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Gambar Kulit *Cover Page*

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Penerbit *Publisher*

Perpustakaan Universiti Malaya *University of Malaya Library*
50603 Kuala Lumpur

Telefon *Telephone*

03-7956 7800

Faks *Fax*

03-7957 3661

Emel *Email*

ketua_pustakawan@um.edu.my

URL

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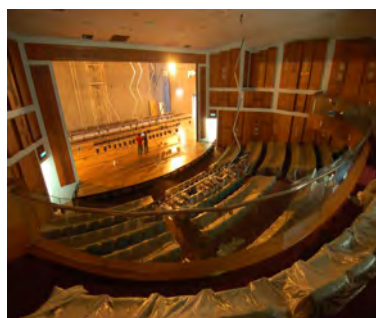
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Controlled Vocabulary in the Digital Age

Muhamad Faizal Abd Aziz
University of Malaya Library
mfaizal@um.edu.my

Abstract

Libraries are undergoing changes from managing traditional to hybrid information. With the rapid development in IT, especially the Internet, libraries need to establish a standard to manage the information such as having a controlled vocabulary. This article describes the underlying factors in the digital age for the establishment of controlled vocabulary.

Abstrak

Perpustakaan kini sedang mengalami perubahan dari segi pengurusan maklumat, iaitu secara tradisional kepada hibrid. Dengan perkembangan pantas teknologi maklumat (IT), terutama internet, perpustakaan perlu membangunkan satu piawaian untuk perbendaharaan kata terkawal (controlled vocabulary). Artikel ini menerangkan faktor-faktor asas untuk membangunkan perbendaharaan kata terkawal dalam era digital.

Introduction

Libraries are undergoing change from traditional to hybrid and currently to the electronic or virtual library. Challenges faced by librarians are tremendous in maintaining the collection and services. As we witness the development of the physical library, we should not forget the development of its content or collection. Today, libraries are not only holding just books, but also different kind of information and formats whether in printed, audio, digital, and electronic resources available on the web which have substantially increased in the recent years. The resurgence of interest in controlled vocabularies in the recent decade is related to the development of contents and format of library materials. Basically, these are caused by three main factors, which are: Development of Internet Technology, Development in Integrated Library System and Variations of Information Content and Format. All these factors are seen as reasons why researchers and librarians are paying more attention in the vocabulary control activities. In this article, the definitions from various sources, history and development will be discussed.

Definition of Controlled Vocabularies

Before looking at the definition of the term 'controlled vocabularies' (CVs), we need to know why controlled vocabularies are important and what are the effects of not having it. Vocabulary control is used to improve the effectiveness of information storage and retrieval system, web navigation systems, and other environments that seek to both identify and locate desired content via some sort of descriptions using language. The primary purpose of vocabulary control is

to achieve consistency in the description of content objects and to facilitate retrieval. Basically, the need for vocabulary control arises from two basic features of natural language which are: (i) two or more words or terms can be used to represent a single concept and (ii) two or more words that have the same spelling can represent different concepts.

Controlled vocabulary can be simply defined as a list or collection of terms or words available for use. In library and information science, controlled vocabulary is a carefully selected list of words and phrases, which are used to tag units of information (document or work) so that they may be more easily retrieved by a search. To get a better understanding of controlled vocabulary let us look into the definitions below.

Wikipedia.com gives a definition of controlled vocabularies as providing a way to organize knowledge for subsequent retrieval which are used in subject indexing schemes, subject headings, thesauri and taxonomies.

According to Larson (1998), controlled vocabulary is the attempt to provide a *standardized* and *consistent* set of terms (such as subject headings, names, classifications, etc.) with the intent of aiding the searcher in finding information.

History And Development of Controlled Vocabularies

Controlled Vocabularies have been in place since early 1900, when the first printed subject headings were published in 1909. In any case, Library of Congress Subject Headings was published earlier than that in 1898, after it was converted from an author-plus a classed-catalogue to a Dictionary Catalogue. The first Library of Congress Subject Headings used the American Library Associations List of Subject Headings for use in dictionary catalogue. The actual printed subject headings used in the Dictionary Catalogues at the Library of Congress (later been titled as Library of Congress Subject Headings) began in summer 1909. Dewey Decimal Classification (DDC) was originated in 1873 and had published and patented in 1876. In 1950s, government agencies began to develop controlled vocabularies for the burgeoning journal literature in specialized fields; for example Medical Subject Headings (MeSH) was developed by United States National Library of Medicine. Sears List of Subject Headings, which first appeared in 1923. The development of controlled vocabularies did not stop at that point; it continues to develop in more modern ways. Now the subject headings are available in online format, for example; Classification Web for Library of Congress and MeSH online.

Types of Controlled Vocabularies

There are many types of controlled vocabularies. Listed below are some common ones:

i) List or "pick list"

A list or pick list is a limited set of terms arranged in a simple alphabetical list or in some other logically evident ways. Lists are used to describe aspects of content object or entities that have limited number of possibilities. Examples of lists would be that for Geography which list country, state and city; for Language (English, France and Germany).

ii) Synonym ring

Synonym ring is a set of terms considered equivalent for the purposes of retrieval. Synonym rings usually occur as flat lists. Use of synonym ring ensures that a concept can be described by multiple synonyms or quasi-synonym terms and retrieved if any one of the terms is searched.

iii) Taxonomy

Taxonomy is controlled vocabulary consisting of preferred terms, all of which are connected in a hierarchy or poly-hierarchy way.

iv) Thesaurus

A Thesaurus is a structured controlled vocabulary arranged in a known order so that the various relationship among terms are displayed clearly and identified by standardized relationship indicators. Relationship indicators are usually employed reciprocally.

Factors Contributing to the Resurgence of Interest

There has been an increased interest in the development of technology that affects library and its collections. The first reason would be the development of Internet Technology which drives a drastic change in the way we use and access library collection

a) Development of Internet Technology

It was reported that librarians were among the earliest professionals to use the Internet. Internet technology underwent rapid development in the early stages, which started with four computers, telnet, dial-up and the latest is wireless connection. These developments have played an important role in changing the library and librarianship fields. Internet enables access to various information resources in many formats. Traditionally, library is only accessible to a group of people or community staying nearby and the collection will only be available within the library building. With internet technology the library has become borderless and its contents virtually accessible from anywhere. To accommodate these changes, librarians and researchers have to find ways to make information retrieval possible through Internet. The searching criteria or access point need to be refined to get an accurate search result. Most websites, search engines and web portals use natural language or free-text language as their controlled vocabularies that results in wider and broader search results, increasing the hit list but decreasing the precisions. The use of natural language or free-text language is to accommodate the layman searching capabilities. Arguments arose among professionals on the advantages and disadvantages of these two options as accurate and reliable retrieval tools. Thomas (2000) commented: "with the Web estimated to be increased by 10 million pages weekly, the task of indexing the internet resources is clearly argentums, and not something that can be done overnight by the cataloguer. Instead of relying on the catalogue to identify and retrieved web pages, users have to turn to web portals which use metadata".

Research prove that controlled vocabulary has more advantages over natural language and free-text language. Gerhan (1991) found that catalogue users retrieved more records in fewer attempts making use of the Library of Congress Subject Headings. Arellano

(1991) discovered that a great deal of material was missing. Referring to the importance of a controlled vocabulary, Tillet (2000) pointed out, "Authority control enables "precision and recall" which are lacking from today's web searches. The above findings show the importance of controlled vocabulary for subject retrieval in a network environment.

b) Development of Integrated Library Systems

Libraries began to automate and network their catalogue in the late 1960s. Frederick G. Kilgour at the Ohio College Library Center (now OCLC, Inc) led the networking at Ohio libraries during the '60s and '70s. The automated catalogue became available to the world, first through telnet or TN3270 via IBM and only became web-based in 1997 with the introduction of HyWebCat. In the conventional way of searching, it will be done through a catalogue card which is made available in the library. Today, with the enrichment of Internet technology, the library integrated system has replaced the catalogue card and the Online Public Access Catalogue (OPAC) to provide more precise searching options. With this Web-based Catalogue or OPAC, users can retrieve information not only about holdings in the individual library, but also can examine holdings from other libraries. Card catalogues have given way to online catalogues to incorporate new search options, particularly subject searches. In card catalogues, the options for retrieving information about the holdings of a library are by author, title and subject. In comparison, online catalogues enable searches by title words or words included in any other field as surrogates possible. In this way, the possibilities of subject access in online and web-based catalogue are not limited to subject headings and a controlled language, but they are extended to key words, mainly those from titles which are the basic constituent of free-text. Realizing the new needs to accommodate the current trend, the existing controlled vocabularies need to be improvised for new roles in the electronic environment, with the aspects of improvement in areas such as:

1. Improved currency, hospitality for new topic, and capability for accommodating new terminology
2. Flexibility and expandability – including possibilities for decomposing faceted notation for retrieval purposes
3. Intelligibility, intuitiveness, and transparency – it should be easy for users to use, responsive to individual learning style, able to adjust to the interest of users, and allow for custom views
4. Universality – the scheme should be applicable for different types of collections and

communities and should be able to be integrated with other subject languages, and

5. Authoritativeness – there should be a method of reaching consensus on terminology, structure, revision that includes user communities.

