



UTM
UNIVERSITI TEKNOLOGI MALAYSIA

UNIVERSITI PENYELIDIKAN

Laporan Tahunan

Annual Report

2009

PERPUSTAKAAN SULTANAH ZANARIAH
UNIVERSITI TEKNOLOGI MALAYSIA

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UNIVERSITI TEKNOLOGI MALAYSIA



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LAPORAN TAHUNAN 2009
PERPUSTAKAAN SULTANAH ZANARIAH
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pun daripada Laporan Tahunan ini boleh
diterbitkan semula tanpa kebenaran
bertulis daripada Perpustakaan Sultanah
Zanariah.

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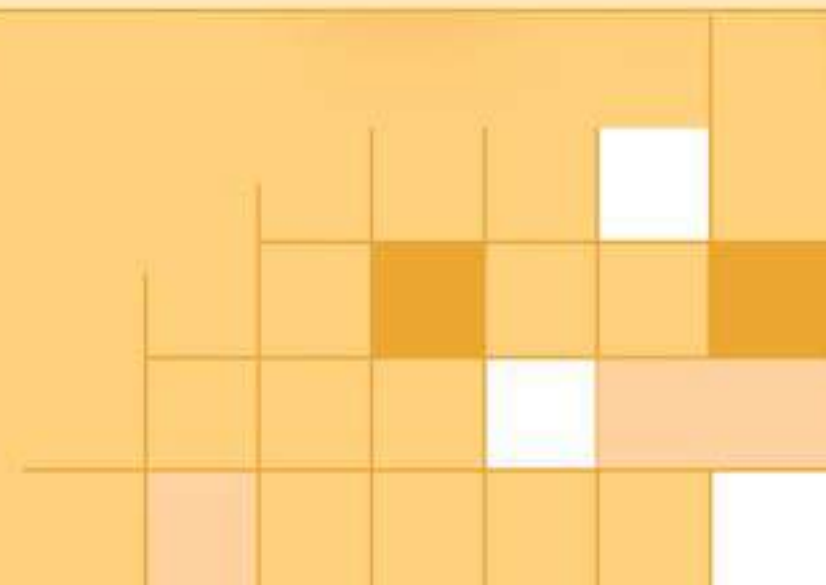




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**Kata Aluan
Ketua Pustakawan**



MESEJ DARIPADA KETUA PUSTAKAWAN



Assalamu'alaikum wrt. Wbh. dan Salam Sejahtera.

Saya bersyukur ke hadrat Allah SWT kerana dengan limpah kurnia dan izinNya maka Laporan Tahunan Perpustakaan Sultanah Zanariah (PSZ) bagi tahun 2009 dapat diterbitkan dengan jayanya.

Tahun 2009 mencatatkan kejayaan manis buat PSZ apabila berjaya meraih kemenangan kali kedua untuk Anugerah Kualiti Naib Canselor. Sebagai perintis kepada Sistem Pengurusan Kualiti di UTM, PSZ amat berbangga dengan penghormatan yang diberikan setelah memenangi anugerah tersebut pada tahun 1999. Kemenangan ini menyemarakkan lagi semangat PSZ untuk terus berusaha mempertingkatkan lagi kualiti penyampaian perkhidmatannya melalui penaiktarafan standard kualiti daripada MS ISO 9001:2004 kepada MS ISO 9001:2008. Pelbagai usaha telah dirangka oleh PSZ untuk merealisasikan matlamat tersebut melalui penganjuran kursus serta bengkel bagi mempertingkatkan lagi pemahaman dan kesedaran staf PSZ dalam amalan kualiti.

Tahun ini juga menyaksikan peningkatan ketara dalam pengendalian proses peminjaman dan pemulangan buku hasil daripada usaha promosi yang giat dilaksanakan terutama ketika Perhimpunan Bulanan Naib Canselor. Di samping itu, penubuhan Perpustakaan Fakulti yang turut menyumbang kepada peningkatan tersebut. Peminjaman, pemulangan serta perkhidmatan maklumat yang mesra pelanggan, efektif serta efisien nyata berjaya menarik minat pengguna perpustakaan.

Di peringkat antarabangsa pula, PSZ telah mengharumkan nama UTM apabila UTM-IR berjaya tersenarai dalam kedudukan 100 teratas di *Ranking Web of World Repositories*. Pencapaian UTM-IR dalam *Ranking Web of World Repositories* telah membantu melonjakkan kedudukan UTM dalam penarafannya di peringkat global dalam *Webometrics Ranking of World Universities*.

Di sini, saya ingin mengucapkan berbilang terima kasih kepada semua staf PSZ di atas prestasi cemerlang pada tahun 2009. Saya juga mengucapkan berbilang terima kasih atas segala usaha berterusan mereka untuk meningkatkan kepuasan dan khidmat pelanggan. Segala kejayaan yang tercipta adalah hasil daripada sokongan, komitmen serta kerjasama yang padu daripada pihak pengurusan tertinggi sehinggalah kepada staf di semua peringkat. Pencapaian dan pengiktirafan ini merupakan inspirasi serta motivasi kepada warga PSZ dalam meningkatkan lagi kualiti dalam penyampaian perkhidmatan. Adalah menjadi harapan agar kejayaan ini menjadi bukti kepada pentingnya menyemai budaya kualiti dalam menghasilkan organisasi yang cemerlang dan sebagai penanda aras kepada fakulti dan jabatan lain untuk sama-sama menuju ke arah budaya kelas pertama.

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CARTA ORGANISASI PERPUSTAKAAN SULTANAH ZANARIAH



PENTADBIRAN ORGANISASI

Ahli Jawatankuasa Tetap Senat Mengenai Perpustakaan

Pengurusan dan pentadbiran PSZ sebenarnya adalah di bawah nasihat dan dikawalsetia oleh pihak Universiti melalui Jawatankuasa Tetap Senat Mengenai Perpustakaan. Senarai Ahli Jawatankuasa Tetap Senat Mengenai Perpustakaan sesi 2009 adalah seperti berikut:

Prof. Ir. Dr. Mohd Azraai bin Kassim (Pengerusi)

- Timbalan Naib Canselor
(Akademik dan Antarabangsa)

Prof. Madya Dr. Ahmad Nazri bin Muhamad Ludin

- Dekan, Fakulti Alam Bina

Dato' Prof. Dr. Ahmad bin Darus

- Dekan, Fakulti Kejuruteraan Elektrik

Prof. Dr. Mohd. Salleh bin Abu

- Dekan, Fakulti Pendidikan

Puan Kamariah binti Nor Mohd Desa

- Ketua Pustakawan,
Perpustakaan Sultanah Zanariah

Prof. Dr. Mohammad Ishak bin Desa

- Fakulti Sains Komputer dan Sistem Maklumat

Prof. Dr. Nor Aishah binti Saidina Amin

- Fakulti Kejuruteraan Kimia dan Kejuruteraan
Sumber Asli

Prof. Dr. Azman bin Hasan

- Pusat Pengurusan Penyelidikan

Prof. Madya Dr. Ali bin Selamat

- Sekolah Pengajian Siswazah

Prof. Madya Dr. Khairul Anuar bin Abdullah

- Sekolah Pendidikan Profesional
dan Pendidikan Berterusan

Prof. Madya Dr. Abdul Kadir bin Marsono

- Fakulti Kejuruteraan Awam

Prof. Madya Yahaya bin Ramli

- Fakulti Kejuruteraan Mekanikal

Prof. Madya Dr. Nik Rumzi bin Nik Idris

- Fakulti Kejuruteraan Elektrik

Prof. Madya Abd. Hamid bin Mar Iman

- Fakulti Kejuruteraan dan Sains Geoinformasi

Prof. Madya Dr. Wan Aini binti Wan Ibrahim

- Fakulti Sains

Prof. Madya Dr. Khairiyah binti Mohd Yusof

- Pusat Pengajaran dan Pembelajaran

Prof. Madya Mazlan Mohammad bin Abdul Hamed

- Kolej Sains dan Teknologi



Prof. Madya Dr. Zaidah binti Zainal

- Fakulti Pengurusan dan Pembangunan
Sumber Manusia

Prof. Madya Dr. Wahid bin Omar

- Pejabat Harta Bina

Dr. Lokman bin Mohd Tahir

- Fakulti Pendidikan

Dr. Alice Sabrina binti Ismail

- Fakulti Alam Bina

Hajjah Sharifah Alwiah binti Syed Alwi

- Bendahari

Tuan Hj. Samsudin bin Nyat

- Pusat Teknologi Maklumat dan Komunikasi

Encik Anuar bin Talib

- Timbalan Ketua Pustakawan
(Perancangan & Pembangunan)

Puan Noraziah binti Sharuddin

- Setiausaha / Timbalan Ketua Pustakawan
(Perkhidmatan)



Latarbelakang & Halatuju PSZ



SEPINTAS LALU PERKEMBANGAN PERPUSTAKAAN

Perpustakaan Sultanah Zanariah (PSZ) merupakan pusat maklumat dan rujukan bagi pelajar dan staf Universiti Teknologi Malaysia serta masyarakat sekitarnya. Perpustakaan ini telah dirasmikan pada tanggal 3 Februari 1991 oleh Duli Yang Maha Mulia Paduka Baginda Sultanah Zanariah binti Almarhum Tunku Ahmad, Sultanah Johor.

Perpustakaan induk terletak di Skudai, Johor dan mempunyai 3 cawangan utama iaitu di UTM International Campus Kuala Lumpur, Pusat Sumber UTM Razak School of Engineering and Technology dan Pusat Sumber Loji Pandu. Selain itu, bermula pada tahun 2008, PSZ mengembangkan lagi perkhidmatannya dengan menubuhkan perpustakaan cawangan di setiap fakulti, pusat pembelajaran serta pusat kecemerlangan.

Perpustakaan Sultanah Zanariah di Skudai merupakan sebuah bangunan empat tingkat dengan keluasan ruang bangunan 18,370 meter persegi dan boleh menempatkan sebanyak 3,422 tempat duduk. Sehingga Disember 2009, koleksi PSZ telah melebihi 2 juta naskhah yang merangkumi bahan bacaan bercetak, jurnal dan buku elektronik (*e-journals & e-books*), pangkalan data atas talian, bahan-bahan media elektronik, bahan kartografi seperti peta, fotografi udara dan sebagainya serta bahan-bahan pandang dengar seperti cakera padat, *mikrofilem*, koleksi gambar dan sebagainya. Sebanyak 198 orang staf sedang berkhidmat di PSZ serta di cawangan-cawangannya.



PSZ dikenali sebagai peneraju Sistem Pengurusan Kualiti di UTM. PSZ turut menerima pengiktirafan kepada budaya kualiti yang menjadi amalan di PSZ melalui penganugerahan Anugerah Kualiti Naib Canselor (AKNC) 2008 pada 12 Mei 2009. Kemenangan ini merupakan kejayaan kedua buat PSZ sejak AKNC diperkenalkan pada tahun 1999. Dalam iltizamnya untuk memastikan kelangsungan penyampaian perkhidmatan kepada pelanggan, PSZ telah memenangi pelbagai anugerah dalam bidang perkhidmatan seperti pemenang kedua Anugerah *Focus Learning Service Challenge* 2007 dan Anugerah Perkhidmatan Kaunter Terbaik sempena Minggu Kualiti UTM 2008. Semua kejayaan yang dikecapi merupakan pengiktirafan atas kecemerlangan PSZ sebagai sebuah perpustakaan akademik yang giat berusaha memberi perkhidmatan terbaik, aktif dari aspek pendidikan pengguna dan aktiviti kemasyarakatan.



Sebagai menyokong usaha UTM ke arah universiti bertaraf dunia, PSZ telah melaksanakan Dasar Akses Terbuka melalui *UTM-Institutional Repository* (UTM-IR) yang diperkenalkan pada tahun 2007. Terkini UTM merupakan universiti pertama di negara ini yang menerima pakai Dasar Akses Terbuka bagi penghasilan bahan ilmiah warga kampusnya. Malah UTM juga merupakan satu-satunya *Institutional Repository* yang tersenarai dalam kedudukan 400 teratas *Ranking Web of World Repositories* (<http://repositories.webometrics.info>). Pencapaian UTM-IR dalam *Ranking Web of World Repositories* telah membantu melonjakkan kedudukan UTM dalam penarafannya di peringkat global dalam *Webometrics Ranking of World Universities*.



Perpustakaan Sultanah Zanariah (PSZ) UTM terus memainkan peranannya bukan sahaja sebagai gerbang perkhidmatan maklumat malah meningkatkan lagi usaha dalam merealisasikan peranan PSZ sebagai pusat pembelajaran dan pembudayaan ilmu. Usaha ini diteruskan melalui penubuhan UTM Reading Stations atau UTMRS. UTMRS ini telah dilancarkan pada 4 Mei 2009 hasil daripada liltizam Naib Canselor untuk mewujudkan suasana keilmuan di kalangan warga UTM. Sehingga Disember 2009, terdapat lebih dari 6,500 naskhah bahan bacaan yang disumbangkan oleh masyarakat kampus melalui kempen menderma buku yang giat dijalankan pada setiap masa. Bahan-bahan bacaan ini boleh didapati di 48 lokasi sekitar kampus Skudai dan 10 di UTM International Campus Kuala Lumpur.

Peranan PSZ kini tidak lagi terhad sebagai pusat sumber maklumat utama UTM tetapi juga sebagai pencetus budaya membaca dan perkongsian pengetahuan. Tahun 2009 mencatat sejarah apabila PSZ berjaya melaksanakan sesi penajaan ilmu melalui kerjasama dengan tokoh-tokoh akademik dan korporat dari pelbagai sektor. Sesi berskala besar yang dikenali sebagai *Engaging Knowledge Culture Programme* ini telah berjaya mengumpulkan tokoh-tokoh dari seluruh Malaysia dalam beberapa sesi perbincangan dan perkongsian maklumat sekitar topik sesuatu buku mahupun hal ehwal semasa. Sesi berbentuk forum ini bertujuan untuk meluaskan lagi penyebaran maklumat berbentuk keilmuan kepada seluruh warga UTM.



