LIBRARY JOURNEY

4 Years Down The Road !

2016 to 2019

T.O.C

- Head of Library Message
- Vision and Mission
- About Library
- Library Organization
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HEAD OF LIBRARY MESSAGE

Welcome Everyone.

It has been five years since I took the helm of City University Library, transforming it from a "library zero" into a facility recognised and appreciated by academicians, students, and accreditation panels alike.

You may be wondering about the library's functions and activities. Please take a few minutes to explore the **Library Journey**. Along the way, I have upgraded resources and established a comprehensive library system, security measures, library website, and Information Literacy programs for both undergraduate and postgraduate students. We have also developed collaborative services with the National Library of Malaysia and ensured the library is equipped with up-to-date resources.

To facilitate resource sharing with the National Library and other libraries, CityU Library became a member of the Publication Supply System (SPP) in July 2016, a membership we continue to maintain. In building strong professional relationships, I personally joined the Librarians Association of Malaysia.

Thanks to these improvements and upgrades, a significant number of students now actively use our library facilities, services, and resources, with similar appreciation from academicians. More updated resources are continually being introduced to support the teaching and learning needs of the CityU community.

My heartfelt gratitude goes to the City University Executive Director, YBhg Datin Rohaidah Shaari, Registrar Ms Rosnizah Shaari, and fellow academicians for their ongoing support.

[The End]

Ms Nur Azura Tajudin
Head of Library
MSc Knowledge Management, UiTM

VISION AND MISSION

Vision

- To provide high quality of service, information, research in supporting the information efficiency and systematically.