Some of the controlled vocabularies have already adjusted to the electronic environment such as AGROVOC the agricultural thesaurus, WebDewey, which is Dewey Decimal Classifications adapted to electronic environment and California Environmental Resources (CERES) thesaurus.

c) Variations of Information Content and Format

Nowadays library holdings are not just limited to books, but also different formats of information such as visual images, audio recordings, electronic resources. Many organisations and individuals are using the internet for generating and delivering electronic information. The amount of electronic resources that are available on the web have substantially increased in recent years and there is an urgent need to include them into the library collection and consequently, to include their surrogates in the library catalogue. New terminology specifically in the Internet and Information technology fields have been forced to burst-up in this recent decade. The new contents that entered the library collections among others are websites and web portals. Websites are very unique format of materials and new controlled vocabulary have to be developed. Web pages have specific characteristics such as hyperlinks, anchors and metadata. Web portals use free-text and natural language types of controlled vocabularies which are not really reliable when searching. The World Wide Web has transpired a new type of controlled vocabulary which is ontology and directory-style subject browsing that is very popular in commercial search engines (directories and web pages).

Conclusion

Although the use of free-text language and natural language is an easy and cheap option for indexing activities, there is still a need to use controlled vocabularies for the storage and retrieval of the precise information that matches user needs. Any search engine or directory and other home grown scheme in the web, even those with well-developed terminological policies such as Yahoo and Google still suffer from a lack of understanding of principles of classification design and development. In this way controlled vocabulary will continue to play an important role in the organization of knowledge and librarians will have to be more adequately prepared to

face the challenges that technology and the new types of information resources impel in future.

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Koleksi Teras Akademik di Perpustakaan Universiti Malaya: Masalah dan Penggunaannya *Academic Core Collections in the University of Malaya Library: Problems and Applications*

Maziah Salleh
Perpustakaan Universiti Malaya
maziah@um.edu.my

Abstrak

Koleksi Teras Akademik merupakan koleksi bahan teks asas bagi senarai bacaan yang dicadangkan oleh pensyarah untuk dijadikan sebahagian daripada koleksi perpustakaan dan rujukan pelajar. Oleh yang demikian, perpustakaan harus berusaha untuk meningkatkan penggunaan koleksi tersebut. Artikel ini mengenalpasti beberapa masalah yang berkaitan dengan pinjaman bahan tersebut serta penyelesaiannya. Terdapat juga cadangan yang diutarakan bagi menambahbaik mutu perkhidmatan dan memudahkan proses pinjaman.

Abstract

Academic Core Collection is a collection of textbooks, and books recommended by lecturers for their students. The library should make an effort to increase the usage of these collections. This article identifies some of the problems and the solutions related to the collection. There are also suggestions to improve services and loan process.

Pendahuluan

Koleksi Teras Akademik merupakan koleksi bahan teks asas bagi senarai bacaan yang dicadangkan oleh pensyarah untuk dijadikan sebahagian daripada koleksi perpustakaan dan rujukan pelajar. Tempoh pinjamannya adalah terhad. Perkhidmatan koleksi ini biasanya disediakan di perpustakaan akademik. Ia juga dikenali sebagai Koleksi Bertanda Merah (*Red-spot Collection*) atau *Reserve Collection*.

Harrod (2000) mendefinisikan *Reserve Collection* sebagai "In academic libraries, material which is in great demand because of being placed on reading lists and set on one side for very short limited periods, or for an academic term, and then only for use on the premises or overnight lending. Also known as Short-loan collection, Course reserve collection". Odini (1997) pula memetik kenyataan Battaile iaitu "the Reserve Collection is the name given in academic libraries to the Collection of books and other materials collection and circulated for short term periods such as a few hours or a few days". Ini akan membolehkan pengguna lain mempunyai akses yang sebanyak mungkin terhadap bahan koleksi (Adomi & Iwhiwhu, 2004).

Koleksi ini menyimpan kuantiti naskhah yang kecil tetapi diperlukan oleh sejumlah besar bilangan pelajar. Dengan adanya koleksi ini, pihak fakulti di universiti berupaya mengurangkan masalah kesukaran pelajar mendapatkan bahan seperti yang diberikan dalam senarai bahan bacaan kursus mereka (Odini, 1997; Clarke, 1994).

Di Perpustakaan Universiti Malaya (PUM) pula, koleksi ini merupakan Koleksi Teras Akademik di mana suatu ketika dahulu, ia juga dikenali sebagai Koleksi Bertanda Merah. Bahan-bahan dalam koleksi ini terdiri daripada buku teks asas kursus yang disyorkan oleh pensyarah kursus dan pinjamannya adalah terhad. Dahulunya, bahan dalam koleksi ini boleh diguna atau dipinjam selama tiga jam dan dibaca dalam perpustakaan sahaja. Namun begitu, ia juga boleh dipinjam semalaman iaitu selepas 4.00 petang dan hendaklah dipulangkan sebelum 11.00 pagi keesokan harinya. Pada tahun 2009, tempoh pinjaman bahan dalam koleksi ini telah dipanjangkan selama satu hari atau 24 jam. Manakala, sejak November 2009, bahan tersebut boleh dipinjam selama tiga hari.

Di Perpustakaan Sultan Abdul Samad, Universiti Putra Malaysia koleksi ini dikenali sebagai Koleksi Bertanda Merah. Bahan di dalam koleksi ini juga termasuk nota kuliah, manual dan dokumen. Koleksi ini boleh diguna atau dipinjam selama dua jam dan dibaca dalam perpustakaan sahaja.

Begitu juga dengan Perpustakaan Universiti Malaysia Sarawak. Koleksi Bertanda Merah terdiri daripada buku teks, nota kuliah dan artikel-artikel yang diminta oleh pensyarah untuk diletakkan dalam pinjaman yang terhad. Bahan ini boleh diguna atau dipinjam selama 2 jam atau semalaman.

Perpustakaan Digital Siti Hasmah, Universiti Multimedia juga menetapkan bahan dalam koleksi ini hanya boleh dipinjam selama dua jam dan terhad di dalam perpustakaan sahaja. Namun begitu, bahan-bahan dalam koleksi ini juga boleh dipinjam semalaman iaitu selepas pukul 9.00 malam dan hendaklah memulangkannya sebelum pukul 10.00 pagi keesokannya.

Oleh itu, secara amnya dapat dirumuskan bahawa koleksi ini bertujuan untuk menyokong pengajaran dan pembelajaran kerana pelajar dapat menggunakan bahan yang disyorkan oleh pensyarah mereka. Kadar pinjaman bahannya adalah pesat sejajar dengan jumlah permintaan yang tinggi, terutamanya buku-buku teks yang diperlukan oleh pelajar Ijazah Dasar (Odini, 1997) dan pascasiswazah iaitu pelajar Ijazah Sarjana (Adomi & Iwhiwhu, 2004).

Kajian Terhadap Koleksi Teras Akademik

Terdapat beberapa kajian yang dijalankan di beberapa buah perpustakaan akademik terhadap penggunaan bahan dalam koleksi ini. Antaranya ialah Odini (1997) yang melaporkan bahawa koleksi ini merupakan salah satu bahagian yang penting di Moi University Library, Kenya dan penggunaannya sangat meluas. Bahan dalam koleksi ini adalah bahan bacaan yang mendapat permintaan tinggi dan disyorkan oleh tenaga pengajar untuk disimpan dalam koleksi ini bagi sesuatu tempoh. Selain itu, kertas peperiksaan, bahan nadir, risalah dan nota-nota kursus turut terdapat di koleksi ini.