Selaras dengan peranan PSZ yang semakin penting pada masa kini dalam pembangunan pendidikan dan penyelidikan selain daripada memenuhi keperluan rujukan Universiti, PSZ turut terlibat dalam membantu usaha pengakreditasi UTM sebagai universiti ulung serta bagi permohonan status Universiti Penyelidikan. PSZ berganding bahu dalam memastikan perkhidmatan dan kemudahan yang disediakan adalah sejajar dengan misi dan visi UTM.





HALATUJU

Visi PSZ

Perpustakaan Sebagai Pusat Ilmu Terulung Dalam Bidang Sains dan Teknologi.

Misi PSZ

Menyumbang Kepada Peningkatan Ilmu Melalui Penyediaan Akses Mudah, Penyebaran dan Perkongsian Maklumat Sains dan Teknologi.

Objektif PSZ

- Memberi Perkhidmatan Berasaskan Maklumat Kepada Pelanggan.
- Mengurus Maklumat yang Menepati Keperluan Pembelajaran, Penyelidikan, Perundingan dan Penerbitan di UTM.
- Mempromosi Perkhidmatan Maklumat Kepada Masyarakat Dalam dan Luar UTM.
- Memupuk Budaya Ilmu dan Kecemerlangan Minda di Kalangan Masyarakat Dalam dan Luar UTM.

Moto PSZ

Kecemerlangan Informasi



Piagam Pelanggan

Menyedari pelanggan PSZ memerlukan perkhidmatan yang cekap dan berkualiti untuk mendapatkan maklumat yang dikehendaki. Staf PSZ adalah komited kepada usaha dan pembalakan berterusan yang dapat memenuhi kehendak pelanggan. Kami berjanji memberi perkhidmatan yang cemerlang serta bersedia melaksanakan tanggungjawab yang diamanahkan seperti berikut:

- Memberikan perkhidmatan yang berkualiti dan peka kepada keperluan dan kepuasan pelanggan dengan:
 - a) Memastikan semua permohonan untuk pembelian bahan dapat dipertanggungjawabkan sebelum pertengahan bulan September setiap tahun,
 - b) Memastikan semua bahan diproses dengan segera supaya tunggakan sifar,
 - c) Membekalkan perkhidmatan maklumat terkini dengan terang, lengkap dan mengikut jangkamasa yang ditetapkan,
 - d) Menentukan setiap pangkalan data yang disediakan dapat diakses oleh pelanggan,
 - e) Memastikan pelanggan diberi layanan dalam proses pemulangan bahan dalam masa 2.5 minit pada keadaan biasa.
- Mengamalkan sikap positif dan nilai-nilai murni dalam perkhidmatan.
- Melaksanakan langkah pembaharuan yang berterusan bagi mempertingkatkan perkhidmatan.
- Meningkatkan kemahiran dan kewibawaan staf melalui latihan.
- Memastikan persekitaran PSZ selamat dan kondusif.

Polisi Kualiti

Perpustakaan Sultanah Zanariah memberi perkhidmatan kepada pelanggan berpandukan kepada perlunya **kepuasan pelanggan** dan **pembaharuan berterusan** yang boleh tercapai dengan memastikan:

- i) Staf PSZ beretika, mahir dan profesional.
- ii) Peruntukan dan penyediaan sumber mencukupi.
- iii) Keselamatan sumber terpelihara.
- iv) Proses kerja berkesan dan cekap, dan
- v) Penggunaan teknologi di tahap intensif.

Usaha mencapai keperluan pelanggan dan penambahbaikan berterusan diterjemahkan kepada objektif kualiti yang disemak dari semasa ke semasa seperti berikut:

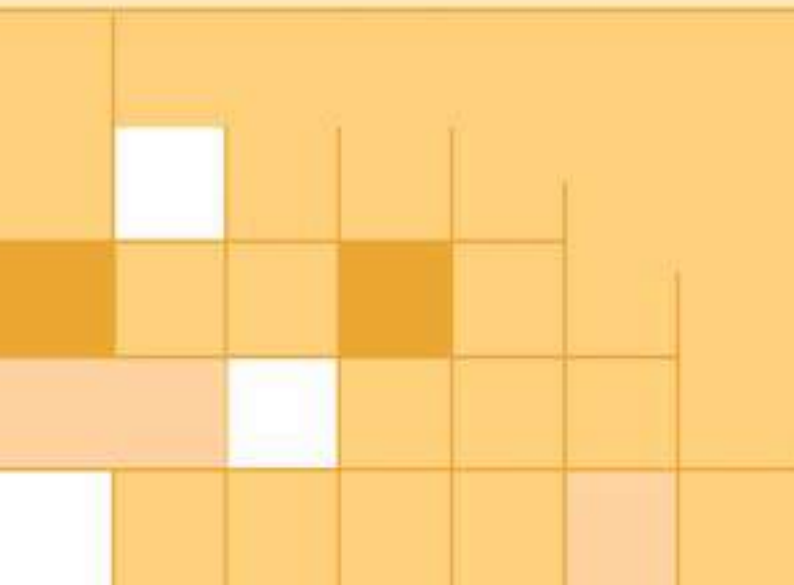
- Mempertingkatkan pengurusan sumber ilmu dengan secara beransur melengkapkan Koleksi Khas dan *UTM Institutional Repository (UTM-IR)* sehingga tahun kini.
- Mengkatalog semua penulisan UTM, berperingkat-peringkat sehingga tunggakan sifar.
- Meningkatkan 5% pendepositan dokumen digital di *UTM Institutional Repository (UTM-IR)* bagi tahun semasa.
- Memantau dan menganalisis penggunaan sumber elektronik dua kali setahun.
- Memantau dan menganalisis pelaksanaan komponen-komponen perpustakaan digital.
- Mencapai 80% tahap kepuasan pelanggan bagi perkhidmatan dan kemudahan Perpustakaan melalui Kajian Kepuasan Pelanggan.
- Mencapai 80% tahap kepuasan pelanggan bagi Program Pendidikan Pengguna.
- Mengganda aktiviti sebaran dan perkongsian ilmu dan
- Mengaudit pelaksanaan *Standard People Practices* sekurang-kurangnya 1 kali setahun.

Perancangan teratur dan analitik akan membawa PSZ ke arah perkhidmatan yang melepasi tahap ekspektasi pelanggan dan pihak-pihak tertentu yang berkepentingan kepada PSZ. Oleh itu, sangatlah penting semua staf memahami, melaksana dan mengutamakan Polisi Kualiti PSZ.





**Pencapaian PSZ
Tahun 2009**





Staf PSZ meraikan kemenangan Anugerah Kualiti Naib Canselor buat kali kedua.

PENCAPAIAN 2009

Anugerah Kualiti Naib Canselor 2008

Sejarah berulang kembali apabila Perpustakaan Sultanah Zanariah telah diumumkan sebagai pemenang Anugerah Kualiti Naib Canselor (AKNC) 2008 sempena Majlis Citra Karisma yang diadakan pada 12 Mei 2009. Kemenangan ini merupakan yang kedua bagi PSZ setelah dinobatkan sebagai pemenang AKNC yang pertama pada tahun 1998.

Anugerah Kualiti Naib Canselor (AKNC) adalah anugerah yang paling berprestij di peringkat Universiti. AKNC memberi pengiktirafan kepada fakulti/bahagian yang membudayakan kualiti dalam pengurusan serta perkhidmatannya. Setiap fakulti/bahagian dinilai berdasarkan komitmen pengurusan atasan, pencapaian 'output', pengurusan proses penghasilan 'output', pengurusan sumber serta inovasi.

Dalam majlis tersebut, Perpustakaan Sultanah Zanariah telah menerima sebuah piala pusingan, hadiah wang tunai berjumlah RM20,000 beserta plak dan sijil yang disampaikan oleh Pro-Canselor UTM, Yang Amat Mulia Raja Zarith Sofiah Almarhum Sultan Idris Shah.

Penubuhan Perpustakaan Fakulti Perluas Khidmat Pelanggan

Berkuatkuasa 5 Januari 2009, Perpustakaan Sultanah Zanariah sebagai perpustakaan induk telah mengambil inisiatif untuk mengambilalih pengurusan Pusat Sumber Fakulti yang kini dikenali sebagai Perpustakaan Fakulti.

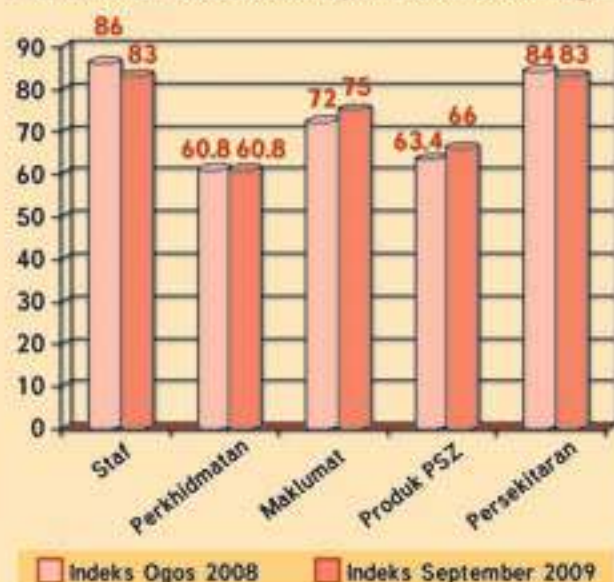
Setelah setahun beroperasi, kebanyakan Perpustakaan Fakulti ini telah banyak mengalami perubahan terutama dari aspek pengurusan bahan dan perkhidmatan yang lebih konsisten.

Perkhidmatan yang disediakan oleh Perpustakaan Fakulti meliputi khidmat runding rujuk, pencarian bahan di INFOLAN2, penggunaan pangkalan data, rujukan bahan serta peminjaman dan pemulangan (di beberapa Perpustakaan Fakulti).

Kajian Kepuasan Pelanggan

Kaji Selidik Indeks Kepuasan Pelanggan PSZ bagi tahun 2009 telah diadakan sebagai satu kaedah bagi memberi petunjuk kepada tahap kepuasan pelanggan terhadap kemudahan dan perkhidmatan yang diberikan di PSZ. Prestasi diukur berdasarkan kepada lima kategori utama iaitu Indeks Staf, Indeks Perkhidmatan, Indeks Maklumat Perpustakaan, Indeks Produk PSZ dan Indeks Persekitaran.

Indeks Maklumat/Kemahiran Perpustakaan dan Indeks Produk PSZ menunjukkan peningkatan sebanyak 3.0% dan 2.6% kecuali Indeks Staf dan Indeks Persekitaran menurun sebanyak 3.0% pada tahun 2009. Indeks Perkhidmatan adalah sama seperti tahun sebelumnya.



Secara keseluruhannya didapati pencapaian Kepuasan Pelanggan PSZ 2009 meningkat kepada 73.56% berbanding 73.24% pada tahun 2008.



*Peserta Kursus
Pemahaman
dan Pelaksanaan
MS ISO 9001:2008*

Pemantapan Budaya Kualiti

Budaya kualiti di PSZ diteruskan lagi pada tahun 2009 dengan *audit surveillance* oleh pihak SIRIM QAS International Sdn. Bhd. pada 29 Julai hingga 30 Julai 2009 yang diketuai oleh Hajjah Aine Jamaliah Mohamad Zain.

Hasil dapatan dari audit yang berlangsung selama dua hari itu membuktikan PSZ telah berjaya mengekalkan Sistem Pengurusan Kualitinya dengan baik. Walaupun tiada ketidakakuran yang diperolehi, namun terdapat tiga penambahbaikan yang direkodkan iaitu penilaian keberkesanan bagi latihan yang telah dihadiri oleh staf, tindakan pemantauan atas tindakan pembetulan yang telah diambil serta kawalan proses melibatkan penyelenggaraan, kawalan inventori dan proses merekod perkhidmatan bagi bilik/alat media.



Kursus Audit Dalam MS ISO9001:2008

Pada tahun ini juga PSZ telah mengadakan beberapa siri kursus berkaitan MS ISO 9001:2008 sebagai langkah persediaan dalam memantapkan lagi pembudayaan kualiti di PSZ melalui pensijilan semula yang akan dilaksanakan pada tahun 2010. Kursus yang melibatkan semua Pustakawan dikendalikan oleh fasilitator dari Jabatan Perkhidmatan Kualiti SIRIM Berhad. Antara kursus-kursus yang telah dijalankan sepanjang tahun 2009 adalah Kursus Pemahaman dan Pelaksanaan MS ISO 9001:2008 dan Kursus Audit Dalam MS ISO 9001:2008.

Selain itu, Urusetia Kualiti PSZ turut mengambil inisiatif melaksanakan Bengkel Semakan Dokumen Bagi Keperluan MS ISO 9001:2008 dan telah berjaya memberi bimbingan kepada pemilik proses baru dan lama dalam menyediakan dan mengemaskini dokumen bagi prosedur masing-masing untuk memenuhi keperluan MS ISO 9001:2008.

UTM-IR Naikkan Nama UTM

Sebagai menyokong usaha UTM ke arah universiti bertaraf dunia, PSZ telah melaksanakan Dasar Akses Terbuka melalui *UTM-Institutional Repository* (UTM-IR) yang diperkenalkan pada tahun 2007. Terkini UTM merupakan universiti pertama di negara ini yang menerima pakai Dasar Akses Terbuka bagi penghasilan bahan ilmiah warga kampusnya. Malah UTM juga merupakan satu-satunya *Institutional Repository* yang tersenarai dalam senarai 400 teratas *Ranking Web of World Repositories* (<http://repositories.webometrics.info>).

Pada Julai 2009 UTM-IR berada di tempat ke-58 dalam senarai Top 400 Repositories berbanding tempat ke-85 pada Januari 2009. Manakala dalam kategori *Top 400 Institutional*, UTM-IR berada di tempat ke-48, berbanding tempat ke-72 pada Januari 2009. Pencapaian UTM-IR dalam *Ranking Web of World Repositories* telah membantu melonjakkan kedudukan UTM dalam penarafannya di peringkat global dalam *Webometrics Ranking of World Universities*.