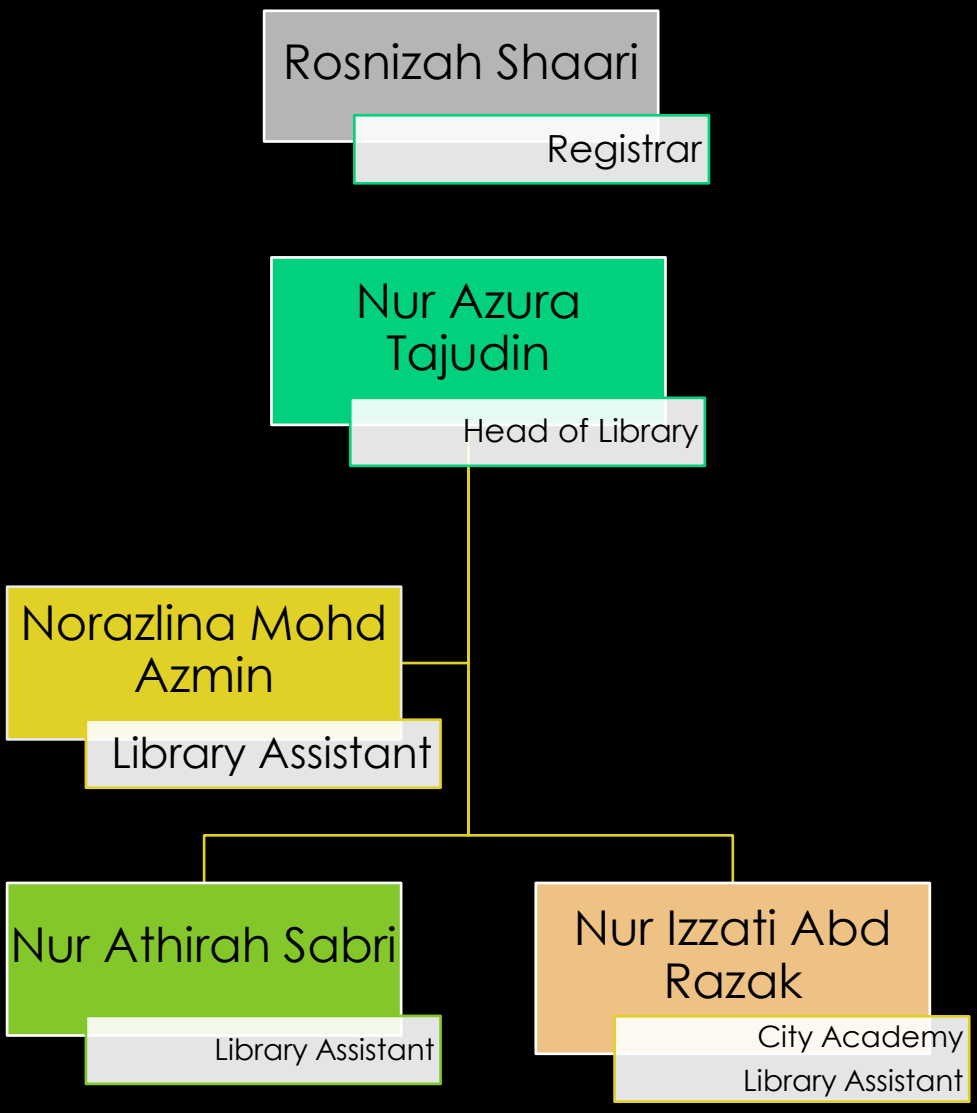
Mission

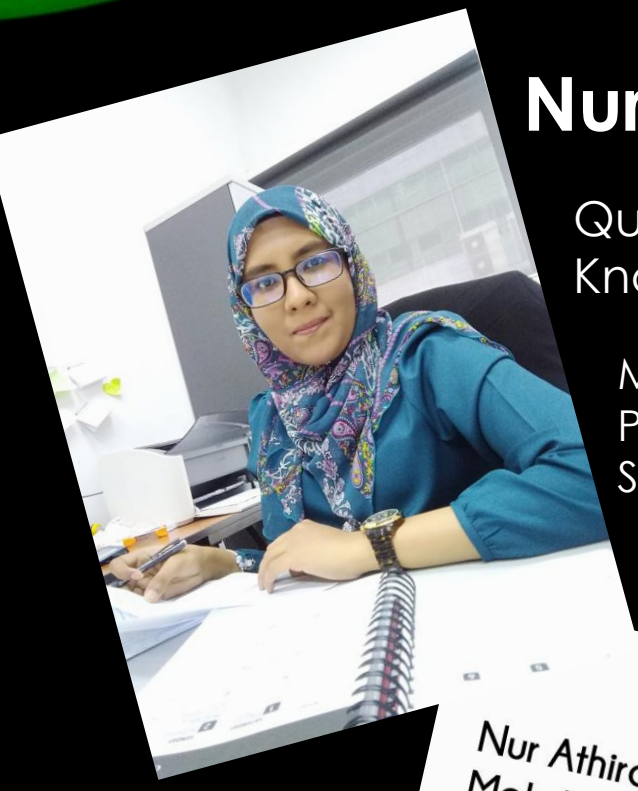
- Produce culture and information rich knowledge through reading and information literacy as well lifelong learning culture
- Improve the quality of service through :
  - References and information services
  - Provision of information resources and technology
- Improvements in infrastructure and library facilities to support teaching and learning process as well promote culture of reading. .

ABOUT LIBRARY

- The CityU Library Journey highlights our story in numbers, as well as key improvements, activities, projects, and challenges from 2016 to 2019, showcasing how the library has evolved into a centre of learning for the CityU community.
- CityU Library is located at Block A, Mezzanine Level. The library team consists of four staff members: one Head of Library and three Library Assistants (two from CityU and one from City Academy). They are responsible for assisting users with daily library activities such as searching and locating resources, printing, guiding users on library platforms and online databases, and supporting academic and postgraduate research.
- The library can accommodate up to 115 users at a time and features three main areas: a reading area, individual study carrels, and a computer area. The collection includes approximately 10,000 printed books, media resources, and other supporting materials.
- Since April 2016, the library has undergone tremendous changes. We aim to continue developing and improving our services to ensure the library remains sustainable and meets the evolving needs of the CityU community.

LIBRARY ORGANIZATION





Nur Azura Tajudin

Qualification : Master in Knowledge Management, UiTM

Main Task : Overall Library Operation, Planning and Managerial, Library System and Acquisition.