Clarke (1994) pula melaporkan bahawa koleksi ini hanya mewakili lima peratus daripada keseluruhan stok bahan Perpustakaan Utama, University of the West Indies, St. Augustine, Trinidad. Walau bagaimanapun, statistik pinjaman bahan bagi koleksi ini untuk lima tahun yang kebelakang menunjukkan antara 60 hingga 65 peratus dari keseluruhan pinjaman bahan perpustakaan. Perangkaan ini digambarkan akan meningkat sejajar dengan penambahan kursus yang berterusan.

Adomi & Iwhiwhu (2004) melaporkan satu kajian kepuasan pelanggan terhadap perkhidmatan koleksi ini dijalankan di Delta State University Library, Abraka, Nigeria. Hasil kajian tersebut mendapati 50 peratus daripada responden memilih "memuaskan" bagi kerelevanan bahan-bahan dalam koleksi ini dengan keperluan mereka, manakala 13.2 peratus memilih "sangat memuaskan". Ini menunjukkan majoriti pengguna berpuashati berkenaan kerelevanan bahan koleksi dengan keperluan mereka. Ini tidak memmeranjatkan kerana sebelum bahan diletakkan dalam koleksi ini, bahan tersebut mesti dikaji terlebih dahulu kerelevanannya dengan kursus yang diajar kepada pelajar.

Manakala Banks (1996) pula melaporkan kajian yang dijalankan di Kent, Southeast Missouri State University Library berkenaan penggunaan koleksi ini oleh pelajar. Hasil dari kajian tersebut mendapati responden mengetahui berkenaan koleksi ini melalui hebahan

dalam kelas, menggunakan bahan yang dijadualkan untuk keperluan kelas dan bahan yang diminta oleh pensyarah kursus. Beliau juga turut melaporkan 95 responden menjawab "Ya" bagi soalan samada 2 jam tempoh pinjaman bahan koleksi ini mencukupi, manakala 45 responden menjawab "Tidak". Alasan yang diberikan oleh responden yang menjawab "Tidak" ialah mereka perlu menukar bahan dan memerlukan lebih masa untuk menyiapkan tugas.

Pengenalpastian Masalah

Terdapat beberapa masalah berhubung pinjaman bahan dari koleksi ini yang didapati kurang popular dan amat berkurangan.

1. Tempoh pinjaman

Pinjaman bahan dari koleksi ini didapati kurang popular dan amat berkurangan kerana tempoh pinjaman yang terhad iaitu selama dua atau tiga jam. Ini kerana pelajar memerlukan masa untuk membuat rujukan dan kadang kala perlu menukar bahan bagi menyiapkan tugas masing-masing agar menjadi komprehensif dan lengkap. Pelajar perlu memulangkan bahan setelah tamat tempoh pinjaman dan bahan tersebut tidak dapat dipinjam lagi sekiranya ia diperlukan atau ditempah oleh pelajar lain. Ini akan menimbulkan masalah kepada pelajar berkenaan. Sekiranya tiada tempahan oleh pelajar lain dan jika pelajar berkenaan masih ingin menggunakan bahan tersebut, beliau boleh memperbaharui pinjamannya di Kaunter Perkhidmatan.

2. Jumlah pinjaman

Kebanyakan perpustakaan hanya membenarkan satu bahan sahaja dari koleksi ini yang boleh diguna atau dipinjam bagi satu tempoh masa pinjaman. Pelajar tidak boleh meminjam lebih dari satu bahan pada satu masa. Perkara ini turut dilaporkan oleh Adomi & Iwhiwhu (2004). Ini akan menjadi bebanan kepada pelajar di mana mereka tidak boleh membuat rujukan serentak dengan bahan rujukan lain. Secara tidak langsung, ini akan melambatkan kerja rujukan mereka dan mengambil masa yang agak lama bagi menyiapkan tugas.

3. Denda

Bagi tujuan pemantauan pinjaman bahan dari koleksi ini, sistem denda dikuatkuasakan, iaitu 50 sen sejam di mana ia lebih tinggi daripada denda lewat bahan pinjaman buku biasa. Amalan ini dipraktiskan di PUM bagi mendisiplin pelajar yang meminjam bahan dari koleksi ini. Namun begitu, sistem denda ini tidak menyenangkan mereka oleh kerana kadar dendanya yang tinggi.

4. Ruang bacaan

Ruang bacaan yang dikhaskan untuk pengguna perkhidmatan koleksi ini tidak mencukupi. Ini kerana ruang bacaan ini turut digunakan oleh pengguna lain untuk membaca atau merujuk bahan dari rak terbuka. Perkara yang sama turut dilaporkan oleh Adomi & Iwhiwhu (2004).

5. Kekurangan Polisi Pembangunan Koleksi

Perpustakaan kekurangan polisi secara bertulis berkenaan pembangunan koleksi. Kekurangan ini menyukarkan perpustakaan untuk mengenalpasti keperluan pelajar bagi mewujudkan keutamaan sumber yang diperuntukkan bagi memenuhi keperluan tersebut. Oding (1997) menyatakan polisi ini berguna sebagai garis panduan untuk pembangunan dan pengurusan koleksi pinjaman bahan terhadap ini. Ini termasuk memastikan bahan dalam koleksi adalah dari terbitan terkini, edisi terbaru dan sebagainya. Sekiranya tiada polisi pembangunan koleksi bahan, ini akan menyebabkan koleksi ini mengandungi bahan yang tidak terkini dan pelajar akan menjadi kurang berminat untuk meminjam bahan dari koleksi ini.

6. Kurang staf

Kecemerlangan mana-mana perpustakaan tidak akan tercapai jika staf perpustakaan tidak mempunyai tahap profesional yang tinggi, cekap dan mesra pelanggan. Kekurangan staf yang terlatih perlu diatasi terutama bagi mengawal keadaan yang penuh sesak. Contohnya, staf yang bertugas di Kaunter Perkhidmatan di waktu puncak di mana pelajar sangat ramai dan mengambil masa yang lama untuk melayan permintaan pelajar. Ini kerana hanya staf perpustakaan sahaja yang dibenarkan mendapatkan bahan dari rak koleksi untuk pelajar atau pengguna. Secara tidak langsung, ini akan membuatkan pelajar terpaksa beratur panjang di Kaunter Perkhidmatan, menunggu untuk dilayan dan menyebabkan keadaan menjadi bising atau memilih beredar dari kaunter setelah merasa bosan menunggu.

7. Bacaan terpilih

Apabila pensyarah kursus memilih bahan untuk simpanan di koleksi ini dan mengesyorkan bahan tersebut kepada pelajar, pelajar berkenaan percaya bahawa hanya bahan tersebut sahaja sesuai untuk pembacaan. Mereka akan meninggalkan sumber maklumat lain dalam koleksi ini, terutamanya bahan rujukan tambahan yang ditambah oleh staf perpustakaan. Ini menyebabkan pelajar menjadi pemalas kerana mereka tidak perlu menyemak katalog bagi mendapatkan bahan rujukan tambahan kecuali yang telah disyorkan oleh pensyarah kursus. Perkara ini turut disokong oleh Oding (1997).

8. Kekurangan sokongan daripada pensyarah

Kerjasama antara pensyarah dan pustakawan adalah perlu untuk membolehkan perkhidmatan koleksi ini berjalan lancar. Terdapat juga pensyarah yang memandang ringan atau kurang berminat berkenaan hal-hal perpustakaan dan terdapat juga pensyarah yang agak lewat menyerahkan senarai bahan bacaan kursus kepada pihak perpustakaan untuk urusan perolehan dan penempatan bahan. Oleh kerana kelewatan ini, pelajar kurang menggunakan bahan tersebut.

