

THE ROLES OF NATIONAL LIBRARY: STUDENTS PERCEPTION

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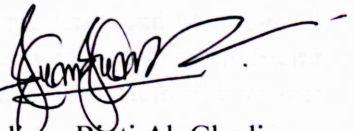
AUTHOR DECLARATION

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

I hereby declare that the work in this academic project is my own except for quotations and summaries which have been duly acknowledged.

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ABSTRAK

Kajian ini membincangkan tentang Perpustakaan Negara Malaysia sebagai sebuah Jabatan Kerajaan Persekutuan yang memainkan peranan penting untuk menggerakkan masyarakat kearah pembangunan dengan memupuk budaya membaca dan budaya berilmu dikalangan masyarakat. Ia menjadi pusat sumber maklumat dan rujukan yang terunggul negara. Teras utama Perpustakaan Negara Malaysia adalah untuk menjadi pusat kecemerlangan rujukan dan perujukan maklumat mengenai Malaysia. Perpustakaan Negara Malaysia mempunyai 2 peranan penting iaitu sebagai sebuah Perpustakaan Negara yang menyediakan sumber maklumat dan rujukan terutama mengenai Malaysia. Dan yang keduanya adalah sebagai Perpustakaan Awam yang menyediakan perkhidmatan pinjaman kepada ahli Perpustakaan Negara. Memandangkan ia adalah sebuah institusi yang terpenting untuk pembangunan minda masyarakat bagi melahirkan budaya berilmu dan budaya membaca, penulis membentangkan atau membincangkan tentang sejarah penubuhan, objektif dan fungsi penubuhan, perkhidmatan dan kemudahan yang disediakan, penggunaan dan sambutan orang ramai terhadap Perpustakaan Negara Malaysia. Hasil dari penulisan ini, penulis mendapati bahawa ia layak menjadi pusat peradaban yang terunggul di Negara ini. Ia melambangkan budaya intelektual dan kecanggihan teknologi masa kini. Di samping itu ia juga menjadi teras pembangunan negara dan minda masyarakat untuk menghadapi cabaran yang akan datang.

ABSTRACT

The National Library is a government organization that plays an important role in moving the society towards building better culture and standards of life. It has become the center of information and reference entity, which is considered to be the best in the country. The main direction of the library is to become the center of excellent for reference and the point where we can find information on the country's overall aspects. The National Library has two important roles that is as a National Library that provides information in variety kinds of sources, and secondly as a Public Library that provides services in borrowing materials to its members. Since it is said to be the most important place for the society's mind development in order to build a knowledgeable and reading culture, the writer writes and discusses on the history behind the library's existence, its objective, function, services, and facilities that is available there. From the research, the writer found that the National Library could be recognized as the country's leading civilization center. It symbolizes intellectual culture from the advanced technology of today's world. It has also become the point of growing development of the nation and for the society's mind in order to face future challenges.

ملخص البحث

يهدف هذا البحث إلى مناقشة إهدى مراكز الدولة وهي المكتبة المركزية الوطنية التي تلعب دورا هاما في تحريك المجتمع الماليزي نحو النهضة والتقدم. وأنها كالمصدر الرئيسي لجميع طبقات الشعب من الطلبة والموظفين وغيرهم. هناك دوران مهمان لهذه المكتبة، أولا: أنها كالمكتبة الرئيسية في البلد التي تجهز جميع المعلومات التي تتعلق بماليزيا. ثانيا: أنها كالمكتبة العامة. ونظرا إلى أهميتها لتنمية ثقافة الشعب الماليزي، فقامت الباحثة في البحث بمناقشة تاريخ تأسيسها، وهدفها بالإضافة إلى دورها. ومن خلال هذا البحث توصلت الباحثة إلى أن المكتبة المركزية الوطنية هي من أهم المراكز العامة في ماليزيا، وأنها أيضا تلوح إلى أهمية الثقافة والمعرفة كما أنها لا تخلو عن التقنية الحديثة التي نظهر في عصر العولمة، وجدير بالذكر أن هذه المكتبة هي الأساس من أسس التنمية لهذا البلد.

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CHAPTER ONE

THE ROLES OF NATIONAL LIBRARY; STUDENTS' PERCEPTION.

1) Introduction

The National Library plays a big role in moving and producing students who are interested in reading and to achieve them excellent in academic and a more positive development of the country. Reading culture and knowledge culture must be instilled in the society from early stages. This is also true to grow the interest of reading among students because it must be start from childhood. From this kind of approach, the practice of reading can train the students to use the library and this can definitely take care of the negative problems that can be found among the teenagers and students itself.

What is needed in generating the interest and desire in the students on the importance of the library is by introducing a comfortable environment and can get the attention of the students to be close to all the facilities provided by the library itself. This can definitely change the perception of students from wasting their time without any use and doing something negative to a better one, and give benefit to them in their future. Thus, library is a main place for producing and shaping the reading culture and the knowledge culture among the society. The functional of library as a place that become an attraction, a place to gain knowledge and source of information, as well as a reading place, fill with all the references and knowledge that become the mechanism to development of the country and the society.

