspiration to achieve the status of a developed country by the year 2020, the National Library plays an important role towards the formation of a knowledgeable and informed Malaysian society.

RETIREMENT OF THE HEAD OF DEPARTMENT

Y. Bhg. Cik Shahar Banun Jaafar, the Director-General of the National Library, retired from public service on 8 July 2001. Puan Zawiyah Baba carried out the duties of the Director-General from 9 July 2001 and was appointed the new Director-General effective 1 December 2001.

LIBRARY RESOURCES

The National Library's collection continued to grow with the enforcement of the *Deposit of Library Material Act 1986*, and the acquisition of library materials through purchase, gift and exchange programmes. In 2001,

71,668 items of library materials were acquired on various subject areas and forms. The accumulated volume of library resources at the end of 2001 was 1,650,537 units.

REFERENCE AND INFORMATION SERVICES

Continuous efforts to enhance the reference services are made to encourage the use of the services. 72,353 reference enquiries were received and 538,037 units of library materials were referred to by readers. 296,904 volumes of library materials were loaned out through the central library, bulk loan, postal services and the Publications Delivery System. In 2001, 439,836 people visited the library and 63,928 registered as members bringing the total number of registered members to 487,100.

In enriching the local contents in the multimedia digital format, the *E-Heritage Portal* was developed and officially launched by the Honourable Dato' Mahadzir Mohd Khir, Parliamentary Secretary, Ministry of Education Malaysia on 8 August 2001 in conjunction with the Launching of the National Reading Month. A directory, the *Directory of Government Departments and Agencies Websites* was published to facilitate library users in accessing Government departments' homepages.

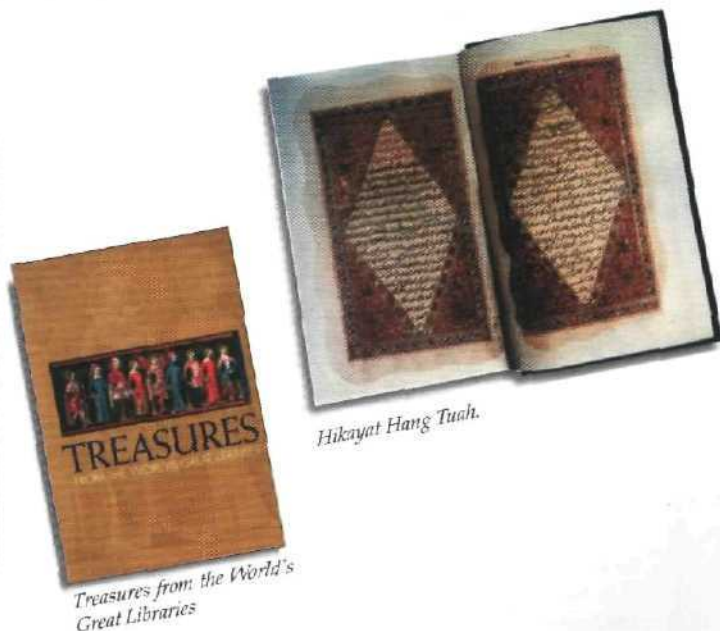
To promote public awareness of the importance of Malay manuscripts, the National Library organised 4 exhibitions, namely *Gaya Penulisan, Kepengarangan Manuskrip pada Abad ke-17 di Aceh, Hikayat Berunsur Hindu-Islam dan Warkah Tulus Ikhlas : Yang Tersurat dan Tersirat*. The *Hikayat Hang Tuah* manuscript was selected for listing in the UNESCO *Memory of the World Register*. Two Malay manuscripts were exhibited in the *Treasures from the World's Great Libraries Exhibition* organised by the National Library of Australia from 6 December 2001 until 24 February 2002 in Canberra, Australia.



Presentation by officers and staff of National Library of Malaysia during the Retirement Ceremony of Cik Shahar Banun Jaafar, Director-General of the National Library of Malaysia



Dr. Haji Wan Ali Wan Mamat, Director of the National Depository Center bidding farewell to Cik Shahar Banun Jaafar, Director-General of the National Library of Malaysia



INFORMATION TECHNOLOGY

In 2001, the National Library was appointed by the National IT Council as the coordinator for the library digitisation project under the sponsorship of the Demonstrator Application Grant Scheme (DAGS). Out of the 8 projects submitted, 2 projects were accepted while 2 others are still under consideration. The National Library's project is the *Our King* portal and it is due to be completed in 2002.

The On-line Registration Service was introduced in July 2001 in conjunction with the launching of the 2001 National Reading Month. With this system, users do not have to come to the National Library to register, instead they only need to register through the Web Page of the National Library, i.e. at www.pnm.my. Users will be informed through e-mail to collect their membership card at the registration counter within a week. To date, 385 users have used this service.

The National Digital Library System (PERDANA) project continued in 2001 with subscriptions to several commercial databases through a Consortium; thus allowing smaller libraries or libraries with small budgets to have access to these electronic databases. Currently, 48 libraries are participating in this project and are able to access the databases. In 2001, the National Library distributed the CDS/ISIS (WINISIS version) software package to 27 institutions to enable them to embark on computerisation projects in their libraries.



Tan Sri Datuk Dr. Johari Mat, Secretary-General, Ministry of Education Malaysia visiting E-Pustaka



Y.A. Bhg. Dato' Seri Dr. Siti Hasmah Haji Mohd Ali officiating the 2001 National Reading Month at Merdeka Hall, Putra World Trade Centre, Kuala Lumpur



Tan Sri Datuk Dr. Johari Mat, Secretary-General, Ministry of Education Malaysia presenting a cheque to Encik Mohd. Taib Mohd, Director, Perak State Public Library Corporation

READING PROMOTION

Effective from 2001, the National Reading Month campaign is moved from August to July in order to avoid clashing with the Independence Day celebrations. A pre-Reading Month Campaign was held on 12 May 2001 to announce this change and it was officially launched by Y. Bhg. Tan Sri Johari bin Mat, the Secretary-General of the Ministry of Education.

The launch of the 2001 National Reading Month was held at the Merdeka Hall, Putra World Trade Centre. Y.A. Bhg. Dato' Seri Dr. Siti Hasmah bte Haji Mohd. Ali officiated it on 16 of July 2001. The *E-Heritage* website

was launched; followed by the prize-giving ceremony for the Family Library Competition. A special exhibition of models of family libraries for rural/village/housing estate categories was held. A special corner for publications of the National Library in CD format, a counter for registering new members as well as a Childrens' Hypermedia Section was also set up. The 2001 reading slogan *Reading Liberates the Mind* was officially announced and promoted widely.

Under the National Reading Promotion programme, a total of RM20,000.00 was presented to Pusat Serenti Raub, Pahang and Pusat Serenti Karangan, Kedah for the acquisition of reading materials. A total of RM140,000.00 was also distributed to the 14 states to organise the Family Library Competition at the state level. The National Library with the co-operation of the National Arts Academy also successfully organised a *Reading through Shadow Play* workshop. A total of 25 orang asli children from Sekolah Kebangsaan Sungai Dua Bentong Pahang were given the opportunity to attend the 2001 Computer Camp under the sponsorship of the ExxonMobil Company in Malaysia.

QUALITY PROGRAMME

The 2001 Excellence Service Awards Ceremony was held on 14 June 2001 at the National Library auditorium. Fourteen (14) officers and staff of the Department received the awards from the Director-General of the National Library.

The National Library *Quality Week* was launched on 9 November 2001 by Y.Bhg. Dato' Haji Ambrin bin Buang, the Secretary-General of the Ministry of Education. The

slogan *Khidmat Berkualiti Kejayaan Pasti* was chosen as the theme of the Quality Week. Activities organised during the Quality Week included the Exhibition, Innovation Award, Video discuss or and a Quality Control Circle (QCC) Group presentation from the National Institute of Public Administration (INTAN). A *focus Group Interview* was held to give library users the opportunity to air their views on the Department's library services. The feedback obtained will enable the National Library to upgrade the quality of its services to the public.

On 12 July 2001, Ms. Jan Fullerton, the Director-General of the National Library of Australia made an official visit to the National Library and delivered a talk entitled *The issues and Challenges of Service Delivery in the Digital Age*.

A total of 85 participants comprising librarians from the National Library, the Common User Library Service Scheme, Academic libraries, State Public Libraries and the private sector attended the talk.

HUMAN RESOURCE DEVELOPMENT

The National Library held a meeting with representatives from the Public Services Department, Treasury and Ministry of Education to discuss the Department's proposal for its restructuring. The 3-day meeting was held from 4 to 6 October 2001 at Hotel Alison Klana, Seremban.

In 2001, the human resource development programmes were geared towards developing the competency and skills of the officers of the National Library and libraries under the Common User Library Service Scheme. A total of 28 courses/workshops were organised by the Department with co-operation from other



Ms. Jan Fullerton, Director-General of the National Library of Australia giving a talk

institutions and the private sector, A total of 661 personnel attended these courses/workshops. A total of 184 staff were sent for the courses, workshops and conferences organised by other government institutions and the private sector while 31 officers were sent for courses and workshoos held overseas.

LIBRARY DEVELOPMENT

In 2001, a total of RM16.383 million was spent from the Federal Government's allocation of RM17.238 million for the development of 2 state libraries, 14 branch libraries, 1 town library and 5 multimedia mobile libraries, inclusive of collections. A total of 28 government departments and private institutions were provided with advisory and consultancy services from the National Library in 2001.

A Matriculation College Co-ordination Meeting was held in Tawau, Sabah on 1 November 2001. The meeting was attended by 25 doctors and senior officers of Matriculation Colleges. The National Library presented a paper *Managing Challenges in the Management of the Matriculation Colleges, Ministry of Education in the New Millennium*. Three meetings were organised for the Common User Library Service Scheme and held in various zones, namely the Northern zone which was held at INTAN Northern Campus, Sungai Petani Kedah, from 3 - 4 September 2001. The Southern zone was held at INTAN Southern Campus, Kluang, Johor on 1 - 2 October 2001 and the Eastern zone was held at INTAN Eastern Campus, Kemaman, Terengganu from 15 to 16 October 2001. The *Guidelines for Special Libraries* was published and distributed to all special libraries under the Common User Library Service Scheme.

PUBLICATIONS

A number of publications were successfully published throughout 2001 as follows:

- Bibliograf YAB Dato' Seri Dr. Mahathir bin Mohamad Atas Talian
- Bibliografi MS ISO 9000
- Shahr Banun Jaafar: Suatu Bibliografi can Koleksi Karya Terpilih
- Bibliografi Penulisan Drs. Abdul Rahman Al-Ahmedi
- Laporan Tahunan Perpustakaan Negara Malaysia: Annual Report 2000
- Garis Panduan Perpustakaan Khusus
- Katalog Manuskrip Melayu Koleksi Perpustakaan Negara Malaysia Tambahan Pertama 2001
- Jurnal Filologi Melayu: Volume 9
- Sekitar Perpustakaan. No.32
- Pustaka: Buletin Perpustakaan Negara Malaysia No. 1/2001 and No. 2/2001
- Warkah Manuskrip Melayu No. 1/2001 and No. 2/2001 (Regular)
- Sari Pustaka No. 1/2001 and No. 2/2001
- MS ISO 9002 Jaminan Kualiti: Pengalaman Perpustakaan di Malaysia

- Artikel Majalah/Surat khabar Luar Negara mengenai Malaysia No. 1 - 6
- Perkhidmatan Halaman Kandungan Majalah Terkini. No. 1 - 5

INTERNATIONAL CO-OPERATION

A *Workshop on Metadata* was held on 15 and 16 October 2001 for cataloguers and institutional members of the National Committee on Cataloguing and Classification. The workshop was conducted by Prof. Dr. Shalini R.Urs from the *Department of Library and information Science, University of Mysore, India*.

The National Library, in co-operation with the UNESCO Regional Office for South Asia and Oceania organised a sub-regional workshop on *Defining A Promotion And/ Or Marketing Campaign for UNESCO Network of Associated Libraries (UNAL) In Asia incorporating The Changes and Challenges Posed by Information and Communications Technologies (ICT)*, It was held in Malacca from 17 to 19 October 2001 and a total of 21 participants and 12 observers from South East Asian countries attended the workshop.

The National Library participated in the benchmarking survey conducted by the National Library of Australia in September 2001. The survey, which was carried out through a questionnaire, was participated by 21 libraries including the British Library, the National Library of Scotland, the National Library Board of Singapore and the National Library of New Zealand. In conjunction with the benchmarking programme, the Director-General and the Directors of the National Library made visits to the National Library of Australia to study their respective areas.

The Director of the Malay Manuscripts Centre and the Head of Preservation and Reprography Division made a visit to the National Library of Australia from 12 to 16 November 2001. The Director-General and Puan Chin Loy Jyoon also followed up with another visit from 2 to 7 December 2001 in conjunction with the official opening of the *Treasures from the World's Great Libraries Exhibition* on 6 December 2001.



Opening Ceremony of the Treasures From the World's Great Libraries Exhibition at the National Library of Australia



Puan Zawiyah Baba, Director-General of the National Library of Malaysia looking at the rare collection at the State Library of New South Wales.



