



LIBRARY JOURNEY

2016 to 2023
SPECIAL EDITION : LIBRARY RESET &
THE COVID-19 PANDEMIC

T.O.C

- Head of Library Message
- Vision and Mission
- About Library
- Library Roles
- Library Transformation
- Library Milestone
- Covid Pandemic- Library Milestone 2020
- Library Project – Moving to new Level
- Library Communication Platform

COPYRIGHT

Copyright City University Library, 2024

All rights reserved. No part of the publication may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopy, recording or in any information storage and retrieval system, without the prior permission in writing from the University.

Published and printed in Malaysia by
CityU Press Sdn Bhd
Level 5, Menara CityU,
No 8, Jalan 51A/223,
Seksyen 51A, 46100 Petaling Jaya,
Selangor Darul Ehsan,
Malaysia.

National Library of Malaysia

Cataloguing-in Publication Data

HEAD OF LIBRARY MESSAGE

Welcome everyone.

It has been almost eight years of leading City University Library—transforming it from ground zero into a library that is now recognised and appreciated by academicians, students, and accreditation panels.

You may be wondering, what is this Special Edition all about?

Please take a few minutes to explore **Library Journey 2016–2023 Special Edition: Resetting & Covid Pandemic**.

Inside, you will find our key milestones and the incredible Library Moving Project that shaped who we are today.

My heartfelt appreciation goes to the City University Executive Director, YBhg Datin Rohaidah Shaari; Vice Chancellor, Ms Rosnizah Shaari; as well as our academicians, students, and the entire library team for your unwavering support to City U Library.

[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

- CityU Library Journey 2020–2023 is a continuation of the Library Journey 2016–2019. This edition highlights the Library's transformation, key activities, and enhanced services over the years.
- In February 2022, CityU Library relocated to Block A, Level 3. Today, we serve the main campus and three branch campuses, supported by a dedicated team consisting of Head of Library and six librarians. Our librarians play a vital role in assisting users with day-to-day library needs—searching for books and resources, locating materials, printing, educating users on library platforms, conducting Information Literacy sessions, and supporting academic and postgraduate research.
- The current CityU Library can accommodate up to 121 users at a time and consists of six functional zones: an interactive area equipped with an interactive board, a reading area, individual study spaces, a leisure area, a bar-table corner, and a computer area. The library houses approximately 11,000 printed books, media resources, and supporting materials.
- Since our relocation in February 2022, the Library has undergone significant positive changes. We look forward to continuing this momentum and ensuring the sustainability and continuous improvement of CityU Library.