9. Masalah penyusunan semula bahan ke rak

Ada kemungkinan terdapat masalah untuk menyusun semula bahan ke rak dalam koleksi ini secepat mungkin sebaik sahaja bahan tersebut dipulangkan oleh pelajar. Ini akan menyebabkan tunggakan kepada bahan-bahan yang menunggu untuk disusun semula ke rak dalam koleksi ini. Maka, pelajar lain yang ingin meminjam bahan berkenaan tidak dapat meminjamnya.

Cadangan Mempromosikan Penggunaan

Terdapat beberapa cadangan untuk mempromosi penggunaan Koleksi Teras Akademik dan penyelesaian kepada masalah dalam pengurusan dan pembangunan koleksi bagi membolehkan perpustakaan membangunkan koleksi ini supaya berupaya mencapai tahap yang tinggi.

1. Pemasaran perkhidmatan koleksi

Staf Perpustakaan perlu berusaha atau berupaya memasarkan perkhidmatan yang ditawarkan kepada komuniti kampus universiti berbanding hanya menunggu pengguna untuk datang ke perpustakaan dan meminjam bahan dari koleksi ini. Pemasaran perkhidmatan koleksi ini boleh dikendalikan dengan mengadakan kesedaran semasa, melakukan kajian pengguna dan membangunkan profil pengguna. Perkara yang sama juga turut disarankan oleh Oding (1997). Mempromosi perkhidmatan koleksi ini melalui cetakan poster adalah disarankan dan membuat edaran poster kepada kepada komuniti kampus supaya perkhidmatan koleksi ini dapat disebarkan untuk pengetahuan semua. Rakaman video berkenaan dengan perkhidmatan koleksi ini boleh juga diusahakan dengan mempamerkan rakaman ini di skrin atau plasma TV yang sedia ada dalam perpustakaan.

2. Menambahbaik polisi pinjaman bahan

Memandangkan tempoh pinjaman adalah terhadap kepada dua jam atau semalaman, maka disarankan supaya tempoh pinjaman bahan dilanjutkan kepada tempoh 24 jam atau selama satu hari supaya dapat mengurangkan masalah kesesakan

pengguna ketika beratur mendapatkan bahan di kaunter perkhidmatan apabila bahan dipinjam untuk tempoh yang terhad. Walau bagaimanapun, bagi bahan yang sangat tinggi permintaannya, maka bahan boleh dipinjam untuk suatu tempoh yang tidak melebihi tiga jam. Perkara ini turut dinyatakan oleh Oдини (1997).

Bagi mengatasi jumlah bahan yang boleh dipinjamkan dalam satu masa, adalah disarankan supaya jumlah tersebut ditambah kepada dua bahan yang boleh dipinjam pada satu masa berbanding hanya satu bahan sahaja yang boleh dipinjam dari koleksi ini. Oleh kerana jumlah naskhah per judul bagi bahan yang disimpan di koleksi ini terhad, maka disarankan supaya jumlah naskhah per judul perlu ditambah kepada tiga atau empat naskhah bagi menggalakkan lagi transaksi pinjaman bahan dari koleksi ini supaya kadar pinjaman meningkat dan menjadi lebih pesat. Perkara ini turut dinyatakan oleh Clarke (1994) iaitu "They (librarians) must provide a sufficient number of duplicate titles so that students will have reasonable opportunity to use them during the period of the assignment." Begitu juga dengan pendapat yang diberikan oleh Banks (1996). Ini bermakna peluang untuk memperolehi dan menggunakan bahan yang sama dengan pengguna lain menjadi lebih baik dan cerah. Perkara yang sama turut dinyatakan oleh Oдини (1997). Ini akan memberi galakan kepada pengguna untuk mengguna atau meminjam bahan dari koleksi ini. Secara tidak langsung, kemungkinan bahan yang kerap dipinjam menjadi rosak akan berkurangan.

Pihak Pengurusan Perpustakaan perlu mengkaji semula kadar denda yang dikenakan bagi bahan yang lewat dipulangkan dari koleksi ini dan jumlah pembaharuan pinjaman yang dibenarkan. Menurut Oдини (1997), bahan yang dipinjam dari Koleksi Pinjaman Terhad di Moi University Library tidak boleh diperbaharui pinjamannya dan denda lewat pemulangan bahan akan dikenakan sebanyak satu siling Kenya sejam. Kegagalan pengguna membayar denda lewat pemulangan bahan akan mengakibatkan pengguna tersebut ditahan dari menggunakan kesemua kemudahan yang disediakan oleh perpustakaan.

3. Pendidikan pengguna

Pihak perpustakaan boleh mengadakan program pendidikan pengguna seperti program siri jelajah ke setiap fakulti bagi menerangkan dengan lebih terperinci berkenaan perkhidmatan yang disediakan termasuklah perkhidmatan dari Koleksi Teras Akademik ini. Selain daripada itu, program Kelas/Sesi Kemahiran Maklumat boleh diadakan bagi tujuan memberi motivasi kepada pelajar terutamanya pelajar Ijazah Dasar. Kebanyakan

perpustakaan telah melaksanakan pengautomasian kerja-kerja operasi harian dengan menggunakan sistem berkomputer. Bahan dari koleksi ini juga telah dikatalog, diinput butiran bibliografik rekod dalam sistem komputer katalog dan pelajar perlu mendapatkan bahan atau maklumat dari katalog perpustakaan dalam talian yang dikenali sebagai Online Public Access Catalogue (OPAC). Pengguna perlu mempunyai kemahiran mencari maklumat untuk mendapatkan bahan dari OPAC ini. Pelajar-pelajar di Moi University dilaporkan oleh Oдини (1997) sebagai tidak bermotivasi menggunakan perpustakaan. Ini kerana kurangnya program pendidikan pengguna yang efektif dan bermakna. Mereka selalunya menganggap mereka boleh datang ke koleksi ini dan meminjam apa saja yang mereka mahu. Pelajar-pelajar ini tidak menyedari bahawa kemahiran mencari maklumat dan Skim Pengelasan Library of Congress yang digunakan oleh perpustakaan, memerlukan latihan bagi memahirkan diri mereka supaya dapat menggunakan koleksi ini secara lebih efektif.

Clarke (1994) pula melaporkan jika tren pelajar kini yang hanya mengharap kepada pensyarah untuk menyediakan semua keperluan meliputi kesemua aspek kursus dengan bahan dari koleksi ini secara berterusan dan hanya bergantung kepada koleksi ini, maka dikhuatiri pelajar-pelajar tersebut akan mempunyai kekurangan yang amat sangat dalam teknik penyelidikan dan visi pengetahuan ilmiah mereka akan menjadi terhad atau terbatas tajuk-tajuk yang diketahui sahaja. Maka, adalah perlu pelajar mengikuti Kelas/Sesi Kemahiran Maklumat yang dianjurkan oleh perpustakaan supaya mereka mempunyai kemahiran mencari maklumat yang tinggi dalam aspek pencarian bahan dan maklumat tambahan agar mereka memperolehi pengetahuan ilmiah yang meluas dan tidak terbatas dalam aspek tertentu sahaja.

4. Memformulasikan polisi pembangunan koleksi

Setiap perpustakaan perlu mempunyai penghuraian pernyataan yang jelas dan tepat polisi pembangunan koleksi termasuk Koleksi Teras Akademik iaitu mengenalpasti keperluan jangka pendek dan jangka panjang serta memberi keutamaan kepada sumber-sumber yang diperuntukkan untuk koleksi supaya dapat memenuhi keperluan pelajar-pelajar. Oдини (1997) turut menyatakan "*The collection development policy statement, once formulated and agreed, should be reviewed at regular intervals so that changes in defined goals, user needs and priorities affecting the reserve collection are recognized.*" Dengan adanya polisi ini, pihak Pengurusan Perpustakaan boleh menentukan samada lebih banyak naskhah bahan diperlukan bagi bahan yang mempunyai permintaan yang tinggi. Pemantauan

yang berkesan ke atas penggunaan bahan akan membantu dalam menentukan bahan yang bagaimana seharusnya diperolehi dan ditambah.