The National Library is a symbol of development to the country's intellectual culture. The National Library will always be the best and proudly stand tall and grateful as a best library in this country that provides various of facilities and services as well as building the library collection, especially the Malaysiana Collection. (A collection on various published materials by the Malaysiana writers and overseas publications on Malaysia), including references was related to various things used by the society as

the basis to gain knowledge. The main core of the National Library is to become the most excellent references or information center in Malaysia in the year 2000 and above. The National Library is a Government Development that always try to give the best services to all the customers of the library in line with the development achieved in the world today. Besides that, this library also has various forms of the latest services to cater the needs of researchers.

1.1.1) The History Of Formation Of Malaysia National Library.

To realize a formation of a strong organization, it needs a complete analysis so that a plan can be executed smoothly and systematically according to the policy planed. This is also true in the formation of the National Library of Malaysia, it took a long time or period and many steps to achieve the success nowadays. Standing tall and mighty as a source for knowledge center providing all the facilities of every individual, it also needs it in searching knowledge, references and researches.

In thinking the importance of knowledge resources to the society and the country's development, the National Library has been proposed of its formation in 1956. And clearly, this proposal received a positive and encouraging feedback from various parties. Some of encouragements and feedback received with regards to the proposed plan includes some professional bodies, associations and unions such as the Malaysia Library Association, Private Companies and other individuals. This effort also has got full attention from the Lee Foundation to donate RM500.000.0 and it aims to start the National Library fund. The early contributions for the formation of this National Library was given to help the project maintenances process so that it can run smoothly, around 1962.

Starting from 1956-1987, from the proposal to form and until the National Library's services operates, it faces several of events, some happy and some sad. This situation is a challenge and process for make strength of the National Library itself. In 1966, an important date for the National Library, as it is on this date the national Library was given the responsibility by the Government to form a National Library. This National Library was chaired by Tan Sri Jamil Rais committee, also the permanent secretary of

the Prime Minister Development. Decision also has been made for a core to be established as soon as possible as one of the development in the nation archives. (Kronologi Perpustakaan Malaysia).

In the same year also the Government has passed the Act on Book Protection. According to this Act, every Publisher in Malaysia is obligated to give two copies of book from each Publication to the Malaysia National Library. (Undang-undang Malaysia akta 331, akta penyerahan bahan Perpustakaan 1986, pg.6-9).

In May 1966, a research and study was conducted on the Malaysia Libraries and a report on the development consist of functional proposals, finance and staffing also housing of the National Library was proposed to the Government for an approval. At the same time, a suitable site for the National Library was found beside the National archive. (Kronologi Perpustakaan Malaysia).

At this stage, although the National Library was seen to be development and running smoothly, it clearly needs a lot of attention from various parties to become a tough and matured organization from the aspect of status and its targets. And, in its early stage, the National Library still have many disadvantages that cannot be avoided, this includes the fact that it does not have its own building. The services of the National Library in 1966 was located in the Federal Building, Petaling Jaya, Selangor and is under the same roof with the Malaysia National Archive t that time. (Maklumat Mengenai Perpustakaan Negara, Perpustakaan Negara Malaysia, pg.4).

In 1970, The National Library of Malaysia meets and proposed that the National Library be established officially in 1991 and the Government officially gave its permission to build Malaysia National Library and its budgets taken from the 2nd Malaysia development Plan. At this stage, Professor Ungku Abdul Aziz Bin Abdul Hamid was appointed as the secretary to collect Malaysia National Library donations with regards to the request of YB. Tan Siew Sin, the Minister of Finance at that time.

And borrowing in-between libraries was introduced where materials such as newspaper, unbind magazine, general references, special materials was not allowed to

be lend under this services. Malaysia National Library servicing system was first introduced and operational as follows;-

Monday until Friday- open at 9.00- 3.45 pm.

Saturday open at 9.00-12.00 noon.

(kronologi Perpustakaan Negara Malaysia).

In 1980, YB. Bhg. Haji Amri Kamaruddin was appointed as the first Head director of the Malaysia National Library and he was in this post until March 1981. Starting from this National Library starts to widen its wings with the declaration as the national center for the International Standard Book Number (ISBN). This constitution has raised interest of the Culture and Sport Minister at that time, YB. Encik Anwar Bin Ibrahim to declare the National Library as the center of Malay Manuskripts.

Malaysia National Library was operational in three different building;

- 1) Wisma Thakurdes / Sachdev, Jalan Raja Laut Kuala Lumpur. This building is where the references, borrowing, cataloging and training development.
- 2) The Maba building, Jalan Davidson, Kuala Lumpur placed the Head Director's Office, Deputy Head Director, Administration and Development department.
- 3) The Government's Building, Jalan Perdana , Kuala Lumpur was the 3rd building.

