UTM Perpustakaan Sultanah Zanariah
UNIVERSITI PENYELIDIKAN

BULETIN PERPUSTAKAAN SULTANAH ZANARIAH

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PSZ Organised 1ST PERPUN International Conference and Workshop on Key Performance Indicators for Libraries

Efforts to monitor the overall performance of academic libraries are an important agenda that must not be overlooked by any educational institution. Therefore, the Library Performance Indicators are introduced to specify the requirements of a performance indicator for libraries, and establish a set of performance indicators to be used by libraries of all types. It also provides guidance on how to implement performance indicators in libraries where such performance indicators were not already in use.

Thus, a three-day conference - '1st PERPUN International Conference and Workshop on Key Performance Indicators for Libraries' – was held from 17th to 19th October 2011, at the Dewan Sultan Iskandar, Universiti Teknologi Malaysia, Johor Bahru. It was jointly organised by the Perpustakaan Sultanah Zanariah and Conferences of University Libraries and National Library of Malaysia (PERPUN). *turn to page 3*

PENCAPAIAN KETUA PUSTAKAWAN DALAM PERTANDINGAN INVENTION, INNOVATION AND DESIGN

Ketua Pustakawan Perpustakaan Sultanah Zanariah, Pn. Kamariah Nor Mohd Desa telah memenangi pingat *Silver (Category A) dalam 2nd Invention, Innovation & Design (IDD)* Kedah yang telah berlangsung di Universiti Teknologi MARA (UiTM) Kedah pada 19-20 November 2011 yang lalu. Dengan tema *"Transcending Frontiers towards a Progressive Future"* pertandingan rekacipta, inovasi dan reka bentuk ini adalah platform terbaik mendedahkan mengenai idea-idea inovatif dan kreatif daripada ahli-ahli akademik dan bukan-akademik yang selaras dengan dunia masa kini yang memerlukan penghasilan kerja yang bermutu. Secara tidak langsung menjadi medan untuk mengkomersialkan produk yang menguntungkan.

Dengan tajuk penyelidikan *"Leadership Qualities Of University Librarians"* bersama Prof. Madya. Dr. Norliya Kassim dari UiTM Shah Alam, penyelidikan ini mempamerkan kepentingan kualiti kepimpinan pustakawan seperti kecekapan dan ciri-ciri peribadi sebagai profesion bagi kepimpinan global dan kerjaya pembangunan ke arah perancangan penggantian.
Seluruh warga PSZ mengucapkan tahniah di atas kejayaan ini.

PSZ Muncul Juara KIK Peringkat UTM

Pada 29 Disember 2011 yang lalu, pasukan 5K dari Perpustakaan Sultanah Zanariah (PSZ) telah muncul sebagai Penerima Anugerah Emas, Kumpulan Terbaik (Teknikal) dan Persembahan Terbaik (Teknikal) sempena Konvensyen Kumpulan Inovatif & Kreatif (KIK) peringkat UTM. Kemenangan ini menyaksikan pasukan 5K membawa pulang wang tunai keseluruhan RM2,500, piala iringan, piala pusingan dan sijil penghargaan. Pasukan 5K ini terdiri daripada 10 orang staf Unit Sirkulasi dan diketuai oleh En. Salihudin Bakri.

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Sidang Penerbitan

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Cetakan : Azuarina Creative Sdn Bhd

Sidang Penerbitan amat mengalu-alukan sumbangan artikel, pandangan atau cadangan daripada semua pihak bagi memantapkan penerbitan bulletin ini untuk keluaran seterusnya. Sumbangan artikel dan berita tersebut boleh dihantar kepada:

Editor Buletin Perpustakaan
Perpustakaan Sultanah Zanariah
Universiti Teknologi Malaysia
81310 Skudai, Johor Darul Takzim
Tel : 07 553 0023
Faks : 07 557 2555
E-mel : syahranah@mel.psz.utm.my
Web : http://www.utm.my/psz
Facebook : Perpustakaan Sultanah Zanariah (UTM Library)
Blog : http://portal.psz.utm.my/blog