Bagi bahan-bahan yang jarang digunakan dan tidak lagi digunakan, ia didapati masih tidak dikeluarkan. Terdapat juga bahan yang sepatutnya berada di rak koleksi namun tidak berada di rak berkenaan dan terbiar di atas rak. Ini terjadi kerana tiada prosedur dilakukan oleh perpustakaan untuk mengeluarkan bahan berkenaan dari rak. Salah satunya ialah amalan pilih-buang iaitu mengeluarkan bahan-bahan yang tidak digunakan lagi. Perpustakaan juga boleh melakukan semakan stok bagi menyemak stok bahan dalam koleksi dan juga untuk memastikan samada bahan masih tersedia di rak atau sebaliknya. Secara tidak langsung kedua-dua amalan ini akan membantu dalam mengemaskini bahan dalam koleksi agar lebih terkini.

5. Galakkan hubungan dan kerjasama daripada pelbagai pihak

Adalah menjadi sangat penting bagi staf akademik, pustakawan dan staf pentadbir universiti menjalinkan hubungan dan kerjasama yang baik bagi melancarkan perjalanan perkhidmatan koleksi ini. Ia bukan sahaja setakat mengubah sikap staf akademik dan pentadbir terhadap perpustakaan tetapi juga cuba menyelesaikan masalah. Staf perpustakaan perlu mengetahui siapa pengguna koleksi ini, bekerjasama rapat dengan staf akademik dan kerap mengadakan mesyuarat dengan mereka serta membuat penilaian yang sistematik terhadap perkhidmatan koleksi ini.

Staf akademik juga perlu menyediakan senarai bahan bacaan kursus dan menyerahkan senarai tersebut lebih awal kepada perpustakaan supaya pihak perpustakaan mempunyai masa yang cukup bagi memperolehi bahan yang belum ada. Perkara ini turut dinyatakan oleh Clarke (1994). Adomi & Iwhiwhu (2004) pula menyarankan supaya staf akademik bergerak lebih aktif bagi memastikan bahan-bahan terkini sahaja yang disyorkan.

Staf perpustakaan juga perlu menjalankan penyelidikan dari semasa ke semasa bagi membolehkan beberapa saranan penambahbaikan dapat dibuat untuk tujuan memperbaiki lagi pengurusan koleksi ini. Staf perpustakaan juga terlibat dengan pagedaran hasil-hasil penyelidikan kepada staf akademik dan ini dipanggil perundingan antara staf perpustakaan dan fakulti serta bersama penyelidik lain. Pustakawan penghubung pula mesti memainkan peranan dan berhubung dengan beberapa fakulti untuk tujuan penyampaian dan pagedaran maklumat. Menurut Banks (1996) pula, Perpustakaan adalah

penghubung antara fakulti dan pelajar dari segi keperluan pelajar dan mempunyai peranan untuk mengingat fakulti tentang keperluan ini.

6. Meningkatkan mutu dan kualiti perkhidmatan koleksi

Perpustakaan perlu berusaha memastikan kemudahan ruang bacaan di bahagian koleksi ini hanya dibenarkan untuk diduduki oleh pelajar yang datang menggunakan bahan dari koleksi ini sahaja dan disarankan juga supaya kemudahan ruang bacaan ini diluaskan agar ianya mencukupi dan selesa bagi menampung kapasiti pengguna yang semakin meningkat. Perkara ini turut dinyatakan oleh Adomi & Iwhiwhu (2004).

Staf perpustakaan perlu mengadakan sistem mendapatkan bahan yang sesuai dan berkesan bagi memastikan bahan mudah diperolehi dari rak koleksi kepada pengguna. Perkara yang sama turut dinyatakan oleh Clarke (1994). Bagi mengatasi masalah kekurangan staf untuk menyusun semula bahan yang dipinjam dari koleksi ini ke rak yang sepatutnya adalah disarankan supaya staf perpustakaan ditambah hanya untuk urusan penyusunan semula bahan-bahan ini. Oleh itu, bahan dari koleksi ini akan sentiasa tersedia di rak dan memudahkan pencarian bahan bagi memenuhi permintaan pengguna.

Bagi meningkatkan lagi mutu dan kualiti perkhidmatan, adalah disarankan juga agar bahan dari koleksi ini dilengkapi dengan alat keselamatan dan resit diberikan kepada pengguna bagi bahan yang dipulangkan. Banks (1996) melaporkan hasil dari kajian mendapati responden menyatakan resit pemulangan bahan perlu diberikan kepada mereka secara automatik. Ini adalah amalan terbaik yang elok diamalkan bagi meningkatkan mutu dan kualiti perkhidmatan koleksi ini.

7. Kaedah Proses Penambahbaikan

Larson (1998) pula melaporkan bahawa apabila proses penambahbaikan dilaksanakan dengan sempurna, ia akan selaras dengan proses kerja, memperbaiki produktiviti, mengurangkan kos dan meningkatkan kepuasan pelanggan. Menurut Larson lagi, "Process improvement is a defined and systematic methodology for understanding and improving work task and systems (processes)." Berdasarkan kepada aduan pengguna, University of Arizona Library menjalankan projek proses penambahbaikan untuk memperbaiki perkhidmatan Koleksi Teras Akademik pada tahun 1995. Kejayaan adalah bergantung kepada keupayaan perpustakaan memenuhi keperluan pengguna pada kos yang sama atau lebih rendah lagi dan staf perpustakaan mengenalpasti dua matlamat utama iaitu meletakkan bahan-bahan dalam koleksi tepat pada

masanya bagi memenuhi keperluan fakulti dan pelajar-pelajar dan memperbaiki kualiti keseluruhan perkhidmatan.

Kesimpulan

Beberapa masalah telah dikenalpasti berkaitan dengan pinjaman bahan dari koleksi ini yang didapati amat berkurangan dan kurang popular, di mana secara tidak langsung akan mencegah atau menjejaskan perkhidmatan Koleksi Teras Akademik dari mempunyai mutu dan kualiti yang tinggi. Begitu juga, beberapa cadangan mempromosi penggunaan koleksi dan saranan bagi mengatasi masalah-masalah berkaitan dengan pengurusan dan pembangunan koleksi. Antara cadangan mempromosikan penggunaan koleksi adalah aspek pemasaran perkhidmatan koleksi, termasuk pendedaran poster dan rakaman video perkhidmatan koleksi untuk pengetahuan pelajar-pelajar khususnya. Terdapat peluang yang luas bagi memperbaiki perkhidmatan koleksi jika diberi perhatian yang serius terhadap polisi pembangunan koleksi, program pendidikan pengguna, aktiviti-aktiviti penyelidikan, dan juga pengurusan Koleksi yang sempurna.

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Operation Resurrection Rises

Benjamin Ong
Faculty of Science, University of Malaya
benjamin@dimanajua.com

Abstract

Operation Resurrection: A Photographic Tribute to the Experimental Theatre was a photography exhibition that ran from 9 March till 21 April 2011 in the Main Library, University of Malaya (UM). It featured 49 photographs by students, chronicling the recent restoration of the Experimental Theatre, UM, which was declared a National Heritage in 2009. The project was conducted, with funding from the Library and the Department of Student Affairs and Alumni, by a team of students and recent graduates across seven faculties of the University.

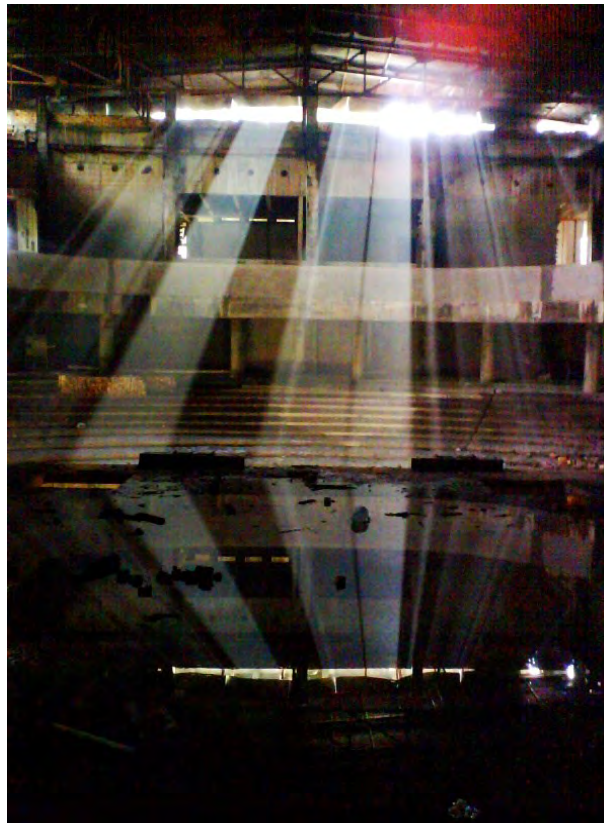
Pameran gambar “Operation Resurrection: A Photographic Tribute to the Experimental Theatre” telah berlangsung dari 9 Mac hingga 21 April 2011 di Perpustakaan Utama, Universiti Malaya (UM). Pameran ini menampilkan sebanyak 49 gambar berkenaan usaha-usaha restorasi Panggung Eksperimen, UM, yang telah diberi status Warisan Kebangsaan pada tahun 2009. Projek ini diusahakan oleh sekumpulan pelajar dan bekas pelajar dari sebanyak tujuh fakulti, dengan tajaan daripada Perpustakaan dan Bahagian Hal Ehwal Pelajar dan Alumni, UM.