Kedudukan UTM-IR berdasarkan Ranking Web of World Repositories

Tahun	Kategori	Bulan	
		Januari	Julai
2009	Top 400	85	58
	Top 400 Institutional	72	48
2008	Top 400	159	82

Penubuhan UTM Reading Stations (UTMRS)

Penubuhan UTMRS adalah merupakan cetusan idea Naib Canselor UTM, Profesor Dato' Ir. Dr. Zaini bin Ujang dengan matlamat agar hanya dapat menjadi wadah kepada budaya cintakan membaca dan ilmu di kalangan seluruh warga UTM. Kewujudan UTMRS juga adalah bagi menyokong menzahirkan ekosistem intelektual di kalangan masyarakat kampus dan sekitarnya dengan penyediaan bahan bacaan untuk dikongsi bersama.

Ditubuhkan pada 4 Mei 2009, UTMRS bermula dengan 16 lokasi di seluruh UTM dan pada 2 Julai 2009 jumlah ini telah meningkat kepada 45 UTMRS kesemuanya. Sehingga Disember 2009, terdapat 45 UTMRS di UTM Johor Bahru dan 10 buah di UTM International Campus, Kuala Lumpur, menjadikan sebanyak 55 UTM Reading Stations di pelbagai lokasi tumpuan masyarakat UTM.

Apa yang menarik bagi koleksi UTMRS adalah ia dibangunkan melalui sumbangan secara sukarela oleh warga UTM. Langkah ini secara tidak langsung memupuk semangat bahawa UTMRS adalah milik bersama warga kampus. Kotak-kotak khas untuk menyumbang koleksi buku serta majalah disediakan di Fakulti, Jabatan, Pusat Kecemerlangan, Kolej Mahasiswa serta di beberapa lokasi strategik di sekitar kampus. Sehingga Disember 2009, koleksi UTMRS berjumlah 11,419 naskhah.

Setakat ini sambutan melalui peminjaman terhadap koleksi ini amat menggalakkan. Maklumat terkini berkenaan perkembangan serta galeri gambar lokasi UTMRS boleh dilihat di

>>> <http://portal.psz.utm.my/readingstation/>

Lokasi UTMRS di PSZ International Campus Kuala Lumpur

UTMKLRS1	Lobi Pejabat Canseleri
UTMKLRS2	Lobi Pejabat Pendaftar
UTMKLRS3	Bilik Eksekutif, Pej. Perhubungan Awam
UTMKLRS4	KST - Ruang Rehat Pelajar
UTMKLRS5	KST - Ruang Rehat Pensyarah
UTMKLRS6	Yajasan Selangor - Kaunter Pertanyaan
UTMKLRS7	Kediaman Siswa Semarak : Depan First Shop
UTMKLRS8	Foyer A, Kediaman Siswa Jaya
UTMKLRS9	Foyer B, Kediaman Siswa Jaya
UTMKLRS10	Foyer C, Kediaman Siswa Jaya



Naib Canselor UTM melihat koleksi UTMRS



Warga UTM beristirehat di salah satu UTMKLR di International Campus Kuala Lumpur

RS1 - Pej NC	RS16 - Kolej Rahman Putra	RS31 - PHB
RS2 - Pej. TNC/PU	RS17 - Kolej Tun Fatimah	RS32 - FKA
RS3 - Pej. TNC(A)	RS18 - Kolej Tun Razak	RS33 - FAB
RS4 - Pej. TNC (HEP)	RS19 - Kolej Tun Hussein Onn	RS34 - FKE
RS5 - Pendaftar	RS20 - Kolej Tun. Dr. Ismail	RS35 - FKM
RS6 - Bendahari	RS21 - Kolej Tunku Canselor	RS36 - FKKS
RS7 - Pusat Kesihatan	RS22 - Kolej Perdana	RS37 - FS
RS8 - Pusat Ka-ku	RS23 - Kolej 9	RS38 - FKSG
RS9 - Pusat Sukan	RS24 - Kolej 10	RS39 - FPPSM
RS10 - Kolej 12	RS25 - Kolej 11	RS40 - FP
RS11 - MSI	RS26 - Kolej 13	RS41 - PPIPS
RS12 - ISC	RS27 - Kolej 14	RS42 - FRB
RS13 - SUB	RS28 - Kolej 15	RS43 - FKBSK
RS14 - CICT	RS29 - Kolej 16	RS44 - SPACE
RS15 - ALUMNI	RS30 - Kolej 17	RS45 - CAFE TROPIKA

Lokasi UTMRS di UTM Johor Bahru



Staf PSZ bergambar kenangan bersama fasilitator Program Bina Insan dan Kerja Berpasukan di Kampung Teroi, Yan, Kedah iaitu Y.Bhg. Prof. Syed Mohd Famy bin Syed Mansor

Peningkatan Motivasi Staf Menerusi Program Kerja Berpasukan

Perpustakaan Sultanah Zanariah telah berjaya menganjurkan Program Bina Insan dan Kerja Berpasukan di Kampung Teroi, Yan, Kedah sebanyak dua sesi pada 19 - 23 Jun 2009 dan 4 - 8 Julai 2009. Program ini telah dikendalikan oleh S.M Famy Management and Services di bawah kendalian Y.Bhg. Prof. Syed Mohd Famy bin Syed Mansor (bekas Timbalan Naib Canselor Hal Ehwal Pelajar, UTM).



Disertai seramai 68 staf sokongan, program ini bertujuan memperkukuhkan nilai kongsi bersama terhadap wawasan Perpustakaan Sultanah Zanariah dan UTM di samping mengeratkan jalinan kerjasama antara staf. Di samping itu, peserta juga diterapkan dengan nilai-nilai kerja dan pengurusan Islam dan cara-cara mempertingkatkan kualiti perkhidmatan. Mendapat sokongan penuh daripada Ketua Pustakawan, program ini nyata mendapat maklumbalas positif daripada para peserta.

Lanjutan dari itu, sebuah lagi program bertajuk *Walk Through The Campus* telah diadakan pada 24 Julai 2009. Program ini merupakan kesinambungan kepada Program Bina Insan dan Kerja Berpasukan yang diadakan sebelum ini. Program berbentuk riadah ini membawa peserta mengelilingi kampus dengan berjalan kaki sambil mempelajari lebih lanjut mengenai sejarah pembinaan serta maksud di sebalik pembinaan dan rekabentuk bangunan-bangunan di UTM. Perjalanan bermula dari pintu gerbang utama UTM sehinggalah ke Fakulti Kejuruteraan Kimia dan Kejuruteraan Sumber Asli.

Perpustakaan Sultanah Zanariah berharap dengan adanya program seperti ini dapat menimbulkan kesedaran yang mendalam bagi meningkatkan sikap kerja berpasukan dan seterusnya kualiti perkhidmatan.



Peserta 'Walk Through The Campus' mendengar penerangan yang diberikan oleh Prof. Syed Mohd. Famy Syed Mansor ketika melawat Pejabat Keselamatan UTM.



Peserta bergambar kenang-kenangan

Sesi Penjanaan Ilmu Melalui *Engaging Knowledge Culture Programme* dan Program *Bicara Karya*.

Sebagai usaha untuk meluaskan lagi penyebaran maklumat berbentuk keilmuan kepada seluruh UTM, PSZ telah benganjurkan beberapa sesi perbincangan dan perkongsian ilmu sekitar topik sesuatu buku mahupun hal ehwal semasa. Pada tahun 2009, PSZ telah menjemput tokoh-tokoh dari seluruh Malaysia samada dalam bidang akademik atau korporat untuk berinteraksi dengan masyarakat UTM melalui program berbentuk forum yang dikenali sebagai *Engaging Knowledge Culture Programme*.

Selain itu, program *Bicara Karya* - program ilmu berbentuk ulasan buku turut dijalankan dengan menjemput penulis asal karya atau pun staf akademik UTM sebagai pengulas dalam usaha PSZ untuk mewujudkan apresiasi terhadap karya-karya asli.



Prof. Madya Dr. Maketab Mohamed memberi ulasan buku bertajuk *Dreams from My Father: A Story of Race and Inheritance*.



Naib Canselor menyampaikan cenderahati kepada Prof. Dr. Rose Alinda Alias sempena Program *Bicara Karya* pada 8 Julai 2009.

Tarikh	Pengulas	Judul Buku
5 Mei 2009	Prof. Dato' Ir. Dr. Zaini Ujang	Mengangkasa Pengajian Tinggi
22 Mei 2009	Prof. Dr. Wan Mohd. Nor Wan Daud	Budaya Ilmu: Satu Penjelasan
8 Julai 2009	Prof. Dr. Rose Alinda Alias	<i>The Last Lecture</i>
12 Ogos 2009	Prof. Madya Dr. Maketab Mohamed	<i>Dreams from My Father: A Story of Race and Inheritance</i>



Naib Canselor UTM bersama Tan Sri Abdul Halim dan Dato' Abdul Halim Harun dalam *Engaging Knowledge Culture Programme 2009*.

Engaging Knowledge Culture Programme 2009

Tarikh	Ahli Panel	Judul Buku
22 Januari	<p>Pengerusi: Prof. Datuk Ishak Ismail (Pengerusi Majlis Profesor UTM)</p> <p>Ahli Panel:</p> <ol style="list-style-type: none"> 1. Prof. Emeritus Datuk Dr. Osman Bakar (International Institute of Advanced Islamic Studies) 2. Tuan Hj. Azmi Shah Suratman (PPIPS, UTM) 	<p><i>Tawhid & Science: Islamic Perspectives on Religion and Science</i></p> <p>Pengarang: Prof. Emeritus Datuk Dr. Osman Bakar</p>
13 Mac	<p>Pengerusi: Prof. Dr. Merzuki Khalid (TNC (PSI))</p> <p>Ahli Panel:</p> <ol style="list-style-type: none"> 1. Prof. Datuk Dr. Sheikh Omar Abdul Rahman (UPM) 2. Prof. Vijay Kumar Arora (California University/Profesor Pelawat UTM) 	<p><i>The Research Game in Academic Life</i></p> <p>Pengarang: Lisa Lucas</p>
15 Julai	<p>Pengerusi: Prof. Dato' Ir. Dr. Zaini Ujang (Naib Canselor, UTM)</p> <p>Ahli Panel:</p> <ol style="list-style-type: none"> 1. Tan Sri Abdul Halim Ali (Pengerusi LPU) 2. Dato' Abdul Halim Harun (Presiden & CEO Kumpulan UMW Holdings Berhad) 	<p><i>Turning Points: The UMW Story</i></p> <p>Pengarang: Zuraidah Omar</p>



Pembangunan Sumber Manusia

PEMBANGUNAN SUMBER MANUSIA

Pemantapan Organisasi Melalui Pengurusan Sumber Manusia

Tahun 2009 mencatatkan peningkatan bilangan lantikan baru staf iaitu seramai 29 orang berbanding 7 orang pada tahun 2008. Dengan pertambahan ini, jumlah staf PSZ pada tahun 2009 adalah 194 orang, berbanding 170 orang pada 2008, iaitu peningkatan sebanyak 14%. Ini menggambarkan usaha PSZ yang giat dalam meningkatkan lagi produktiviti dan tahap keberkesanan dalam memberikan perkhidmatan kepada warga UTM.

Jumlah Keseluruhan Staf PSZ 2009

Jawatan	Gred	JB	KL	Fakulti/ Bah.
Ketua Pustakawan	VU07	1	-	-
Timbalan Ketua Pustakawan	S52	2	-	-
Ketua Bahagian	S48	4	1	-
Pustakawan Kanan	S44	6	1	-
Pustakawan	S41	23	3	-
Penolong Pendaftaran	N41	1	-	-
Pegawai Sistem Maklumat	F41	1	-	-
Penolong Pegawai Tadbir	N32	1	-	-
Penolong Kurator	S27	1	-	-
Penolong Pegawai Perpustakaan	S27	-	1	1
Pembantu Perpustakaan Tertinggi	S26	1	1	-
Pembantu Perpustakaan Kanan	S22	13	1	4
Pembantu Perpustakaan	S17	64	14	8
Pembantu Pemeliharaan	S17	3	1	-
Ahli Fotografi	B17	1	-	-
Juruteknik Kanan	J22	1	-	-
Juruteknik	J17	3	-	-
Juruteknik Komputer	FT17	1	-	-
Pembantu Tadbir Kesetiausahaan	N22	1	-	-
Pembantu Tadbir (Pengkeranian & Operasi)	N17	2	-	-
Pembantu Penerbitan	N17	1	-	-
Pembantu Tadbir (Kesetiausahaan)	N17	1	-	-
Pembantu Tadbir Rendah Kanan	N11	1	-	-
Pembantu Tadbir Rendah	N11	12	1	-
Pembantu Am Pejabat	N1	10	1	-
Pemandu Kenderaan	R3	1	-	-
JUMLAH		156	25	13

Lantikan Baru Staf Pengurusan dan Profesional

BIL.	Nama	Jawatan / Gred
1.	Mohd Zeidi Othman	Pustakawan / S41
2.	Norsyahida Stafie	Pustakawan / S41
3.	Nurrulli Huda Abdul Wahid	Pustakawan / S41

Lantikan Baru Staf Sokongan

BIL.	Nama	Jawatan / Gred
1.	Mohd Faisal Che Mat Rashid	Pembantu Perpustakaan / S17
2.	Mohamed Asyik Sanusi	
3.	Muhammad Atiff Mahussair	
4.	Nordiana Mohsin	
5.	Mohd Idham Sulong	
6.	Zul Hilmi Sulaiman	
7.	Safura Jema'in	
8.	Nor Shaliza Mohd Basarudin	
9.	Shaliza Azwa Shaari	
10.	Aznurul Ain Abdul Shukur	
11.	Sofianie Tendot Salleh	
12.	Mohd Zafrul Azra Mohamad Zakaria	
13.	Nurul Asyikin Mohd Anuar	
14.	Izatul Asma Abdul Rahman	
15.	Hairi Aziz	
16.	Fahrurrozi Mohd Sa'ban	
17.	Mohd Faezan Abdul Jalil	
18.	Saharuddin Hassan	
19.	Nur Aizat Atiqah Zainul Abidin	
20.	Amirah Abdul Rahman	
21.	Norfahana Dewi Md Akim	
22.	Mohd Kharulnizam Md Anus	Pembantu Pemeliharaan / S17
23.	Nor Atikah Ismail	Pembantu Am Pejabat / N1
24.	Faizal Fadzil	Pembantu Am Pejabat / N1
25.	Mohd Firdouz Kusnin	Pembantu Am Pejabat / N1
26.	Hasbullah Jalil	Pembantu Am Pejabat / N1

Penamatan Staf / Berpindah

Nama	Tarikh Berhenti	Berpindah Ke
Norhafizah Abdul Rahim	31 Disember 2009	Suruhanjaya Perkhidmatan Awam, Melaka

Staf Bersara Wajib / Pilihan

BIL.	Nama	Tarikh Bersara
1.	Nazruddin Sharif	31 Disember 2009
2.	Abdul Aziz Othman	31 Disember 2009



Anugerah Perkhidmatan Cemerlang 2008



Seramai 14 orang staf PSZ telah menerima Anugerah Perkhidmatan Cemerlang berdasarkan kepada pencapaian perkhidmatan sepanjang tahun 2008. Anugerah telah disampaikan pada Majlis Citra Karisma yang telah berlangsung pada 12 Mei 2009 di Dewan Sultan Iskandar, Universiti Teknologi Malaysia. Penerima anugerah menerima sijil dan wang tunai RM1,000. Anugerah Jasa Bakti juga telah diberikan kepada staf yang telah berkhidmat selama 30 tahun dan Anugerah Jasa Setia bagi staf yang berkhidmat selama 20 tahun.