Diterbitkan oleh:
Perpustakaan Sultanah Zanariah

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From the Editor

Dear readers. Welcome to the final issue for the year 2011! The final quarter of 2011 has been an eventful time for the Library. Firstly, we welcomed 103 information professionals from all over the world to UTM for our very 1ST PERPUN International Conference and Workshop on Key Performance Indicators for Libraries. The event provided a platform for us to interact and share valuable views and expertise on key criteria in serving our customers better. It was such a successful event that the Library manage to donate part of the proceeds from the conference to UTM Endowment Fund!

Secondly, the Library sent our very first Global Outreach Programme group for a visit to London & Paris. The group visited renowned academic libraries such as King's College London, University College of London, Cambridge University and British Library. It was an eye opener to experience first hand the services provided by these libraries. Prior to the trip, the group worked hard in raising funds that they even managed to donate to, you guess it right, UTM Endowment Fund.

As part of our Corporate Social Responsibility, the Library and Persatuan Pustakawan Malaysia (Kawasan Selatan) organised a community service programme at Kampung Belukar Durian in Sedili. The programme involved stocking up their Mini Library with books donated by various companies as well as conducting series of fun activities with the community.

Finally, we end the year 2011 on a high note when the Library clinched the top prize during UTM Innovative and Creative Circle Convention (ICC). It was a sweet success for the Library ICC Team - 5S for their hard work in developing a Shelf Search System known as 'easy' to facilitate the customers in locating books from the shelves. Congratulations! Till we meet again in the next issue! Happy 2012 and keep smiling!

Editor

Editor's Recommended Reading

Turnaround Leadership	: Making Decisions, Rebuilding Trust and Delivering Results After a Crisis by Shaun O'Callaghan
Publisher	: Kogan Page
Year	: 2010
Pages	: vii, 200 p. : ill. ; 25 cm.
ISBN	: 9780749457099
Location	: Executive Room, Level 3, PSZ UTM Johor Bahru
Material	: Open Access
Call Number	: HD49 O23 2010

Any manager who takes up a leadership position will face a business crisis at some point in his or her career. The crisis might result from technological changes, a recession, or a company-specific issue such as a product failure or new competition in the marketplace. When it happens, those in leadership roles must be ready to execute a turnaround.

Turnaround Leadership helps managers and leaders plan a successful recovery after a crisis. It helps readers develop the skills required to rebuild a business, and it shows how to identify the causes of a potential crisis and take action to avoid one in the first place. It starts by looking at exactly what a crisis is and what can cause one. It then concentrates on the five key areas of leadership expertise needed to be more effective in recovering after a crisis:

- Making the right promises
- Gathering multiple viewpoints
- Developing core business skills
- Delivering results through relationships
- Rebuilding trust with authentic communication

Source: http://www.amazon.com

Apabila Pustakawan Menulis...

Blog kadangkala disebut jurnal online, berita online atau diari online. Blog mudah dikemaskini tanpa memerlukan pengaturcaraan dan membolehkan pembaca memberikan komen dan ulasan. Menurut Weil (2006), blog adalah " a frequent , chronological publication of personal thoughts and web links". Blog turut dikategorikan mengikut tajuk tertentu seperti blog isu semasa, blog keagamaan, blog masakan, blog diari, blog automotif, blog teknologi, dan sebagainya. Blogger pula ialah seorang pengendali blog yang juga merupakan penulis, penerbit & pengurus sesebuah blog. Manakala blogging ialah apa saja aktiviti yang dilakukan oleh pengendali blog atau blogger ke atas blog atau blogosphere (komuniti blog).