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



Since 2016



2017 – February 2022



MAY 2022

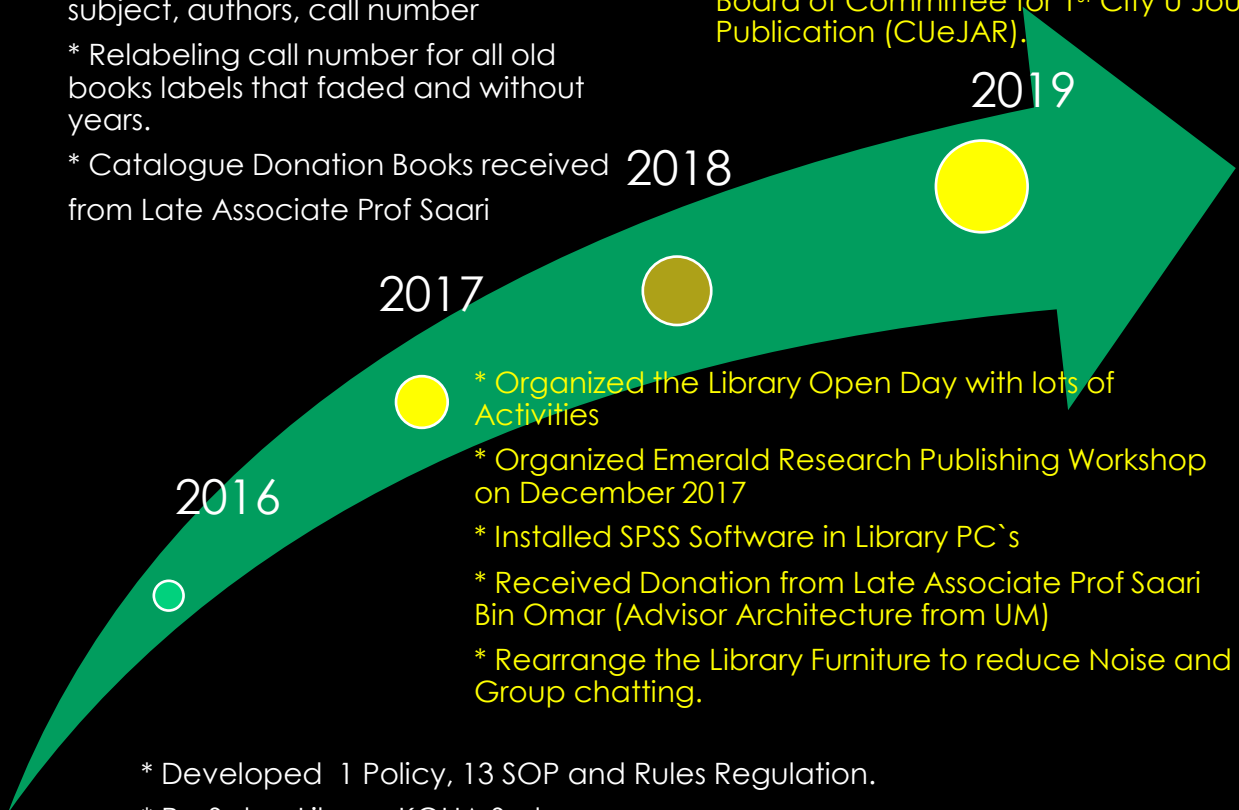


LIBRARY MILESTONE 2016 TO 2019

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

- * 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).



* 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.

* 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

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

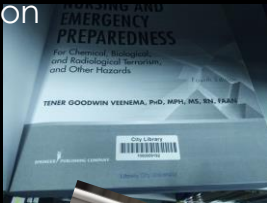
- Jan onwards – assign faculty for each titles based on request and by subject of the books. There is 1 titles and share with 3 faculties. Easy for data extraction during Accreditation visits.
- 31st Dec – 9811 items -includes 222 items of new titles keyin into KOHA system

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.



Developed Policy, SOP and Rules & Regulation

Re-setup Library KOHA System & Re-Catalogue Library Resources and Activation Online Databases eBooks

Installation of Library Security Gate and Equipment



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)

Plotter Training
(Architecture Staff)

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

Conduct
Emerald Insight
Training

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

Conduct eBook
Proquest
Training

Conduct
Turnitin
Databases
Training

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

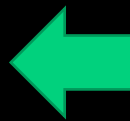


Photo Booth



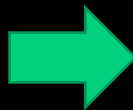
Sticky Note for Library User to give their thought about Library. Any Suggestion, Comments and Appreciation.

LIBRARY MILESTONE -2017- LIBRARY OPEN DAY

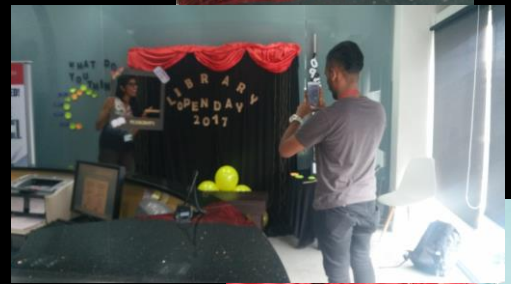


Academic having their tea time after attending Information Literacy Class

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

Dr. Tan Lin Lah <linlah@cityu.edu.my>
to me, Prof

Tue, 18 Jun 2019, 11:44

Dear Ms Azura,
Re the above, as of today, 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
No. 61, Jalan 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