In 1981, Malaysia National Library formed a consortium to get published materials on pre-1966 Malaysiana, from British and other libraries of the world. The consortium was consist of universities libraries and Dewan Bahasa and Pustaka. In September 20, 1982 the first motion-library services was launched for the Federal Territory, consist of 20 stops inclusive of Sungai Penchala, kepong, Jinjang, Segambut once in two weeks. (Kronologi Perpustakaan Malaysia).

In 1984, the development of the Malaysia National Library can b seen in its services and operations. In this year, for example, the second motion-library services was

launched consisting of 20 stops in Sungai Besi and Cheras. This operation was inaugurated by the Minister Culture, Youth and Sport, YB. Encik Anwar Ibrahim in Kampung Pasir, Jalan Kelang Lama.

Beside that, the Labuan Library has been taken over by the Malaysia National Library after being declared as a Federal Territory. In April 1985, its achievement was increased to a higher level by adding data based on magazine. Article chosen was from chosen serial publication. The aims of this to attract of more user and in using national library and also to give them comfortably. At this year Act of National Library was change where Act summated of library sources 1986 take over by a Act of Book Cares 1966. At that year obligates all publishers to give 5 copies of printed materials and two unprinted materials to the Malaysia National Library, compared to only 2 copies of printed materials from each publisher before.

In 1987, once again, the Malaysia National library Act 1972 was amended. The National Library of Malaysia was put under the Cultural, Arts and tourism Ministry. As a Malaysia National Library, from its early establishment until that time still do not have its own building, many effort ha been made to resolve this problem by organizing fund-raising activities and others.

Clearly this effort has received a good response from various parties and in April 14,1989, a contractual agreement o build Malaysia National Library was signed with RME Sdn-Bhd, at the Ministry of culture and Tourism where TB. Sabbarruddin Bin Chik, The Minister of Culture and Tourism Signed the contract on behalf of the state with Tuan Hj. Roslan Bin Awang Chik, Manager of RME Sdn-Bhd. (Kronologi Perpustakaan Negara Malaysia).

One by one, development happens in line with the development of the country. Along with this development, the national Library has been getting its first computer system this year. Beside that, a publishing supply system was also launched and also a National Library policy for libraries and information services was passed by the Parliament.

In 1990, the National Library of Malaysia has started on on-line Public access Catalogue also known as OPAC to enable the users to find information in this library.

On February 23,1990, the National Library has been given the responsibility to supply library materials to Malaysia Resource Centre in University of Ohio, United States of America in which the Tun Razak Chair was established from 1975.

With the existence of Malaysia publications in the library, information on Malaysia can be accessed by users in America who wanted to made references, studies and researches about Malaysia in the University of Ohio.

In 21June 1991, implementation unit, prime Minister's Department was appointed Consultants to execute the Malaysia National Library building project for phase 2. Kumpulan Architect, as the architect consultant function as the supervisor for that project, consist of the combination of Structure and Civil Consultant, Zainuddin Radzi and friends as Mechanical and Electrical Consultant, Baharuddin Ali and Law as the Quality Surveyor Consultant and Architect Interior and Graphic as interior Designer Consultant. Majidah Design Sdn-Bhd was appointed as the interior designer consultant for the 2nd phase which includes auditation for 5,6 and 7th floor. RME Sdn-Bhd, contractor from Terengganu become the main contractor appointed to build Malaysia National Library building. (Perpustakaan Negara Malaysia, laporan tahunan 1987,pg 3).

In 1992, Malaysia national Library finally moved to its own building in Jalan Tun Razak with the determination to make it as an established resource center, for the Malaysians, now and in the future. In 1993, three important department has been formed to increase the function of the National library to a better service provider which are the Public Relations Department, Library Research Department and Media resource Centre. Whereas in 1994, an opening ceremony of the new National Library building by TAB Dato' Seri Anwar Ibrahim, the deputy Minister on 16 December 1994, as a historical moment that symbolized a successful product of the sacrifices and hard work of all parties involved. (Internet 2003).

1.1.2) Building In Which The National Library Of Malaysia Has Been Placed.

The service of the National Library started in 1966 at the Federal Building , Petaling Jaya, Selangor, which is under the same roof as the National Archive Malaysia at that time. In the early 1970s, the National Library of Malaysia has moved to a Government buiding in Jalan Venning “now Jalan Perdana” . This place was not for long as in 1972, some department moved the 6th and 7th floor of UMBC Building, at Jalan Sulaiman, Kuala Lumpur. At this same time, the Reference Department was opened to the public.

The Malaysia National Library changes rapidly and become a Federal agency in 1977 and moved to the lower 6th and 7th floor, Bangunan MABA, Jalan Davidson, Kuala Lumpur. And on December 1975, the National Library of Malaysia moved again to the first, second and third floor of Wisma Thahurdas / Sachder, at Lajan Raja Laut, Kuala Lumpur.