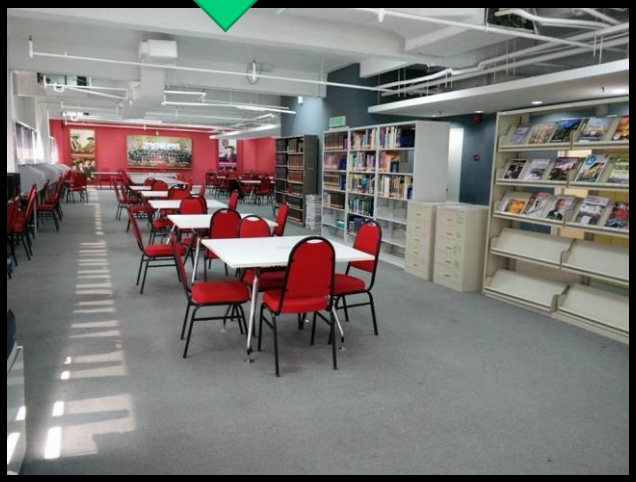
LIBRARY ROLES IN SUPPORTING CITY UNIVERSITY

- Provide Up-To-Date Resources (Print, Electronic, Audio, Non Printed) to support Teaching and Learning.
- Provide Facilities to Library users. Such as PC`s Photocopy machines, WiFi, Binding Services, Comfort reading areas.
- Provide Services to support Library users need and demand such as Inter Library Loan with National Library and others Universities, sharing databases with National Library and Open Access.
- Provide Customer Services such as Daily assistance in using IT facilities (using PC`s, Microsoft), printing guidance, and Circulation Desk in maintaining library resources, borrowing and returning, Q & A.
- Provide Reference Services such as Information Literacy classes for Undergraduate and PostGraduate (requested or walk-in), Library Briefing, Online Chat with Librarian available in Library Website and
- Provide Online Services to disseminate Information using Koha Library System, and Library website. Safe Guard Library Resources by establishing the Security System.

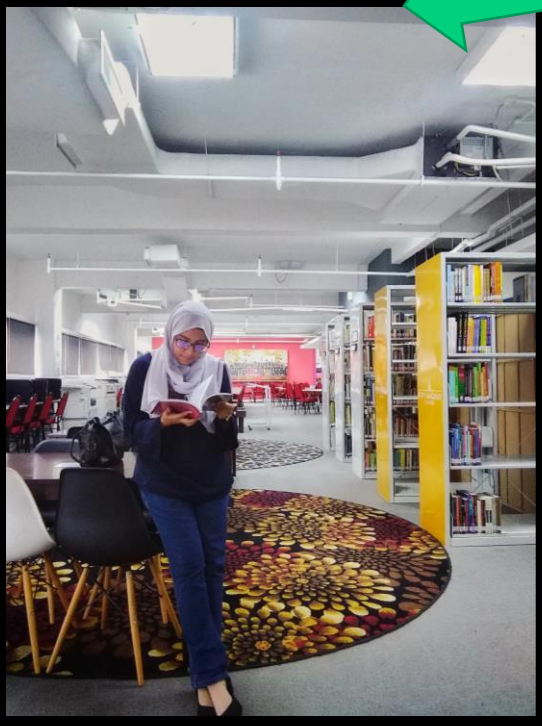
LIBRARY TRANSFORMATION

4th April 2016

June 2016



2017 & 2019



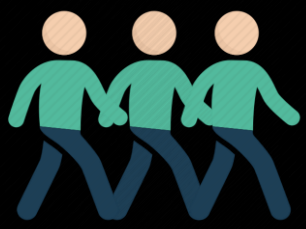
FAST FACTS

Library User Walk-in (by pass the Security Gate)

2016 : 24,455 * users
2017 : 152,060 users
2018 : 128,482 users
2019 : 150,214 users

- *Notes : Gate installed on 13th Oct 2016. Data started in Nov 2016 onwards*

Total Library User (based on Headcount hourly)



2016 : 53,532 * users
2017 : 46,492 users
2018 : 41,715 users
2019 : 44,623 users

- *Notes : 2016 library have extra room equip with soft seating area.*

FAST FACTS

Library Budget Allocation – Books, Online databases, Serials Subscription and ebook Perpetual)

2016 : RM 149,794.54
2017 : RM 56,621.00
2018 : RM 62,200.00
2019 : RM 118,230.00

Total Collection Purchase

2016 : 645 titles (nil user used)
2017 : 209 titles (287 users used)
2018 : 90 titles (133 users used)
2019 : 222 titles (77 users used)

Income : Collection for Books Overdue, Binding Services and Late return of Keys for Locker