Adakah Blog menghasilkan pulangan? Ya, meletakkan iklan dalam blog sememangnya cara paling mudah untuk menghasilkan wang . Walau bagaimanapun iklan perlu relevan dengan kandungan blog. Contoh perkhidmatan iklan yang membayar komisen di blog kita adalah seperti Google AdSense, BlogAds dan NuffNang. Jika anda seorang penceramah motivasi, blog boleh dijadikan ruang untuk mempromosikan sesi motivasi, bengkel ataupun menjual buku anda secara online. Contoh blogger jutawan yang menggunakan konsep ini adalah http://www.irfankhairi.com/

Jika anda orang biasa seperti saya, maka bolehlah cuba-cuba menjual produk anda sendiri seperti baju, kasut, buku atau e-book, blog, domain hosting, masakan, perhiasan dan sebagainya. Manakala, jika tujuan anda bukan untuk wang ringgit maka, memadailah dengan hanya berkongsi idea, pengalaman dan nasihat anda di blog. "Sharing is caring" dan mungkin ini boleh menjadi saham tambahan anda di akhirat kelak.

Blogger yang beretika perlu menyampaikan kebenaran, bersikap berterus terang, menampilkan diri anda yang sebenarnya, bersedia menerima dan menjawab kritikan, tidak kerap menukar alamat blog atau URL, kawal dan pastikan 'mood' anda ketika menulis blog dan peka terhadap undang-undang.

Persediaan awal membina Blog adalah dengan penetapan matlamat. Apakah niat anda menulis di blog. Juga, cuba buat sedikit anggaran kos serta masa, adakah pulangannya berbaloi? . Seterusnya rancang kandungan blog serta teknologi, rekabentuk serta pilih samada hendak hosting berbayar atau percuma. Jika anda berminat untuk membuat blog percuma, cubalah bangunkannya sendiri di http://www.wordpress.com ataupun di http://www.blogspot.com. Ianya mudah, cuma ikut sahaja arahan dan tak sampai 3 minit, anda akan bergelar seorang blogger. Untuk mengetahui lebih lanjut berkenaan blog, bolehlah singgah ke blog saya, http://www.fuadyusof.com. Selamat berblogging!

Pustakawan jemputan pada keluaran ini adalah En. Mohd. Fuad Mohamed Yusof yang merupakan Pustakawan di Unit Media, Pemeliharaan dan Pemuliharaan, Perpustakaan Sultanah Zanariah. Beliau telah berkhidmat di PSZ sejak 2001. Beliau mempunyai kepakaran dalam bidang berkaitan teknologi media dan juga pemeliharaan dan pemuliharaan koleksi perpustakaan. Beliau boleh dihubungi melalui e-mel mfuad@mel.psz.utm.my dan blog http://www.fuadyusof.com.

PSZ Organised 1ST PERPUN International Conference and Workshop on Key Performance Indicators for Libraries

From page 1

The conference with the theme 'Embedding KPI Strategies: Transforming Libraries toward Excellence' provided a forum for information professionals to exchange views and expertise on various topics such as "KPI and Leadership" and "KPI: Transforming Libraries toward Excellence". Among the speakers were Dr. Hajjah Zahrah Mokhtar (UiTM), Ngian Lek Choh (Singapore National Library Board), Professor Dr. Azlan Abdul Rahman (UTM), Lee Cheng Ean (National University of Singapore), Universiti Putra Malaysia (UPM) Chief Librarian, Amir Hussain Md. Ishak and UTM Chief Librarian, Kamariah Nor Mohd. Desa. The conference, which was officiated by Datin Dr. Zainah Mokhtar also invited Datuk Farida Mohd. Ali, Deputy-Director General of Public Service (Development) to deliver the keynote address.