This does not end here because on 1982, some departments has been moved to the Lower Floor, first, second, and third floor of Wisma SYS, at Jalan Raja Laut, Kuala Lumpur. Also in 1985, the Malaysia National Library has rented Block 2B, Lot 2984, at Jalan Segambut, Kuala Lumpur followed by 1987 in which National Library of Malaysia moved some departments to the Lower Floor of Kompleks Bukit Naga, Exchange Square, at Jalan Semantan, Damansara Height, Kuala Lumpur. (Internet 2003)

And starting from 1992, everything ended as the National Library receive its own building in Jalan Tun Razak, until today. The National Library started its operation at 9.00am-7.00pm, every Saturday, 10.00am-7.00pm on Tuesday to Friday and on Sunday at 10.00am-5.00pm. The National Library is closed every Monday and on public holidays. (Panduan Peraturan Perpustakaan).

The National Library has the amount of 284 employees, 63 professional workers and 221 support staffs. The officer in charge of his library is under the Supervision of the Head Director, Dato’ Zawiyah Binti Baba.

The National Library monograph collection includes 1447446 volumes, serials 26788 title, 2975 poster units, 3417 maps units, other printed materials 74987 units, manuscripts 3028 units, microfilm 2454 units, microfiche 38507 units, photo 693 copies, audio cassette 11967 units, video cassette 9470 units, multimedia kits 861 units, film strip 437 units, film 1096 rolls, records 100 units, slide 657 units, compact disc 3697 units, video compact disc 1587 units, laser disc 602 units, other non-printed materials 7386 units. The main language used in the National Library are Malay, Chinese, and English. (Direktori Perpustakaan di Malaysia- Perpustakaan Negara Malaysia).

1.1.3) The National Library's Vision.

The formation of the National Library has its own vision, that is the National Library of Malaysia functions as an excellent library that can provide excellent information, references and researches in various media to be enjoyed by all levels of the society in this country.

1.1.4) Mission Of The Organization.

To ensure that all Malaysian, without differentiating status, wherever they are, can enjoy the facilities and services of the library justly and able to get and use the knowledge as a vision to give to intellectual Malaysian and the world knowledge by using the integrated electronic library of the whole country. (Internet 2003)

1.1.5) Objective Of The Library.

- 1) To provide the usage of a resource of collection in libraries at the National level for the present and future generation.
- 2) To give easy access to the whole country, library resources inside and outside the country.
- 3) To provide a lead in matters relating to libraries.

1.1.6) Strategies Of National Library.

- 1) To ensure there is a collection on Malaysian intellectual publications and all Malaysiana publication, latest and retrospective, for the research and reference facility of the present and future generations.
- 2) To ensure that the database and publications of the National library of Malaysia on Malaysia is the latest information.
- 3) To provide a benchmark and guideline in developing an excellent Center for Specific areas of information.
- 4) To provide a long term planning and short term planning to establish a network of libraries and information n this country.
- 5) To promote various library services including information resources on the country's output in the National and International level.

1.1.7) Policies Of The National Library.

The national Library of Malaysia has so many policies it is including ;

- a) Malaysiana policy
- b) Digitization policy
- c) Malay Manuscript policy
- d) Gifts and Exchange policy
- e) Publication Supply System policy (spp)
- f) Media Resource policy
- g) Document Management policy
- h) Serial Publication policy
- i) Expiry of library resources policy
- j) Buying and Documentation of Monograph Materials and Printed Materials policy
- k) Malaysia National Library Building Contingency Plan policy
- l) Department Security policy
- m) Human resource development policy
- n) Library development policy
- o) Reading movement policy

- p) Malaysia National Library Publication policy
- q) Special collection Materials policy
- r) Accounts and Finance policy
- s) Policy on Establishment of Malaysia Resource Center Oversea
- t) Library resource policy
- u) Policy on Publication level- secret, Banned, Limited, Confidential and Nadir
- v) Fana Collection policy

1.1.8) Customer's Charter

The implementation of a customer's charter is the ultimate degree to the effort made by the Government to enhance the quality and productivity of the public services. With the existence of promises made by the department or agencies in the customer's charter, the public service can produce discipline and responsible members. The public can receive benefit in the form of money whether from the payment for service or as a tax-payers.

In line with government's decision to implement the customer's charter in all Public administration mechanism according to the Public Administration development circular Vol.3 1993, Guideline on customer's Charter, the national Library of Malaysia has implement the Customer's Charter in all its department in 1995. This is an effort to provide the best service to all the library customers.

Priority is given to the Services Department that interest with outsides especially readers or library users. The Customers charter also is implement in other department which also relates with outside, besides readers and library users.

The customer's Charter prepared is displayed in counters for the Customer's Charter and always work hard to achieve it. (Internet 2003).

1.1.9) The Services Provide By The National Library.