Anugerah Jasa Bakti

BIL.	Nama	Jawatan / Gred
1.	Norizan Yunus	Pembantu Perpustakaan / S17

Anugerah Jasa Setia

BIL.	Nama	Jawatan / Gred
1.	Mohd Salleh Dollah	Pembantu Perpustakaan / S17
2.	Zainuddin Aminudin	Pembantu Perpustakaan / S17

Penerima Anugerah Kecemerlangan 2008

BIL.	Nama	Jawatan / Gred
1.	Haslina Othman	Pustakawan Kanan / S44
2.	Mohd Fuad Mohamed Yusof	Pustakawan / S41
3.	Junaidah Abdullah	Pustakawan / S41
4.	Mohd Alias Tahiran	Pegawai Eksekutif / N32
5.	Mat Isa Md Sahat	Pembantu Perpustakaan Kanan / S22
6.	Rodzuan Mohd Yusof	Pembantu Perpustakaan Kanan / S22
7.	Kellianah Anang	Pembantu Perpustakaan / S17
8.	Roziana Kamarudin	Pembantu Perpustakaan / S17
9.	Siti Zaleha Semad	Pembantu Perpustakaan / S17
10.	Syed Jamauddin Syed Mohamed	Pembantu Perpustakaan / S17
11.	Feridah Yusof	Pembantu Tadbir Rendah Kanan / N14
12.	Jamiah Hashim	Pembantu Tadbir Rendah / N11
13.	Fahrurrozi Mohd Sa'ban	Pembantu Am Pejabat / N1
14.	Essa Masbah	Pembantu Am Pejabat / N1

Sukan dan Kemasyarakatan

Sekitar bulan Mac dan April 2009, telah berlangsung Sukan Antara Jabatan anjuran Unit Sukan, UTM. PSZ telah menyertai beberapa acara seperti Badminton Berpasukan, Bola Tampar (Lelaki dan Wanita), Bola Jaring dan Futsal Veteran. Pasukan Bola Tampar Wanita telah berjaya hingga ke peringkat suku akhir, manakala pasukan lain tewas di peringkat kumpulan. Selain itu, pada bulan Jun 2009, beberapa staf PSZ telah terpilih untuk mewakili UTM dalam Kejohanan Sukan Staf Universiti Malaysia, di Universiti Malaysia Terengganu. Mereka adalah Dzulhelmi Mohd. Razali (Bolasepak Senior), Norhafizah Hamdan (Bola Jaring), Erwan Saman (Futsal Senior), Hairi Aziz (Hoki) dan Mohd. Yusoff Mat Yaman (Olahraga).



Majlis Rumah Terbuka KKSPSZ

Melalui penubuhan Kelab Keluarga dan Staf PSZ (KKSPSZ), pelbagai aktiviti riadah dan lawatan telah dilaksanakan sepanjang tahun 2009 dalam usaha untuk mengeratkan lagi perhubungan silaturrahim antara staf. Antaranya seperti lawatan ke Pantai Timur yang telah disertai oleh staf dan juga ahli keluarga masing-masing. KKSPSZ turut menganjurkan rombongan bagi memenuhi undangan majlis perkahwinan staf PSZ di luar Johor dan pada masa yang sama turut menjelitkan aktiviti riadah dan membeli-belah di pelbagai lokasi di Kuala Lumpur dan Jua Nilai.



Aktiviti gotong-royong sempena Rumah Terbuka KKSPSZ

Bulan Oktober 2009 menyaksikan perayaan Hari Raya Aidilfitri turut disambut meriah oleh warga PSZ melalui penyertaannya dalam sambutan Hari Raya Aidilfitri peringkat Universiti di Dataran Agora, UTM Skudai dan penganjuran Rumah Terbuka Kelab Keluarga dan Staf PSZ (KKSPSZ) di Dewan Jamuan, UTM. Sebagai meneruskan tradisi majlis rumah terbuka, majlis tahun ini menyerlahkan semangat gotong-royong warga PSZ dalam menyediakan dan memasak pelbagai juadah sebagai hidangan di dalam majlis tersebut. Majlis yang dilangsungkan pada malam hari itu turut dimeriahkan dengan acara cabutan bertuah.

Penutup aktiviti KKSPSZ pada tahun 2009 adalah penganjuran Karnival Sukan Antara Jabatan PSZ yang menyaksikan perlawanan Jabatan Perkhidmatan muncul sebagai juara dengan mengatasi Jabatan Pembangunan. Karnival ini berjaya mencapai objektifnya iaitu memupuk semangat perpaduan melalui sukan dengan menyaksikan penglibatan staf dari semua peringkat. Antara acara yang dipertandingkan adalah ping pong, badminton, bola tampar, sepak takraw, futsal dan bola jaring.



Pustakawan bergambar bersama fasilitator Kursus Bahasa Inggeris pada 25 Mac 2009

Program Latihan Dalaman

Unit Pengurusan Sumber Manusia PSZ berperanan dalam mendedahkan staf kepada pelbagai program latihan bagi membentuk staf yang profesional dan berkualiti melalui peningkatan kemahiran dan pengetahuan yang berfaedah kepada jabatan, Universiti serta pembangunan diri individu itu sendiri. Pada tahun 2009, sebanyak 29 program pembangunan telah dianjurkan bagi tujuan tersebut. Program yang dianjurkan merangkumi latihan dalam tugas-tugas khusus seperti pengkatalogan, pembangunan portal, penyuntingan video dan penyediaan statistik; bengkel penggunaan pangkalan data atau perisian komputer baru; kursus persediaan ke arah penaiktarafan MS ISO 9001:2008 serta program *teambuilding* untuk staf PSZ dan seminar kepimpinan bagi pustakawan.

Penetapan Penanda Aras melalui Lawatan Kerja

Dalam usaha PSZ untuk meningkatkan lagi taraf perkhidmatan dan kemudahannya, beberapa lawatan kerja telah dijalankan ke beberapa negara. Lawatan ini dijalankan bagi mewujudkan hubungan dua hala selain daripada menjadikan perpustakaan yang dilawati sebagai penanda aras untuk dicontohi oleh PSZ terutama dari aspek polisi pengurusan dan inovasi dalam perkhidmatan perpustakaan.

Lawatan ke luar negara dimulakan dengan kunjungan ke perpustakaan National University of Singapore (NUS) dan Nanyang Technological University (NTU) di Singapura pada Januari 2009. Lawatan ini telah dihadiri oleh kedua-dua Timbalan Ketua Pustakawan, Ketua-ketua Bahagian, Pustakawan Kanan, Penolong Pendaftar, Pegawai Eksekutif dan beberapa orang Ahli Jawatankuasa Tetap Senat mengenai Perpustakaan. Lawatan sehari ini memberi fokus kepada operasi perpustakaan, kemudahan IT dan koleksi serta pembangunan infrastruktur.

Pada 14 hingga 17 November pula, Ketua Pustakawan, Puan Kamariah Nor Mohd Desa bersama Ketua Bahagian PSZKL, Cik Haslina Othman telah mengunjungi Hong Kong bagi mengikuti *IATUL eScience Seminar* yang merupakan anjuran bersama Polytechnic University of Hong Kong Library dan Nanyang Technological University Singapura. Seminar yang dianjurkan ini bertindak sebagai platform bagi para pustakawan akademik dari Asia Tenggara membincangkan permasalahan dan keperluan dalam mewujudkan perpustakaan berlandaskan sains dan teknologi. Selain itu, peserta seminar turut dibawa melawati beberapa perpustakaan di sekitar Hong Kong dan China seperti perpustakaan awam di Shenzhen, Shenzhen University, Hong Kong Polytechnic University dan Hong Kong University of Science and Technology.



Cik Haslina Othman dan Puan Kamariah Nor Mohd Desa bersama peserta eScience Seminar



Bergambar kenangan bersama-sama peserta lawatan di University Town Library, Shenzhen.



En. Anuar Talib mendengar penerangan berkenaan koley di salah sebuah perpustakaan di Hong Kong



Bergambar bersama Ketua Pustakawan, Curtin University of Technology, Sarawak

Perkembangan teknologi perpustakaan adalah agenda utama dalam setiap lawatan kerja ke luar negara, seperti lawatan yang disertai oleh Timbalan Ketua Pustakawan (Perancangan dan Pembangunan), En. Anuar Talib dan Pustakawan Bahagian Pembangunan Automasi, En. Md. Razib Karno pada 30 November hingga 4 Disember 2009 ke universiti terkemuka sekitar Hong Kong dan Korea Selatan. Antara universiti yang dilawati adalah Seoul National University, Hong Kong Science and Technology University, The Chinese University of Hong Kong dan Hong Kong University.

Selain daripada lawatan ke luar negara, PSZ turut menganjurkan beberapa lawatan ke institut pengajian awam dan juga swasta di Malaysia, khususnya Sabah dan Sarawak. Pada 21 hingga 25 Jun 2009, empat orang pustakawan telah mengadakan lawatan ke Universiti Malaysia Sabah, Universiti Malaysia Sarawak, Curtin University of Technology dan Pustaka Miri. Lawatan ini diketuai oleh Ketua Bahagian Pembangunan Automasi Puan Norasikin Mohamed, dan disertai oleh Pustakawan Bahagian Perkhidmatan Maklumat iaitu Puan Zafarina Dol, Puan Muzaimah Mohd. Yunus dan Puan Syahrana Ahmad Raqi.

Seterusnya, PSZ International Campus Kuala Lumpur telah menganjurkan lawatan ke Pertubuhan Berita Nasional Malaysia (BERNAMA) pada 9 Disember 2009. Lawatan ini disertai oleh 20 orang staf dan pegawai, dan diketuai oleh Ketua Bahagian PSZ KL, Cik Haslina Othman. Rombongan PSZ telah dibawa melawati stesen radio BERNAMA Radio 24, studio BERNAMA TV dan pusat sumbernya iaitu BERNAMA Information Centre and Library (Infolib).

*Gambar di bawah >>
Antara peserta lawatan dari PSZ International Campus,
Kuala Lumpur ke BERNAMA*



Bersama Pustakawan Universiti Malaysia Sabah



Di Studio BERNAMA TV

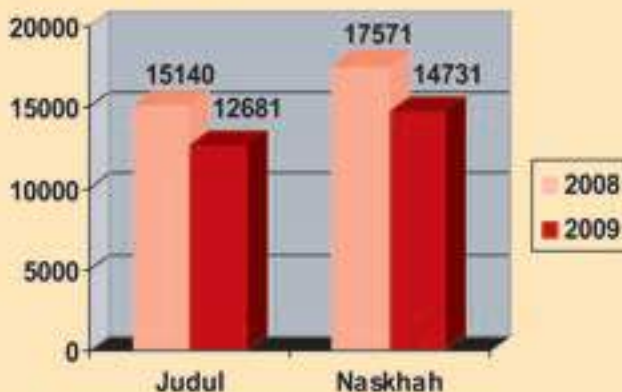


Pembangunan Koleksi PSZ

PEMBANGUNAN KOLEKSI

Penerimaan Buku dan Monograf

Secara keseluruhan, jumlah penerimaan bahan bagi tahun 2009 adalah sebanyak 12,681 judul (14,731 naskah) berbanding 15,140 judul (17,571 naskah) pada tahun 2008.



Pembelian Bahan Perpustakaan

Peruntukan pembelian bahan perpustakaan bagi monograf, bahan pandang dengar, peta dan fotograf udara pada tahun 2009 menurun sebanyak 2.4% iaitu daripada RM4,608,500 pada tahun 2008 kepada RM4,500,000. Peruntukan yang diberikan pada tahun 2009 tidak dapat menampung keperluan fakulti dalam perolehan judul serta pertambahan bilangan naskah bagi judul bahan yang dipesan. Tambahan pula faktor kenaikan kadar tukaran mata wang turut mempengaruhi proses pembelian bahan. Walau bagaimanapun, terdapat peningkatan sebanyak 0.8% bagi peruntukan pembelian jurnal dan media elektronik iaitu daripada RM11,400,400 (2008) kepada RM11,500,000 (2009). Peningkatan ini sejajar dengan kecenderungan dan kesedaran pengguna memanfaatkan sumber-sumber dalam bentuk atas talian terutamanya dalam mendapatkan jurnal dan pangkalan data.

Jurnal dan Pangkalan Data

Tahun 2009 menunjukkan peningkatan sebanyak 11.3% dalam koleksi jurnal dan pangkalan data di PSZ jika dibandingkan dengan tahun sebelumnya. Peningkatan ini sejajar dengan pertambahan peruntukan dalam perolehan jurnal dan media elektronik. Selain itu, ini juga membuktikan PSZ sentiasa berusaha menyediakan kemudahan dan akses dalam menyokong aktiviti penyelidikan dan pembelajaran serta memenuhi aspirasi Universiti untuk menuju ke arah Universiti Penyelidikan.