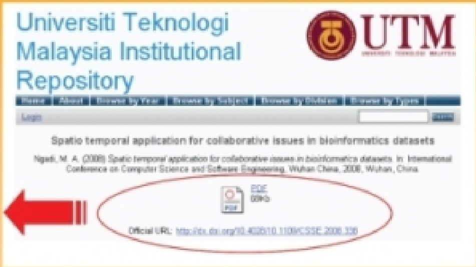
Meanwhile, a workshop focused on the topic "Implementing BS ISO 11620:2008 as Key Performance Indicators in an Organisation" was held on the second day. The workshop session was conducted by Ms. Barbara Lison, the Director of Public Library of Bremen Germany. During the session, Ms. Lison presented the elements of BS ISO 11620:2008, followed by an interactive discussion session with the audience. The focal point of the discussion was identifying suitable performance indicators to be implemented by libraries across discipline which could benefit the customer as well as the organisation.

Accessing Online Resources with DOI

A DOI (Digital object identifier) can be used to cite and link to electronic documents. A DOI is guaranteed never to change, so you can use it to link permanently to electronic documents.

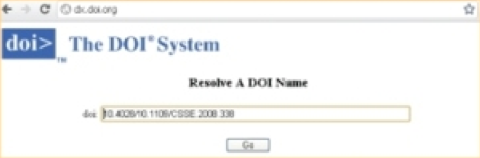
When using UTM Institutional Repository (http://eprints.utm.my), you might come across some records which include the DOI link as the official URL. This link will enable user to view the full text at the actual web page. Below is one example.

http://dx.doi.org/10.4028/10.1109/CSSE.2008.338



In some instances, you might find DOIs being included in citations. So, if you have a DOI but you don't know how to get to the article to which it is connected, do the following:

1. Go to Resolve a DOI (http://dx.doi.org)
2. Place the DOI (for example: 10.4028/10.1109/CSSE.2008.338) in the search form.
3. If there's no typo in the DOI, this action should lead you to the article.



However, if you are off campus, you may not have access to the article because it's not possible to authenticate people affiliated with UTM through the DOI resolver. If you need access to the full text, go to the A-Z Listings or Proquest 360 Search and search by journal title. If UTM doesn't have online access, search for it by title in OPAC to see if we have it in print. If it's not available at all, request the article from our Interlibrary Loan Service.

Come & Enrol... UQP1211: Information Searching Skills Course

How do you locate, select, organise, and evaluate information? What are the available sources and mediums to obtain information? How do you analyse and synthesise information in any form?

Query no more...

The Library is offering you to enrol in UQP1211: Information Searching Skills course. The course which will run for 14 weeks on every semester provides the opportunities for you to acquire effective library information skills in order to support your studies in UTM, to realise the importance of information needed in a learning environment, to search for information independently as well as for the purpose of lifelong learning.

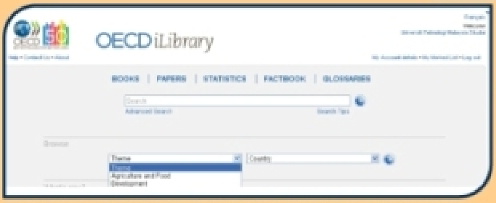
Classes will be handled by trained Librarians at Information Searching Labs, which are well equipped with PCs and Internet facilities. Each lab can accommodate of approximately 20 students per session. Modules include introduction to the services, collection and facilities of the Library as well as techniques and skills in searching for printed or electronic sources via OPAC/LESTARI, online databases and other electronic resources.

If you are interested to join in, kindly register at Pusat Kursus Umum & Kokurikulum UTM/Centre for General Courses & Co-Curriculum

New Online Databases!

Optic Infobase
URL: http://www.opticsinfobase.org/

OSA's Optics InfoBase is a cutting-edge repository that contains OSA Publishing's content, including 15 flagship, partnered and co-published peer-reviewed journals. With more than 200,000 articles including papers from over 360 conferences, Optics InfoBase is the largest peer-reviewed collection of optics and photonics



OECD i-Library
URL:http://www.oecd-ilibrary.org/

OECD iLibrary contains all the publications and datasets released by OECD (Organisation for Economic Cooperation and Development), International Energy Agency (IEA), Nuclear Energy Agency (NEA), OECD Development Centre, PISA (Programme for International Student Assessment), and International Transport Forum (ITF) since 1998 - over 1 200 journal issues, 3 300 working papers, 2 900 multi-lingual summaries, 7 700 e-book titles, 16 000 tables and graphs, 25 000 chapters and articles, and 480 complete databases with more than 4.5 billion data points.