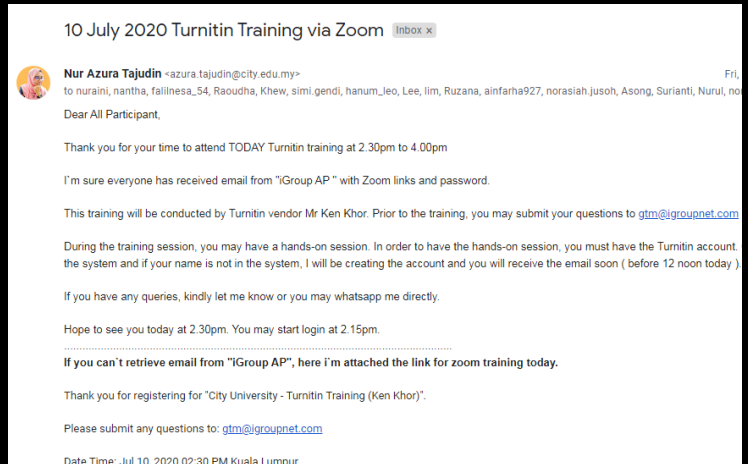
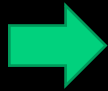
COVID PANDEMIC LIBRARY MILESTONE – 2020 ADDED DONATION RESOURCES

14 July - Catalogue
and processing
Donation Books
from PhD Student,
Mr. Mohammad
Idrakisyah
Total : 92 items
(books only)



COVID PANDEMIC LIBRARY MILESTONE - 2020 LIBRARY ENHANCEMENT

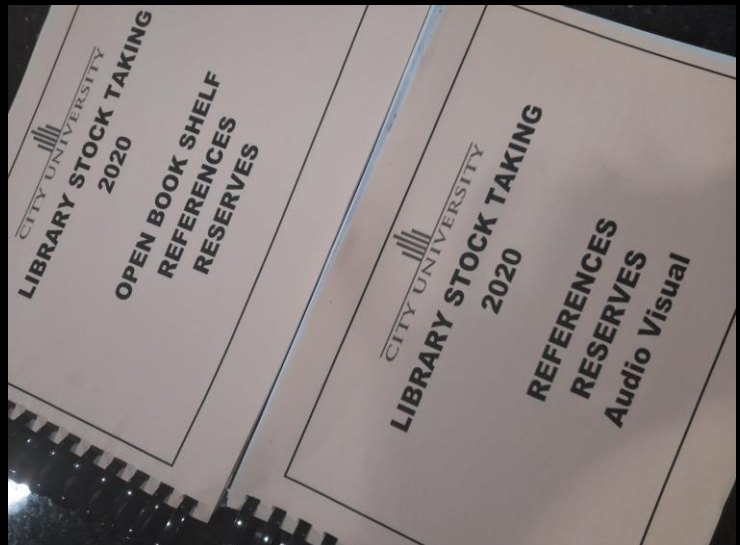
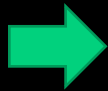
10 July – Conduct Turnitin
Online Training for
Academician
via Zoom



14 July – Stock Take for year 2020

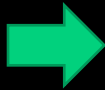
To check availability of physical items are tally with data in KOHA System.

- Main Shelf (Open, Reference, Reserve) : 8239 items
- Student Thesis, ID, Dissertation, Paper Project & Topical Studies : 487 items
- CLC Shelf : 424 items
- Donation Shelf : 948 items
- Audio Visuals : 601 items