BIL.	Perkara	Jumlah 2008 (Judul)	Jumlah 2009 (Judul)
1.	Langganan/ keahlian (aktif)	306	342
2.	Jurnal elektronik (CD)	1,796	1,796
3.	Jurnal elektronik (atas talian)	58,171	207,013
4.	Buku elektronik (atas talian)	7,101	29,332
5.	Tesis elektronik (atas talian)	1,721,235	1,752,737
JUMLAH		1,788,609	1,991,220

Perbandingan jumlah judul jurnal dan pangkalan data PSZ

BIL.	Perkara	Jumlah 2008 (Judul)	Jumlah 2009 (Judul)
1.	Cakera Padat	13	26
2.	Atas Talian	51	126
JUMLAH		64	152

Melalui peningkatan dalam jumlah langganan pangkalan data atas talian, wujud peningkatan yang amat ketara pada jumlah koleksi jurnal dan buku elektronik atas talian. Angka terkini jurnal elektronik atas talian adalah 207,013 judul, iaitu peningkatan sebanyak 255% berbanding tahun 2008. Jumlah buku elektronik juga turut bertambah sebanyak 313%, iaitu 29,332 judul berbanding 7,101 judul pada tahun sebelumnya. Peningkatan dalam jumlah langganan pangkalan data atas talian merangkumi langganan baru, tambahan kepada langganan sedia ada dan juga penukaran format pangkalan data daripada CD-ROM ke format atas talian.

Senarai pangkalan data tambahan 2009

Kategori	Judul Pangkalan Data
E-Books	Books 24x7 ScienceDirect E-books Springer E-books 2008-2010 Referex
E-Journals	Annual Reviews JSTOR MathSciNet ScienceDirect Journal Backfiles SPORTDiscus Springer Online Journal Archive Zentralblatt Math Royal Society of Chemistry
Research Analysis	Gartner
Piawai	SAE Digital Library Standards
Arkib	Berita Bernama Library & Infotek Service (BLIS)



Koleksi Khas UTM

Jumlah keseluruhan penerimaan Koleksi Khas pada tahun 2009 adalah sebanyak 4,156 judul berbanding 5,672 judul pada tahun 2008. Penurunan sebanyak 26.7% adalah disebabkan oleh penerimaan kertas Projek Sarjana Muda yang menurun sebanyak 71.3%.

Perbandingan koleksi khas PSZ bagi tahun 2008 dan 2009

Jenis Bahan	Tahun 2008		Tahun 2009	
	Judul	Naskhah /Keping	Judul	Naskhah /Keping
Koleksi Khas Am	524	688	489	750
Tesis Sarjana Muda	2,558	2,558	734	734
Tesis Sarjana	276	276	879	879
Tesis PhD	25	25	99	99
Radas	2,289	2,289	1,955	1,981
JUMLAH	5,672	5,836	4,156	4,443

Hadiah dan Pertukaran

Pembangunan koleksi PSZ turut melibatkan proses mendapatkan bahan-bahan yang sesuai secara hadiah dari universiti awam dan swasta, agensi kerajaan dan swasta serta individu perseorangan. Tahun 2009 menunjukkan penurunan dalam penerimaan koleksi hadiah dan pertukaran iaitu 989 berbanding 2,047 pada tahun sebelumnya. Penurunan sebanyak 51.6% ini adalah disebabkan oleh kurangnya koleksi diterima terutama sekali dalam bentuk buku, majalah/terbitan bersiri dan kertas peperiksaan.

Jumlah hadiah dan pertukaran bagi tahun 2008 dan 2009

Bil.	Bahan	Tahun 2008	Tahun 2009
1.	Buku	438	289
2.	Majalah/Terbitan Bersiri	1486	474
3.	Kertas Peperiksaan	56	54
4.	Terbitan UTM	67	112
5.	Bahan Audio Visual	-	60
JUMLAH KESELURUHAN		2047	989



Dokumen Digital

PSZ turut membangun dan menguruskan dokumen dalam bentuk digital bagi menyokong tujuan pembelajaran, pengajaran, penyelidikan dan perundingan dalam perkhidmatan perpustakaan. Antara bahan yang terlibat dalam aktiviti pengimbasan untuk koleksi digital adalah kertas soalan peperiksaan UTM, tesis pasca ijazah dan yang terbaru artikel jurnal UTM. Sebanyak 2,524 judul bahan telah diimbas pada tahun 2009, berbanding 1,337 pada tahun sebelumnya.

Sehingga 2009, jumlah rekod dalam Sistem Pengurusan Dokumen Digital adalah 8,109, iaitu peningkatan sebanyak 16.4% berbanding tahun sebelumnya. Antara bahan-bahan dokumen digital adalah keratan akhbar, kertas soalan peperiksaan UTM, tesis, kertas Projek Sarjana Muda (PSM) dan bahan galerium. Peningkatan bagi jumlah rekod ini adalah disebabkan oleh peningkatan jumlah bahan diterima dalam bentuk *softcopy*, terutama kertas PSM dan tesis. Selain itu, PSZ juga telah menerima 2 buah pengimbas berskala besar yang telah membantu dalam meningkatkan lagi produktiviti.

Jumlah pengimbasan bahan bagi tahun 2008 dan 2009

Bahan	Tahun 2008		Tahun 2009	
	Judul	Halaman	Judul	Halaman
Kertas Soalan Peperiksaan UTM	814	6,581	1,974	15,825
Tesis Pasca Ijazah	523	58,567	68	11,677
Artikel Jurnal UTM	-	-	482	6,109
JUMLAH	1,337	92,148	2,524	33,611

Perbandingan jumlah rekod dalam Sistem Pengurusan Dokumen Digital mengikut tahun

Bahan	Tahun 2008	Tahun 2009
Keratan akhbar	5973	5471
Kertas soalan peperiksaan UTM	566	297
Tesis	426	273
Kertas projek sarjana muda (PSM)	-	2064
Bahan Galerium	-	4



Pengkatalogan Bahan

Jumlah keseluruhan bahan yang telah dikatalog pada tahun 2009 adalah 14,896 judul (16,600 naskhah). Jumlah ini meliputi bahan-bahan untuk koleksi UTM Skudai, UTM International Campus Kuala Lumpur, PESISIR dan juga koleksi Perpustakaan Fakulti Alam Bina. Jumlah bahan yang dikatalog ini menunjukkan penurunan sebanyak 30% jika dibandingkan dengan jumlah bahan yang dikatalog pada tahun 2008 iaitu sebanyak 21,574 judul (25,209 naskhah).

Perbandingan jumlah bahan dikatalog bagi tahun 2008 dan 2009

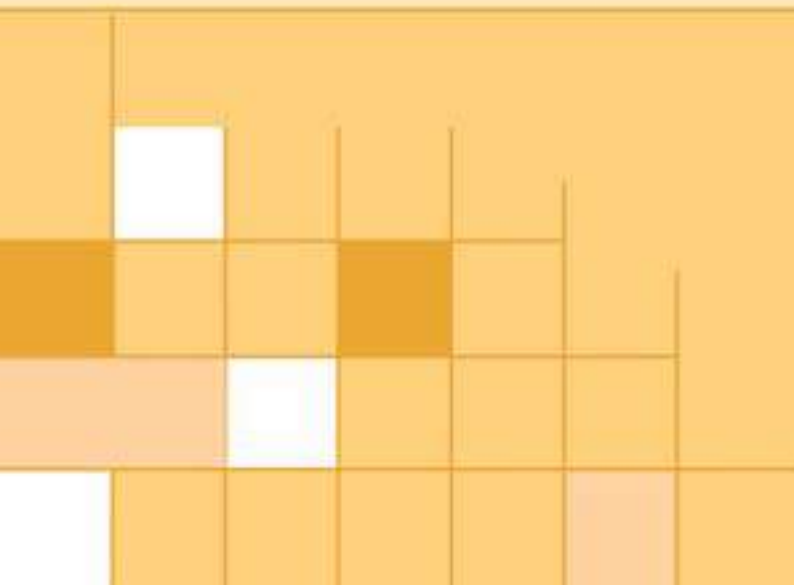
Jumlah Bahan Dikatalog	2008	2009	Peratus
Judul	21,574	14,896	-30%
Naskhah	25,209	16,660	-33%

Perbandingan jumlah bahan dikatalog mengikut kategori bahan

Kategori Bahan	Judul	Naskhah
Buku	12,220	13,600
Cakera Padat	1,536	1,794
Tesis	922	922
Mikrofilem	48	48
Laporan Penyelidikan	68	180
Lain-lain	102	116
JUMLAH	14,896	16,660



**Perkhidmatan
PSZ**



PERKHIDMATAN

Penggunaan Perpustakaan

Pada tahun 2009, jumlah pengguna perpustakaan telah mencecah angka satu juta iaitu 1,083,677 iaitu peningkatan sebanyak 13.5% jika dibandingkan dengan tahun 2008 iaitu sebanyak 954,619 pengguna sahaja. Peningkatan yang ketara ini memberi petunjuk kepada peningkatan kemudahan di perpustakaan seperti persekitaran yang kondusif, penambahan koleksi buku baru, kemudahan teknologi maklumat dan komunikasi serta peningkatan promosi perpustakaan dan layanan mesra pengguna.

Peminjaman Bahan

Secara keseluruhan, peminjaman bahan bagi tahun 2009 adalah berjumlah 387,804 iaitu peningkatan sebanyak 1.23% dibandingkan dengan jumlah pinjaman pada tahun 2008 yang berjumlah 383,101. Peningkatan peminjaman ini adalah berkait rapat dengan pinjaman Perpustakaan Fakulti yang mula beroperasi pada Januari 2009 serta melalui kaunter peminjaman yang dibuka di setiap perhimpunan bulanan Naib Canselor. Walau bagaimanapun, terdapat penurunan bagi peminjaman melalui Sistem Peminjaman Layan Diri (SPLD) pada tahun 2009 iaitu berjumlah 155,373 berbanding 164,561 pada tahun 2008, iaitu penurunan sebanyak 5.6%.

Peminjaman dan Penggunaan Bahan Mengikut Kategori Ahli

Pelajar Ijazah Sarjana Muda Perdana masih merupakan kategori ahli yang paling banyak meminjam iaitu berjumlah 215,200 pada tahun 2009. Walau bagaimanapun, terdapat penurunan sebanyak 11.54% jika dibandingkan dengan tahun 2008 iaitu sebanyak 243,265. Ini diikuti dengan pinjaman oleh Pelajar Sarjana berjumlah 61,157 iaitu peningkatan ketara sebanyak 22.1% pada tahun 2009 dibandingkan dengan 50,096 pinjaman pada tahun 2008. Peminjaman bagi Pelajar Doktor Falsafah juga menunjukkan peningkatan yang tinggi iaitu 30.7% atau 16,916 pinjaman berbanding dengan 12,940 pada tahun 2008, diikuti dengan Staf Akademik iaitu 11,290 peminjaman, iaitu penurunan sebanyak 11.4% berbanding tahun sebelumnya. Peningkatan peminjaman bahan bagi kategori Pelajar Sarjana dan Doktor Falsafah boleh dikaitkan dengan inisiatif PSZ menambah kelayakan peminjaman buku bagi kedua-dua kategori tersebut daripada 15 naskhah kepada 20 naskhah buku sebulan.



Persekitaran yang kondusif di PSZ membantu pengguna dalam pembelajaran.

Peminjaman dan penggunaan bahan mengikut kategori ahli

Kategori Ahli	2008	2009	% Perbezaan
Staf Tingkatan Kanan	420	316	-24.8
Staf Akademik	12,749	11,290	-11.4
Tutor	1,140	1,279	+12.2
Staf Am	4,710	4,300	-8.7
Pelajar Diploma	9	9	0
Pelajar Diploma Lanjutan	2,548	854	-6.5
Pelajar Sarjana Muda	243,265	215,200	-11.5
Pelajar Sarjana	50,096	61,157	+20.1
Pelajar Doktor Falsafah	12,940	16,916	+30.7
Pelajar PJJ	378	762	+101.6
Sijil/Diploma			
Pelajar PJJ Sarjana	3,828	2,998	-21.7
Muda			
Pelajar PJJ Sarjana/PhD	471	284	-38.7
Peserta Kursus	77	65	-15.6
Pembantu Pegawai	599	34	-94
Penyelidik			
Pegawai Penyelidik	814	474	41.8
Ahli Keluarga UTM	158	127	-19.7
Lain-lain kategori	3,464	12,732	+70.8
JUMLAH	337,666	327,797	-2.9



Peminjaman dan Penggunaan Bahan Mengikut Kategori Bahan

Pada tahun 2009, pinjaman buku Layanan Terbuka mencatatkan penurunan sebanyak 3.2% berbanding tahun sebelumnya. Penurunan turut dicatatkan bagi peminjaman jurnal jilid dan kini iaitu sebanyak 20.3%. Penurunan bagi kedua-dua bahan ini menggambarkan pertambahan koleksi e-book dan jurnal digital dalam pangkalan data atas talian yang dilanggan PSZ dan lebih mudah dirujuk serta dimanfaatkan oleh pengguna.

Jumlah pinjaman mengikut kategori bahan

Katelog Bahan	2008	2009	% Perbezaan
Koleksi <i>Advanced Management</i>	183	293	+60.1
Bilik Bantuan Penyelidikan	3	0	-
<i>Interlibrary Loan</i>	104	121	+16.3
Jurnal	2,015	1,605	-20.3
Koleksi Khas	1,061	677	-36.2
Koleksi Khas - Tesis	6,210	6,534	+5.2
Kaunter Media	1,871	1,409	-24.7
Koleksi Kreatif	19,938	21,459	+7.6
Kaunter Sirkulasi	3,693	2,995	-19.9
Buku Layanan Terbuka	301,756	292,058	-3.2
Lukisan Teknik	0	1	-
Koleksi Peta	159	195	+22.6
Rujukan	493	328	-33.5
Lain-lain	180	122	-32.2

Keahlian Luar PSZ

Jumlah keahlian luar yang berdaftar di PSZ pada tahun 2009 adalah seramai 45 orang, penurunan sebanyak 25% berbanding 60 orang pada tahun 2008. Daripada jumlah tersebut, 22 adalah ahli merujuk manakala 23 adalah ahli meminjam.