Library is a place to move the society to achieve development in the aspect of intellectual, political, culture and social. All the information resources kept and collected in the library, big or small, is not the measure but more importantly, its function and roles played by the library that can contribute to the society. When talking about libraries, automatically, something in relation to knowledge will also be discussed upon. Therefore, man's civilization and development happens. The product of the collection and writing of knowledge, an institution, a book collection center is produced, namely the library.

The highlighted image of the National Library as the most prestigious information and references center in this country can be seen in its excellent quality in its services, nationally and internationally. To achieve its aims, it took the initiative to introduce and provide the most latest services that can fulfill the needs and necessities, also the satisfaction to all its users. It is responsible in taking care of the users' and the researchers' welfare. For the writer, this is an intelligent step by the National Library and should be given credit because it symbolizes the tradition of knowledge and the pride of the country.

All the services and facilities provided can be enjoyed by all the National Library of Malaysia users, especially those who are permanent members of the library. Form of services and facilities for the public includes;

- a) References services
- b) Services to Answer Question on References
- c) Malay Manuscript Centre Services
- d) Computerized Information services
- e) Electronic Services
- f) Borrowing Services
- g) Library Branches Services
- h) Motion-library services
- i) Documentation services
- j) Media Resource Services

- k) Advise on Other institutions to Form or Enhance library Services
- l) Training Services
- m) Children Services

A) References Services.

This services as one of the main information resource center in this country that provides various kinds of services and facilities for references and researches users.

It provide references services according to the library collections that existed that is Malaysiana, Malay manuscript collections, various media collections, united nations collections, serial publication collections and newspaper collections. (Internet 2003).

According to the National Library Act (Amendment) 1987, A667 (Malaysia Law Act A667, National Library Act (Amendment) 1987 pg 6) provides that the function of references provided by the National Library includes;

- 1) Provide references services, reprography information and borrowing services.
- 2) Provide facility in the Library to let at function as;
 - a) The country's focus for the country's information system.
 - b) The nation's center for borrowing and exchanging library resources to encourage the readiness of publications in the nation.
- 3) To encourage and supervise the development of library resources in this country. Users at the National Library of Malaysia can access information from the library's catalogue collections with ease and in a short period of time by using the on-line Public Access Catalogue or we just call it OPAC.

A1) References Users

The common references in the library used by users are books, magazines, newspaper and media resources materials. The areas in which users commonly references to relates to management, economic, pure science, general history, arts and general masterpieces. For serials publications, most references areas includes general

economics, education, geography, photography, trade, management, history and law. (Annual report, 1991, National Library pg 19).

B) Services To Answer Questions On References.

This Services in all service counters to help the public access information. Question on references was accepted by using the telephone, telex, fax, letters, personal visits, and telita. "TELITA is a videotext service which is easy and not difficult to use in which it uses the information recipient system and communication system between terminals and computers". This TELITA service is provided b TELEKOM Malaysia Bhd. Where libraries can get latest information in the country on-line. Beside that, users can use TELITA service to send and receive message from TELITA users. Users can be from various groups such as government department and private individuals. Information received from TELITA is in the form of finance, medications, education, computerization, advertisements and tourism. (Risalah kecil perkhidmatan TELITA).

B1) Publication Supplier System.

This system is introduced to encourage sharing of information resources among the libraries and information centres in the country so that the materials in the existing libraries can be used maximally. This system not only provide borrowing services between libraries but also supply articles needed. (Perpustakaan Negara Malaysia, Laporan Tahaunan 1991 pg 20-21).

C) Malay Manuscript Services.

The Malay Manuscript center was established in the National Library in 1985. It function to find manuscripts in the form of copies, the documentation of the manuscript and can be found using certain benchmark and to provide facilities to do manuscript research to the researchers in 1991. This function of the Malay manuscript Centre has been expanded to disseminate the knowledge in the Malay Manuscript using volumization, publication and exhibition. (Ibid pg 25)

D) Computer Services.

The National Library enhance its steps in computerizing activities to establish some databases that is accessible on-line by researchers and library users. It provides an integrated computer system for libraries in this country known as “Sinaran”. The library users can access database of the National Library and indexes from OPAC. The National Library database are as follows;-

- 1) Binar- database for bibliography of the National Library collections.
- 2) Menteri- database for Malaysian magazine indexes.
- 3) Purnama- database for the National library members
- 4) Livercom- Britex
- 5) Sirimlink- database CD-Rom and database for dialogue information. (Risalah Perpustakaan Negara).

The library users can get the services on how to use computer from the National Library staffs who are on duty. The National Library has subscribed on various databases in the market to fulfill the need for information by the users and researchers. On-line computer database includes livsBases that gives information on businesses, Kuala Lumpur Stock Exchange, Corporate business developments and others. While Newscan database gives the latest information on current topics, the SIRIMLINK database is provided by SIRIM that provides information on standards, patterns and magazine abstracts. The database that can be accessed by the National Library is the ‘Dialogue Information Services), originated from Polo alto, California.