COVID PANDEMIC LIBRARY MILESTONE - 2020 LIBRARY ACCREDITATION VISIT

Accreditation Visits from
different faculty throughout
year 2020



Latest and purchased books
are display during the visits



Visit shelves area to see all
related books for MQA



COVID PANDEMIC LIBRARY MILESTONE - 2021 LIBRARY ENHANCEMENT

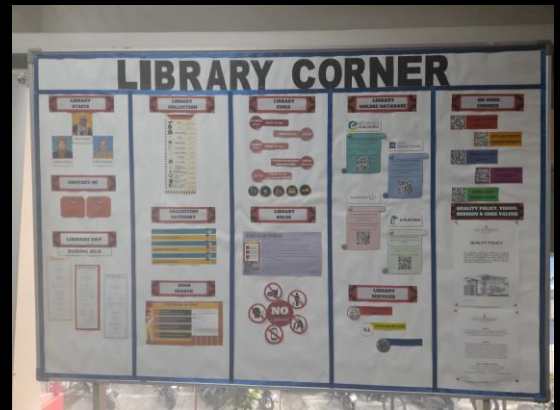
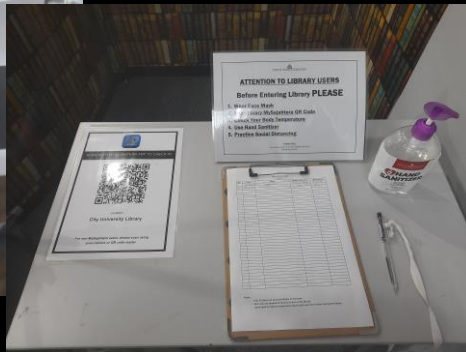


February 2021- Set up library facilities following new SOP of Covid -19 for student to be back on campus



COVID PANDEMIC LIBRARY MILESTONE - 2021 LIBRARY ENHANCEMENT

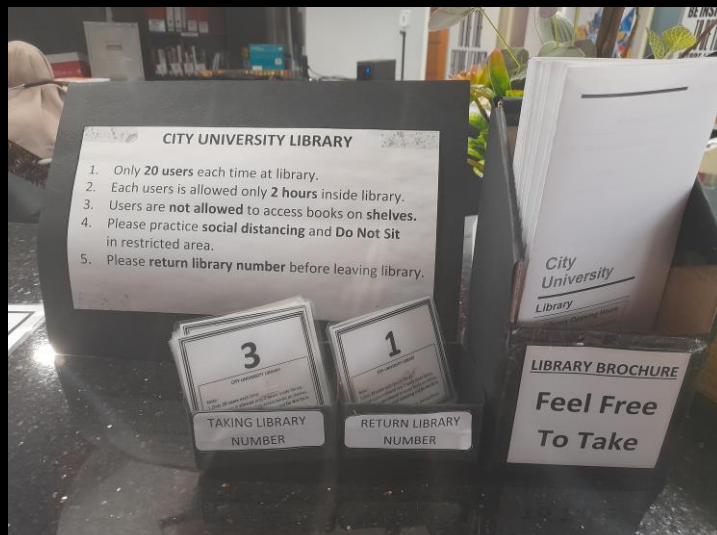
February – Update Library
Corner with latest information



Users to scan My Sejahtera
and check their
temperature before enter
the library

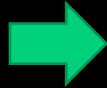
20 capacity for Covid-19 SOP

Library Brochure for added
reading



COVID PANDEMIC LIBRARY MILESTONE - 2021 LIBRARY ENHANCEMENT

16 Feb – Conduct
ProQuest eBooks Online
Training for Academician
via Webinar



Library CityU : Registration link for ProQuest eBooks Training Info x

Nur Azura Tajudin <azura.tajudin@city.edu.my>
to Goyal, dr.abdrak, drbudiman, Chee, Dr, Nasrin, GAMAL, DATUK, Nur, Dr, Asma, Subadrah, Rosnah, nuraini, Nabilla, khairulnunar.abdajis, Asong, Norfaizah, dr.roselan

Tue, 9 Feb 2021, 13:39

Greetings from the Library.

Good Evening everyone.

Follow up from the email sent on 4th Feb 2021, here is the [link to register](#) and to get access to ProQuest training via [Webinar](#) on 16th Feb 2021.