2016 : RM 238.71 *
2017 : RM 1,989.62
2018 : RM 927.65
2019 : RM 1,784

** Notes : 2016 data incomplete.*

FAST FACTS

Library Resources as at Dec 2019

Printed Books	: 8998 items
Audio Visual	: 630 items
Thesis & Dissertation	: 114 items
Paper Project	: 166 items
Topical Studies	: 63 items
Industrial Training report	: 51 items
Serials Collection	: 275 items
Teaching Resources	: 45 items
Others	: 119 items
Online eBooks	: ProQuest
Online eJournal	: Emerald Insight (120 titles)
Digital Newspaper	: 2 titles
Online Newspaper	: 10 titles

Loans activities by Staff and Students

2016 : 337 * users
2017 : 1,183 users
2018 : 1,403 users
2019 : 1,267 users

** Notes : 2016 data incomplete.*

FAST FACTS

Usage of Areas – Carrels (Individual Study Area)

2016 : 10,406 users
2017 : 7,363 users
2018 : 8,772 users
2019 : 9,307 users

Usage of Areas – Reading Area (Study Area)

2016 : 14,303 users
2017 : 30,779 users
2018 : 25,240 users
2019 : 25,285 users

Usage of Areas – Computer Area

2016 : 19,814 users
2017 : 8,350 users
2018 : 7,703 users
2019 : 10,031 users

FAST FACTS

Library Briefing – Local and International Students (no of students attended)

2017 : 274 users
2018 : 374 users
2019 : 630 users

Cataloguing Project – Key-in All Library Books and Resources into Library System Koha

- *There are no data in the KOHA system before April 2016. Resources in Library, but no data available in system*
- In the KOHA system, there are only 575 items. Details are not following MARC standard.

2017 : 7545 items
2018 : 860 items
2019 : 554 items

LIBRARY MILESTONE 2016 TO 2019

2016

* Developed 1 Policy, 13 SOP and Rules Regulation.
* Re-Setup Library KOHA System
* Re- Catalogue all Library Resources estimated 6,000 items into the KOHA System. In the system only have 575 items only.
* 13th Oct Installation of Security Gate, Inserting Security Strips into the Books and Audio Visual as well as implement Barcode system.
* Month of May – conduct Training to Academic on Plotter usage, Ebook ProQuest access, Emerald and Turnitin access

2017

* Organized the Library Open Day with lots of Activities
* Organized Emerald Research Publishing Workshop on December 2017
* Installed SPSS Software in Library PC`s
* Received Donation from Late Associate Prof Saari Bin Omar (Advisor Architecture from UM)
* Rearrange the Library Furniture to reduce Noise and Group chatting.

2018

Enhancement Library services :

* Relabeling all Shelves
* Re-check all 8000 library records to ensure the data is correct especially subject, authors, call number
* Relabeling call number for all old books labels that faded and without years.
* Catalogue Donation Books received from Late Associate Prof Saari

2019

* Develop Library Website using Blog Platform.
* 22 June : Conduct the Information Literacy Classes for PostGraduate focus on Library Resources and Basic Research Guide
* 20 July : Conduct Research Publication Workshop to Academics
* Added New Collection - Thesis Dissertation Collection from MBA students
* Head of Library appointed to be the Board of Committee for 1st City U Journal Publication (CUeJAR).

KEY-IN LIBRARY COLLECTION DATA INTO KOHA SYSTEM

All library items must be recorded in the KOHA Library System according to library cataloguing standards. This ensures accurate tracking of borrowing and returning, efficient resource searching through the Library Portal (Book Search platform), and the ability to generate book lists required for Accreditation purposes.

2016

- 15th April - Collection in KOHA System only have 575 items.
- 31st Dec – Total collection key in into system 7119 items (includes 645 items of new titles). Keyin only basic info so that users can search books in BookSearch Catalogue and generate book list for Accreditation.