Interlibrary Loan

Permohonan *Interlibrary Loan* (ILL) kepada Institusi Luar pada tahun 2009 adalah sebanyak 437 permohonan, Jumlah ini menunjukkan kenaikan sebanyak 48% berbanding 296 permohonan pada tahun 2008. Permohonan buku dihantar ke perpustakaan di Malaysia manakala permohonan bagi artikel jurnal kebanyakannya dihantar ke British Library Document Supply Centre (BLDSC).

Permohonan ILL dari Institusi Luar kepada UTM menunjukkan penurunan sebanyak 26% iaitu 684 permohonan pada tahun 2008 kepada 508 permohonan pada tahun 2009.

Pada tahun 2009, didapati Pelajar Pasca Ijazah paling ramai membuat permohonan ILL iaitu 287 permohonan diikuti dengan pensyarah sebanyak 69 permohonan. Terdapat peningkatan yang sangat ketara dalam permohonan ILL Pelajar Pasca Ijazah iaitu daripada 44% (daripada jumlah keseluruhan ILL) kepada 72.84%.

Permohonan ILL berdasarkan kategori pengguna

Tahun 2009					
Kategori Pemohon	BLDSC	Buku	Artikel	Jumlah	Peratus
Pensyarah	24	38	7	69	17.51%
Pasca Ijazah	112	122	53	287	72.84%
Pelajar	1	13	4	18	4.57%
Stat	9	6	5	20	5.08%
JUMLAH	146	179	69	394	100%

Tahun 2008					
Kategori Pemohon	BLDSC	Buku	Artikel	Jumlah	Peratus
Pensyarah	24	38	7	69	17.51%
Pasca Ijazah	112	122	53	287	72.84%
Pelajar	1	13	4	18	4.57%
Stat	9	6	5	20	5.08%
JUMLAH	146	179	69	394	100%

Khidmat Runding Rujuk di Meja Penasihat Pengguna (MPP)

Sejumlah 7,152 pertanyaan rujukan diterima pada tahun 2009 berbanding 7,684 yang diterima pada tahun 2008. Ini menunjukkan penurunan sebanyak 7%. Perkembangan ini boleh dilihat secara positif di mana pengguna perpustakaan adalah lebih peka terhadap perkhidmatan yang disediakan. Malah boleh disimpulkan bahawa pengguna lebih berdikari dalam mendapatkan maklumat melalui Portal PSZ, buletin serta kelas-kelas kemahiran perpustakaan.

Bagi permohonan rujukan pula, sebanyak 1,138 permohonan rujukan telah berjaya diproses bagi tahun 2009 berbanding 1,049 bagi tahun 2008, iaitu peningkatan sebanyak 8.5%.

Perincian perkhidmatan runding rujuk di MPP

Perkhidmatan	2008	2009	% Perbezaan
Pertanyaan Rujukan di MPP	7,684	7,152	-7
Pinjaman Bahan Rujukan (dalam PSZ)	369	174	-53
Permohonan Rujukan Pengguna PSZ ke Perpustakaan Luar	89	50	-35
Permohonan Rujukan (melalui borang) di MPP	1,971	2,081	+6
Maklumbalas Perkhidmatan Perpustakaan (Borang PSZ 72.1)	46	45	-2
Maklumbalas Perkhidmatan Perpustakaan melalui Emel bagi Kategori Aduan, Penghargaan dan Cadangan	6	30	+400
Pertanyaan Rujukan Emel bagi Kategori Umum	362	672	+86

Maklumbalas Perkhidmatan Perpustakaan

Penerimaan maklumbalas bagi perkhidmatan perpustakaan menunjukkan penurunan sebanyak 2% iaitu 45 borang maklumbalas diterima dalam tahun 2009 berbanding 46 bagi tahun 2008. Secara keseluruhan jumlah aduan, cadangan dan penghargaan yang diterima melalui borang maklumbalas pada 2009 adalah 53 berbanding 59 pada tahun 2008.



Maklumbalas Perkhidmatan Perpustakaan Melalui E-mel dan Modul Online Reference Desk bagi Aduan, Penghargaan dan Cadangan

Sebanyak 30 e-mel diterima pada tahun 2009 berbanding enam e-mel yang diterima pada 2008. Bagi tahun ini, terdapat kategori perkhidmatan dan kemudahan kesemua e-mel yang diterima adalah berkenaan perkhidmatan dan kemudahan. Daripada kesemua e-mel itu, 21 yang diterima adalah penghargaan kepada PSZ, diikuti 9 aduan dan empat cadangan.

Pertanyaan Rujukan Elektronik Melalui E-mel bagi Kategori Umum

Perkhidmatan rujukan elektronik melalui e-mel menunjukkan peningkatan iaitu 672 pertanyaan diterima bagi tahun 2009 berbanding 362 bagi tahun 2008. Sebanyak 86% daripada pertanyaan yang diterima adalah berkisar pada perkhidmatan dan kemudahan yang disediakan oleh PSZ seperti bantuan mendapatkan artikel teks penuh, kemaskini rekod pengguna, pembaharuan peminjaman buku dan lain-lain lagi.

Pertanyaan rujukan elektronik melalui emel bagi kategori umum

Persoalan	2008	2009	% Perbezaan
Perkhidmatan & kemudahan	345	578	+67.5
Koleksi	16	18	+12.5
Staf	0	0	0
Lain-lain	1	76	+7500
JUMLAH	362	672	+85.6



Kemahiran Pencarian Maklumat diterapkan melalui pengajaran dan pembelajaran secara 'hands-on'.

Rujukan oleh Pengguna Luar

PSZ menerima 165 permohonan luar untuk membuat rujukan ke PSZ bagi tahun 2009, iaitu penurunan sebanyak 34% berbanding 250 permohonan yang diterima bagi tahun 2008.

Peminjaman dan penggunaan bahan mengikut kategori ahli

Kategori	2008	2009	% Perbezaan
IPTA/Maktab/Institutsi Perguruan/Politeknik	117	93	-21
IPTS	43	23	-47
Pelajar peringkat sekolah	11	0	-100
Jabatan/Agensi Kerajaan	36	27	-25
Agensi Swasta	35	22	-37
Lain-lain	8	0	-100
JUMLAH	250	165	-34

Kemahiran Pencarian Maklumat melalui Kelas Kemahiran Perpustakaan

Secara keseluruhannya, sepanjang tahun 2009, sebanyak 196 Kelas Kemahiran Pencarian Maklumat telah dikendalikan iaitu bersamaan dengan tahun sebelumnya. Walau bagaimanapun, jumlah kehadiran pelajar pada 2009 mencatatkan peningkatan sebanyak 4% iaitu 4,955 orang pelajar Sarjana Ijazah Muda berbanding 4,788 orang pelajar pada tahun 2008. Perincian bagi setiap kategori kelas adalah seperti dalam jadual.

Perbandingan statistik kelas kemahiran perpustakaan bagi tahun 2008 dan 2009

Kategori Kelas	2008		2009	
	Kelas	Hadir	Kelas	Hadir
Kelas Kemahiran Asas	117	3,595	101	3,068
Kelas Kemahiran Lanjutan	71	1,005	89	1,742
UOP1211: Kemahiran Pencarian Maklumat	8	188	6	145
JUMLAH	196	4,788	196	5,649

Kelas Kemahiran Perpustakaan Asas adalah terdiri daripada UHB1412: *English for Academic Communication* yang dilaksanakan melalui kerjasama dengan pihak Fakulti Pengurusan dan Pembangunan Sumber Manusia (FPPSM), dan Program Kemahiran Pencarian Maklumat Pelajar Baru SPACE, iaitu kerjasama dengan SPACE. Sepanjang tahun 2009, sebanyak 101 kelas dikendalikan, iaitu penurunan sebanyak 14% jika dibandingkan dengan tahun 2008 iaitu 117 kelas. Jumlah kehadiran juga menurun kepada 3,068 orang pelajar Ijazah Sarjana Muda, berbanding 3,595 orang pelajar. Faktor penurunan ini adalah berkait rapat dengan jumlah pengambilan pelajar oleh UTM bagi setiap semester.

Kelas Kemahiran Perpustakaan Lanjutan pula melibatkan pelajar Ijazah Sarjana Muda yang akan memulakan Projek Sarjana Muda (PSM) mereka. Sepanjang tahun 2009, terdapat peningkatan sebanyak 25% terhadap jumlah kelas dikendalikan dengan kehadiran turut meningkat sebanyak 73% berbanding tahun sebelumnya. Peningkatan ini merupakan petunjuk positif kepada aktiviti-aktiviti promosi yang giat dilakukan melalui pengedaran surat kepada penyelaras PSM di setiap fakulti di samping permintaan secara individu oleh staf akademik dan pelajar melalui emel, telefon dan medium lain. Ini turut menunjukkan peningkatan tahap kesedaran staf akademik dan pelajar terhadap kelas-kelas kemahiran yang dilaksanakan oleh PSZ dalam meningkatkan mutu pembelajaran dan penyelidikan.

Matapelajaran Kokurikulum

Enam seksyen telah ditawarkan pada tahun 2009 dengan kehadiran seramai 145 orang pelajar, berbanding lapan seksyen dengan kehadiran 188 orang pelajar pada tahun sebelumnya. Kelas ini diadakan dengan kerjasama Pusat Kokurikulum dan hanya melibatkan pelajar Ijazah Sarjana Muda. Semua peserta kokurikulum ini telah mengikuti lawatan sambil belajar ke Perbadanan Perpustakaan Awam Johor pada 4 dan 11 Mac 2009.

Bengkel, Latihan dan Taklimat Pelajar

Bengkel, latihan dan taklimat kepada pelajar bertujuan mempromosi secara intensif serta memberi kemahiran kepada penyelidik dalam pencarian maklumat menggunakan pangkalan data. PSZ menetapkan sasaran 80% tahap kepuasan bagi peserta yang mengikuti bengkel ini. Bengkel yang terlibat adalah Bengkel Metodologi Penyelidikan (ULP0010) dan Skim Latihan Akademik Bumiputera (SLAB). Bengkel *Endnote*, Taklimat Pelajar Pasca Ijazah dan PESISIR, Bengkel Pangkalan Data Atas Talian, Demo Pangkalan Data Terpilih serta Bengkel Penulisan Tesis Kedoktoran. Pada tahun 2009, terdapat peningkatan pada jumlah bengkel yang dijalankan iaitu 52 buah, berbanding 45 buah pada tahun 2008, manakala jumlah penglibatan peserta adalah 4,417 (2009) dan 2,617 (2008). Peningkatan yang memberangsangkan ini menunjukkan PSZ sentiasa berusaha meningkatkan lagi kemudahan dalam menyokong dan memenuhi keperluan pembelajaran para pelajar serta penyelidik.



Seorang staf PSZ mengiringi rombongan dari sekolah menengah melawat PSZ.

Lawatan

PSZ telah menerima kunjungan daripada pelbagai organisasi dan sekolah dari dalam dan luar Johor Bahru termasuk institusi pengajian tinggi dalam dan luar negara sepanjang tahun 2009.

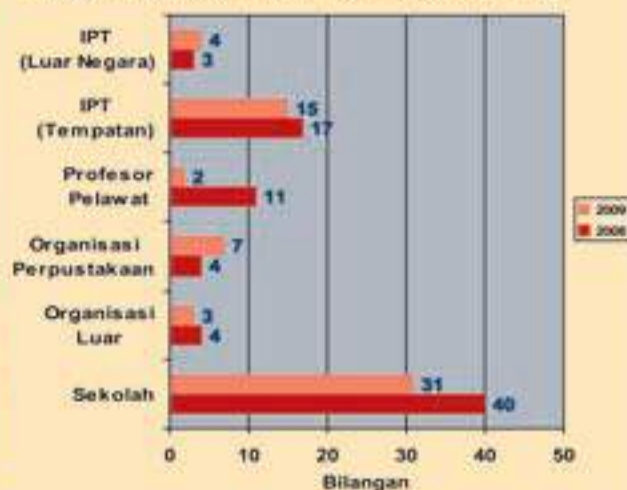


Ketua Perpustakaan bersama-sama pelawat dari Universiti Malaysia Kelantan.



Bersama rombongan Ketua Perpustakaan UNIMAS.

Jumlah perbandingan pelawat ke PSZ mengikut kategori pada tahun 2009 & 2008



Penerangan mengenai kemudahan PSZ turut diberikan kepada Profesor pelawat.



Pengunjung pameran yang turut serta dalam ujian saringan kandungan gula dalam darah.

Kempen Berhenti Merokok & Diabetes

Program ini telah berlangsung selama seminggu mulai 5 hingga 11 Februari 2009 hasil usahasama CUEPACS Negeri Johor dan Persatuan Diabetes Johor. Sempena program ini, beberapa aktiviti telah dijalankan iaitu Pameran Merokok & Diabetes bermula 5 hingga 11 Februari 2009 bertempat di Lobi Pameran PSZ. Pameran telah menyetengahkan poster kempen anti merokok, diabetes serta amalan pemakanan sihat.

Ujian saringan kandungan gula dalam darah turut diadakan pada 11 Februari 2009 bertempat di Foyer PSZ. Ujian ini turut menyediakan perkhidmatan konsultasi rawatan susulan oleh Persatuan Diabetes Johor. Pada hari yang sama, ceramah Berhenti Merokok telah disampaikan oleh Dr. Hj. Zuraidah Mokhtar, Pegawai Kesihatan, Pejabat Kesihatan Kulai Besar di Bilik Seminar 3, PSZ dengan kehadiran penonton yang terdiri daripada pelajar dan staf UTM.