E) Electronic Information Services.

This service in one of the references provided by the National Library to researchers from Government Department, privatized agency, firms and individuals who wants to get easy access in various Areas. This is an international database which also includes national database, subscribed by the National of Malaysia. This includes;-

- a) Dialog Information services
- b) Bernama Services

- c) Telita
- d) Cd-Rom Database
- e) Inc database

E a) Dialog Database

Is an international database subscribed from Dialog Information Service, California USA. Now, Dialog has about 400 databases especially for the public. This Dialog database offers a wide database that covers a lot areas including science and technology, economy, trade, specialization, education and social sciences. Information can be received in the form of bibliography, abstract and full-text. (Risalah Perkhidmatan Maklumat Elektronik perpustakaan Negara).

E b) Bernama Services

Some of the services subscribed from Bernama by the National Library are;

1) Bernama Excel

Information on companies that do business and trade with the world's stock Exchange.

2) Bernama Newscan

To provide current information inside and outside the country.

3) Bernama Equality

Provide Services on 'real time sock' and 'index monitoring' of companies that do business and trade with the Kuala Lumpur Stock Exchange.

E c) Cd-Rom

The National Library provides information services by using CD-ROM. Some of the CD-ROM titles in the National Library's collection includes;-

- 1) International Drug Library
- 2) Grolier, the Electronic Encyclopedia
- 3) McGraw-Hill CD-ROM Science and Technical
- 4) References Set

5) Bookshelf

E d) Inc Database

Information in this database includes:-

- 1) Live International and Local news
- 2) Live Services
- 3) Government Directory
- 4) Tourism
- 5) Taxation
- 6) Business and Company Searches
- 7) Financial Activities Directory
- 8) Product and Services Directory
- 9) Country Profile on G7, G15, and ASEAN
- 10) Bus and Train Information
- 11) Zakat Information
- 12) NSTP on-line References Services

Information in this database consist of;

- 1) Daily newspaper; the New Strait times, Berita Harian, Business Times, The Malay Mail and Harian Metro.
- 2) Sunday paper; the New Sunday Times, Berita Minggu and The Sunday Mail.
- 3) Chosen databases of companies, personalities and states.
- 4) Magazine; Malaysian Business and Investor's Digest.
- 5) Other database such as Information Malaysia Telextronics Malaysia.
(Risalah mengenai Perkhidmatan Maklumat Elektronik).

To get further information on these data, assistance from the library advisor can be receive from the 3rd floor of the East Block.

F) Borrowing Services

The borrowing services provide service to members who lived and work or study in the Federal Territory of Kuala Lumpur and areas nearby. The aim of this service is to

enable the society from all level to borrow reading materials in order to instill the knowledge and reading culture among the society.

Reading materials such as books and magazines of all sorts are provided. These reading materials include fictions, technology, social sciences, art magazine, geography, history, pure sciences, literature, religion, philosophy, general masterpieces and pictorial books. There are also games for children such as chess and scrabble. It also provides bus services in the Federal Territory especially areas that are far away from the city center and this aims to enable the users to go to the library easily.

F 1) Group-Borrowing Services

The group-borrowing services is provides to give an opportunity for small libraries, associations or any institutions to borrow a number of , materials from the national Library to be borrowed by their members.

F 2) Postal Borrowing Services

This services provided for those who live outside Kuala Lumpur who wants to enjoy the borrowing services from any of the National Library collections. The postal borrowing members are from members of Johore, Kedah,Perak, Perlis, Pulau Pinang, Sabah, Sarawak, Selangor, and Terengganu. The must areas that are of the interest by the readers are general masterpieces, religion, economy, art and literature.

G) Library Branches Services.

The National Library supervised three library branches starting from 1991 which includes the Library Sentul Branch, Gombak and Bandar Baru Tun Razak.

The Library of the Sentul Branch is located in a flat in Bandar Baru Sentul which started to operate in May 1985. Its members includes children and adult. (Perpustakaan Negara Malaysia 1991, pg 39-40).

The Library of the Bandar Tun Razak branch started its operation in 1986. This branch is located on the ground floor of Sri Kota Flat, Taman Mulia Bandar Tun Razak, Cheras, Kuala Lumpur. Members include adults and children.

The motion-library services of the National Library provide service by bus 1, bus 2, and bus 3. The members include children and adults. The cumulative amount of this library until 1991 is 20334 children and 18087 adults. While the borrowing materials of the library until 1991 amounted to 84169 units for the children and 14939 units for the adults, which totals 126108 units. (Ibid. pg 41).