The Experimental Theatre, University of Malaya

In the days before The Actors Studio, KLPac, Istana Budaya and the Dewan Filharmonik Petronas—to name a few—the Experimental Theatre (E.T.) in the University of Malaya was a bastion of sorts for the arts scene in Malaysia. Many legends of Malaysian theatre and performing arts cut their teeth there—greats like Syed Alwi, Rahim Razali, Kee Thuan Chye, Ahmad Yatim, Faridah Merican, Mano Maniam, Che Shamsuddin Othman (Dinsman), director Chin San Sooi, filmmaker Dr Anuar Nor Arai and dancer Datin Azanin Ezane Ahmad.

Circa 1999, the University decided to renovate the E.T. so as to accommodate a larger audience, as well as to make use of the fly tower above the stage, which had hitherto been but a white elephant. Renovations commenced in 2001, but these works were never completed beyond a modification of the theatre’s ultrastructure. Between 2003 and 2009, the E.T. lay in disrepair, and it wasn’t until it was declared a National Heritage in early 2009 that plans to complete the E.T. were finally rebooted.

Mustapha Kamal, the architect of the 1999 renovation, was re-enlisted and a new contractor was appointed. The restoration works have been progressing smoothly, and the E.T. is scheduled to reopen for performances in April 2011.



The picture that started it all

Background to Operation Resurrection

Shortly before restoration works commenced in October 2009, a team of students conducted a photo shoot of the E.T., attempting to capture it in its bare and primal glory. These students, who come from seven faculties, also took photographs of the restoration process itself, documenting the recent revival of the E.T.

However, Operation Resurrection is, in fact, the culmination of three years of imagining, dreaming and experimenting. It began when then first-year undergraduates Benjamin Ong and Tan Kee Aun, of the faculties of Science and Education respectively, wandered into the E.T. one evening in April 2008. Awed by what they saw but completely unprepared for what they did not expect, they took a few photographs using a camera phone. Those photographs left such an impression that they decided that they would someday return for more.

When the University declared that restoration works would commence late 2009, the team thought it would be a great idea to take photographs of the E.T. before the transformation. Then Deputy Vice-Chancellor Prof Datuk Dr Khaw Lake Tee was very supportive of the team's proposal, and with her endorsement, the team pitched the project to the Vice-Chancellor, Datuk Dr Ghauth Jasmon, who gave the green light.

This time around, the team did not stop at merely taking architectural snapshots. Instead, they attempted to enact theatrical scenes within the 'ruined' theatre, to capture the living spirit of theatre in a dead place. They brought in friends to model, instruments to stage a concert and a handful of props and furniture.

The team wanted to take pictures built around the theme of 'theatre and theatricality', to convey a sense of the E.T.'s function as much as its form. And so with such theatrical elements as actors, stage lights, an audience, musicians and even a dressing room, the team created a 'living theatre' of sorts.

Technique

Principal photography in October 2009 was funded by the Student Affairs and Alumni division on a budget of RM1,000. Working with an ambition somewhat greater than the budget would allow for, the team improvised and built lighting setups, D-I-Y-style. While most of the photographs were shot under natural light, some of the concept shots required artificial lighting. The team built flood-light stands out of angle-iron bars, and tapped the electricity outside the *Bilik Anjung DTC* using cable reels.



During the principal shoot in October 2009, the team sought to convey the theme of 'theatricality' using light, space and composition to evoke the textures of the E.T

The photographs were shot using a mix of digital SLRs, automatic and manual film SLRs, and even so-called 'toy' cameras for low-fidelity footage.

More tedious than the photography was the printing of the final selection. The team wanted to make sure that the prints were of sufficient quality so as to stand the test of time; prints as immortal as the E.T. itself.

The black-and-white film footage was printed by hand using traditional silver-halide processes, while the colour footage (film and digital) was printed chemically on Kodak Endura paper for realistic tones.

Launch of the Operation Resurrection Exhibition

All in all, the principal shoot was a success. Shortly afterwards, the Chief Librarian, Dr Nor Edzan Hj Che Nasir, heard about the project from Datuk Khaw Lake Tee. She was interested in preserving a copy of the photographs, and so the team got in touch with the Library. Due to significant renovations and upgrading work in the Library at the time, the proposed exhibition was put on hold for nearly a year. Talks with the Library resumed in September 2010, and the exhibition "Operation Resurrection: A Photographic Tribute to the Experimental Theatre" finally rose on 9 March 2011.

The exhibition was officially opened by the Chief Librarian and was attended by special guests; Deputy Vice-Chancellor for Development, Prof Dr Kurunathan Ratnavelu, and the former Deputy Vice-Chancellor for Student Affairs and Alumni, Assoc Prof Datuk Dr Azarae Hj Idris. Also present were members of the Library's staff, who turned up *en masse*, as well as friends and family of the team.

In her speech, Dr Nor Edzan said, "I was really in awe when I saw this last night; something beyond my expectations. The presentation was different from what I'm used to seeing when I go to exhibitions." She went on, to say, "This project started in 2009 when [then Deputy Vice-Chancellor for Development] Datuk Khaw [Lake Tee] approached me, saying that a group of students had done some photography and needed someone to back them up and showcase their project."

According to Dr Nor Edzan, one of the strongest factors that latched her onto the project, was the fact that the team was comprised of students from various faculties. "This project is being done by students from different disciplines, but with a common interest--trying to document something that isn't going to be there anymore, in the form that it was in."

"This is the first time the Library is sponsoring a project whose origins we are not aware of, and in spite of the [budget limitations] they came up with something very



Dr Nor Edzan Hj Che Nasir, Chief Librarian, launching Operation Resurrection

impressive,” she added. “I’m really proud that UM has students who are capable of doing things without being asked, and when I saw this last night, I thought to myself that if students can do this, their future in the world outside would be okay.”

She also said that the Library would continue to support such endeavours and works of art by the students. She also praised the team for their effort in trying to piece together the history of the Experimental Theatre, for supplementing the photographs with historical documentation, displayed on the introductory panels as well as on the Operation Resurrection website (operationresurrection.blogspot.com).

Datuk Khaw, who was unable to attend the launch, dropped by in the afternoon. She commended the effort the team had put in, saying, “You have created wonderful pieces of art and history.”



Students and staff of the University, and members of the public, at the launch

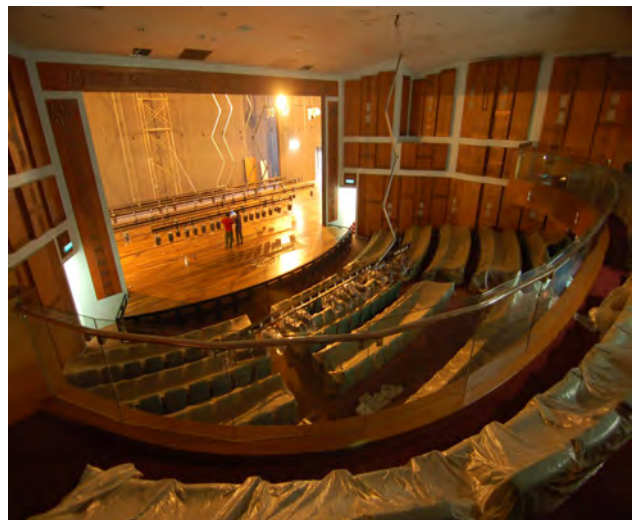
The return of the E.T.