Dialog Arkib Negara & Penyelidik/Pelajar IPTA

Program berlangsung di Dewan Senat, UTM pada 25 Februari 2009 telah dihadiri hampir 250 orang terdiri daripada staf UTM dan pelajar UTM, UITM Segamat dan Politeknik Johor Bahru. Panel terdiri daripada Pengarah Arkib Negara Malaysia Cawangan Johor, Encik Ismail Md. Yusof dan Penolong Pengarah II, Encik Norazam Zainal. Sesi dialog ini bertujuan memberi pendedahan berhubung peranan Arkib Negara sebagai sebuah institusi penyedia pelbagai dokumen dan maklumat premier yang dapat memenuhi keperluan pelajar dan penyelidik. Bersempena program ini pameran koleksi bahan terbitan arkib turut diadakan di Lobi PSZ.

PROMOSI



Sesi Dialog Arkib Negara bersama IPTA/IPTS

Persembahan Teater: Snow White - The Untold Tale

PSZ terlibat secara tidak langsung dengan persembahan teater anjuran bersama Persatuan Seni & Drama (PERSEDA) dan pelajar TESL Tahun 4 yang telah diadakan pada 1 Ogos 2009. PSZ sangat positif menyokong usaha penganjuran aktiviti terutamanya dari kalangan pelajar bertujuan memberi peluang dan pendedahan untuk mereka merancang dan melaksanakan sesuatu program. Di samping itu, penggunaan Bahasa Inggeris melalui persembahan teater ini diharap dapat menggalakkan lagi penggunaan bahasa tersebut sebagai bahasa komunikasi dan juga dalam pembelajaran.



Barisan pelajar yang menyayakan teater Snow White - The Untold Tale

Sesi Bertemu Pelanggan ke Fakulti

PSZ telah mengadakan program bertemu pelanggan ke fakulti bertujuan untuk mempromosikan dan memberikan tunjuk ajar penggunaan pangkalan data terutamanya berkaitan *Publications and Citations* dan *High Impact Journals*. Sepanjang tahun 2009, sebanyak tiga buah fakulti di UTM telah dilawati iaitu Jabatan Matematik, Fakulti Sains pada 18 Februari 2009, CRES, Fakulti Kejuruteraan dan Sains Geoinformasi pada 8 Julai 2009 dan Fakulti Kejuruteraan Elektrik pada 19-20 November 2009.

Warga fakulti telah memberikan maklumbalas yang sangat menggalakkan terhadap program yang dilaksanakan. PSZ turut menggunakan peluang ini untuk mendapatkan input dan cadangan bagi meningkatkan lagi kualiti perkhidmatan kepada pengguna.



Pelajar-pelajar diedahkan kepada perkhidmatan dan kemudahan yang disediakan di PSZ.

Penerbitan

PSZ telah menerbitkan beberapa penerbitan bercetak dan elektronik untuk mempromosi kemudahan dan perkhidmatan perpustakaan kepada para pelanggannya sepanjang tahun 2009. Antara promosi yang telah dibuat adalah melalui Buletin Perpustakaan, Buku Panduan, Laporan Tahunan, brosur dan risalah yang berkaitan dengan kemudahan, perkhidmatan dan aktiviti perpustakaan. PSZ turut terlibat dalam penulisan di *Skudal Post*, *UTM Online* dan *Manual Panduan Staf Baru UTM*. PSZ juga turut menerbitkan maklumat bagi rujukan para pelanggan PSZ menerusi *electronic board* yang terdiri daripada maklumat am, program terkini dan makluman semasa berkaitan penutupan, perkhidmatan dan sebagainya.



Pameran Persada Warisan Seni



Seni Cat Air: Aprestasi Seni & Alam

Pameran

Sebanyak tujuh sesi pameran telah diadakan di Lobi serta Foyer PSZ sepanjang tahun 2009 seperti mana berikut:

Tarikh	Judul	Penganjur
5-11 Februari	Merokok & diabetes	PSZ, CUEPACS & Persatuan Diabetes Johor
16-22 Februari	War Poems	Pelajar TESL Tahun 1, Fakulti Pendidikan
26 Februari - 6 Mac	Koleksi dan Bahan Terbitan Arkib Negara	PSZ & Arkib Negeri Johor
16 Mac - 16 Mei	Seni Cat Air: Aprestasi Seni & Alam	PSZ, Galeri Seni, Johor Art Society dan Persatuan Seni Lukis & Rekreasi Johor (SERUPA)
28-29 Mac 2009	Pameran Persada Warisan Seni	PSZ & Yayasan Warisan Johor
19-21 Oktober	Pameran Alam Sekitar	Pelajar Kimia Alam Sekitar, Fakulti Sains
19 Nov 2009 - 19 Jan 2010	Pameran Projek Tahun Akhir	Pelajar Ijazah Sarjana Muda Sains (Rekabentuk Industri) FKM



Koleksi di Perpustakaan Fakulti meliputi buku rujukan, laporan penyelidikan dan juga tesis.

Berkuatkuasa 5 Januari 2009, PSZ sebagai perpustakaan induk telah mengambil inisiatif untuk mengambilalih pengurusan Pusat Sumber Fakulti yang kini dikenali sebagai Perpustakaan Fakulti (PF) sebagai perpustakaan cawangannya. Setelah setahun beroperasi, kebanyakan PF ini mengalami perubahan terutama dari aspek pengurusan bahan dan perkhidmatan yang lebih konsisten.

Perpustakaan Fakulti tersebut adalah di Fakulti Kejuruteraan Awam (FKA), Fakulti Kejuruteraan Mekanikal (FKM), Fakulti Kejuruteraan Elektrik (FKE), Fakulti Kejuruteraan Kimia dan Kejuruteraan Sumber Asli (FKKSA), Fakulti Kejuruteraan dan Sains Geoinformasi (FKSG), Fakulti Sains (FS), Fakulti Pendidikan (FP), Fakulti Sains Komputer dan Sistem Maklumat (FSKSM), *Research Management Centre* (RMC) dan Sekolah Pengajian Siswazah (SPS) serta Perpustakaan Fakulti Alam Bina (FAB) yang telah diambil alih semenjak tahun 2006.

Statistik peminjaman bahan perpustakaan fakulti untuk tahun 2009



PEMBANGUNAN PERPUSTAKAAN FAKULTI

Perkembangan Penstrukturan Semula Perpustakaan Fakulti (PF)

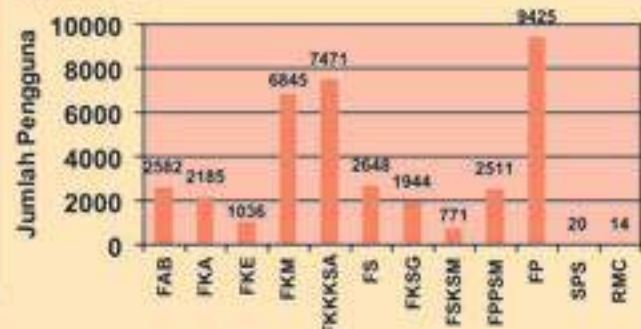
Semua PF telah membuka perkhidmatannya kepada pengguna mengikut jadual ditetapkan. Perkhidmatan ini meliputi khidmat runding rujuk, pencarian di sistem INFOLAN2, penggunaan pangkalan data, rujukan bahan, peminjaman dan pemulangan bahan.

Sepanjang tahun 2009, jumlah peminjaman di semua PF adalah sebanyak 16,069 naskhah manakala jumlah pengguna adalah seramai 37,452 orang. Dapat dilihat, prestasi peminjaman adalah bergantung kepada musim pengajian dan cuti semester di sesebuah fakulti.

Dari aspek kemudahan dan infrastruktur IT, semua PF telah dibekalkan dengan kemudahan komputer sebagai stesen kerja selain beberapa PF yang turut dibekalkan komputer untuk kegunaan pengunjung. Usaha bersungguh-sungguh dari staf terlibat serta perhatian semua pihak sama ada PSZ mahupun fakulti amat diperlukan bagi memastikan perkhidmatan PF berada di tahap maksima dan berfungsi sepertimana yang diharapkan.



Statistik pengunjung perpustakaan fakulti bagi tahun 2009



Pusat Sumber Chemical Engineering Pilot Plant (CEPP)

Statistik pengguna dan peminjaman bahan bagi Pusat Sumber CEPP

Kategori	2008	2009	Peratus (%)
Jumlah Pengguna	5,349	6,319	+18%
Jumlah Peminjaman	243	135	-44%

Peminjaman dan pemulangan bahan di Pusat Sumber CEPP telah dibuat menggunakan Modul Sirkulasi (sistem ADVANCE). Peminjaman hanya dibenarkan untuk staf dan pelajar Pasca Ijazah CEPP, serta pensyarah untuk tempoh yang singkat dan mengikut keperluan sahaja.

Kategori pengguna yang mengunjungi dan menggunakan Pusat Sumber CEPP meliputi pelajar pasca Ijazah, Pegawai dan Pembantu Penyelidik serta pelajar praktikal dari IPTA/IPTS. Selain itu, terdapat juga pelajar perdana dari pelbagai fakulti, peserta kursus, pelajar MRSM dan orang perseorangan yang datang untuk membuat rujukan dan mendapatkan maklumat.

Pusat Sumber *Business Advanced Technology Centre* (BATC)

Pusat Sumber *Business Advanced Technology Centre* (BATC) terletak di tingkat 17, Bangunan Yayasan Selangor. Pusat Sumber BATC bukan sahaja memainkan peranan sebagai pusat maklumat untuk pelajar Pasca Ijazah dari International Campus Kuala Lumpur, tetapi juga untuk kebanyakan unit yang terletak di Bangunan Yayasan Selangor seperti *International Business School* (IBS) dan juga pensyarah dari Kolej Sains dan Teknologi (KST).

Selain itu, Pusat Sumber BATC turut memberi penekanan kepada perkhidmatan maklumat, pembangunan koleksi serta giat memainkan peranan sebagai sebuah Pusat Sumber Digital yang menyediakan sistem rangkaian maklumat secara elektronik kepada pengguna yang kebanyakannya adalah terdiri daripada para akademik dan pelajar Pasca Ijazah.

Sepanjang tahun 2009, Pusat Sumber BATC telah mengendalikan sebanyak 8 siri Bengkel Pencarian Maklumat kepada pelajar Pasca Ijazah.





Perkhidmatan Pangkalan Data

Sehingga Disember 2009, jumlah akses kepada pangkalan data atas talian untuk 34 judul yang telah diterima statistik penggunaannya mencatatkan peningkatan sebanyak 50.17% berbanding jumlah akses pada tahun 2008.

Perbandingan jumlah akses pangkalan data atas talian



Peningkatan ini adalah disebabkan oleh beberapa faktor seperti:

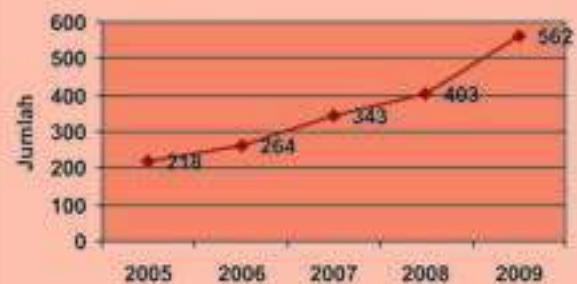
- Peningkatan keperluan untuk merujuk kepada jurnal berimpak tinggi oleh pensyarah dan penyelidik dalam menghasilkan penulisan dan penerbitan di peringkat antarabangsa.
- Peningkatan kemudahan akses pangkalan data dari luar kampus melalui Virtual Private Network.

SOKONGAN PENYELIDIKAN

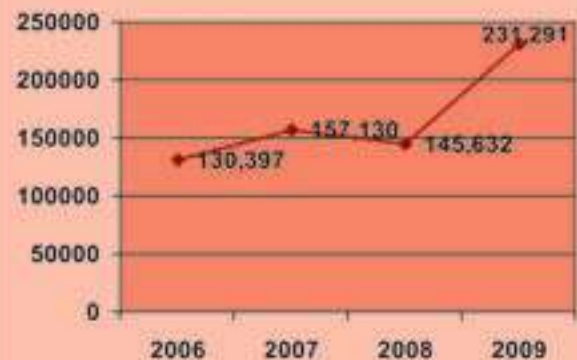
Penyediaan Maklumat Penulisan, Citations dan High Impact Journal

PSZ telah mengumpul dan menyediakan data penulisan serta citation staf dan penyelidik UTM bagi tempoh lima tahun (2004-2008). Maklumat ini merupakan salah satu keperluan data yang diperlukan bagi permohonan penarafan Universiti Penyelidikan oleh Kementerian Pengajian Tinggi. Di samping itu, PSZ juga bekerjasama dengan pengurusan UTM untuk penilaian kenaikan pangkat staf akademik, serta keperluan Unit Kualiti UTM dan Pencalonan Anugerah PERSAMA 2009. Selain itu, PSZ juga telah menyediakan senarai *High Impact Journal* yang dipaparkan di laman web PSZ untuk keperluan rujukan Universiti.

Jumlah Penerbitan UTM



Kumulatif Untuk Jurnal Berimpak Tinggi Mengikut Tahun



AUTOMASI PERPUSTAKAAN

Pembinaan Portal PSZ

Pembangunan portal bagi tahun 2009 bermula dengan pemindahan data ke pelayan baru yang dilaksanakan pada Februari 2009. Sistem operasi pelayan baru ini menggunakan Linux Ubuntu 9.04, dan mampu untuk memberi akses yang lebih pantas dalam mencapai maklumat dari portal serta mempunyai kawalan keselamatan yang lebih tinggi.

Seterusnya, perancangan untuk menaiktaraf Portal PSZ turut bermula selaras dengan langkah penjenamaan semula yang dilaksanakan oleh pihak Universiti. Pembangunan Portal PSZ yang baru telah dilaksanakan dari Mei hingga Jun 2009 dengan kerjasama lima orang Ahli Jawatankuasa Portal (Webteam) yang terdiri daripada Pustakawan dari setiap unit. Portal PSZ yang baru ini dibangunkan dengan menggunakan Joomla sebagai Sistem Pengurusan Halaman (*Content Management System*) dan pangkalan data MySQL version 5.0.