2017

- Jan onwards – start project re-editing record in all books records
- 31st Dec – 7442 items - includes 209 items of new titles keyin into KOHA system

2018

- Jan onwards – recheck records on author name, subject and re-labelling call number faded and not follow standard
- 31st Dec – 8366 items - includes 90 items of new titles keyin into KOHA system

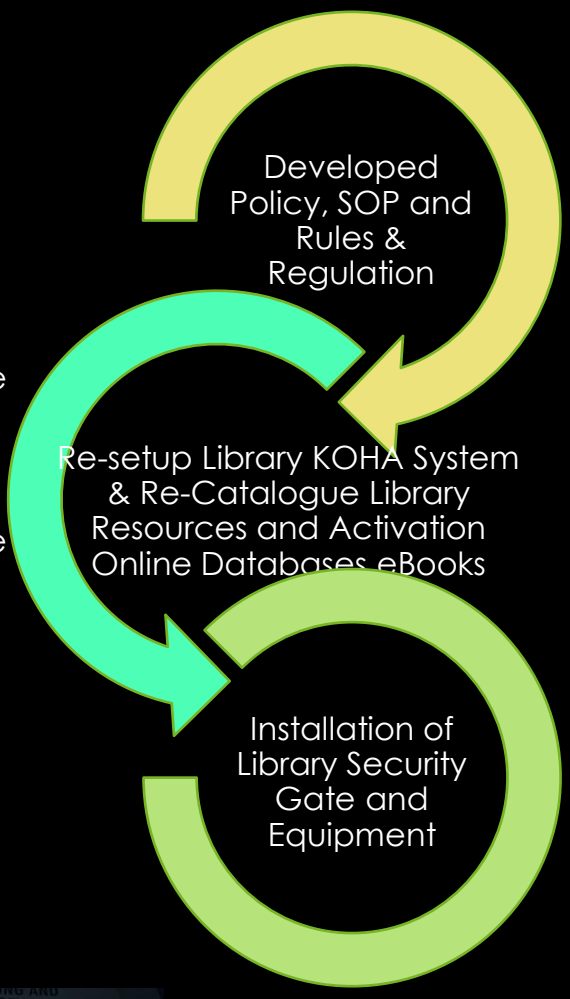
2019

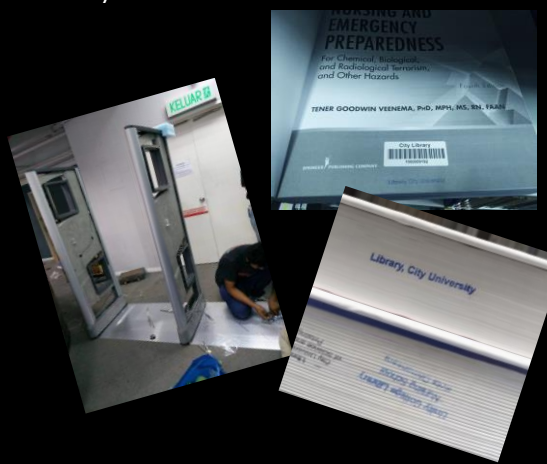
- Jan onwards – assign faculty for each titles based on request and by subject of the books. There is 1 titles and share with 3 faculties. Easy for data extraction during Accreditation visits.
- 31st Dec – 9811 items -includes 222 items of new titles keyin into KOHA system

LIBRARY MILESTONE -2016

A total of 11 Standard Operating Procedures (SOPs) and 1 Library Policy have been developed. The Library also revised all Library Rules & Regulations, borrowing and loan privileges, as well as library signage to ensure clarity, consistency, and better user experience.

On 13 October 2016, the Library installed a new security gate and sensitizing machine at the Circulation Counter. Around the same time, the Library also began the project of inserting security strips into all library resource items to enhance collection security.





As of April 2016, the KOHA Library System contained only 575 catalogued items. However, the physical collection on the library shelves exceeded 6,000 items, including books, audiovisual materials, magazines, and more. The data submitted to MQA at that time was also not aligned with the actual physical collection.