Webinar registration as follows:

Event: ProQuest Ebook Central-Discover your collections to assist teaching, learning and research

Registration link: <https://proquestmeetings.webex.com/proquestmeetings/onstage/g.php?MTID=e2c55c69ed6d58a2dc614bb5ca9ab219d>

Event Date and time: Tuesday, 16 February 2021 2:30 pm

Duration: 1 hour

Description: Discover your collections to assist teaching, learning and research

Panelist Info: Ms Kuning Malar

Please click on the registration link to register and participants will receive an email with the login details.

ADDITIONAL NOTES TO PARTICIPANT:
To those yet to get the access to Proquest eBooks databases, you may register yourself by clicking to this link : <https://ebookcentral.proquest.com/authlib/cityuc/login.action>

Guide available in : <https://librarycityu589622445.wordpress.com/e-books/>

KOHA System Online Training - Day 1 External Inbox x



Khairul Anwar Husaini <khairulanwar@unikl.edu.my>
to azura.tajudin@city.edu.my, norazlina.mohdazmin@city.edu.my, me

Tue, 30 Mar 2021, 16:12

Mar 31 Wed	KOHA System Online Training - Day 1 View on Google Calendar When Wed 31 Mar 2021 10am – 1pm (MYT) Where Microsoft Teams Meeting Who azura.tajudin@city.edu.my, norazlina.mohdazmin@city.edu.my, Khairul Anwar Husaini* <input type="button" value="Yes"/> <input type="button" value="Maybe"/> <input type="button" value="No"/> More options	Agenda Wed 31 Mar 2021 No earlier events 10am KOHA System Online Training - Day 1 No later events
----------------------	--	--

Salam and Good day,

Dear respected all,

You are invited to KOHA System online training as follow:-
Date: 31 Mar (Wed)
Time: 10am – 1pm

Training outline:
– KOHA overview & full-features introduction
– Circulation Modules
– Acquisition Modules
– Cataloguing Modules

30 March - Conduct
KOHA System Online
Training for Library Staff
via Microsoft Teams



KOHA modules guide External Inbox x



Khairul Anwar Husaini <khairulanwar@unikl.edu.my>
to azura.tajudin@city.edu.my, norazlina.mohdazmin@city.edu.my, me, info@ykcs.com.my

Salam all,

Please find attached document for today session koha modules.

Regards,
KA

5 Attachments



COVID PANDEMIC LIBRARY MILESTONE - 2021 LIBRARY AUDIT

Quality Management System (QMS) ISO 9001:2015

↓ 28 Oct - Internal Audit
from Registry Department



18 Nov – Online ISO Audit
from SIRIM

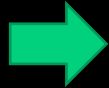


24 Nov - KAIZEN QMS and
5s Audit



COVID PANDEMIC LIBRARY MILESTONE - 2021 LIBRARY WEEDING PROJECT

Selected items to
withdraw such as books,
files and etc. based on
criteria stated in SOP



12 Jan 2022 – Disposal of
withdrawn items to recycle
company



30 Dec – Received
approval from finance to
withdraw



Memo and List Withdrawal of Books



Nur Azura Tajudin <azura.tajudin@city.edu.my>
to norazlina, me, Library

Dear All,

Kindly be informed, Memo for withdrawal has been submitted to Madam Stephanie on 30th Dec 2021.

She will discard the items from her list.

Excel doc List of Books by year, you may look into the sheet name as Withdrawn.

Attached is the list for your next action.

Thank you.

Nur Azura Tajudin (Ms)
Head of Library

Library | City University (City U)
Menara City U | No 8, Jalan 51A/223 | 46100 Petaling Jaya,
Selangor.