H) Documentation Services

Documentation Services is one important service to introduce the information resources of the country's output and other resources in the national Library. The National Library catalogue and classify all publications related and index journal, seminars paper works, local newspaper and arrange various bibliography, catalogue, manuscripts, and information resources about Malaysia. It also becomes the center for catalogue in publication preparations. Some of the documentation services provided by this Library includes:-

- a) Malaysia bibliography Publications
- b) Arrangement of Malaysia Magazine Index's
- c) Arrangement of Malaysia Newspaper index's
- d) Publications of Various Bibliography
- e) Chosen Catalogues
- f) Information resources on Publications
- g) Cataloguing in Publications
- h) The National Library of Malaysia Bulletin.

I) Media Resources Services

The National Library provides audio-visual materials to the library members. This service is placed on the 4th floor of the East Block, a newly formed department. The

objective of the formation of this service is to build and strengthens the media materials collections as the information resources. It also provides facilities to he users of the audio-visual materials.

The media resources collection department consist of audio- cassettes, video-cassettes, 16m films, records, CDs, slide, multimedia kits. The member of the library can use the media materials provided in the storage and collection but it can only be used in the library. Some of the facilities provided includes;-

- 1) 38 seats to listen to radio or cassettes or CDs.
- 2) 28 booths to watch video of one's choice
- 3) 2 show room complete with a trunk, a video cassette player and a laser disc player to watch videos for a group of 5 or 10 people.
- 4) 1 show room that can hold 50 people and programmers showed will be prepared each week.
- 5) 1 music room that can be use to watch and listen to audios for 10 or 20 people. (Risalah Perkhidmatan Sumber Media, Perpustakaan Negara Malaysia).

J) Advise Services

This services was established to give advise to other institutions to establish or increase their library service system.

According to the National Library Act (Amendment) 1987 (A667), the National Library is responsible to function as follows;-

- a) Encourage and make it easy for the establishment of public library system all over the country according to the National Benchmark.
- b) To encourage the development of a specific network for libraries according to the National benchmark.

The planning and development committee was formed to supervise the advise services from sectors in order to form a new library to enhance the library services and to start a library computer system that can be accepted all through the year.

This advise service give advise to government department, private bodies and associations to establish and increase the library's services. The advise service handled by the National Library can be divided into 3 categories;-

- a) Advise on how to establish a new library in any institutions
- b) Advise on how to get specific existing information in any institutions.
- c) Advise to get specific information in relating to library such as guide books, library devices specifications, interior design proposals and others. (Risalah Perpustakaan Negara).

K) Training Services

The National Library has introduced training programmers for all level of officers, and staffs of the library to produce skillful and productive human resources. Various kinds of training services provides are for;-

- a) Incensement of knowledge, skill, efficiency and positive value in all levels of the library staffs in their daily work relating to the library.
- b) To give exposure to all levels of officers and staffs of the library to suit the needs of all.
- c) To encourage productivity in all levels to produce an excellent quality of job.

The effort to increase the skills and professional efficiency of all level of the library staffs and officers in the integrated service sector goes on ceaselessly. Training services programmers includes all level, from group A to group D.

The training services provided by the training Department are such as;-

- a) To plan the training needs for all level of staffs each year.
- b) To manage matters in relation to the needs of all level of officers in the National Library to follow training programmers outside the department.
- c) Organize courses, workshops, seminars in various areas especially management of information technology and information management system.

- d) Arrange the practical training and placement techniques in relation to the library's development. (Laporan Tahunan 1991 pg. 59).

The National Library is responsible in coordinating training activities for library assistants and librarians from developing countries under the Malaysia technical co-operation programmers. Under this programmer, there are 8 librarians from the Philippines, Thailand, Brunei, Laos, Myanmar, Pakistan and Switzerland, including Africa National Congress who follows the exchange programmed and visitations at the National Library in the Local Library department. (Risalah Perpustakaan Negara).

L) Children Services.

The Children's library Services is provided by the reading Movement and its location is on the down floor of West Block Malaysia National Library. Collections in this department includes;-

- a) Books that can be borrowed such as;
 - 1st category; fictions and novels
 - 2nd category; non-fictions, various knowledge such a science, religion, history and others.
 - 3rd category; pictorial books.
- b) References books such as dictionary and encyclopedia
- c) Magazine such as Kuntum, Utusan Pelajar, Sesame Street.
- d) Games such as chess, draught, scrabble, word raster.

Some additional activities for kinds, who are also the library users includes;-

- 1) Story telling
- 2) Drawing
- 3) Making craft works
- 4) Reading together
- 5) Watching video and films
- 6) Theater clubs
- 7) Acting
- 8) Dancing

- 9) Singing
- 10) Puppet shows and puppet clubs
- 11) Reading club 'in English'. (Risalah Perpustakaan Negara).

M) Protections And Reprography Services.

This services is not provided directly to the public. The National Library provides services such as photocopying, microfilming and protection of Nadir and manuscript materials besides making volumes and shelving. (Risalah Perpustakaan Negara).