Professor Shalini R. Urs presenting a paper at the UNESCO Network of Associated Libraries (UNAL) Sub-Regional Workshop

Highlights 2001

27 January 2001



Cik Shāhar Banun Jaafar, Director-General of the National Library of Malaysia with Y.Bhg. Dato' Haji Omar Hashim and Encik Abdul Rahman Al-Mahdi, author of the book, Petua Membina Rumah Melayu: Dari Sudut Etnis Antropologi during the launching ceremony

12 May 2001



Y.A.M. Raja Datuk Seri Azureen Sultan Azlan Shah, Y.Bhg. Cik Shāhar Banun Jaafar, Director-General, National Library of Malaysia, Y.Bhg. Tan Sri Datuk Dr. Johari Mat. Secretary-General, Ministry of Education Malaysia, Y.Bhg. Tan Sri Dato' Dr. Mohd. Rashdan Haji Baba, Chairman of the Advisory Board, National Library of Malaysia and Puan Zawiyah Baba, Deputy Director-General, National Library of Malaysia at the Pre-launching of the 2001 National Reading Month

14 May 2001



Cik Shāhar Banun Jaafar, Director-General, National Library of Malaysia and Puan Zawiyah Baba, Deputy-Director General, National Library of Malaysia with guests from the National Library Board of Singapore

9 July 2001



Cik Shāhar Banun Jaafar, Director-General, National Library of Malaysia with top management and staff of the National Library watching a performance at her retirement ceremony

12 July 2001



Puan Zawiyah Baba, Acting Director-General of the National Library presenting a memento to Ms. Jan Fullerton, Director-General of the National Library of Australia

16 July 2001



Y.A. Bhg. Dato' Seri Dr. Siti Hasmah Haji Mohd. Ali, Y.B. Dato' Mahadzir Mohd. Khir, Parliamentary Secretary, Ministry of Education Malaysia and Puan Zawiyah Baba, Acting Director-General, National Library of Malaysia with students at the Home Library Exhibition in conjunction with the launching of the 2001 National Reading Months at Merdeka Hall, Putra World Trade Centre, Kuala Lumpur

Highlights 2001

11 August 2001



Puan Hajjah Rohani Jamil, Deputy Director-General, National Archives of Malaysia, Datuk Habibah Zon, Director-General, National Archives of Malaysia, Dato' Dr. Kamarul Bahrin Buyong, Director-General, Department of Museums and Antiquities, Puan Zawiyah Baha, Director-General, National Library of Malaysia, Dr. Haji Adi Taha, Deputy Director-General, Department of Museums and Antiquities, together with representatives from the respective team taking their oath during the Official Ceremony of the Triangular Inter Departmental Games

28 August 2001



Puan Zawiyah Baba, Acting Director-General, National Library of Malaysia welcoming visitors from the University of Wales Old Students Association Aberystwth

30 August 2001



Y.B. Dato' Mahadzir Mohd. Khir, Parliamentary Secretary, Ministry of Education Malaysia with Puan Zawiyah Baba, Acting Director-General, National Library of Malaysia, staff of National Library of Malaysia and guests singing "Keranamu Malaysia" in conjunction with the launching of 'the 2001 Independence Month Celebration

18 October 2001



Y.B. Senator Datuk Zainuddin Malam, Parliamentary Secretary, Ministry of Information Malaysia receiving a book entitled Duri Dalam Daging: Singapura Dalam Malaysia from Encik Nik Anuar Nik Mahmud, the author of the book while Y. Bhg. Dato' Haji Omar Hashim looks on

9 November 2001



Y.Bhg. Dato' Haji Ambrin Buang, Secretary-General, Ministry of Education Malaysia, Puan Zawiyah Baba, Acting Director-General, National Library of Malaysia with staff of the National Library during the 2001 Quality Week Launching Ceremony

6 December 2001



Puan Zawiyah Baba, Director-General, National Library of Malaysia together with Ms. Kimiko Harada, Director Books Department, National Diet Library; Mr. Chen Li, Deputy Director-General, National Library of China; Ms. Jan Fullerton, Director-General, National Library of Australia and Mr. Dady P. Pachmananta, Director-General, National Library of Indonesia attending the Treasures From the World's Great Libraries Exhibition, at the National Library of Australia

LIBRARY RESOURCES

The collection of the National Library is continuously strengthened through various acquisition activities, including the enforcement of the *Deposit of Library Material Act (Act 331)*, purchase and gift and exchange programme.

MATERIALS DEPOSITED UNDER ACT 331

The National Depository Centre is responsible for enforcing the *Deposit of Library Material Act 1986 (Act 331)*. The Act requires all publishers in the country to deposit 5 copies of every printed material and 2 copies of non-printed material to the National Library for preservation and reference purposes. The enforcement of this Act will enable the National Library to strengthen its Malaysiana collection to support research efforts.

In 2001, 9,826 titles (89,516 copies) of library materials were received comprising 8,773 printed titles and 1,053 non-printed titles. Of the total, 7,583 titles (43,277 copies) of library materials were registered comprising 6,402 printed titles and 1,181 non-printed titles. The total number of titles and copies received and registered in 2001 are shown in Tables 1 (a) & (b) and II (a) & (b).

Table I (a)

MATERIALS RECEIVED UNDER THE DEPOSIT OF LIBRARY MATERIAL ACT (BY TITLES) 1999-2001

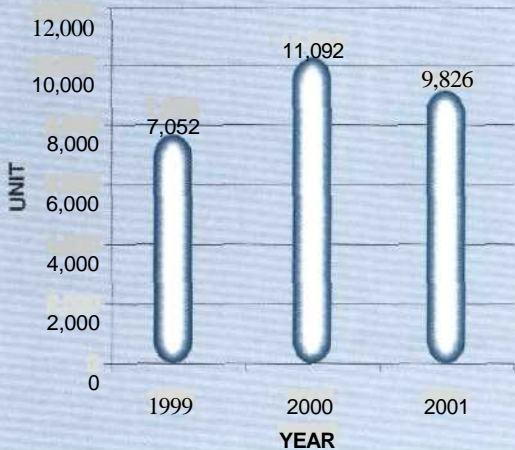


Table I (b)

MATERIALS RECEIVED UNDER THE DEPOSIT OF LIBRARY MATERIAL ACT (VOLUMES) 1999 - 2001

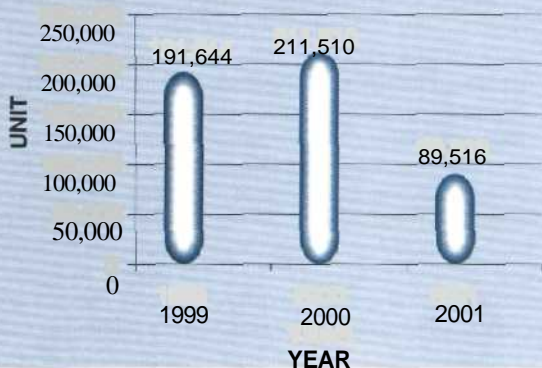


Table II (a)

Printed Materials Registered for the National Collection

| TYPE OF MATERIAL | TITLES | COPIES |
|---------------------|--------------|---------------|
| Monographs | 5,689 | 28,445 |
| Serial Publications | 495 | 2,475 |
| Conference Paper | 218 | 9,638 |
| TOTAL | 6,402 | 40,558 |

Table II (b)

Non-Printed Materials Registered for the National Collection

| TYPE OF MATERIAL | TITLE | COPIES |
|--------------------------|--------------|--------------|
| Music Compact Disc | 357 | 744 |
| Documentary Compact Disc | 62 | 119 |
| Video Compact Disc | 440 | 1003 |
| Audio Cassette | 212 | 502 |
| Video Cassette | 51 | 177 |
| Beta Digital Tapes | 5 | 10 |
| Film | 53 | 162 |
| Multimedia Kit | 1 | 2 |
| TOTAL | 1,181 | 2,719 |

ACQUISITION

■ Monographs

RM1,013,010.00 was allocated for the acquisition of monographs in 2001, of which RM700,000.00 was received under the Operational Expense and RM313,010.00 under the Development Expense. From this allocation, a total of 22,302 copies were acquired to strengthen and enrich the Malaysiana Collection.

A total of 20,532 copies were acquired under the Operational Expense comprising 16,590 copies of Malaysiana materials and 3,942 copies of non-Malaysiana materials. The number of materials acquired according to the types of collection is shown in **Table I, II, III, IV & V.**

Table III
Number of Materials Acquired by Collection

| COLLECTION | TITLES | COPIES |
|-----------------------|---------------|---------------|
| Malaysiana | | |
| • Reference | 3,162 | 5,736 |
| • Loan Non Malaysiana | 3,003 | 10,854 |
| • Reference | 1,864 | 1,991 |
| • Loan | 1,212 | 1,951 |
| TOTAL | *9,241 | 20,532 |

* There are duplication of titles in Malaysiana reference and loan collection

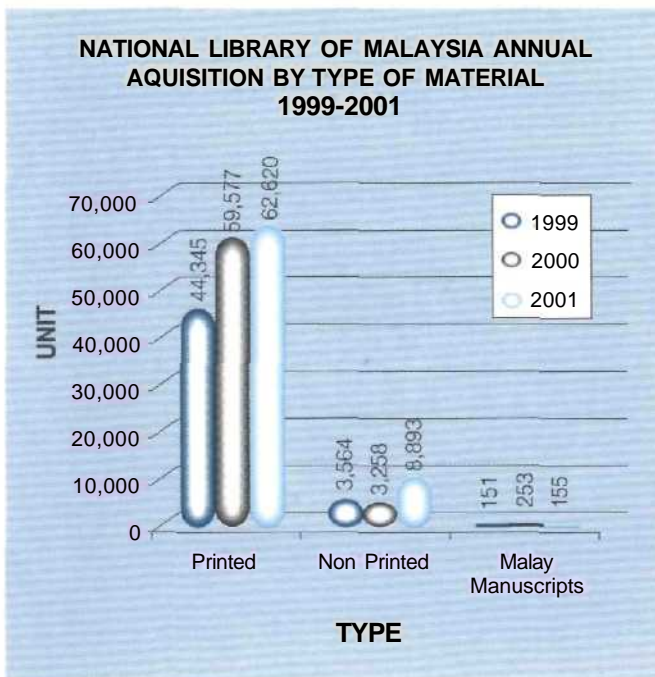
In addition, a total of 1,769 copies of printed material were acquired under the Development Expense comprising 266 copies of Malaysiana rare books, 1,205 copies of Malaysiana reference materials and 298 copies of non-Malaysiana reference materials.

Serials

RM424,100.00 was allocated for serials subscription under the Management Expense. These include magazines/journals, newspapers and government gazettes in printed. CD-ROMs and online formats. RM 150,000.00 of the Development Expense was used to develop and enhance the Serials Collection.

Sixteen new titles were subscribed in 2001 bringing the total number of titles subscribed to 200 titles, 879 rolls of newspaper microfilms and 204 units of CD-ROMs were added to the Serials Collection.

Table IV



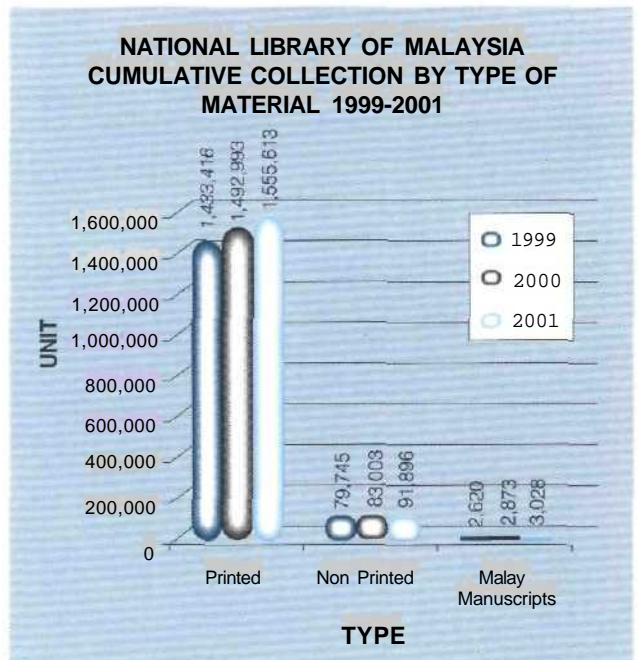
Media Resources

An allocation of RM300,000 was provided to acquire media resources, i.e. RM 155,025.05 from the Operating Expense and RM122,158.10 from the Development Expense. 487 titles (924 units) of local and foreign media resources production were acquired throughout 2001. The materials include CD-ROMs, audio and video compact discs, audio and video cassettes, kits, microfilms, microfiche and diskettes.

Malay Manuscripts

RM290,000.00 was allocated for the acquisition of Malay manuscripts; of which RM150,000.00 was from the Operational Expense and RM 140,000.00 from the Development Expense. From the total allocation, 155 copies of Malay manuscripts in its original form were acquired.

Table V



GIFT AND EXCHANGE

Under the Gift and Exchange Programme, a total of 3,505 units (2,785 titles) of materials comprising 2,761 monographs, 720 serials and 24 non-printed materials were added to the library's collection. Contributions of library materials were received from various institutions and individuals. 6,705 units of the materials received were distributed to schools, organizations as well as libraries in government ministries and departments. A total of 1,022 copies of the National Library's publications were distributed to 495 libraries under the Common User Library Service Scheme, special libraries and academic libraries.

United Nations Collection

The National Library is the repository centre for United Nations publications. The publications include those from the United Nations Educational Scientific and Cultural Organisation (UNESCO), World Health Organisation (WHO), Food and Agricultural Organisation (FAO), United Nations Children Fund (UNICEF) and others. In 2001, a total of 892 items comprising monographs, serials and other publications were documented for reference.

INFORMATION SERVICES

MALAYSIANA

Malaysiana Reference

The National Library aspires to be the Centre of Excellence for Malaysiana information resources. To achieve this objective, emphasis has been placed on the strengthening of the Malaysiana collection and on the creation and updating of web-based products by enriching local contents in the multimedia digital format.

The provision of an efficient and effective service to fulfil the information needs of customers is also a pre-requisite to achieve this recognition. As such, efforts have been focused in ensuring that quality service is delivered in conformance with the MS ISO 9000 Standard. An Evaluation of the Information Services Activity, a requirement of the Modified Budgeting System, was initiated in 2001 and will continue in 2002.

In 2001, the utilisation of the Malaysiana Information Services has been very significant. A total of 221,647 readers used the service. The main users were students from institutions of higher learning, college students, school children and staff from the civil service and private sector. Reference to 221,712 Malaysiana reference sources were made, of which 221,672 were printed and 40 non-printed materials. A total of 14,046 reference enquiries were received and answered. Throughout the year, 2,569 users were given walk-in user education.

Serials Services

The Malaysiana Serials Service provides information available in serials that are published locally. And the General Serials Service provides information available in serials that are published overseas.