Begell Digital Library
URL: http://www.dl.begellhouse.com/

The Begell Digital Library (BDL) is comprised of two main areas of research: engineering and biological sciences. Content from these areas are captured in Engineering Research and Biological Sciences Research Collections, respectively.

Begell Digital Library

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Psychology (2009-2010)

Global Outreach Programme PSZ ke London & Paris

Pasukan Global Outreach Programme (GOP) PSZ yang pertama telah selamat mendarat di Heathrow, London pada 27 Oktober 2011 dengan pesawat MH0004. Lawatan selama seminggu iaitu dari 27 Oktober hingga 4 November 2011 itu telah memberikan pengalaman dan pengetahuan berharga kepada semua 12 peserta GOP. Peserta menginap di rumah penginapan persendirian yang terletak kira-kira 30 minit dari Kota London dengan menaiki keretapi bawah tanah yang dikenali sebagai tube.

Kumpulan GOP yang diketuai oleh Puan Noraziah bergambar bersama Ketua Pustakawan di Lapangan Terbang Senai sebelum berlepas.

Pada hari pertama, kumpulan GOP telah melawat Maughan Library, King's College London. Satu sesi taklimat dan perbincangan telah diadakan bersama-sama Timbalan Pustakawan, Mrs Sally Brock dan Pustakawan, Mr. Graham. Seterusnya, peserta GOP dibawa melawat ke seluruh bahagian Perpustakaan untuk melihat senibina klasik bangunan yang asalnya merupakan Pejabat Rekod milik Keluarga Diraja British. Perpustakaan ini mempunyai sejumlah 1.3 juta koleksi bahan termasuk bahan Koleksi Khas yang telah wujud seawal 1400M. Seramai 25 staf professional dan 50 staf sokongan bertugas di perpustakaan ini. Menariknya, perpustakaan ini menyediakan perkhidmatan bermula jam 8.00 pagi sehingga jam 6.30 petang dan seterusnya dilanjutkan ke 10.00 malam dengan perkhidmatan layan diri yang diselia oleh pengawal keselamatan Universiti.

Bergambar bersama Mrs Sally Brock and Mr.Graham di Maughan Library, King's College London

Seterusnya kumpulan GOP PSZ mengunjungi University College London yang disambut oleh Pustakawan Mr Scott Foulan. Beliau yang mengendalikan lawatan berpandu. turut memberi penerangan kepada ahli GOP mengenai perkhidmatan perpustakaan yang disediakan. Beliau telah turut membawa peserta ke Perpustakaan Sains Sosial dan Kemanusiaan, Perpustakaan Kejuruteraan serta Muzium Universiti.

Hari ketiga menyaksikan kumpulan GOP melawat ke Universiti Cambridge dengan menaiki keretapi dari Stesen St.Pancras ke Stesen Cambridge. Keindahan semulajadi di Bandar Cambridge sebagai Bandar Universiti sangat memukau. Kedatangan kumpulan kami disambut oleh Mrs Marjolein Allen. Perpustakaan Cambridge yang juga salah satu pusat deposit bahan Kerajaan British mempunyai koleksi sejumlah 8 juta dan susunatur klasik yang sangat mengkagumkan.

Mendengar penerangan daripada Mr. Scott Foulan di Perpustakaan University College London.

Seterusnya, seramai 8 orang peserta GOP mengambil peluang untuk melawat Paris dengan menaiki keretapi Eurostar yang memakan masa selama 2 jam 15 minit dari London. Lawatan sehari itu telah memberi peluang peserta melawat tempat-tempat bersejarah di Paris iaitu Sacre Couer, The Champs Elysées, Eiffel Tower, Notre Dame dan menaiki tram melawat sekitar Bandar Paris.