Tel: 03-7949 1600 | Ext: 1648
Email: azura.tajudin@city.edu.my
Library Website: <https://library.city.edu.my/>

LIBRARY MILESTONE - 2022

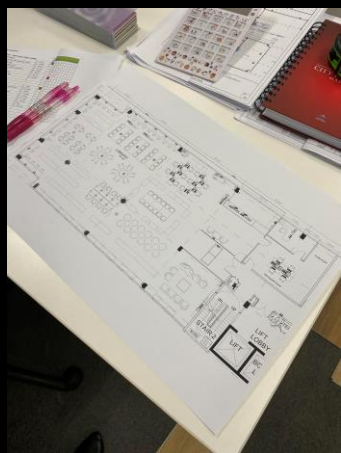
LIBRARY MOVING PROJECT

FROM LEVEL M TO LEVEL 3

The Library Moving Project began in November 2021 with layout design discussions involving the Special Project Team. After several months, the project was put on hold and resumed in February 2022.

Library staff started packing all books from the end of November 2021 and continued until January 2023.

On 22 April 2023, the Library at Level M was fully vacated to allow renovation works to proceed.



LIBRARY MILESTONE - 2022

LIBRARY MOVING PROJECT

FROM LEVEL M TO LEVEL 3

On 25 April 2022, the Library engaged professional movers to transfer all library items from Level M to Level 3, even though the renovation was not yet completed. The relocation took place during the fasting month, making the process even more challenging for the team.



LIBRARY MILESTONE - 2022 LIBRARY MOVING PROJECT FROM LEVEL M TO LEVEL 3

Painting and hacking works for Library Level 3 were completed on 31 May 2022.

On 11 May 2023, the Library engaged a shelf-wrapping service to wrap all end-panel shelves in black for a bold and modern appearance.

Due to the large number of windows in the library, tinting was necessary. The window tint installation was completed on 9 June 2022.

On 12 June 2022, the installation of library shelves and the arrangement of books took place, with support from the Maintenance Team, MIS Team, and Purchasing Team.



LIBRARY MILESTONE - 2022

LIBRARY MOVING PROJECT

FROM LEVEL M TO LEVEL 3

On 14 June 2022, Library Level 3 was officially opened to students and academicians.

This also marked the first time the library was filmed by external media for promotional purposes.



LIBRARY MILESTONE - 2022 LIBRARY MOVING PROJECT FROM LEVEL M TO LEVEL 3

New furniture was delivered in batches starting in early August 2022.

Interior installation took place gradually from 9 September 2022 until 28 February 2023, completed batch by batch.



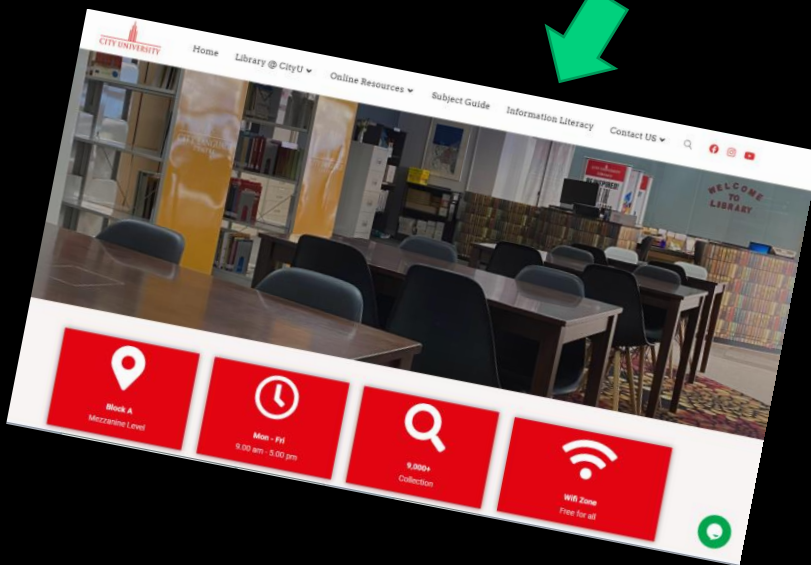
LIBRARY MILESTONE - 2022 LIBRARY MOVING PROJECT FROM LEVEL M TO LEVEL 3

Complete Furniture and Interior Design in End of February 2023



LIBRARY COMMUNICATION PLATFORM

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