When the E.T. reopens its doors, the first performers will be the students of the Cultural Centre’s graduating class of 2011. How apt that the Cultural Centre will take over this excellent resource, and it is the team’s hope that this will augur well for those who will, beyond their university days, contribute to the ever-dynamic performing arts scene in the country.

Among the graduation performances lined up are a dance, *Mengadap Rebab* (12 April), an original musical, *Gouden Roos* (16 and 17 April) and a music recital.



View of the E.T.’s stage from the gallery, October 2009



View of the E.T.’s stage from the gallery, March 2011

Appreciation

The burning question that the team sometimes asks itself, is why persevere over the years on a project like this? The answer lies partly in the belief that we are doing something worthwhile, something that will be of benefit to the university in the long run. But it also lies

in the conviction that this is what campus life is all about: doing ambitious things with friends, and having a lot of fun along the way.

What the team is most grateful for, is the support that has come from the university. Administrators do not have an obligation to be enthusiastic about fringe student projects that come up out of nowhere, and yet people like Datuk Khaw Lake Tee, Datuk Azarae Idris and Datuk Ghauth Jasmon were.

Above all, this project would not have happened without the unwavering support of the UM Library. In particular, the team would like to thank:

Dr Nor Edzan Hj Che Nasir, Chief Librarian; for saying yes to the project, and for allocating the RM11,000 budget to get the exhibition up on its feet and bring the 'digital' dream to tangible life.

Mahbob Yusof, Deputy Chief Librarian; for helming the project on behalf of the Library, meeting with members of the team periodically to work out the nitty-gritty of the project, and for supporting the process with such enthusiasm.

Nor Suzila Mohamad and Suzila Md Din, Chief Librarian's Office; for assistance with all financial matters throughout the project.

Emily Suhana Mokhtar, Chief Librarian's Office; for assistance with documents and paperwork.

Habik Saat Haji Zainal and the staff of the Customer Services Desk; for assisting the team with access to the Bilik Ilmuan, used as project headquarters, and for general assistance throughout the entire project.

Kamal Adnan, Chief Librarian's Office; for assistance with logistics throughout the entire setup process.

Haslan Tamjehi, Information Systems; for assistance in recovering historical footage of the E.T.

Mohd Jasny Razali, Information Systems; for assistance with the printing of publicity posters.

Hanim Abdul Manaf, Chief Librarian's Office; Zanariah Saupi Udin, Head, Information Systems; and Datin Komodhi Dhanaraj, Head, Client Services; for assistance with the exhibition setup.

Habib Mahbub Subhani, Media Unit; for assistance with the P.A. system on the day of the launch.

The team would also like to extend special appreciation to the Museum of Asian Arts for the generous loan of the display boards.

The team

The team of Operation Resurrection are:

- From the Faculty of Arts and Social Sciences; Leong Yen Yen.
- From the Faculty of Economics & Administration; Kang Zarul Irwan.
- From the Faculty of Education; Tan Kee Aun.
- From the Faculty of Engineering; Adila Khairul Anuar and Nasha Lee Chia Hwee.
- From the Faculty of Law; Hannah Patrick.
- From the Faculty of Medicine; Timothy Cheng Tsin Jien and Lavania Jeevabala.
- From the Faculty of Science; Benjamin Ong Jia Ming, Nurul Fitrah Mohd Ariffin Marican, Amos Aw Teik Onn, Noorzilah Jailani, M. George Zachariah, Ruth Choy Ji Yi, Shannon Wong Xia-Jiunn, Firdaus Nejim Al-Asedi, Divya Mariam Chandy, Goh Ann Gie, Suzanne Ong Gui Xian and Zachary Yong Wei Ern.
- Friends of the team, from HELP University College; Michelle Hong and Doulos Lee.

Coda

The Star ran an article on the exhibition in its Star Two section, 25 March 2011. Through the mass media, the team's blog/website and personal correspondence, the team have been receiving feedback from many people who had been involved, in one way or another, with the E.T. in its heyday.

In fact, this database is growing by the day and the team welcomes input from anyone who has anything to share about the E.T., whether from a performer's, director's, writer's, choreographer's, manager's or even an audience member's perspective. We welcome correspondence from those who have experienced the E.T. in the past, as well as those who will experience it in its restored form. All of this is part of the E.T.'s incredible journey, which is certainly far from over. Please email Adila (adila.khairul@gmail.com) and share your stories!

For further information about the project, please visit the blog at the above address, or email the project director, Benjamin (benjamin@dimanajua.com). The blog will continue to be updated with more information about the E.T., as more facts and trivia are unearthed. An exclusive interview with the architect, Mustapha Kamal, was conducted and will be published on the blog soon. (operationresurrection.blogspot.com)

**Peranan Penjawat Awam Dalam Merealisasikan Program Transformasi Kerajaan
Dewan Johor, Akademi Pengajian Islam Universiti Malaya
Nilam Puri, Kota Bharu, Kelantan
31 Mac 2011**

Haslina Husain
Perpustakaan Nilam Puri, Universiti Malaya
haslina@um.edu.my

Tema “Peranan Penjawat Awam Dalam Merealisasikan Program Transformasi Kerajaan” telah dipilih sebagai Forum Jati Diri 1Malaysia pada 31 Mac 2011 (Khamis). Majlis ini telah dihadiri oleh seramai 500 orang yang terdiri daripada pelbagai agensi kerajaan di seluruh negeri Kelantan. Majlis dimulakan dengan ucapan aluan oleh YBhg. Prof. Madya Dr. Mohd. Muhiden Abd. Rahman, Timbalan Pengarah APIUM Nilam Puri dan telah dirasmikan oleh Ir. Che Hassin Che Mud, Timbalan Pengarah Teknikal Jabatan Pembangunan Persekutuan Negeri Kelantan (wakil Pengarah JPP). Panel forum pada hari tersebut ialah YBhg. Prof. Datuk Dr. Latiff Abu Bakar, Ketua 2 gabungan Persatuan penulis Nasional (GAPENA) dan YBhg Encik Mohd. Nor Aswadi Md Nor, Ketua Penolong Pengarah Jabatan Penerangan Negeri Kelantan dan moderatornya ialah Tuan Haji Ramly Yusoff, Pengarah Jabatan Penerangan Negeri Kelantan. Majlis tersebut diserikan dengan penyanyi tersohor di negeri Kelantan iaitu Fendi Kenali dengan menyanyikan lagu 1Malaysia dan lagu Negeri Kelantan.

Objektif utama program ini dilaksanakan ialah menghasilkan transformasi yang diharapkan melalui pelaksanaan program pembangunan dan Sistem Penyampaian Perkhidmatan kepada rakyat. Kriteria yang terkandung dalam Bidang Keberhasilan Utama Negara (NKRA) ialah:

1. Meluaskan akses pendidikan berkualiti dan berkemampuan



Ucapan Timbalan Pengarah JPP



Antara tetamu kehormat yang turut hadir

2. Mengurangkan kadar jenayah
3. Memerangi rasuah
4. Meningkatkan taraf hidup rakyat berpendapatan rendah
5. Memperkasa prasarana luar bandar dan pedalaman
6. Menambahbaik pengangkutan awam

Antara lain isu yang dibincangkan dalam forum tersebut ialah konsep kesamarataan semua kaum, penerimaan (kontrak sosial, semangat patriotisme), dan kepimpinan melalui teladan. Panel forum juga menekankan aspek hak keistimewaan Raja-Raja Melayu, kepentingan Bahasa Melayu dan Agama Islam seperti yang termaktub dalam Perlembagaan Malaysia.

Kesimpulannya, semua penjawat awam perlulah memainkan peranannya dalam merealisasikan Program Transformasi Kerajaan (PTK) dan sekaligus dapat mencapai Wawasan 2020.