Lawatan akademik seterusnya adalah ke British Library yang merupakan Perpustakaan Negara di United Kingdom. Ia mempunyai sejumlah 150 juta koleksi dari seluruh dunia. Pihak PSZ telah menghadiahkan beberapa buah buku terbitan PSZ dan UTM untuk dijadikan koleksi British Library. Kumpulan GOP juga telah mengambil kesempatan untuk melawat ke Muzium British yang mempunyai pelbagai koleksi pameran yang sangat menarik.

Bersama Mrs Marjolien Allen, Pustakawan Cambridge University Library

Pelbagai pengalaman menarik telah dikutip sepanjang seminggu berada di Kota London. Antaranya cara hidup masyarakatnya yang mengamalkan budi bahasa, menghargai masa, mementingkan kebersihan persekitaran serta menghargai pemeliharaan senibina dan khazanah negara.

Di hadapan British Library yang merupakan perpustakaan yang mempunyai koleksi terbesar di dunia

Aktiviti Perpustakaan Sultanah Zanariah

Program Khidmat Masyarakat PSZ & Persatuan Pustakawan Malaysia

Oktober-Disember 2011

Penyerahan sumbangan keperluan dapur kepada wakil penduduk

Bergotong-royong membersihkan Perpustakaan Mini

Bersama-sama penduduk kampung bermain Kotak Beracun

Pada 3 Disember 2011 yang lalu, seramai 93 orang peserta yang terdiri daripada staf PSZ dan ahli Persatuan Pustakawan Malaysia Kumpulan Selatan (PPMKS) beserta ahli keluarga masing-masing telah menjayakan program Khidmat Masyarakat di Kampung Belukar Durian, Sedili Kecil, Kota Tinggi, Johor. Majlis perasmian telah disempurnakan oleh Puan Kamariah Nor Mohd Desa, Ketua Pustakawan PSZ. Antara aktiviti yang telah dijalankan adalah penyerahan koleksi Perpustakaan Mini, penyerahan sumbangan barangan keperluan dapur, naiktaraf Perpustakaan Mini, pertandingan mewarna, sukaneka, sesi bual mesra IT, demonstrasi kraftangan, gotong-royong memasak dan sambutan hari jadi untuk kanak-kanak. Selain bermotifkan pembudayaan ilmu dan pendedahan ICT, program ini juga diharapkan dapat merapatkan lagi hubungan di antara masyarakat kampus dengan penduduk luar bandar. Semoga usaha murni ini dapat diteruskan pada masa akan datang.

Bicara Karya bersama Pro Canselor UTM

Sebagai menutup aktiviti "knowledge sharing" untuk tahun 2011, PSZ telah menganjurkan sesi ulasan buku atau lebih dikenali sebagai Program Bicara Karya pada 14 Disember 2011 bertempat di Dewan Senat UTM Johor Bahru. Program kali ini mengetengahkan sebuah autobiografi seorang tokoh akademik yang juga merupakan Pro Canselor UTM, iaitu Y.Bhg. Tan Sri Dato' Seri Dr. Salleh Mohd Nor. Program ini telah dipengerusikan oleh Prof. Alias Mohd. Yusof.

Autobiografi berjudul "Portrait of a Thousand Smiles" yang diterbitkan oleh Akademi Sains Malaysia dengan kerjasama Forest Research Institute Malaysia (FRIM) dan UTM merupakan refleksi kehidupan beliau dari zaman kanak-kanak yang membesar dalam kehidupan kampung di Negeri Sembilan namun berjaya melanjutkan pelajaran ke luar negara sehinggalah mengecapi pelbagai kejayaan hasil dari usaha dan semangat yang tinggi dalam bidang akademik.