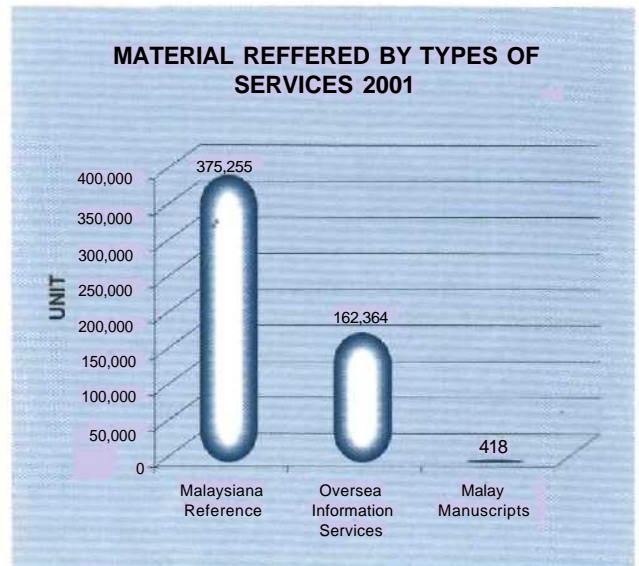
Serials are available in printed and non-printed formats. In 2001, the Serials Reference and Information Service received 30,433 reference enquiries, of which 24,303 were Malaysiana reference enquiries.

69,819 readers used the Serials Reference Service and 159,990 serials were referred to, of which 149,287 were Malaysiana Serials.

Media Resources

In 2001, a total of 8,496 titles from the collection were referred to and 581 reference enquiries were answered. Video and ASTRO satellite television programmes are available to the public every Saturday and Sunday. The channels subscribed include the Cable News Network (CNN), Sports, Discovery and National Geographic. The TNT/Cartoon Network, Discovery and Disney channels are shown at the Children's Library.

Table VI



GLOBAL INFORMATION

General Reference

The General Reference Service makes available to library readers monographs on various subjects published overseas and also provides facilities for accessing electronic information in CD-ROMs, via the Internet and local and foreign on-line databases. In 2001, 50,543 readers used the general reference service and referred to 144,070 reference materials. A total of 15,204 reference enquiries were received and answered.

In its efforts to promote and encourage the use of general reference materials, the General Reference Division held 6 book exhibitions on current and topical issues throughout 2001 - The General Reference Division also published the *Malaysian Directory of Government Departments and Agencies Websites*. The directory was awarded the second place in the 2001 departmental level Civil Service Innovation Competition.

Electronic Information Services

The electronic information service provided by the General Reference Division continues to be popular among readers. Out of the 3,327 readers who used the service, 3,237 readers accessed the Internet, 90 referred to the CD-ROMs and 49 accessed the local and foreign on-line databases. The databases available are *Global Access*, *BERNAMA Equities*, *Encyclopedia Britannica Online*, *CultureLink*, *MasticLink*, *Sinmlink*, *BOND* and *PALMOILIS*.

Information Packaging Service

The information packaging service collects and packages information from various sources on topics requested or in anticipation of requests from library

readers, In 2001, a total of 62 topics of information were packaged. They included topics on computers, economy, intellectual property and human rights.

◆ **Serials**

The General Serials Service provides information available in serials published overseas. Serials are available in printed and non-printed formats as well as accessible through subscribed on-line databases such as *NSTP e-Media*, *Lawnet*, *ProQuest*, *Online* and via CD-ROM such as *General Periodicals Ondisc* (GPO) and *Business Periodicals Ondisc* (BPO).

In 2001, the Serials Reference and Information Service received 6,130 general reference enquiries and 10,803 serials were referred to.

CENTRE FOR MALAY MANUSCRIPTS

The Centre for Malay Manuscripts, which was established in 1985, is responsible for documenting, preserving, providing services and disseminating knowledge recorded in the manuscripts through exhibitions and publications.

READING PROMOTION

The objective of the slogan for the 2001 National Reading Month *Reading Liberates (he Mind)* is to impress upon Malaysians of the importance of reading to acquire knowledge and benefit from the ideas, opinions and experiences of others so as to develop an open and unbiased mind. The National Library through the Reading Promotion Division has implemented various programmes and activities to promote and support the reading campaign.

◆ **Children's Hypermedia Centre**

In 2001, the Children's Hypermedia Centre received new computers and the Macintosh software was replaced with Windows. This has enabled more interesting CDs to be installed to cater to the needs of children who are actively using the Hypermedia Resource Centre. A total of 22,903 children utilised the Hypermedia Resource Centre in 2001 compared to 23,671 children in 2000 as in Table VIII.

◆ **Reading Development Programme**

Under the National Reading Promotion programme, a total of RM20,000.00 was allocated for the acquisition of reading materials which were donated to Pusat Serenti Raub, Pahang and Pusat Serenti Karangan, Kedah. The Handover Ceremony was held on 15 November 2001 at Pusat Serenti Raub, Pahang. Puan Zawiyah binti Baba, the Director-General of the National Library, hand over the contributions to Y, Bhg Dato' Wan Ibrahim bin Wan Ahmad, the Director-General of the National Drug Agency. In addition, a total of RM 140,000 was allocated to 14 states for the State Level Family Library Competition with each state receiving RM 10,000.00. The National Library with the co-operation of the National Arts Academy also successfully organized a "Reading through Shadow Play" workshop. Apart from that, 25 orang asli children from Sekolah Kebangsaan Sungai Dua Bentong, Pahang were given the opportunity to attend the 2001 Computer Camp under the sponsorship of the *Exxon Mobil* Company in Malaysia.

◆ **Registration of Readers**

The National Library Membership Campaign was launched on July 2001 in conjunction with the 2001 National Reading Month. Its aim was to increase library membership as well as to encourage the use of the

Table VII

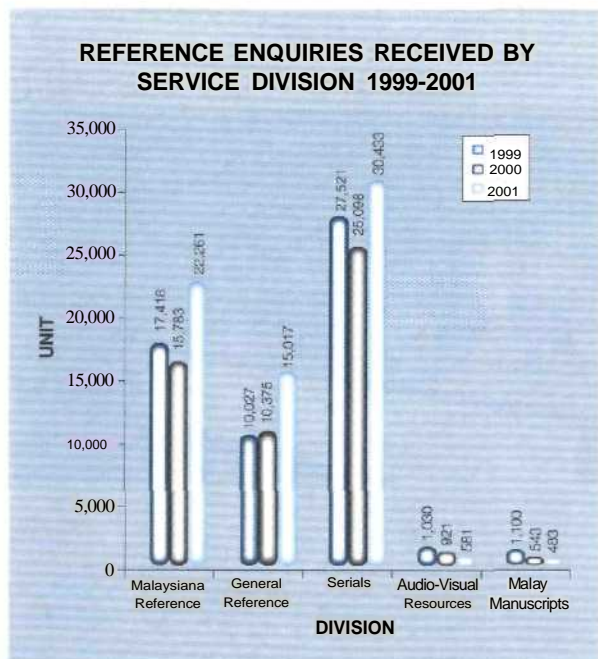
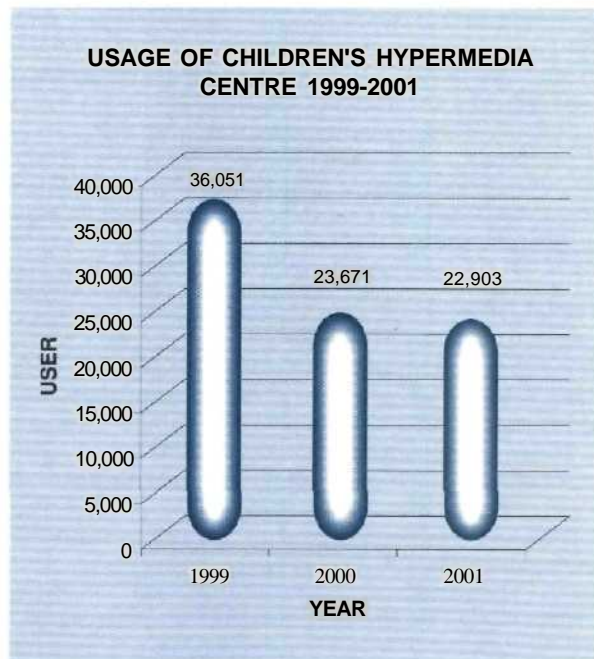


Table VIII



library services This campaign successfully increased the number of new registered members by 12%, from 63,928 members in 2001 compared to 56,028 members in 2000. Out of this total, 11,107 were children, 52,821 were adults, 6,337 were registered as families and 777 were foreigners. The cumulative number of readers registered from 1993 to 2001 is 484,221 members as in **Table IX**.

◆ **Book Loans**

In 2001, the Reading Promotion Division loaned out 295,921 books compared to 369,062 the previous year, a decrease of 20%. Out of this total, 162 091 books were borrowed from the adult collection, 124,090 books were borrowed from the children's collection, 7 books were loaned through the postal loan services and 9,733 books were loaned through the bulk loan services as in **Table X**.

Table IX

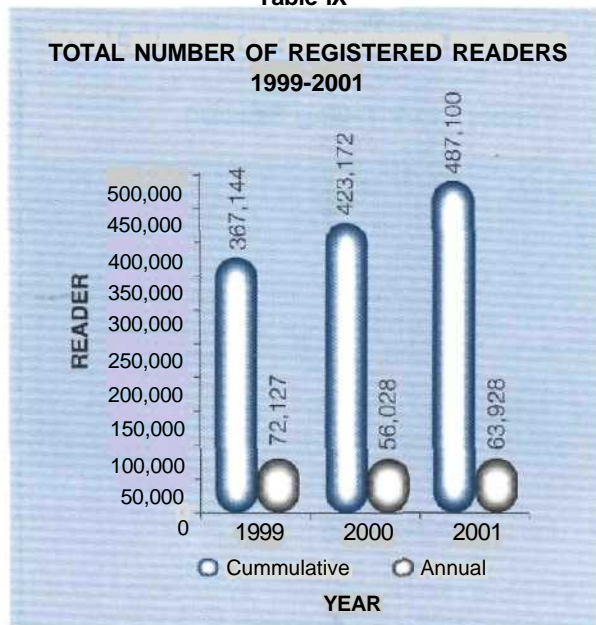
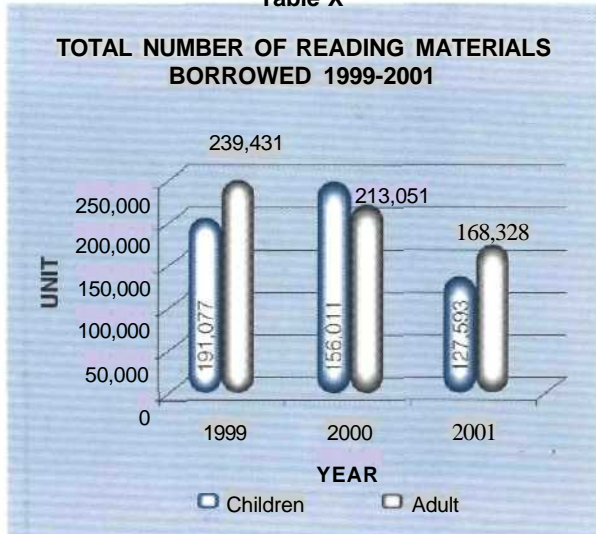


Table X



◆ **Reading Month**

The National Reading Month is an important annual event celebrated in August. However, effective from 2001, the National Reading Month will be celebrated in July. Each year, various activities and programmes are carried out to encourage the participation of Malaysians. The main objective of this event is to highlight the importance of reading and to inculcate the reading habit,

| YEAR \ CATEGORY | 1999 | 2000 | 2001 |
|-----------------|---------|---------|---------|
| Central | 430,508 | 362,688 | 286,181 |
| Post | 367 | 170 | 7 |
| Bulk Loan | 10,540 | 6,204 | 9,733 |
| DDS | 1,064 | 798 | 983 |

● **E-Heritage Web Page**

To enrich local contents in the multimedia digital format, the Malaysia Reference Division updated the contents of the existing website on Malaysian culture and created a new website on Malaysian history. The two websites are collectively named *E-Heritage*. It was launched by the Honourable Dato' Mahadzir Mohd. Khir, Parliamentary Secretary, Ministry of Education Malaysia in conjunction with the launching of the 2001 National Reading Month at the Putra World Trade Centre (PWTC)

● **Exhibition**

An exhibition entitled *Pameran Menghayati Sains dan Teknologi Melalui Penerbitan* [The Appreciation of Science and Technology through Publications] was held for one month, from 1 to 30 July 2001. The exhibition was held to capture the interest of the public and to develop their appreciation of science and technology through publications written by Malaysians.



Puan Norpishah Mohd. Noor, Director of Support Services presenting a prize to the winner of the Appreciation of Science and Technology Through Publications Exhibition Quiz.

● **National Level Home Library Competition**

For the first time, the National Library, in collaboration with the State Public Libraries, held a National Level Home Library Competition. The aim of this competition was to get parents involved in inculcating the reading habit among their children. The competition was divided into 2 categories: namely the *desa/kampung* [village] category and the *taman perumahan* [housing estate] category. The first prize winner received a notebook computer, the second a personal computer, the third a palmtop while the consolation prizes consisted of books valued at RM200.00.

● **My Favourite Read**

This programme was held again in 2001 and it was organised daily starting from the 1 - 31 July 2001. The Saturday session was allocated for youths.

● **Amnesty Month**

The National Library held a Amnesty Month from 1 - 31 July 2001. Readers who returned their books after the due date were exempted from paying fines.

● **Introduction to IT World Quiz**

This activity was held on 6 July 2001 to expose and develop children's interest in using computers in this ICT era.

● **Seminars**

◀ **Seminar on Electronic and Legal Material Publications**

The seminar held on 18 July 2001 focussed on various issues related to the publication of electronic and legal materials.

◀ **Information Literacy Seminar**

This seminar, which was held on 6 August 2001, was a co-operative effort between the National Library and the Librarians Association of Malaysia. The objectives were to identify initiatives to improve local digital contents, to identify an integrated approach to strengthen the digital information services, to strengthen the library's services by supporting electronic learning or *e-learning* and to improve knowledge on the development of digital information.

● **Workshop**

◀ **Exploring Electronic Information Workshop**

This workshop was held in 3 sessions, on 11, 25 and 31 July 2001. Participants were exposed to the electronic information dimension and to the process of strategic and effective information search.

◀ **Mental Arithmetic Workshop**

The workshop was held on 14 July 2001 to develop children's skill in applying the *speed counting* technique in Mathematics.