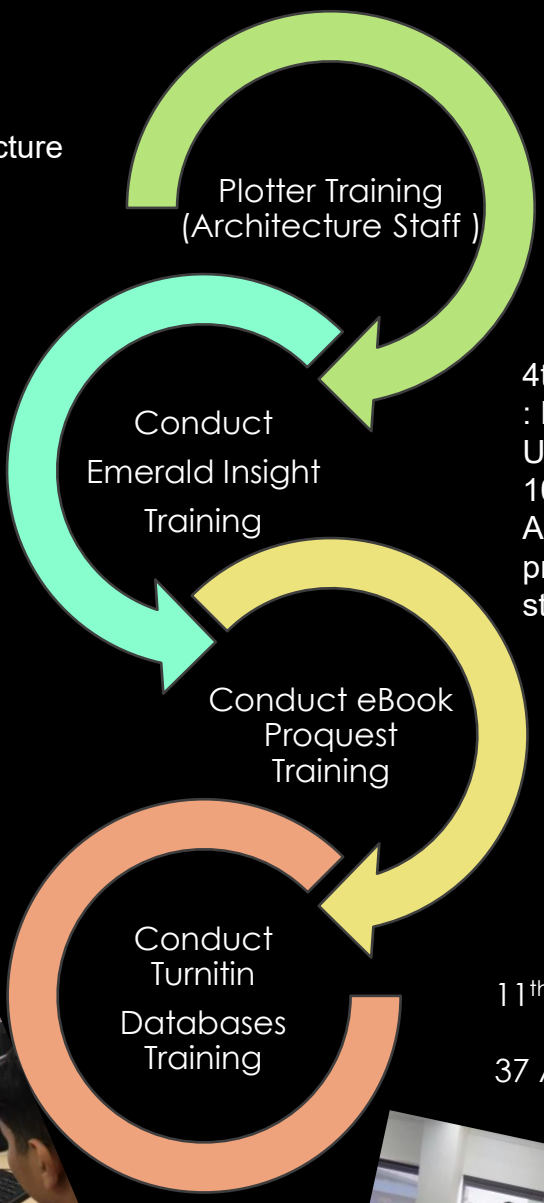
In May 2016, the Library began reconfiguring the KOHA Library System to ensure it could function as the main system for managing library resources, user data, and all user transactions.

Starting in November 2016, the Library initiated a project to catalogue all library resources using international library standards, specifically the Dewey Decimal Classification (DDC) and the Library of Congress Subject Headings (LCSH).

The Library also developed standard formats for Call Numbers and Barcode Numbers to ensure consistency and accuracy across all library materials.

LIBRARY MILESTONE -2016 – ACADEMICIAN TRAINING

2nd May :
Plotter training (Architecture and Design lecturers)



4th May
: Emerald Databases : User Training
10 participant from Academician various programs and 1 library staff.

12th May : eBook Ebrary ProQuest Training
11 participant from Academician various programs and 1 library staff

11th May : Turnitin Training.

37 Academics attended

LIBRARY MILESTONE -2017– LIBRARY OPEN DAY

Poster Announcement for Library Open Day on 24th July 2017

Info Board about Library and custom-made Bookmark

Photo Booth

Sticky Note for Library User to gave their thought about Library. Any Suggestion, Comments and Appreciation.

LIBRARY MILESTONE -2017– LIBRARY OPEN DAY

Academic having their tea time after attending Information Literacy Class

Students enjoy with the Photo Booth session

Prize given to Photo Booth Most Awesome. Category Individual and with Favorite Lecturer

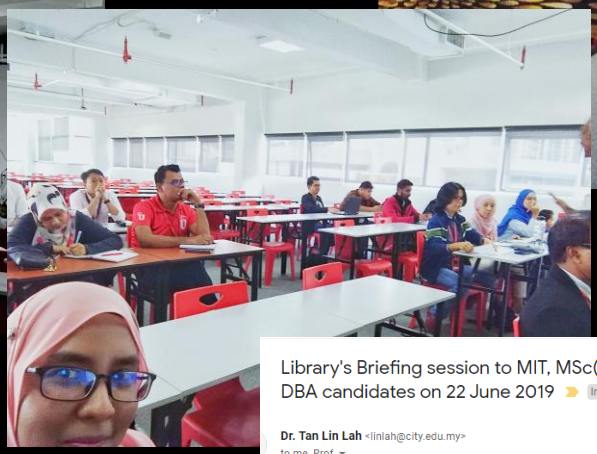
LIBRARY MILESTONE -2018 ADDED DONATION RESOURCES

Catalogue Donation Books from Late Associate Prof Saari.
Total : 924 items books only
(exclude Journal and Magazine)