Seorang yang berpengetahuan dan mempunyai semangat juang yang tinggi, beliau merupakan antara Saintis Melayu yang pertama dalam bidang perhutanan dan persekitaran. Beliau memiliki Ijazah Sarjana Muda (Perhutanan) dari University of Adelaide dan Diploma dalam bidang yang sama dari Australian Forestry School di Canberra. Seterusnya beliau menyambung pengajian di peringkat Sarjana dan Doktor Falsafah (Phd) di University of Michigan, Amerika Syarikat.

Gaya penyampaian beliau yang bersahaja dan ceria ketika sesi ulasan tersebut telah menarik perhatian para hadirin yang sebahagian besar bilangannya merupakan mahasiswa UTM. Semoga ketokohan dan kesungguhan Tan Sri berkongsi kisah hidupnya melalui program ini dapat memberi inspirasi kepada generasi muda mengenai kepentingan memelihara alam semulajadi untuk persekitaran yang lebih sihat dimasa akan datang.

PSZ Sumbang RM20,800 kepada Tabung Endowmen UTM

Sempena Majlis Perhimpunan Bulanan (Disember) bersama YBhg. Dato' Naib Canselor, Perpustakaan Sultanah Zanariah telah menyerahkan dua cek untuk disalurkan ke Tabung Endowmen UTM. Cek pertama, bernilai RM20,000 merupakan sebahagian daripada pendapatan yang diperolehi melalui penganjuran persidangan "1st PERPUN International Conference and Workshop on Key Performance Indicators for Libraries" pada 17 – 19 Oktober lepas. Sumbangan kedua bernilai RM800 merupakan hasil sumbangan kumpulan Global Outreach Programme PSZ yang melawat London & Paris pada 27 Oktober – 4 November.

News from UTM International Campus Library, Kuala Lumpur

On the 27th of September 2011, the Prime Minister of Malaysia, YAB Dato' Sri Mohd. Najib Tun Abdul Razak had launched ***"Ainuddin: Pejuang 'Degil' Melayu"***, a book written by ***UTM Karyawan Tamu***, Datin Seri Fatini Yaacob at Universiti Teknologi Malaysia International Campus.

PSZ was given the honour to host the exhibition which showcased Tan Sri Ainuddin contributions not only during his tenure in UTM but throughout life. The exhibition was held at the Dewan Besar UTM Jalan Semarak. The exhibition which attracted huge crowd has allowed the visitors to relish the history of UTM especially UTM International Campus.

Among the collections on displayed were books on the life of the Malay Warrior, Tan Sri Ainuddin, photos during his tenure in UTM, motivational convocation speeches, academic background and life achievements. The main purpose of the exhibition was to remind the younger generations about the efforts and struggles endured by the leader in making UTM what it is now.

PSZ IC KL staff with ex UTM Chief Librarian, Cik Rosna Taib (middle) and Chief Librarian, Puan Kamariah Nor Mohd. Desa.

Snapshots of Activities and Events @ PSZ IC Kuala Lumpur

17 October 2011 –
Visit to the Radio Televesyen Malaysia (RTM)

21 & 22 October 2011 -
Ready to board the largest floating bookshop in the world – Logos Hope, Port Klang Cruise Centre.

3 November 2011 –
Visit to Perbadanan Perpustakaan Awam Selangor

16 November 2011 –
Visit to Sasana Kijang Bank Negara.

Co-curriculum class with PSZIC : Starting from 2012, PSZIC in collaboration with Co-Curriculum Centre, UTMIC will introduce a new co-curriculum course for Undergraduate students known as UQP1211: Information Searching Skills. This course will provide hands on training on using library resources systematically and effectively. Students are required to complete 28 credit hours throughout the semester.

RFID Project : In order to improve our services, we are fitting our whole collections with RFID tags in an ongoing project which started on 17 October 2011. So far, a total of 46,670 books were tagged. This projects involves 23 staff and is expected to complete in February 2012.