● **Talks**

◀ A talk entitled *The Issues and Challenges of Service Delivery in the Digital Age, with Particular Reference to the Work Underway at the National Library of Australia* was presented by Ms. Jan Fullerton, the Director-General of the National Library of Australia on 12 July 2001.

◀ **Series of Talks on "Personal Integrity in the ICT Era"**

These talks were held to develop awareness among students and teachers of the importance of personal integrity in the ICT era. Two sessions were held, on 14 and 28 July 2001.

● **Book Launch**

Two books were launched. Shaharom T.M. Sulaiman's *Pengurusan: Wacana Pengurusan Menyongsong Abad 21* was launched on 13 July 2001 while Dr. Shaharom Hussain's *Di Bawah Hujan Peluru* was launched on 20 July 2001.

● **Puppet Story-Telling Session**

The session was held on 20 July 2001. The educational and entertainment elements of story-telling is an effective technique to inculcate the reading habit in children from a very young age.

● **Old Jawi Poem Recitation Competition Accompanied by Dance/Sketch**

The objective of this activity was to expose youths to Malay Manuscripts, an important aspect of the national intellectual heritage. It was held on 28 July 2001.

● **Forum on Reading**

Organised by the National Library with the co-operation of Panpac Lifestyle Magazines Sdn. Bhd., Lorna Whiston and Anakku, this forum was titled *Asuhan Membaca Seawal Usia - Realiti dan Cabaran* [Encouraging Reading from the Earliest Age - Reality and Challenges]. It was held on 15 July 2001.



Participants of the old Jawi Poem Recitation Competition.

● **English Essay Writing Contest**

Jointly organised by the National Library and Friends of the Library, the contest aimed to improve the writing skills of youths in the English Language. The contest was held on 22 July 2001.

● **International Children's Day**

2001 marked the eight year of the annual International Children's Day celebration organised by the National Library. The event was successfully celebrated on 27 October 2001 in the National Library Auditorium. Various interesting events were lined up for the day. They included the clown/magic show, choir, choral speaking, drama and dance, story-telling sessions in Bahasa Malaysia and English, poetry recital and *Dikir Barat* presentation from the students of Sekolah Kebangsaan Jalan Raja Muda, Sekolah Kebangsaan Convent Bukit Nanas 1, Sekolah Kebangsaan Jalan Gurney 2 and Sekolah Kebangsaan Jalan Peel. The theme for the year's celebration was *Kanak-kanak Penjana Integrasi Nasional* [Children as the Catalyst for National Integration] which recognises the nation's concern in creating an educated, learned and supportive future generation.



Dikir Barat Performance during the official ceremony of the World Children's Day

● **Computer Camp**

The 2001 Computer Camp was a successful collaboration between the National Library and ExxonMobil Malaysia. It was held from 9- 14 September 2001 in the Hypermedia Resource Centre at the National Library. Twenty five orang Asli students between the ages of 10 to 12 from Sekolah Kebangsaan Sungai Dua Bentong, Pahang were given the opportunity to participate in this camp. The camp enabled the participants to experience the advancement of technology hands-on, It is hoped that this will build their confidence in using technology in their daily lives.



Puan Zawiyah Baba, Acting Director-General National Library of Malaysia with ExxonMobil Executives and participants of the 2001 Computer Camp



Participants of the "Mari Mewarna Menggunakan Sand Art"

DOCUMENTATION AND DATABASES

DOCUMENTATION

Monographs

In 2001, a total of 14,555 titles of monographs covering various disciplines were catalogued. 34,256 copies comprising 28,306 copies of Malaysia materials and 5,950 copies of non-Malaysia materials were processed for reference and lending purposes.

A total of 2,404 working papers presented in 254 conferences/seminars were indexed and entered into the PANCARAN MENTARI index database.

The National Library processed a total of 1,849 Cataloguing-in-Publication (CIP) entries for new locally published titles under the CIP service. These new titles were then promoted through the Library website for selection/acquisition by other libraries and information resource centres as well as the public. As at the end of 2001, a total of 618 local publishers including 63 new publishers have used the CIP service.

Serials

Cataloguing and Classification

269 serial titles were catalogued and classified.

Indexing of Local Periodicals

191 serial titles published locally were identified as containing important articles. 2,319 articles were indexed and can be accessed on-line.

Indexing of Periodicals in Non-Roman Script

Eight serial titles in the Chinese script were identified as containing important articles on Malaysia. 386 articles were indexed.

Indexing of Foreign Periodicals

34 serial titles published overseas were identified as containing articles on Malaysia. 212 articles were indexed.

On-line Index

The *Pancaran Mentari* database is updated by the Serials Division and can be accessed on-line via the Virginia Tech Library System (VTLS).

PANCARAN MENTARI contains information on:

- Selected articles from periodicals published locally that are acquired under the *Deposit of Library Materials Act 1986 (Act 331)* since 1992.

- Selected articles on Malaysia in periodicals published overseas that are indexed since 1997.

DATABASES

By the end of 2001, the on-line databases accessible through VTLS were:-

- BINAR which contains 290,289 bibliographic records from the National Library's collection
- Malaysia's national bibliography consists of 49,945 bibliographic records of materials published in Malaysia and deposited at the National Library under the former *Preservation of Books Act 1966* and the present *Deposit Of Library Material Act 1986 (Act 331)*
- PANCARAN MENTARI consists of 47,213 indexed records under the following categories :-
 - 35,315 records of indexed articles from local serials published since 1997
 - 9,545 records of indexed working papers of conferences and seminars held in Malaysia since 1997
 - 2,353 records of indexed articles on Malaysia, which were published in overseas magazines and newspapers subscribed since 1997.

INFORMATION TECHNOLOGY

■ Listserve Discussion Groups

The above activity is being continued and at present there are 92 members in the GUNASAMA group, 27 in the PERPUN group, 18 in the STATELIB group and 17 in the DIGILIB group. The Information and Technology Division of the National Library continues to promote this discussion group to other libraries.

■ Computer Advisory Services

Computer advisory services were provide to the following libraries:-

- Labuan Matriculation College
- Matriculation Division - Ministry of Education, Malaysia
- Sabah Cocoa Board
- Klang Municipal Council
- Damansara Jaya Secondary School

■ PERDANA System Project

This digital library system is an ongoing project with many commercial databases being networked together and operating as a consortium thus allowing the smaller libraries to have access to the services of this digital system. Each member has a password to access this database. At present, as many as 48 libraries are participating in this project. The various databases that are accessible are *ProQuest online*, *EBSCO*, *BOND*, *MASTICLINK*, *Sibexlinx*, *Sirimlink*, *PalmOils*, *ITKnowledge* and *CLJ Legal Network*. The National Library has also invited tenders for the acquisition of new hardware for this project. In 2001, in order to add to the content of this project, the various divisions of the National Library have embarked on a very rigorous programme of digitizing the Department's Annual Reports, *PUSTAKA*, *SEKITAR*, newspaper cuttings on Malaysia, Malay manuscripts, rate collection, 10 Policies of the Department, Technical Reports and producing CD-ROM's.

■ Malaysian Library Directory Database

The Malaysian Library Directory database is a database which stores information on each library in Malaysia. This database was first developed in the middle of 2000 and it is expected to be completed in December 2001.

It is a website-based database and it will be integrated into the PERDANA system. Information which can be accessed include basic information such as address, website, e-mail, telephone, fax, name of Head Librarian as well as the number of professional and support staff.

■ Islamic Digital Library Network

Two meetings to discuss the contents of the Islamic Digital Library Network portal were held in April and September 2001. A meeting with Dr. John Cage from Sun Microsystems to discuss the project was held on 8 September 2001 at the Multimedia Development Corporation. The National Library is in the process of gathering local contents for the portal.

■ Local Content Development under the Demonstrator Application Grant Scheme (DAGS-NITC)

In 2001, the National Library became the co-ordinator for the various library projects under the sponsorship of DAGS-NITC. From the 8 projects that were submitted, only 2 projects were approved and 2 other projects are still under consideration. The National Library's project is entitled *Our King* and it is due to be completed at the end of 2002.

■ On-line Registration

To provide a more efficient and friendlier service to its customers, the National Library introduced on-line registration in July 2001 in conjunction with the launch of the 2001 Reading Month. By using this system, users do not have to come to the National Library to register themselves, instead they only need to register through the Web Page of the National Library, i.e. at www.pnm.my. Users will be contacted through e-mail and they can collect their cards at the registration counter within a week. So far, 385 users have registered through this system.

■ Digitisation

- In 2001, 2 meetings were held on 31st January and 15 June 2001 to discuss the implementation of the digitization project in the National Library
- Training was held throughout 2001 on the following topics:-
 - Training skills involved in digitizing National Library's resources was held on 20 April 2001. Eighteen participants from the various divisions of the National Library attended this session.
 - Training on Sistem Perdana II was held on 2 - 3 August 2001 and was attended by participants from the State Libraries, Common User Library Service Scheme and also from the National library, Altogether, there were 22 participants.
 - A study visit to the HUKM Library on 13 September 2001 by 11 officers involved in the implementation of the digitization project.
- The Department updated its User's Manual on the Digitization of the Resources in the National Library for the reference of the implementation team.
- Until the end of 2001, the following have been scanned and digitized:
 - Pustaka No. 1/2000
 - Annual Report of the National Library of Malaysia (1973-1980)
 - Manuscript *Adab Raja-Raja*
 - Newspaper articles on libraries and reading
 - 250 volumes of Malay manuscripts
- A status report on the implementation of the digitization project of Ministry/Government Departmental libraries and the State libraries was also completed.

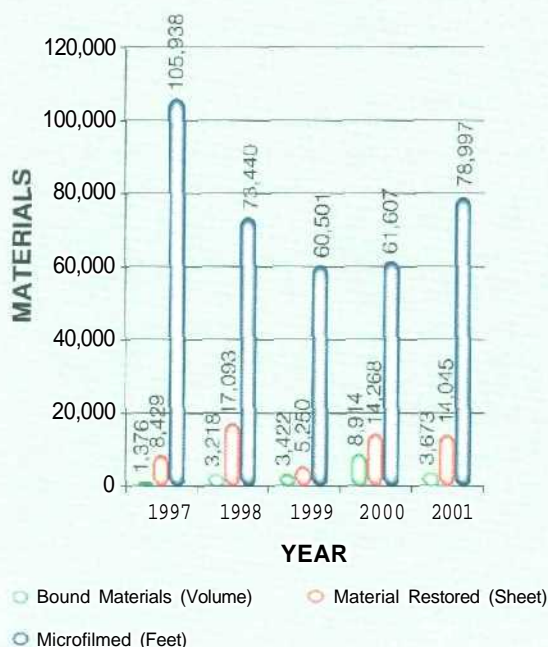
CONSERVATION AND REPROGRAPHY

In order to preserve the physical condition of materials in their original form, the National Library undertakes conservation and reprographic activities, especially for Malay manuscripts and rare Malaysiana books and serials. In addition, the microfilming of local newspapers, manuscripts and rare books is also carried out. Microfilm cop as are made available for public use with the intention of reducing the handling of materials in their original form so as to preserve them.

Conservation activities include the maintenance of the library's collections, binding of books, seminar papers, serials and restoring Malay manuscripts and rare books. The total number of materials that have been successfully restored, bound and microfilmed are shown in **Table XI** below

Table XI

LIBRARY MATERIALS BOUND, RESTORED AND MICROFILMED FROM 1997-2001



■ Preservation Activities

◆ Restoration of Malay Manuscripts

Due to improper storage by owners, many Malay manuscripts acquired are in deteriorating physical condition. To save these manuscripts, restoration must be carried out

In 2001, 250 copies of Malay manuscripts were fumigated to ensure that the materials were protected from insects and fungus. 2,994 sheets of manuscripts were restored and bound into 41 volumes. Out of these, 797 sheets were restored through traditional repair, 1,138 sheets were restored by tissue repair and 1,059 sheets were restored using leaf casting Techniques. The restoration of Malay manuscripts increased by 637 sheets i.e. 22% compared to the previous year of 2,357 sheets.

◆ Restoration of Rare Books

In 2001, 11,159 sheets were restored and bound into 89 volumes. There was a 6% decline in sheet restoration due to a vacancy for the post of restorer.

◆ Reprographic Activities

Although digital technology is advancing very rapidly, reprographic activities through micrography, i.e. the conversion of printed format into the microfilm format, is still being actively carried out. This is because the micrographic method has proven to be reliable since the microfilm can have a lifespan of more than a hundred years

In 2001 a total of 78,997 feet of microfilm was produced. From this total, 15,116 feet of microfilm was on Malay manuscripts, 493 feet of microfilm was on the rare book collection and 63,388 feet of microfilm was on 7 titles of oca newspapers. This 26% increase was achieved due to the outsourcing of microfilming.

In 2001, the National Library carried out 153 activities which were recorded in 3,756 photographs, compared to the previous year with 115 activities and 3,064 photographs. This is an increase of 37% in terms of the activities held and 2.5% in terms of the number of photographs taken.

◆ Binding Activities

The Conservation and Reprography Division is also responsible for the binding of seminar papers, books, journals and government gazettes. A total of 3,673 volumes of books were bound. Out of these, the binding of 1,163 volumes was outsourced.



Encik Shaadun Zubir Md. Akib giving a briefing on the restoration of Malay Manuscripts to library users

LIBRARY DEVELOPMENT AND RESEARCH

■ LIBRARY INFRASTRUCTURE

The National Library is responsible for co-ordinating the development of the national infrastructure of public libraries and special libraries of Federal and State Government Ministries, Departments and agencies. This responsibility is in line with the provisions of the *National Library (Amendment) Act 1987*.

◆ National Library Projects

In 2001, RM3,110,000.00 was approved for projects of the National Library, which included the upgrading of the National Library building, the National Reading promotion programme, digital library development and the monitoring of physical Library project/developments.

The National Library spent RM1,981,641.82 or 53% of the total allocation of RM3,773,020.00.

A total of RM1,663,010.00 was allocated for the development of the National Collection. Out of this, RM204,620.18 or 69.14% was spent.

◆ Development of State Public Libraries

Public libraries development projects for 2001 are continuation of projects under the Seventh Malaysia Plan. Though RM14,087,100.00 was allocated for 2001, RM16,383,204.44 or 116.3% was spent. An additional allocation of RM2,296,104.44 was approved to meet the extra requirement.