1.1.10) The Need For A Friend Of National Library Organization

A 'friend' has been defined in the oxford English Dictionary as ' one who wishes (another, a cause, etc.) well; helper, patron or supporter.' Thus Friends of the National library will be an organization consisting of people who wish the National Library well being a helper, patron or supporter of the library.

The National Library already ha many excellent Friends who have generously helped the library. The present National Library building was built with generous financial help Dato Lee Kong Chian who also donated a sum of \$10,000 to buy books in Malay, Chinese, and Tamil. In 1964, the National Library received a valuable private collection of 5,000 volumes of books and periodicals on the history of the Chinese in South East Asia, donated by Mr. Tan Yeok Seong. In 1965, another valuable collection, the Gibson-Hill Collection of 1000 titles, was presented to the National Library by Mrs. Loke Yew in commemoration of Dr. Carl Gibson-Hill, a former Curator of the National Museum, and in fulfill of the intention of her son, the late Dato Loke wan Tho, the first chairman of the National Library Board.

The Rotary Club has presented a collection of books on careers to the National Library for its teenage readers. The New Zealand Government has donated 10000 dolor for the expansion of the mobile library service. Other commonwealth and foreign Government have been very generous in presenting collections about their own countries to the National Library. The Asia Foundation has contributed many

books and periodicals. The USIS has made available a fine collection of children's books to our young readers. Individual donors and well-wishers are too numerous to mention but their interest and assistance are warmly appreciated by the National Library and its readers.

Role Of The friends Organization.

A Friends organization should be established to aid the National Library. Its main objective would be;-

- 1) to promote understanding of the National Library's problems resources, and needs.
- 2) To foster a favorable climate for support of the National Library's services, physical facilities, and resources.
- 3) To promote and encourage gifts and bequests either in materials or money to the national Library.
- 4) To sponsor jointly with the National Library cultural and related activities for the benefit of the community.
- 5) To sponsor and stimulate volunteer service for the national Library.
- 6) To promote the greatest possible use of the national Library.

The objective of the Friends organization differ fundamentally from those of the Library itself. True, any library hopes through its staff to promote understanding and encourage support, but its main function is to acquire, organize and stimulate the use of materials which its readers need. Although the two organizations are different there should be close co-operation and effective liaison between them.

The role and function of the Friends organization in the National Library organization should be governed by two principle;-

- 1) The library and the friends should be independent of each other, and
- 2) The library and the Friend should co-operate closely and effectively.

Let us discuss briefly these two points. How much independence should the friends organization have? In America, Friends organizations show wide variation in the

extent to independence. In general, the Friends group is a separate entity and its organizational structure should be clearly distinct from that of the library. The question of financial independence is an important issue to be considered. Since the purposes of the two organizations are different and since the funds will be used for different purposes, the separation of financial matters is imperative, especially when public funds are involved.

With regard to activities the two organizations should be independent, even though there may be close co-operation between them. Friends meetings should be made known as meeting of the Friends organization and planned by it for its purposes. Library meetings should be clearly designated as library meeting. However, there are many functions- cultural, educational, or social- where the friends organization and the National Library can jointly serve the community effectively.

The second principle governing the role of the Friends organization in the National Library is co-operation and liaison. Both organizations can achieve greater success through good relations and interchanges of information. Joint meetings for discussion and planning can help in the exchange of ideas and information which are very essential for effective co-operation.

Relation of Friends.

What should be the relationship of the Friends organization to the community, the library Board, and the library staff? It is difficult to define or set down any rigid rules regarding the relationship between the Friends organization and the community. The friends organization be a pressure group or may be mainly an agency for promoting gifts from the community to the library.

One of the most effective relationship a friends organization may have with the National Library board is its demonstration of interest and concern. The fact people are willing to associate themselves with the Friends organization and give of their time and money is effective evidence of their concern dedication. Normally, the Friends organization will consist of people from all walks of life and can said to

represent public opinion. In this way the friends organization can be an important channel of communication to the National Library Board bringing advise, suggestions and reflections of public opinion.

To the staff of the library the friends organization can be a valuable morale booster. The knowledge that others respect their work and are working to promote better understanding of it as well as support for it can give the library staff great satisfaction and pride.

To the Friends the library staff members can be a valuable sources of support. They can bring authoritative information about the library and its problems. They represent library needs and can show the Friends organization how additional library support can further the work of the library. Staff members can also help the Friends organization and activity by relieving the officers and members of the friends of many detailed duties, and allowing them to devote their time to broader activities in support of the library.

Because of the practical knowledge and experience gained in the work of the library organization members of Friends organization form a potential pool of informed people who can be considered for National Library Board membership.

The success of the Friends organization will largely depend upon the effectiveness of the relations between the Friends and the Library. To have successful co-operation there must be mutual understanding between the two organization. The Friends should have clear picture of the library and its activities, should known its problems and needs and should understand clearly its purposes and place in the community. The National Library Board and the library staff should known intimately and understand among the members and leaders of both organization are necessary and should be fostered wherever possible.