Seminar Pengurusan Ilmu 2010
Pengurusan Ilmu: Tren, Realiti atau Mitos
2010 Seminar on Knowledge Management
Knowledge Management: Trend, Reality or Myth
Universiti Malaysia Pahang
19 Februari 2010

Muhamad Faizal Abd Aziz, Azrizal Ismail
Perpustakaan Universiti Malaya
azrizal@um.edu.my, mfaizal@um.edu.my

Knowledge Management can be defined as an organized and systematic activities of the organization in order to improve the ability of an organization. It is a process of creating, collecting, absorbing, harnessing and exploiting knowledge. With knowledge, today's organizations are able to compete with each other. In addition to the oldest organizations in managing information, libraries are no exception in today's competition. The main challenge is the extent to which library services are needed by society today. Nowadays, the existence of wireless internet and search engine has become a challenge to the library.

Knowledge management field has long been known to information professionals, but the involvement of this group to realize the task is still ambiguous although these fields have been introduced in courses related to technology and information management. In this seminar all members are expected to discuss the important elements of knowledge management that can be implemented in the library. Three papers were presented, that was:

1. Knowledge Management: Trends, Reality or Myth
2. Adaptation of Knowledge Management in Local academic arena
3. Integrated System Design Knowledge management

Make Easy in Journal Writing and Publishing
Workshop "Cultivating a Writing Culture"
Residence Hotel, Uniten, Kajang
29 September – 1 October 2010

Ratnawati Sari Mohamad Amin, Zaharah Ramly
University of Malaya Library
ratna@um.edu.my, zahahr@um.edu.my

The role of librarians has now expand to include assisting the academicians/researchers in information gathering prior to publishing articles in scholarly journal. To be more conversant of this new role, librarians need to acquire the knowledge in academic writing. By acquiring the know-how in scholarly writing, librarians now, not only can actively contribute to the research activity of the institution, but will thus be able to write independently.

Being the first of its kind, Perpustakaan Sultan Abdul Samad, Universiti Putra Malaysia in collaboration with Standing Committee of Academic Library, Librarians Association of Malaysia has taken the lead to organize a two days workshop on journal writing and publishing. The workshop was divided into pre-workshop and workshop proper. Two papers were presented in the former, one on the *Importance of Academic Writing* by Professor Dr Haji Kamaruzaman Jusoff from Universiti Putra Malaysia and the second paper on *Librarianship and Current Development in Academic Writing* by Dato' Professor Dr Raja Abdullah Raja Yaacob from Universiti Teknologi MARA. The pre-workshop lasted from 8.30 till 12.30 on the 29th September 2010 followed by the workshop proper conducted totally by Professor Kamaruzaman Jusoff presenting eight sessions. The sessions are:

1. Ethical and legal issues in journal writing
2. Journal classification
3. Information searching
4. Peer reviewed and impact factor journal
5. Techniques & preparation on journal writing
6. Writing and editing
7. Information searching from Internet
8. Sending articles to publishers

Original articles, short notes, reviews, commentaries, letters, corrections, and synopsis are among the type of materials being accepted for publishing in journals, providing a wider options for journal writing. Attention should also be addressed to the order of importance for journals that may varies from one universities to another in Malaysia, for instance University of Malaya emphasize on journals indexed by ISI while Universiti Putra Malaysia places the emphasis to Scopus.

3rd International Conference on Libraries, Information and Society (ICoLis) 2010
Armada Hotel, Petaling Jaya
9 - 10 November 2010

Nor Hazidah Awang
University of Malaya Library
hazidah@um.edu.my

Library and Information Science Unit, Faculty of Computer Science & Information Technology, University of Malaya in collaboration with University of Malaya Library organized the 3rd International Conference on Libraries, Information and Society (ICoLis) 2010 at Armada Hotel, Petaling Jaya on 9 – 10 November 2010.

The theme of the conference was “Towards Greater Information Accessibility”. The keynote speaker was Nahyun Kwan who spoke on “Understanding emotions to empower the Net generation as information literate citizens”. In total, 27 papers were presented at the conference. The list of papers presented are as follows:

1. Open Access to scholarly communication: Advantages, policy and advocacy
2. Open Access repositories and journal for visibility: Implication for libraries
3. The landscape of Open Access institutional repositories in the Asian continent: A 2010 census
4. Making Malaysia modern visual art visible through MyMOAVA
5. How being visible enables the generation of citations and impact for a non-ISI journal
6. University libraries in India since independence and their march towards globalizing the library services
7. Digital information repository as a tool knowledge management in African university libraries: the Nigerian experience
8. Digital libraries: Special reference to India
9. Contribution of library in the ranking of university
10. Digitization and digital preservation of cultural heritage in National Archive of India: A case study
11. An instrument for accessing collection security management in university libraries
12. Evaluation of the Film Library of Film Division in the digital era: A case study
13. Librarians' role in the institutional repository phenomenon: A case study
14. Information literacy initiatives at Sri Lanka Universities: A case study of South Eastern University of Sri Lanka
15. Unleashing the journey of resurrection: from a traditional library to digital library – the case of the Indian Council of World Affairs
16. Web 2.0 Impact and challenges on digital libraries
17. Reference librarians use of digital resources to perform reference services in Tehran University libraries
18. Issues, challenges and scope in e-book environment with special reference to India
19. Microforms: Hidden and forgotten sources of information
20. A framework for accessing information systems (IS) security practices in libraries
21. Evaluating the impact of work related variables on employees' organizational commitment and job satisfaction: A cross-sectional investigation among Malaysian university libraries
22. Perceptions of knowledge management amongst officers in the Malaysian Armed Forces
23. Research productivity and impact of Library and Information Science in WOS
24. Perceptions postgraduate students on the role of academic libraries in facilitating research
25. Exploring the processes and problems in teaching, learning and researching Malay Manuscript
26. Applying UTAUT Model to understand Malaysian authors' readiness to self-archive in Open Access repositories: a study in progress
27. Ascertaining the information seeking behavior of Computer Science students

Participants were also entertained at a dinner organised specially for the event at Saloma Bistro, Kuala Lumpur.

KEKAL ABADI

GUIDELINES FOR CONTRIBUTORS

Kekal Abadi invites contributions from librarians, information scientists, information managers, educators, administrators, publishers and other interested persons from all over the world.

Types of Contributions

The journal publishes original articles on all aspects of library and information science. In addition, Book Reviews, New Products and Services, Conference Reports, Awards and News are also welcome.

Format

Manuscripts should preferably be 1,500-3,500 words in length. Authors may submit their article as an attached file with email. The font type required is Calibri, 11pt.

The first page of the manuscript should contain the title of the article followed by name(s) and affiliation of author(s), complete address, including telephone and fax numbers, and e-mail address. An abstract of about 100-200 words (If the article is in BM, an abstract in English is needed). Submit only one copy of the manuscript.

Tables, Figures and Illustrations

Tables, figures and illustrations with captions should be position within the text.

Style

The citation styling of the manuscript should follow the Publication Manual of the American Psychological Association (2009), 6th ed. (New York: American Psychological Association).References should be cited in the text using the 'name and date' style, e.g. "Roger (2001) said that ..." or "research shows that ... (Roger,2001)".

References at the end of the article should be listed in alphabetical order. The following are examples of the recommended reference style:

Archambault, E., Campbell, D., Gingras, Y., & Lariviere, V. (2009). Comparing bibliometric statistics obtained from the Web of Science and Scopus. *Journal of the American Society for Information Science and Technology*, 60(7), 1320-1326.

Chu, C. M. (2009). Working from within: Critical service learning as core learning in the MLIS curriculum. In L. Roy, K. Jensen & A. H. Meyers (Eds.), *Service learning: Linking library education and practice* (pp. 105-123). Chicago: American Library Association.

Lessard, B., & Baldwin, S. (2000). *Netslaves: True tales of working the web*. New York: McGraw-Hill.

Miller, W., & Pellen, R.M. (Eds.). (2009). *Googlization of libraries*. London: Routledge.

Noraida Hassan. (2009, Jun 15-16). **Practicing evidence base in Malaysian libraries : A CSI challenge? Paper presented at the** International Conference on Libraries, Pulau Pinang.

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It is the responsibility of the author(s) to check the accuracy of all data, statements and references.

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Address

Manuscripts, requests for further information and other correspondence should be sent to:

The Editor-in-Chief,
Kekal Abadi
University of Malaya Library,
50603 Kuala Lumpur, Malaysia.

Tel: (03) 7967 3206

Fax: (03) 7957 3661

E-mail: ketua_pustakawan@um.edu.my or
kohai@um.edu.my