◆ State Library Building Projects

In 2001, the amount allocated for the state library building projects was RM2,500,000.00. Out of this RM1,873,243.30 or 75% was spent on:

◆ Renovation of the Perlis State Library

The ceiling cost for this project under the Eighth Malaysia Plan was RM1,000,000.00. The allocation for 2001 was RM500,000.00, of which RM503,157.30 or 101% was spent.

◆ Sabah State Library Building

The total cost of the project was RM22,000,000.00. A sum of RM4,000,000.00 was allocated under the Eighth Malaysia Plan. In 2001, RM1,370,086.00 or 59% of the RM2,000,000.00 allocated was spent.

◆ Branch Library Projects

The following Branch Library projects were completed in 2001:

- Mersing Branch Library, Johor
- Pontian Branch Library, Johor
- Segamat Branch Library, Johor

- Kulim Branch Library, Kedah
- Kuala Pilah Branch Library, Negeri Sembilan
- Bentong Branch Library, Pahang
- Raub Branch Library, Pahang
- Seri Iskandar Branch Library, Perak
- Marang Branch Library, Terengganu

The following Branch Library projects are still under construction:

- Baling Branch Library, Kedah
- Merlimau Branch Library, Malacca
- Cameron Highlands Branch Library, Pahang
- Georgetown Branch Library, Pulau Pinang
- Lahad Datu Branch Library, Sabah



Kedah State Public Library Corporation, Kulim Branch



Negeri Sembilan State Public Library Corporation, Kuala Pilah Branch



Bentong State Public Library Corporation, Bentong Branch



Pahang State Public Library Corporation, Marang Branch

■ Town Library

In 2001, an allocation of RM210,000.00 was provided for one unit of town library in Bagan Ajam, Pulau Pinang.

■ Multimedia Mobile Libraries (*e-Pustaka*)

In 2001, five multimedia mobile libraries or *e-Pustaka* were built and distributed to the State Public Library Corporations of Kedah, Melaka, Pahang, Selangor and Sarawak. Each multimedia mobile library is equipped with one unit of computer server and eight computer notebooks with Internet access. The construction of the multimedia mobile libraries began in January 2001 and was completed in May 2001. A sum of RM845,000.00 was allocated and spent in 2001.

■ National Library/State Library Management Meeting

Two (2) meetings were held in 2001 between the National Library and the State Public Libraries to discuss the growth and development of library projects in the states, specifically those funded by the Federal Government. The first meeting was held in Malacca on 4 May 2001 while the second meeting was held on 12 November 2001 at the National Library.

■ Conference of the State Public Library Boards of Directors

The Conference was jointly organized by the National Library and the Malacca State Library Corporation on 3 May 2001 in Malacca. The conference theme was *Generating Knowledge Society through Excellent Management of Public State Libraries*. It was officially launched by Y.A.B. Datuk Wira Mohd. Ali Rustam, the Chief Minister of Malacca and attended by members of all the State Public Libraries Board of Directors, all state public library directors and senior officers of the National Library.

The objectives of the conference were to develop understanding and collaboration between the National Library and the State Public Libraries, to discuss problems and issues pertaining to the development of public libraries in the country and lastly to develop good relationship and understanding between the State Public Library Board of Directors and the National Library.

Five Chairmen of the various state Public Libraries Board of Directors attended the conference. Among them were Y.B. Tuan Haji Ahmad Zahri Jamil, Chairman of the Johore State Public Library Board of Directors, Y.B. Encik Takiyuddin Haji Hassan, Chairman of the Kelantan State Public Library Board of Directors, Y.Bhg. Tan Sri Datuk Amar Haji Hamid Bugo, Chairman of the Sarawak State Library Board of Directors, Y.B. Dato' Haji Ismail Kijo, Chairman of the Selangor State Public Library Board of Directors and Y.B. Dato' Haji Abdul Kadir bin Haji Daud, Chairman of The Melaka State Public Library Board of Directors.

LIBRARY ADVISORY AND CONSULTANCY SERVICES

Advisory and consultancy services were provided to 28 libraries in 2001. The institutions were as follows:

◆ Government Departments

- Criminal Investigation and Training Laboratory, Forensic Division, Royal Malaysian Police
- Bahagia Hospital, Hulu Kinta, Perak
- Syariah Court of Malaysia
- Mineral and Geoscience Department Malaysia
- Public Services Commission
- National Youth Entrepreneurship Institute, Ipoh, Perak
- health Management Institute
- Public Health Institute
- Malaysia Islam Skill Institute, Sarawak
- Industrial Training Institute, Kuala Lumpur
- Industrial Training Institute Pedas, Negeri Sembilan
- Japan-Malaysia Technical Institute, Seberang Perai, Pulau Pinang
- Matriculation College, Penang
- Matriculation College, Negeri Sembilan
- Matriculation College, Perlis
- Nursing College, Alor Setar, Kedah
- Community Nursing College, Serian, Sarawak
- Tun Abdul Razak Teacher Training College, Kota Samarahan, Sarawak
- Polytechnic Seberang Perai, Penang
- Advanced Technology Training Centre (ADTEC) Batu Pahat, Johor
- Advanced Technology Training Centre (ADTEC) Mahang, Kedah

◆ Statutory Bodies/Private Sectors

- Malaysian Chinese Chamber of Commerce
- Malaysian Timber Industry Board
- Malaysian Olympic Council
- Negara Properties
- Ex-Armed Forces Affairs Corporation (PERHEBAT)
- International Youth Centre
- Malayan Railway Ltd. Training Centre

● Management Meeting with the Supervisors of the Common User Libraries

This meeting was held at the National Library on 22 March 2001. A total of 75 library supervisors attended the meeting.



Puan Musalmah A. Muiz giving advisory and consultancy services at Institut Kemahiran Islam (JAKIM), Telaga Air, Sarawak

◆ Co-ordination Meeting With the Library Assistants of the Common User Libraries

The meeting was held at the National Library on 19 April 2001. 163 library assistants attended this meeting.

◆ Special Libraries Professional Management Meeting

The meeting was held at the Armed Forces Academy Malaysia (ATMA) on 10 May 2001. 23 librarians attended the meeting.



Participants at the 2007 Co-ordination Meeting with the Library Assistants of Common Users Libraries

◆ Co-ordination Meeting with the Assistant Library Officers of the Common User Libraries

The meeting was held at the Department of Museums and Antiquities on 21 June, 2001. 46 assistant library officers attended the meeting.

◆ Presentation of Working Paper on Polytechnic Libraries

In conjunction with the Meeting of Directors of Polytechnics with the Polytechnic Management Division, Technical Education Department, Ministry of Education held at the Kuching Polytechnic the Director-General of the National Library gave an overview of the National Library while the Director of the Development Division presented a working paper entitled *Laporan Status Perpustakaan Politeknik Kementerian Pendidikan*

Malaysia Dan Perakuan Perpustakaan Negara Malaysia Bagi Membangunkan Perpustakaan Politeknik. This meeting was attended by a total of 26 participants which included Directors of Polytechnics from the whole of Malaysia and senior officers of the Polytechnic Management Division.

◆ Presentation of Working Paper on Matriculation College Libraries

In conjunction with the *Coordination Meeting and Fine Tuning of the draft Manual on Work Procedure for Matriculation Colleges* from 28 October - 1 November 2001 in Tawau, Sabah, a working paper entitled *Challenges in the New Century in Managing Matriculation College Libraries in the Ministry of Education Malaysia* was presented by the Director of the Development Division, National Library of Malaysia. This meeting was attended by a total of 25 participants which included directors, officers, lecturers and librarians of Matriculation Colleges, and senior officers from the Matriculation Division of the Ministry of Education.

◆ Meetings of Common User Library Service Scheme Staff According To Zone

Three meetings of the Common User Library Service Scheme Staff according to zones were held in 2001. The objectives of these meetings were: to foster closer relationship and co-operation between the staff in the Common User Library Service Scheme, to exchange ideas and identify and solve problems, to enhance their understanding of matters pertaining to the civil service, and to keep them informed of their roles and the directions of the National Library.

- **Northern Zone Meeting - *Kursus Peningkatan Kualiti Khas Perpustakaan Negara Malaysia*** was held at INTAN Wilayah Utara, Sungai Petani, Kedah from 3-4 September 2001 and was attended by 36 assistant library officers and library assistants.

- **Southern Zone Meeting - *Kursus Pembangunan Organisasi Perpustakaan Negara Malaysia*** was held at INTAN Wilayah Selatan, Kluang, Johore from 1-2 October 2001 and was attended by 23 assistant library officers and library assistants.

- **Eastern Zone Meeting - *Kursus Pembangunan Organisasi Perpustakaan Negara Malaysia*** was held at INTAN Wilayah Timur Kemaman, Terengganu from 15-16 October 2001 and was attended by 20 assistant library officers and library assistants.

◆ Standards/Guidelines for Special Libraries

The guidelines for special libraries namely *Garis Panduan Perpustakaan Khusus* was printed and distributed to all special libraries under the Common User Scheme. The publication was published and distributed to solicit feedback from them before issuing it as a general service circular to be implemented by government departments.

● **Advisory And Consultancy Services Policy**

The Advisory and Consultancy Services Policy, i.e. *Dasar Khidmat Nasihat Dan Perundingan* was approved by the Director-General of the National Library on 22 June 2001.

LIBRARY RESEARCH

The National Library is responsible for undertaking and co-ordinating research activities pertaining to the library, librarianship, information services, reading and literacy programmes in support of the overall library research development process in the country.

Research activities of the National Library also include the preparation of library standards and guides. In 2001,

the National Library succeeded in compiling 11 policies of the department. These policies were distributed to all officers in the National Library for reference and as a guide in implementing the main activities of the Library.

■ **Library Statistics**

In 2001, the National Library compiled and tabulated statistical data of libraries in Malaysia. Statistics of the National Library and State Public Libraries were analysed and incorporated in the 2001 Social Statistics Bulletin published by the Department of Statistics, Malaysia. This statistical data was also included in the 2000 National Library of Malaysia Annual Report. The statistics of the State Public Libraries for 1999, 2000 and 2001 are shown in **Table XII and XIII**.

Table XII
NUMBER OF PUBLIC LIBRARIES IN MALAYSIA BY STATE
1999-2001

| STATES | 1999 | 2000 | 2001 |
|--------------------------------|------------|------------|------------|
| Johor* | 76 | 75 | 85 |
| Kedah | 67 | 70 | 70 |
| Kelantan | 17 | 15 | 15 |
| Melaka | 25 | 28 | 29 |
| Negeri Sembilan | 28 | 28 | 29 |
| Pahang* | 49 | 48 | 51 |
| Perak* | 52 | 59 | 51 |
| Perlis | 18 | 24 | 24 |
| Penang | 50 | 61 | 60 |
| Sabah | 82 | 79 | 80 |
| Sarawak* | 283 | 285 | 290 |
| Selangor* | 66 | 63 | 68 |
| Terengganu | 76 | 74 | 68 |
| Federal Territory Kuala Lumpur | 12 | 11 | 11 |
| Federal Territory Labuan | 1 | 1 | 1 |
| TOTAL | 902 | 921 | 932 |

* Source: *State Public Libraries and Local Authority Libraries, 2001*

PERCENTAGE OF STATE PUBLIC LIBRARY CORPORATION/STATE LIBRARY MEMBERSHIP IN MALAYSIA IN RELATION TO TOTAL POPULATION BY STATE 1999-2001

Table XIII

| STATES | 1999 | | | 2000 | | | 2001 | | |
|-------------------|-------------------|--------------------|--------------|-------------------|--------------------|--------------|------------------|--------------------|--------------|
| | POPULATION | LIBRARY MEMBERSHIP | % | POPULATION | LIBRARY MEMBERSHIP | % | POPULATION | LIBRARY MEMBERSHIP | % |
| JOHOR | 2,670,700 | 127,003 | 4.76 | 2,731,500 | 129,746 | 4.75 | 2,783,800 | 179,854 | 6.46 |
| KEDAH | 1,579,800 | 184,509 | 11.68 | 1,605,200 | 290,943 | 18.13 | 1,689,600 | 219,422 | 12.98 |
| KELANTAN | 1,522,200 | 66,978 | 4.4 | 1,561,500 | 71,019 | 4.55 | 1,344,900 | 82,087 | 6.10 |
| MELAKA | 593,200 | 149,690 | 25.23 | 598,900 | 154,723 | 25.83 | 648,500 | 157,854 | 24.34 |
| NEGERI SEMBILAN | 836,500 | 130,883 | 15.65 | 849,800 | 139,186 | 16.38 | 878,500 | 158,355 | 18.02 |
| PAHANG | 1,291,500 | 45,690 | 3.54 | 1,319,100 | 41,486 | 3.15 | 1,319,300 | 66,966 | 5.07 |
| PERAK | 2,118,100 | 91,003 | 4.3 | 2,130,000 | 99,607 | 4.68 | 2,157,700 | 106,006 | 4.91 |
| PERLIS | 226,200 | 72,208 | 31.92 | 230,700 | 76,389 | 33.11 | 209,100 | 80,922 | 38.7 |
| PULAU PINANG | 1,246,800 | 90,712 | 7.28 | 1,259,400 | 116,540 | 9.25 | 1,337,400 | 142,197 | 10.6 |
| SABAH | 2,894,900 | 234,067 | 8.09 | 3,058,600 | 480,172 | 15.69 | 2,639,500 | 150,006 | 5.68 |
| SARAWAK | 2,027,100 | 442,746 | 21.84 | 2,064,900 | 343,904 | 16.65 | 2,119,000 | 258,451 | 12.19 |
| SELANGOR | 3,188,700 | 645,712 | 20.25 | 3,287,800 | 667,187 | 20.29 | 4,270,000 | 692,969 | 16.2 |
| TERENGGANU | 1,033,500 | 203,481 | 19.69 | 1,064,000 | 238,226 | 22.39 | 919,300 | 250,845 | 27.28 |
| FEDERAL TERRITORY | | | | | | | | | |
| KUALA LUMPUR | 1,407,200 | 68,075 | 4.84 | 1,423,900 | 75,732 | 5.32 | 1,401,400 | 82,817 | 5.9 |
| LABUAN | 75,500 | 3,957 | 5.24 | 78,200 | 8,010 | 10.24 | 77,300 | 9,508 | 12.3 |
| TOTAL | 22,711,900 | 2,556,714 | 11.26 | 23,263,500 | 2,932,870 | 12.61 | 3,795,300 | 2,638,316 | 11.08 |

*Source: State Public Libraries and Local Authority Libraries, 2001

SUPPORT SERVICES

ADMINISTRATION AND FINANCE

The National Library of Malaysia is a federal department under the Ministry of Education. It is headed by a Director-General and assisted by a Deputy Director-General, a Director of Support Services, 11 Divisional Directors, 4 Head of Divisions and the Secretary of Administration and Finance.