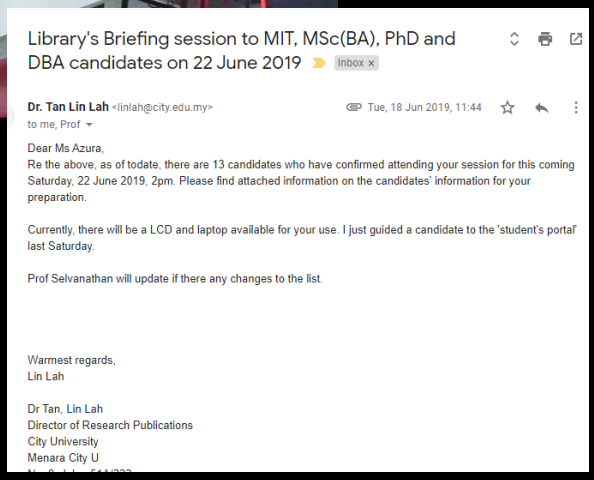
LIBRARY MILESTONE -2019
LIBRARY ENHANCEMENT

Added 2 Special Shelves for City U Language Centre. Total items 349 titles 419 copies

20 July - Conduct Research Publication Workshop to Academician



22 June - Conduct Postgraduate workshop [Library Resources and Basic Research Guide]



Library's Briefing session to MIT, MSc(BA), PhD and DBA candidates on 22 June 2019 Inbox ×

Dr. Tan Lin Lah <linlah@city.edu.my> Tue, 18 Jun 2019, 11:44

to me, Prof

Dear Ms Azura,
Re the above, as of todate, there are 13 candidates who have confirmed attending your session for this coming Saturday, 22 June 2019, 2pm. Please find attached information on the candidates' information for your preparation.

Currently, there will be a LCD and laptop available for your use. I just guided a candidate to the 'student's portal' last Saturday.

Prof Selvanathan will update if there any changes to the list.

Warmest regards,
Lin Lah

Dr Tan, Lin Lah
Director of Research Publications
City University
Menara City U

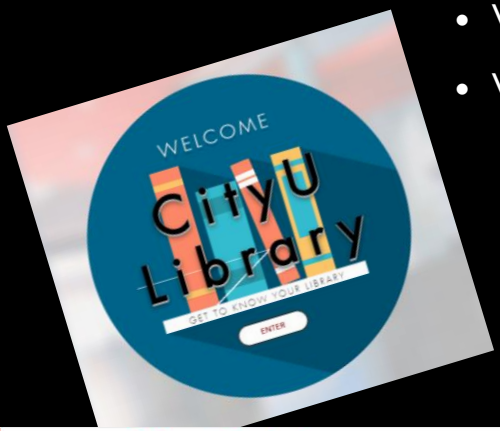
LIBRARY MILESTONE -2019
LIBRARY ENHANCEMENT

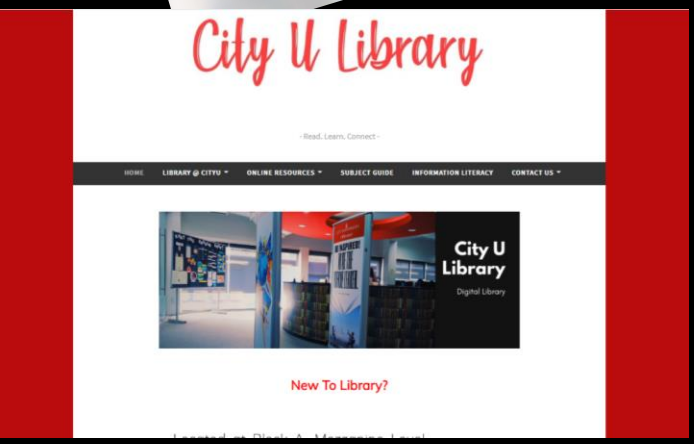
Added Thesis Collection received from MBA students.
Total : 261 titles

Re-arrange Furniture
to ensure its more conducive and reduce noisy

LIBRARY COMMUNICATION PLATFORM

- Via Email – library.cityu@city.edu.my
- Via Library website (Chat with Librarian)
  - URL : library.city.edu.my





Chat with Librarian

Online Form to Email Directly to US

THANK YOU
FOR TAKING THE TIME TO READ

Have A Good Day !

The Library is the HEART of the University

-- by Dr Radhakrishnan