The Department's Organisational Structure is divided into two (2) programmes, i.e. the Support Services and the Library Development and Information Services. Both programmes are headed by the Deputy Director-General. The Support Services Programme consists of the Administration and Human Resources Activity and it is headed by the Director of Support Services. The Library Development and Information Services Programme has 2 activities, namely the Library Development Activity which is headed by the Director of the National Depository Centre and the Information Services Activity which is headed by the Director of the Malaysia Reference Division. The National Library have 15 sub-activities which are called Divisions. There are 15 Divisions, headed by Divisional Directors or Heads, which undertake multiple functions to achieve the objectives of the National Library.

The Administration and Finance Division carries out 51 main functions:

- General Administration
- Services and Personnel
- Finance
- Building Maintenance and
- Security



General Administration

This Division is responsible for the maintenance of the department's vehicles, cafeteria and bookshop,

It is also the Secretariat for the following activities:

- Excellent Service Award
- Quality Day
- Monthly Assemblies
- Maal Hijrah Celebration

Personnel and Staffing

The staff strength of the National Library stood at 284 in 2001, The distribution of posts is shown in **Table XIV**.

Table XIV

| CATEGORY | POST | POST FILLED |
|-----------------------------|------------|-------------|
| Top Management | 1 | 1 |
| Managerial and Professional | 77 | 62 |
| Support Group | 233 | 221 |
| TOTAL | 311 | 284 |

The main service of the National Library is the Common User Library Service Scheme headed by the Director-General of the National Library. The Department is supported by staff from the Common User Service of the Public Service Department, Common User Service of the Accountant-General and the Common User Service of the Ministry of Information.

Under the National Library Common User Service Scheme, there are four (4) schemes of service as follows:

- Librarian
- Library Officer (Personal to Holder)
- Assistant Library Officer
- Library Assistant

The Administration and Finance Division is responsible for appointments (for certain posts), placements and transfers, confirmation of placements and transfers, confirmation of pensionable posts, promotions, yearly wage increments, disciplinary action and retirements.

The National Library also places officers and staff in Common User Libraries in various Ministries and Federal government departments as cadre officers of the National Library. The total number of officers and staff placed at the Ministries/Federal Departments are shown in **Table XV**.

Table XV

| CATEGORY | NUMBER |
|---------------------------|------------|
| Librarian | 58 |
| Library Officer | 14 |
| Assistant Library Officer | 47 |
| Library Assistant | 340 |
| TOTAL | 459 |

The National Library only handle the placements, transfers, release of posts and promotions of the cadre officers while other service matters are handled by the agencies concerned.

Finance

The Director-General is the Financial Controller of the Department. In 2001, the National Library was allocated RM27,558,200.00 under its operating expense. A total of RM27,335,952.78 or 99.27% was spent. The allocation was distributed to the 15 divisions, and the respective Directors/Heads of Divisions were responsible for their expenditure.

The National Library manages its own Consolidated Account, which was established under the *National Library of Malaysia Act 1972* (revised 1987). The National Library also manages 4 Trust Funds namely:

- Malay Manuscripts Trust Fund
- Community Project Trust Fund
- Publications Delivery Trust Fund
- Research and Training Trust Fund

Building Maintenance

The maintenance of the building is contracted to a private company, Penser Sdn. Bhd. The responsibility of this company includes:

- maintenance of the whole building inclusive of civil, mechanical and electrical works
- building cleanliness and
- landscape and cleanliness of the surrounding areas.

In 2001, the Department undertook major maintenance works which included building repair and improvement of the landscape and surrounding areas. Existing facilities for staff and library users were also improved.

Building Security

The Administration and Finance Division is also the Secretariat for the Department's Security Committee. The Committee is chaired by the Deputy Director-General. Three other committees are set up under the Department's Security Committee. They are:

- Fire Prevention Committee
- Contingency Plan Committee
- First Aid Committee

The security of the building and its surrounding areas is contracted to Realforce Security Services Sdn. Bhd.

SISPEN

SISPEN is a Malay acronym for Personnel Management System. Its modules include the management of services and training/courses for the Departments personnel. The system was established since 1998 and fully completed in 2000. The delay in implementing SISPEN was due to the modification of the software system.

QUALITY PROGRAMME

2001 National Library Quality Week

The National Library Quality Week was officiated by Yang Berbahagia Dato' Haji Ambrin bin Buang, the Secretary-General of the Ministry Education, Malaysia, on 9 November 2001. The objective of the Quality Week was to internalise and strengthen quality work culture values, besides renewing the work commitment and enthusiasm of officers and staff of the National Library. The theme of the Quality Week was *Quality Service Ensure Success*. The winning slogan was submitted by Puan Kamariah bin; i Abdul Rashid, a Grade S7 Library Assistant from the Development Division.

Benchmarking with the National Library of Australia (NLA)

The National Library was invited by the National Library of Australia (NLA) to participate in their Benchmarking Survey. Twenty one libraries within and outside Australia were invited to participate in the survey.



Puan Carole Ann Goon, Director of Serials Division receiving the Certificate of Appreciation for MS ISO 9002 from Cik Shahar Banun Jaafar, Director-General, National Library of Malaysia



Cik Shahar Banun Jaafar, Director-General, National Library of Malaysia with Management Representative and Committee Members of MS ISO 9002



Y Bhg. Dato' Haji Ambrin Buang, Secretary-General, Ministry of Education Malaysia surfing the National Library homepage

The National Library collected and compiled data and information pertaining to the performance of the main work process of the National Library which included the reference services, stack areas, documentation, special collections and preservation. Eight (8) divisions of the National Library were involved in the survey.

NLA is in the process of analysing the feedback from the participating libraries and the report on the NLA benchmarking survey will be distributed to all the participating libraries once it is ready.

Puan Zawiyah Baba, the Director-General of the National Library made an official benchmarking visit to the National Library of Australia from 2 to 7 December 2001. She held discussions with the NLA's benchmarking team and was given a briefing on the various divisions. The visit gave a good insight on the development and the services of the NLA.



Puan Zawiyah Baba, Director-General, National Library of Malaysia having a discussion on benchmarking with senior officers of the National Library of Australia

■ 2001 National Library Quality Week

The Quality Week was held from 9 to 16 November 2001. It was officiated by Yang Berbahagia Dato' Haji Ambrin bin Buang, the Secretary-General of the Education Ministry on 9 November 2001. A total of 118 staff and 6 guests from the Common User Libraries attended the function.

The reading of the Public Service Integrity Oath was led by Tuan Haji Mohd. Din bin Ahmad. During the function, Puan Zawiyah bt Baba, the Acting Director-General of the National Library, also presented souvenirs to 20 staff who have served more than 25 years and those who were retiring.



Y. Bhg. Dato' Haji Ambrin Buang, Secretary-General, Ministry of Education Malaysia presenting a prize to the winner of the Quality Week slogan writing competition.

◆ Q Slogan Writing Competition

The competition was held from 1 to 30 September 2001. A total of 58 slogans from 22 entries were received from the staff of the National Library.

The slogan *Quality Service Ensure Success* by Puan Kamariah Abdul Rashid from the Development Division was chosen as the best slogan for 2001.

◆ Public Service Innovation Award

The objective of the competition was to give recognition to the staff of the National Library in order to encourage them to improve and innovate in their work areas.

A total of 7 entries were received from 6 divisions. The winner of the Public Service Innovation Award was the Malaysiana Reference Division with their innovation entitled *The First Virtual Exhibition*. The General Reference Division won the second place with their innovation entitled *The Directory of Government Departments and Agencies Websites*. The third place was won by the Preservation and Reprography Division with their innovation entitled *Repairing of Malay Manuscripts Using the Mad Roil Tissues Machine*.

◆ Q Forum

The Q Forum was attended by 30 participants which included the Directors, Librarians and Assistant Library Officers of the National Library. The objective of this forum was to give exposure, knowledge and understanding of the importance of quality thinking in the work culture of individuals and organization,

◆ Q Video Discussion

Two sessions were held, One session for librarians was held on 12 November 2001 and the other for library assistants. The objective was to get the librarians, and library assistants to view a video on quality service; discuss the lessons learnt and now the ideas gathered from the video can be applied to the National Library environment. The two videos involved were *Quality: The Big Picture* and *Quality Customer Service*.

◆ **Focus Group Interview**

This forum provided an opportunity for the National Library to have face-to-face meeting with its users to gather their views on various issues pertaining to the services provided by the National Library.

The Focus Group Interview was held on 16 November 2001 at the Board Meeting Room, Level 5, National Library of Malaysia.

Nine registered users of the library participated. The Interview Schedule consisted of 10 questions on issues like the library's collection, counter services and the public facilities provided by the National Library.

◆ **Excellent Services Award**

In 2001, 14 officers the Department were chosen to receive the 2000 Excellent Service Awards. Six staff received the diagonal wage increment while 9 others received the vertical wage increment. The list of recipients are as follows:



Tuan Haji Mohd. Din Ahmad being awarded the 2000 Excellent Service Award by Cik Shahar Banun Jaafar, the Director-General of the National Library of Malaysia.

| DIAGONAL INCREMENT | VERTIVAL INCREMENT |
|------------------------------|----------------------------|
| Siti Aishah bt. Sheikh Kadir | Norizan bt. Osman |
| Mohd Din bin Ahmad | Yatimah bt. Yaakub |
| Ku Hafsah bt Ku Majid | Noraini Noran bt. Abdullah |
| Patimah bt. Abdul Rahman | Suharti bt. Yusof |
| Kamariah bt. Abd. Rashid | Rosnawati bt. Omar |
| Jahardi bin Anjang Ahmad | Puziah bt. Malek |
| | Sayani bt. Ismail |
| | Ab. Aziz bin Abdul Khaled |
| | Mohd Kamal bin Shaharuddin |



Recipients of the 2001 Excellent Service Awards with the Director-General, Deputy Director-General, Director of Support Services and the Secretary

HUMAN RESOURCE DEVELOPMENT

TRAINING

The human resource development programme of the National Library formulates and implements the training programme which is geared towards enhancing the skills and capabilities of the staff of the National Library and the Common User Library Service Scheme. The Training programme includes the holding of courses and workshops, sending officers for training, both locally and overseas, study tours and attachments of officers at various institutions to increase and wider their experience.

■ **Courses/Workshops for Professional Staff**

In 2001, 11 courses/workshops were conducted for the professional staff of the National Library. These courses/workshops were organised by the National Library with the co-operation of other training institutions such as the National Institute of Public Administration Malaysia (INTAN) and private organisations. The courses offered include communication, financial management, time management, self-development, information technology and office security. A total of 233 professionals attended this training programme.

■ **Courses/Workshops for Support Staff**

For the support staff, 17 courses/workshops were conducted in 2001 on subjects like motivation, effective communication, quality customer and counter services, computer system and induction courses. The courses/workshops were attended by 438 employees.



Participants of the Reading Through Shadow Play

■ Professional Lectures/Special Talks

The National Library continuously strives to upgrade the level of knowledge and understanding of their officers in the field of librarianship, especially on current issues such as the development of the local digital content, the National Library's strategic plan, the public sector evaluation programmes, etc. Nine professional lectures/special talks were delivered in 2001 and attended by 578 officers.



Puan Siti Zakiah Aman, Director of the Malaysiana Reference Division and distinguished guests at the Jatidiri Belia Merdeka Forum



Participants of the Pengurusan Tauhidik Course

■ External Courses/Seminar/Workshops

In 2001, 184 staff were sent to attend courses/workshops, conferences and lectures conducted by other government institutions and private organisations on quality management, computer system, communication, literacy, information technology and others. In addition, 31 officers were given the opportunity to attend courses and conferences overseas.

■ Practical Training and Attachment at the National Library of Malaysia

Six officers were accepted for practical training and attachment. They were from the International Islamic University of Malaysia, the Armed Forces Defence College, IFLA/ALP Scholarship Attachments and Yarmuk University, Jordan.

■ Malaysian Technical Co-operation Programme

Since 1985, the National Library has conducted two types of courses under the Malaysian Technical Co-operation Programme for the library sector. The *Basic Course for Library Assistants* was held from the 6 -25 August 2001 (16 Library Assistants) and the *Library Visits/Attachments* was held from the 3-22 September 2001 (11 librarians).

Participants for the *Basic Course for Library Assistants* were from Bangladesh, Brunei Darussalam, Cambodia, Eriteria, Fiji Islands, Indonesia, Kazakhstan, Seychelles, Vietnam and Malaysia.

The participants for the *Library Visits/Attachments* included professionals from Algeria, Brunei Darussalam, Cambodia, Indonesia, Iraq, Mongolia, Peru, Sri Lanka and Malaysia. The purpose of the course was to expose the participants to the management of the various types of libraries and their services in Malaysia.

■ In-Service Examinations

In 2001, 4 in-service examinations for semi and non-professional staff were conducted for confirmation and promotion purposes. A total of 244 candidates sat for the following examinations:

- Typing Speed Test for Junior Administrative Assistants (Typists), Series 1/2001 on 22 May 2001
- Typing Skill Test for General Administrative Assistants (Clerical/Operations) Grade N9, Series 2/2001 on 25 September 2001
- Departmental Subject Examinations for Library Assistants, Grade S7 Series 1/2001 on 12 - 13 November 2001

- Departmental Subject Examination for Assistant Library Officers' Grade S5 on 12 November 2001.
- Special Examination for Promotion by Appointment to the Assistant Library Officers' Service Scheme, Grade S5 on 13 November 2001.

USER EDUCATION

◆ User Education Service

The user education service is provided to encourage information literacy, i.e. the ability to search and use information, among users. Throughout 2001, 12 user education sessions were conducted for 204 students from secondary schools in Kuala Lumpur. Three of the user education sessions, i.e. *the Exploring E-Information Workshop* were organised in conjunction with the 2001 National Reading Month.

◆ CDS/ISIS User's Group

In 2001, the Library and Information Technology Division distributed the CDS/ISIS software package to 27 institutions which applied for it. An officer from the Division was sent to Bangkok under the sponsorship of UNESCO to attend a *'Training for Trainers' workshop on WINISIS* at the Asian Institute of Technology from 19 -23 November 2001. Fifteen trainers from 14 countries attended the workshop.

PROMOTION

Throughout 2001, the Corporate Affairs Division continued with its efforts to improve public awareness of the facilities and services provided by the National Library.

Various promotion campaigns organised either solely by the National Library or jointly with other institutions were carried out. These included the reading promotion campaign, exhibitions, seminars, presentation of reading material to deserving institutions, write-ups about the library in the print media and interviews in the electronic media.

The success of these efforts is seen in the increase of visitors, both local and foreign, to the National Library.



Users listening to a briefing about the National Library during Clients Day



Visits by users to the National Depository Centre during the Clients Day

EXHIBITIONS

In 2001, the National Library successfully organised various exhibitions, either at departmental level or in co-operation with other institutions. A total of 7 exhibitions were successfully held at the Exhibition Hall of the National Library.

The exhibitions were not only to promote the library's collection, information services and facilities but also to create awareness and widen the knowledge of the public on the issues or topics exhibited. The exhibitions held were as follows:

EXHIBITION 2001

| DATE | EXHIBITION | ORGANISER |
|-------------------------------|--|--|
| 18-30 April 2001 | Local Cartoons | Jointly organised by Cartoon Association of Malaysia (PEKARTUN) and the National Library of Malaysia |
| 12-31 May 2001 | Quality Assurance: Experience of Libraries in Malaysia | National Library of Malaysia |
| 12-25 June 2001 | Cartography of the West-East Encounter | Jointly organised by the National Library of Malaysia, Malacca Historical Resource Group, the Orient Foundation and the Portuguese Institute of the Orient |
| 16 July-31 August 2001 | Science and Technology Publications | National Library of Malaysia |
| 30 August - 30 September 2001 | Reading Liberates the Mind | National Library of Malaysia |
| 8-31 October 2001 | Exhibition on Old Malay Letters | National Library of Malaysia |
| 9-16 November 2001 | Strong Commitment perfect Quality | National Library of Malaysia |



Puan Norpishah Mohd. Noor receiving a souvenir from Tuan Haji Zainal Buang Hussein, President of PEKARTUN Malaysia



Opening Ceremony of the Cartoon Exhibition



Y.Bhg. Tan Sri Datuk Dr. Johari Mat, Secretary-General of the Ministry of Education Malaysia visiting the MS ISO 9002 Exhibition



Puan Zawiyah Baba, Acting Director-General, National Library of Malaysia and Exhibition Committee Members with the winners of the Quality Week Exhibition Quiz

EDUCATIONAL VISITS

In 2001, a total of 4,261 visitors visited the library.

Among the prominent visitors who visited the library in 2001 were Prof. Miao, Deputy Director of the Shanghai Library and Ms. Jan Fullerton, Director-General, National Library of Australia.

The National Library also received visitors from various institutions such as training colleges, training centres, members of PUSPANITA, State Library Board members, colleges, hospitals and NGOs.

MASS MEDIA COVERAGE

Throughout 2001, the National Library received 189 coverage in the print and electronic media in all languages. The coverage was on the library services and facilities, exhibitions, seminars and workshops organised by the National Library, reading promotion campaigns, book launches and book donations by corporate bodies, foundations and embassies as well as other official functions.

VISITORS TO THE NATIONAL LIBRARY OF MALAYSIA IN 2001

| DATE | VISITORS | INSTITUTIONS / ORGANISATION |
|------------------|--|---|
| 10 February 2001 | Course Participants | National Archives Malaysia |
| 19 February 2001 | Staff | Malacca Public Library Board (PERPUSTAM) |
| 27 February 2001 | Staff | Customer Service Division, Kuala Lumpur Tower Sdn. Bhd. |
| 27 February 2001 | Kathryn Johnson Khoo Gaik Sim Seto Kit Sau | The British Council, Kuala Lumpur |
| 2 March 2001 | Pn. Sri Lim Kok Wing | Lim Kok Wing Institute, Kuala Lumpur |
| 11 April 2001 | Redzuan Tumin, Director Maimunah Mohd Said Zaitun Kamrin | Department of Museums and Antiquities Malaysia |
| | Vinod Daniel Robyn Slasset | Ausheritage, Australia |
| 25 April 2001 | Prof. Miao Deputy Director | Shanghai Library, China |
| 14 May 2001 | Dr. Tan Chin Nam Permanent Secretary (Manpower) Ministry of Manpower and Chairman Dr. Christopher Chia Chief Executive Mr. R. Ramachandran Assistant Chief Executive Ms. Jennifer Yin Director, Community and International Relations Mrs. Fatimah Sulaiman Senior Manager, Library Services | National Library Board, Singapore |

| DATE | VISITORS | INSTITUTIONS / ORGANISATION |
|----------------|--|--|
| 29 May 2001 | Mr. William P. Tuchrello Field Director | Library of Congress, Jakarta |
| 1 June 2001 | Norkhayati Md Samad Librarian Cik Sharifah Muzmah Librarian | National Library Board, Singapore |
| 12 June 2001 | En. Vladimir Chernenko | Russia |
| 13 June 2001 | Profesor Pn. Shalini R.Urs | Library and Information Science Department, University of Mysore, India |
| 22 June 2001 | Tan San San & Reader's Digest Group | Reader's Digest Group |
| 12 July 2001 | Ms. Jan Fullerton Director-General | National Library of Australia |
| 17 July 2001 | Course Participants from the Malaysian Technical Co-operation Programme (MTCP) | National Institute of Public Administration Malaysia (INTAN), Bukit Kiara |
| 24 July 2001 | Mr. Xia Hai Senior Engineer Mr. Ying Hao Librarian, Research and Development Division of Computer System and Network Center Mr. Jin Xiao Ming Librarian, Institute Of Library, Science and Information Science | Library of Shanghai, China |
| 01 August 2001 | Student | Sultan Qaboos University, Sultanate of Oman |
| 27 August 2001 | En. Mustafa Governour General Manager | Traditional Cairo, Al-Maadi, Cairo, Egypt |
| 28 August 2001 | Old Students Association | University of Wales, Aberystwth |
| 30 August 2001 | YB. Dato' Mahadzir Mohd. Khir Parliamentary Secretary | Ministry of Education Malaysia |



Visit by Mr. W. Tuchrello from the Library of Congress, Jakarta



Puan Zawiyah Baba, Director-General of the Library of Malaysia with Mr. Vlapimir Chernenko from Russia

| DATE | VISITORS | INSTITUTIONS / ORGANISATION |
|-------------------|--|--|
| 13 September 2001 | Librarians | University of the Philippines |
| 4 September 2001 | En. Muhammad Ramzan Chief Librarian | University of Lahore |
| 26 September 2001 | Course Participants from the Strategic Management Course | National institute of Public Administration Malaysia (INTAN) |
| 18 October 2001 | YB. Senator Datuk Zainuddin Maidin Parliamentary Secretary | Ministry of Information Malaysia |
| 9 November 2001 | Y.Bhg. Dato' Hj. Ambrin bin Buang Secretary-General | Ministry of Education Malaysia |



Visit by Professor Madam Shalini R.Urs from the Department of Library and Information Science, University of Mysore, India



Visit by Ms. Jan Fullerton, Director-General of the National Library of Australia to the National Library of Malaysia



Puan Rihanun Md. Samin giving a briefing on the National Library of Malaysia to MTCP participant from INTAN, Bukit Kiara



Puan Zawiyah Baba, Director-General of the National Library of Malaysia with visitors from the Philippines Library Association

LIBRARY CO-OPERATIONS

NATIONAL LEVEL

■ Harvard Club Malaysia and the National Library of Malaysia

The Harvard Collection is sponsored by the Harvard Club of Malaysia since July 2000. The collection is located at the Harvard Corner on the 4th floor of the library. Currently, the total collection comprises 388 monographs, 24 serials titles and 13 units of media resources. This corner is often frequented by library users and researchers.

■ Co-operation between the Librarians Association of Malaysia and the National Library of Malaysia

The Librarians Association of Malaysia is a professional association of professional officers and institutions involved in the librarian profession. At its 2000/2001 Annual General Meeting on 14 April 2001, Puan Zawiyah binti Baba, the Director-General of the National Library, was elected the association's President for the 2001/2003 session while Puan Chin Loy Jyoon was elected the Honorary Treasurer and Puan Siti Zakiah Aman a Committee Member. In addition, Cik Nafisah binti Ahmad was appointed the Honorary Secretary and Puan Hashimah binti Yusof was appointed the Assistant Honorary Secretary. The National Library provided office space for the association to be used as the Secretariat Office. Throughout 2001, several activities such as seminars, talks and workshops were organized with the co-operation of the National Library, for example the *Information Literacy Seminar*, which was held on 6 August 2001.

■ Information Technology Standing Committee, Librarians Association of Malaysia

The National Library is represented in the Standing Committee on Information Technology of the Librarians Association of Malaysia for the 1999/2001 session by Encik Zahuddin bin Sidek from the Library and Information Technology Division. Encik Zahuddin is responsible for the updating of the web page of the Librarians Association of Malaysia.

■ Sub-Committee on Microform (SCOM)

This committee is under the Joint Standing Committee on Bibliographic Services and Library Corporation (BILCO), Librarians Association of Malaysia (PPM). It is responsible for undertaking microform projects of library materials, especially local newspapers. The ten institutional members are: the National Archives of Malaysia, Sabah State Archives, Sarawak Museum Department, Dewan Bahasa dan Pustaka, Universiti Kebangsaan Malaysia Library, University Malaya, Universiti Sains Malaysia, Universiti Teknologi Malaysia, Universiti Utara Malaysia and National Library of Malaysia which acts as the secretariat.

The committee's first meeting was held on 12 March 2001. Matters pertaining to the publication of the *Union Catalogue of Newspapers on Microfilm Libraries/Institution in Malaysia* was discussed. This catalogue will be published in early 2002 and will be linked to the Librarians Association of Malaysia's website. A listing of microfilming equipment in member institutions was also prepared for reference.

■ National Book Council

The National Library is a member of the Council and was involved in the activities of the 2001 International Book Fair. Puan Siti Aishah binti Sheikh Abdul Kadir was a committee member of the 2001 International Kuala Lumpur Book Fair Committee.

■ National Council for the Blind Malaysia (NCBM)

The National Library is a member of the National Council for the Blind Malaysia. The Committee for Library and Information Technology of the National Council for the Blind Malaysia in co-operation with the National Library held 2 meetings on 12 March 2001 and 8 September 2001 at its headquarters to discuss the production of a first and second level Braille book for children and the revision of the Malay Braille Code.

On 25 August 2001, the Library and Information Technology Committee of the National Council for the Blind Malaysia held the 2001 MAB Braille Carnival at the Main Hall, MAB Complex, Brickfields, Kuala Lumpur. Among the activities were:

- Reading competition
- Essay writing competition
- Article writing competition
- Story-telling competition

The competitions were held for the adult category only. Puan Siti Aishah Sheikh Kadir, the Director of the Reading Promotion Division was a judge for the story-telling competition.

■ National Cataloguing and Classification Committee

The National Library chairs the National Cataloguing and Classification Committee which comprises the libraries of Universiti Malaya, Universiti Sains Malaysia, Universiti Putra Malaysia, Universiti Teknologi Malaysia, Universiti Teknologi MARA, and Selangor Public Library Corporation, Sabah State Library, Sarawak State Library, Ministry of Agriculture Library, Ministry of Information Library, Prime Minister's Department Library, Dewan Bahasa dan Pustaka Library, Tun Haji Mohd. Fuad Stephen Research Library and the Faculty of Information Studies, Universiti Teknologi MARA. The representative from the National Library is the chairman of the committee.

A meeting was held on 24 April 2001 to monitor the progress of cataloguing and classification projects as well as to identify new projects. A *Workshop on Metadata* was held from 15-16 October 2001 and attended by cataloguers of member institutions. The workshop was conducted by Prof. Dr. Shalini R. Urs from the Department of Library and Information Science University of Mysore, India.

■ Public Sector Data Dictionary Committee

The National Library has been a member of the Public Sector Data Dictionary Committee since 2000. The Department is represented by Ms. Nafisah Ahmad, the Director of the Technical Services Division. The main objective of the Committee is to develop a standard data dictionary for the public sector to facilitate communication among the related application users as well as to assist in the implementation of an integrated information system.

The Library is also a member of the Working Group I (Generic Data). This Working Group is responsible for formulating standards for data structure and codes for generic data elements, i.e. common data used by public agencies in different application systems such as personal particulars and information about government ministries, departments, etc.

■ Conference of University Libraries and the National Library (PERPUN)

In 2000, the National Library attended three PERPUN meetings. These meetings were held on 15 January 2001 at Universiti Sains Malaysia, Kelantan Branch, 14 May 2001 at the National Library and 6 September 2001 at Sultanah Bahiyah Library, Universiti Utara Malaysia. The following matters were discussed at the 1st PERPUN meeting.

- Multimedia Digital Library
- PERDANA System
- Standards for University and Private Colleges' Libraries

The 2nd PERPUN meeting was chaired by Cik Shahar Banun Jaafar, the Director-General of the National Library. Among the issues discussed were:

- Knowledge Management
- Book Review Journal
- Librarians Salary
- Establishment of a University Consortium
- My Favourite Read

Four new Private Institutions of Higher Learning will be invited to attend the next PERPUN meeting. The institutions are as follows:

- Tun Hussein Onn University College
- Malaysian Islamic University College
- Malaysian Technical University College
- Malaysian Science and Technology University College

The 3rd PERPUN meeting was chaired by Puan Jamilah binti Mohamed, the Chief Librarian of Universiti Utara Malaysia. Among the issues discussed were:

- Status of the Chief Librarian's post
- Associate membership of Public and Private Institutions of Higher Learning
- Subscription of databases under the Ministry of Education allocation for Public and Private Institutions of Higher Learning.

■ Publications Delivery System (PDS)

The Publications Delivery System (PDS) was launched on 2 June 1988 as an extension of the Inter Library Loan System. The National Library is the National Co-ordinating Centre.

In 2001, 18 institutions/libraries have joined the PDS, bringing the total number of PDS members to 402 as at 31 December 2001. Out of these, 145 (36%) are government departmental libraries, 102 (26%) libraries of private institutions, 65 (16%) academic libraries, 59 (15%) libraries of statutory bodies and 31 (7%) libraries of non-governmental organizations.

Throughout 2001, a total of 1,003 requests from within and outside the country were received and fulfilled.

■ International Standard Book Number (ISBN)

As the ISBN National Centre for the country, the National Library has issued a total of 15,675 ISBN numbers for new monographs published in the country. A total of 461 new publishers were registered in the ISBN register of publishers.

■ International Standard Serial Number (ISSN)

As the National Centre for the country, the National Library has issued 261 ISSN numbers for new serial titles published in the country in 2001.

REGIONAL AND INTERNATIONAL LEVEL

■ UNESCO - Malaysian Co-operation

◆ Malaysian CDS/ISIS User's Group

In 2001, the Library and Information Technology Division of the National Library distributed the CDS/ISIS software package to 27 institutions which applied for it. An officer from the division was sent to Bangkok under the sponsorship of UNESCO to attend a Training for Trainers' workshop on WINISIS at the Asian Institute of Technology from 19 - 23 November 2001. Fifteen trainers from 14 countries attended the workshop.

■ Asean Committee on Culture and Information (Asean-COCI)

The National Library was represented by Dr Haji Wan Ali Wan Mamat at the Third Meeting of the ASEAN-COCI

Sub-Committee on Culture which was held from 25-27 September 2001 in Penang. Three project proposals were submitted by the National Library, namely:-

- A Study Tour of Electronic Library Services in Canada by ASEAN Librarians
- Training Workshop on the Digitization of ASEAN Cultural and Intellectual Heritage
- Digitization of ASEAN Legends in Animation

The third proposals was accepted in principle by the Committee but required further refinement. The first and second proposals required further input and are to be re-submitted in 2002.

■ The Regional Network for the Exchange of Information and Experience in Science and Technology (ASTINFO)

Effective from 2001, the secretariat of the Permanent Sub-Committee on Science (JKKTS), UNESCO National Commission of Malaysia (SKUM) was transferred to the Ministry of Science, Technology and Environment. In 2001, 2 meetings were held. Since there were many new members in the JKKTS, a workshop was organised on 31 July 2001 at City Bayview Hotel, Langkawi to brief members on the procedures required when applying for funding from UNESCO as well as to provide the opportunity for members to interact and to get to know one another and establish contacts.

Three issues of the ASTINFO Newsletter were distributed to member institutions.

The UNESCO Working Group Meeting was held from 12-14 Mac 2001 in Hanoi, Vietnam to discuss the roles of ASTINFO, RINSEAP and RINSCA. It was agreed that new ASTINFO objectives be formulated in line with the UNESCO Information For All (IFA) Programme.

The UNESCO/ASTINFO Regional Office in Bangkok, Thailand, with funding from the Japanese-Fund-In-Trust in the field of education and science has started to develop a training package on ICT for library and information professionals in developing countries. Upon completion, the package will be distributed free.

■ Conference of Directors of National Libraries (CDNL)

The 28th CDNL Conference was held on 18 August 2001 during 87th IFLA Conference in Boston, USA. Puan Zawiyah Baba was invited to table the resolution that national libraries world wide participate in benchmarking studies among them. Further discussion on this resolution was held during the meeting of the Standing Committee on National Libraries. Puan Zawiyah Baba was elected to sit in this Committee.

Puan Zawiyah Baba also presented the National Library of Malaysia's country report. Among the issues tabled were:

- The National Digital Library System Project (PERDANA)
- MS ISO 9002 certification
- Deposit of On-line Publications under the *Deposit of Library Material Act, 1986 (Act 331)*

■ Conference of Directors of National Libraries of Asia and Oceania (CDNLAO)

The 9th Conference of Directors of National Libraries of Asia and Oceania was held at the National Library Board, Singapore on 22 April 2001. A total of fourteen member countries from Asia and Oceania attended the conference. Malaysia was represented by Cik Shahar Banun Jaafar, the Director-General of National Library. Among the issues discussed were country reports, 2001 IFLA in Boston and 2002 CDNLAO, Cik Shahar Banun Jaafar reported on the following matters:

- Upgrading of rural libraries to cyber libraries
- Upgrading of mobile libraries to multimedia mobile libraries
- The National Digital Library Project (PERDANA System)
- MS ISO 9002 Certification for the National Library of Malaysia

■ Congress of Southeast Asian Librarians (CONSAL)

Puan Zawiyah Baba represented the Director-General of the National Library at the 1st meeting of the CONSAL XII Executive Board in Bandar Seri Begawan, Brunei Darussalam from 27 to 28 March 2001. The Board meeting was organised by Dewan Bahasa dan Pustaka Brunei and the Brunei Darussalam Library Association as host of the CONSAL XII conference. Among the issues discussed at the meeting were:

- CONSAL website
- Review of CONSAL projects
- CONSAL new projects

The 2nd meeting of CONSAL XII Executive Board was held at the National Library Board, Singapore on 22 April 2001. Malaysia was represented by:

- **Cik Shahar Banun Jaafar**
Director-General
National Library of Malaysia
- **Puan Zawiyah Baba**
Deputy Director-General
National Library of Malaysia
- **Puan Rashidah Begum**
President
Librarians Association of Malaysia

The issues discussed included:

- Development of Copyright in the region
- Conservation and preservation of library materials
- Regional digitization projects

Tuan Syed Salim Agha, Chief Librarian of the International Islamic University Malaysia was chosen as the Malaysian candidate for the CONSAL Outstanding Librarian Award.

■ International Federation of Library Associations and Institutions (IFLA)

The 67th IFLA Council and General Conference was held in Boston, Massachusetts, United States of America from 16- 25 August 2001. The theme of the conference was *Libraries and Librarians: Making a Difference in the Knowledge Age*. The National Library was represented by Puan Zawiyah Baba, the Acting Director-General of the National Library. She presented a country report at the Conference of Directors of National Libraries (CDNL) held on 22 August 2001.

■ 30th International Association of School Librarianship (IASL) 2001 Conference, Auckland New Zealand

The 30th International Association of School Librarianship (IASL) 2001 Conference was held at the Waipuna Hotel & Conference Center, Auckland, New Zealand from 9 - 12 July 2001. This was the first time the conference was held in New Zealand. The theme of the conference

was *Inspiring Connection: Learning, Libraries and Literacies*. More than 400 participants from 21 countries attended this conference. Malaysia will be hosting the conference in 2002 and the main organizer is the Educational Technology Division, Ministry of Education Malaysia with the National Library as one of the co-organisers. The theme of the IASL 2002 Conference is *School Libraries for a Knowledge Society*.

■ Malaysian Resource Centre Overseas

Three overseas Malaysian Resource Centres were established at the University of Ohio, U.S.A, Athens, the Royal Institute of Linguistics and Anthropology (KITLV), Leiden, the Netherlands and the University of Victoria, Wellington, New Zealand. These resource centres support the Malay and Malaysian- studies programmes offered at these institutions.

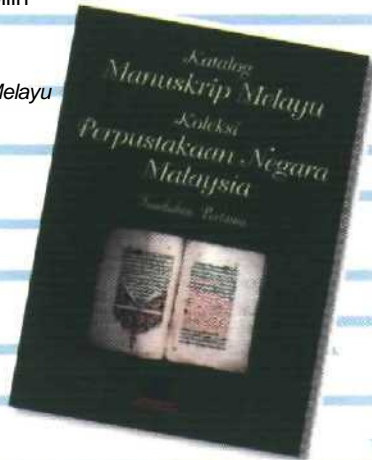
In 2001, a total of 514 library materials were acquired for the Resource Centre at the University of Ohio, U.S.A., 438 materials were acquired for the Malaysian Resource Centre at the Royal Institute of Linguistics and Anthropology (KITLV), Leiden, the Netherlands, and 457 materials were acquired for the Malaysian Resource Centre at University of Victoria, Wellington, New Zealand.

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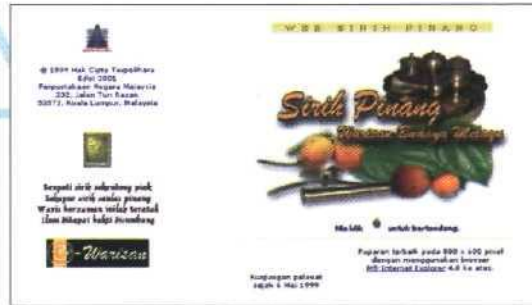


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Mengurus Sumber Manusia. Sari Pustaka. (2): 11-12; 2001.

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Siti Fatimah Wahab

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Zulkifli Ali

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PROFESSIONAL TALKS

Siti Zakiah Aman

Pelaksanaan Penilaian Program Dalam Sektor Awam. National Library of Malaysia's Profesional Talks on 27th July 2001.

Zawiyah Baba

Pelan StrategiK PNM 2001-2005. National Library of Malaysia's professional talks on 10 August 2001.



WELFARE AND SPORTS

■ NATIONAL LIBRARY CLUB

◆ Leadership

The election of the Executive Committee is held once every two years. 2001 saw the election of a new Executive Committee during the Annual General Meeting which was held on 16 April 2001. The new officers of the Executive Committee for the 2001/2003 session are as follows:



Member of the National Library Club Voting during the Annual General Meeting

President

Puan Norpishah Mohd. Noor

Deputy Presiden

Tuan Hj. Rosham Hj. Abdul Shukor

Hon. Secretary

Puan Jamilah Mohd. Sir

Assist. Hon. Secretary

Puan Noor Aznah Zakaria

Hon. Treasurer

Puan Norashikin Lee Abdullah

Committee Members

Encik Raslin Abu Bakar
 Encik Mohd. Razalli Ahmad Termizi
 Encik Muhammad Musa
 Puan Rosenah Abd. Karim
 Encik Zainal Abu
 Encik Abdul Rani Abdul
 Puan Nor Liza Othman

◆ Membership

Membership of the National Library Club (NLC) are made up of the staff of the National Library as ordinary members and members of the civil service under the common user library scheme and staff of the security company as well as staff of the building maintenance company can become associate members, Former Director-Generals of the National Library as well as the ex-Presidents of the NLC are made honorary members. At the end of 2001, the LNC membership stands at 284 ordinary members, 18 associate members and 3 honorary members.



Staff of the National Library of Malaysia giving a performance during the 1422H Ma'al Hijrah Celebration.

◆ Activities

In 2001, the activities carried out by the NLC for the benefit of the club members were as follows:

- Ma'al Hijrah 1412H celebration held on 10 April 2001 with a religious talk entitled *Islamic Work Ethics* by Ustaz Muhyidin bin Hj. Aziz from the Federal Territory Islamic Affairs Department.
- Participation in the Ministry of Education Family Day, which was held at the Forest Research Institute of Malaysia, Kepong with the setting up of a food stall manned by NLC members.
- Programmes held in conjunction with the month of Ramadhan included the Breaking of Fast and Terawih prayers on 29 November 2001, Tadarus Al-Quran together with Majlis Khatam on 11 December 2001, 3 sessions of Ramadhan lectures held on 21 November, 28 November and 15 December 2001. The speakers were Ustaz Yusuf bin Mamat with a talk on *Quality Fasting*; Ustaz Zakaria bin Abd. Rahman with a talk on the *Importance and Strength of Qiamullail* and Ustaz Abdul ah bin Omar with a talk on *The Civil Way to Celebrate Aidilfitri*.



Volleyball match between the National Library Club and the National Archives of Malaysia

- NLC members participated actively in the Triangular Inter-Departmental Games which was held in August 2001. This Triangular games is held among 3 departments, namely the Department of National Archives, the Department of Museum and Antiquities and the National Library. NLC members also participated in the annual MAKSWIP games in volleyball, table tennis, caroms, congkak, draught, chess, 7-a-side football and fishing competition.
- Two Corpse Handling courses were held on 13 & 27 October 2001. The session for women was conducted by Ustazah Siaton Mohd. Osman and Ustaz Shihabudin Alang Mat Piah from JAWI conducted the session for men.

◆ Publications

Three (3) issues of the Club News were published in 2001. This publication provides an opportunity for members to submit articles, cartoons, jokes, etc. to develop their creativity. The NLC has also created a web page which is linked to the web page of the National Library. Information on all Club activities can be accessed at <http://www.pnm.my>

■ ASSOCIATION OF WIVES OF CIVIL SERVANTS AND WOMEN CIVIL SERVANTS (PUSPANITA)

The National Library is a member of PUSPANITA. Ministry of Education branch. It held its 18th Annual General Meeting on 1 May 2001 at the Education Technology Division. Twenty members of PUSPANITA from the National Library, including Cik Shahar Banun Jaafar, the Director-General, attended the meeting. Election of new office bearers to the Main Committee for the 2001/2003 session was held at this meeting. Y.Bhg Datin Siti Mariani S.M.Omar was elected as one of its members.

The National Library's PUSPANITA has 37 members and they participated actively in the various programmes organised. The National Library's PUSPANITA *congkak* team was invited to participate in the friendly indoor games between the PUSPANITA of the Ministry of Youth and Sports and the PUSPANITA of the Ministry of Education which was held on 18 May 2001. The members also participated in the Traditional Indoor Games, i.e. in carom and *congkak* which was held on 29 September 2001. Members also attended talks on Islam and health. A special farewell function was held on 7 September 2001 at Hotel Legend in conjunction with the retirement of Y.Bhg. Puan Sri Zarina Fazle Hussein, the Chairman of PUSPANITA, Ministry of Education. Y.Bhg. Datin Seri Maimon Jahidin, Puan Hamidah Baba and Puan Rohani Shaari, National Library PUSPANITA members were present at the function.