PSZ turut membangunkan portal untuk kegunaan setiap bahagian sebagai medium untuk berkongsi dan menyebarkan maklumat dalam PSZ. Beberapa siri latihan bagi penyelenggaraan laman web mengikut bahagian telah dilaksanakan pada 10 hingga 11 September 2009 dan dibimbing oleh ahli-ahli Webteam PSZ. Setiap bahagian diwakili oleh seorang Pustakawan dan seorang Pembantu Perpustakaan dan diberi latihan dalam menyediakan rekabentuk web serta kemasukan dan pengurusan maklumat dalam web.



Kemudahan komputer disediakan untuk kegunaan pengguna PSZ

Membina Animasi Montaj

Montaj bagi beberapa perasmian besar telah dapat dihasilkan dengan adanya aplikasi animasi multimedia seperti aplikasi suntingan video Edius Conopus (High Definition), Macromedia Flash dan juga aplikasi audio Sony Sound Forge. Antara montaj yang telah dihasilkan adalah montaj sempena Anugerah Kualiti Naib Canselor (Februari 2009), Penubuhan UTM Reading Stations (Mei 2009) dan Montaj *Academic Performance Audit* (Disember 2009).

Kemudahan Komputer PSZ

Setakat 2009, bilangan komputer yang terdapat di PSZ khusus untuk kemudahan pengguna adalah sebanyak 187 buah iaitu untuk kegunaan INFOLAN2 (31 buah), ruang tugas (28 buah) dan melayari Internet (128 buah). Selain itu, terdapat juga ruangan khas Laptop Area yang dilengkapi dengan kemudahan rangkaian khusus untuk pengguna yang ingin menggunakan komputer riba.

Kemudahan Rangkaian PSZ

Sebagai salah satu usaha memenuhi kehendak pelanggan yang inginkan capaian Internet yang lebih efisien dan laju, PSZ telah menjalankan beberapa proses naiktaraf rangkaian dengan menjalankan beberapa siri ujian seperti *test speed downloading* pada April 2009 dan *Multiple Spanning Tree Protocol Deployment* pada Jun 2009. Kedua-dua ujian ini dijalankan dengan kerjasama pihak vendor dan Pusat Teknologi Maklumat dan Komunikasi, UTM (CICT). Penstrukturan semula rangkaian tanpa wayar Wi-fi turut dilaksanakan secara berpusat oleh CICT-WCC pada April 2009.



Cabaran 2010

CABARAN 2010

Perkembangan Sistem Pengurusan Perpustakaan PSZ

Sistem Pengurusan Perpustakaan PSZ bermula dengan penggunaan sistem Berlian pada tahun 1986 hingga 1990 diikuti dengan Sistem Dynix yang diperkenalkan pada 1991 dan sedekad selepas itu digantikan dengan Advance. Sejalan dengan perubahan teknologi dan tuntutan pengguna yang semakin meningkat, Sistem Pengurusan Perpustakaan PSZ akan terus mengalami evolusi di mana pada 2010 PSZ akan memperolehi Sistem Pengurusan Perpustakaan yang dikenali sebagai *Symphony Library Management System*. Perancangan yang teliti adalah amat penting dalam memastikan peralihan sistem ini dapat dilaksanakan dengan lancar dan sempurna.

Kepuasan Pelanggan

PSZ mengadakan Kajian Kepuasan Pelanggan pada setiap tahun. Sasaran 80% kepuasan pelanggan telah ditetapkan oleh UTM dan ini menjadi satu cabaran kepada PSZ. Perhatian yang lebih perlu diberi kepada aspek perkhidmatan dan produk yang masih berada di tahap sederhana. Selain itu, penekanan juga perlu diberi perhatian terhadap penurunan peratus pencapaian dalam Indeks Staf, Indeks Maklumat dan Indeks Persekitaran.

Evolusi sistem pengurusan perpustakaan PSZ



UTMRS 46 di Foyer Bangunan Pentadbiran UTM

Perkembangan UTM Reading Stations (UTMRS)

Sebagai peneraju kepada projek budaya membaca di UTM, PSZ perlu berusaha mengenalpasti lokasi-lokasi tumpuan warga UTM untuk dijadikan sebagai lokasi UTMRS. Tindakan ini diharap akan dapat mewujudkan suasana keilmuan dan meningkatkan minat terhadap membaca. Selain itu, kegiatan promosi harus dijalankan dengan lebih giat dalam memastikan UTMRS sedia ada di dimanfaatkan sepenuhnya di samping terus mendapat sokongan dan sumbangan dalam bentuk bahan bacaan daripada semua pihak. Konsep UTMRS ini juga akan turut diperluaskan lagi dengan menubuhkannya di sekolah-sekolah terpilih di sekitar Johor Bahru.



Pembangunan Koleksi PSZ

Adalah menjadi satu cabaran bagi PSZ untuk memastikan koleksinya dibangunkan dengan menepati keperluan pembelajaran, pengajaran dan penyelidikan. Dengan pertambahan fakulti serta *Research Alliance*, adalah menjadi harapan PSZ untuk menjalin kerjasama erat dengan semua pihak bagi memastikan koleksi PSZ benar-benar menepati keperluan seperti yang diharapkan.



Perkembangan Perpustakaan Fakulti

Dengan pertambahan bilangan jabatan/fakulti/pusat di UTM, PSZ perlu berusaha dengan lebih giat bagi memastikan kesemua fakulti baru ini dilengkapi dengan Perpustakaan Fakulti untuk memenuhi keperluan pengguna fakulti. Antara keperluan yang perlu dipenuhi adalah keperluan ruang pembelajaran yang ditadbir urus mengikut garis panduan sebuah perpustakaan, membantu menguruskan Perpustakaan Fakulti selaras dengan Perpustakaan Induk dan memberi kemudahan merujuk kepada sumber maklumat asas yang bersesuaian dengan keperluan fakulti/pusat serta membantu pengguna bagi menggalakkan perkongsian maklumat di peringkat fakulti/jabatan dengan PSZ.

Penambahbaikan Berterusan Menerusi Penaiktarafan Sistem Pengurusan Kualiti ISO 9001:2008

Perpustakaan berazam untuk mencapai tahap keberkesanan pengendalian dan terus menjadi organisasi yang mengutamakan keperluan pelanggan di samping memajukan perkhidmatannya untuk terus berdaya saing. Sehubungan dengan itu, PSZ perlu memastikan kualiti perkhidmatan yang disediakan menepati standard terkini sejajar dengan keperluan Sistem Pengurusan Kualiti ISO 9001:2008 yang menekankan beberapa aspek baru berbanding versi sebelumnya.

UTM Institutional Memory

Perancangan yang teliti adalah perlu dalam memastikan kejayaan PSZ membangunkan arkib digital bagi koleksi-koleksi gambar-gambar bersejarah UTM bermula daripada penubuhannya sehinggalah kini. Portal khusus yang dikenali sebagai UTM *Institutional Memory* akan dibangunkan untuk memudahkan capaian dan organisasi gambar-gambar, sejarah UTM, maklumat mantan pentadbir, pelajar UTM serta turut menampilkan Alumni UTM yang berjaya. Adalah menjadi harapan agar portal ini berjaya dimanfaatkan oleh semua warga UTM serta Alumni UTM untuk menyimpan imbuhan kenangan sepanjang bergelar pelajar di UTM agar dapat dijadikan sumber rujukan generasi yang akan datang.

Perkhidmatan Maklumat Alumni UTM

Peranan PSZ sebagai gedung ilmu kepada warganya diperluaskan lagi dengan kemudahan perkhidmatan maklumat Alumni UTM yang ditawarkan secara percuma kepada semua graduan UTM. Cetusan idea ini diilhamkan oleh Naib Canselor UTM sebagai salah satu usaha menjalinkan kerjasama erat dengan graduan UTM serta menarik minat lebih ramai lagi pengguna agar dapat memanfaatkan koleksi PSZ sepenuhnya. Perancangan serta aliran kerja yang lebih efisien perlu dirancang agar lebih banyak kemudahan seperti pakej maklumat khusus dapat ditawarkan kepada Alumni UTM.

Projek Knowledge Management

Pada 29 Oktober hingga 1 November 2009, satu seminar berkaitan *Leadership for Librarian* telah diadakan bersempena dengan Persidangan Tahunan Pustakawan PSZ. Dalam seminar ini, satu projek Pembangunan *Knowledge Management (KM)* telah diketengahkan oleh fasilitator program iaitu Prof. Syed Mohd. Famy bin Syed Mansor, mantan Timbalan Naib Canselor UTM. Melalui projek ini, PSZ akan memperolehi, mengurus dan merekodkan kepakaran serta *tacit knowledge* yang dimiliki oleh pakar di UTM. Langkah ini bertujuan untuk memudahkan penyebaran, rujukan dan perkongsian ilmu agar mudah diakses dan dimanfaatkan sepenuhnya oleh warga UTM. Adalah menjadi harapan agar diakhir projek ini, akan terhasil satu rangka kerja projek KM yang unik kepada UTM beserta dengan sebuah Portal KM yang akan menyimpan semua maklumat yang telah dikumpulkan.



Annual Report 2009

PERPUSTAKAAN SULTANAH ZANARIAH
UNIVERSITI TEKNOLOGI MALAYSIA

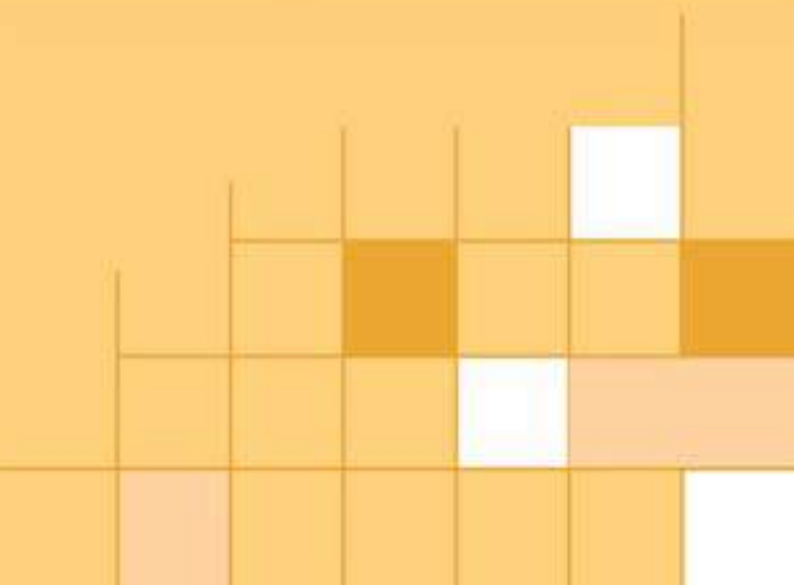
ANNUAL REPORT 2009

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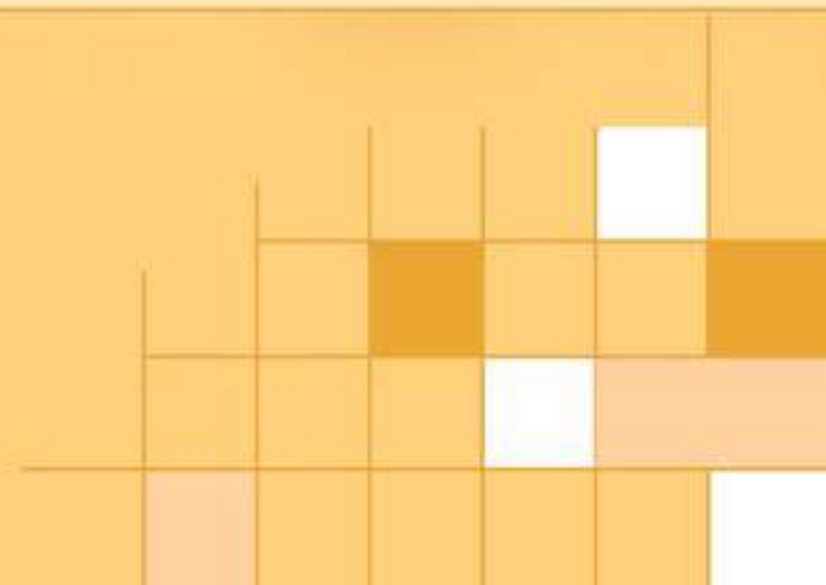




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Chief Librarian's Message



CHIEF LIBRARIAN'S MESSAGE



Assalamu'alaikum wrt. wbh. and greetings.

I am grateful to Allah SWT and through His Divine Will and Blessings have enabled us to publish the 2009 Perpustakaan Sultanah Zanariah (PSZ) Annual Report.

The year 2009 has been a remarkable year for PSZ as it has made history by winning the Vice Chancellor's Quality Award for the second time. As the pioneer of the Quality Management System in UTM, PSZ is proud to be given the award again after having previously won it in 1999. The honour serves as an incentive for PSZ to continuously improve the quality of its services by upgrading the quality standards from MS ISO 9001:2004 to MS ISO 9001:2008. Numerous efforts have been carried out by PSZ to realise and achieve this objective. The library has been organising programmes such as courses and workshops aimed at creating as well as increasing awareness and quality practices among the staff of PSZ.

In the year 2009, PSZ has seen a marked increase in the borrowing and returning of books as the result of its aggressive promotions especially the Vice Chancellor Monthly Assembly. Besides that, the setting up of faculty libraries has also contributed towards this increase. Having an effective and efficient system of borrowing, returning as well as information services which are customer oriented has managed to attract more people to use the library.

In the international arena, PSZ has helped promote UTM when UTM-IR was listed as one of the top 100 in the Ranking Web of World Repositories. This achievement has elevated UTM's position in the Webometrics Ranking of World Universities.

I would like to take this opportunity to express my sincere appreciation to all PSZ staff for their excellent performance in the year 2009. I would also like to express my utmost gratitude for their continuous effort to improve customer service and increase customer satisfaction. The success achieved is the result of the support, commitment and strong co-operation between the top management and all the staff of the library. The achievement and recognition serve as the source of inspiration and motivation for PSZ staff in their effort to improve the quality of their services. It is hoped that the success is evidence of the need for instilling a culture of quality aimed at building an organisation based on excellence. This would also serve as the benchmark for other faculties and departments to work towards achieving a first class work culture.

Chief Librarian

Pn. Hjh. Kamariah binti Nor Mohd. Desa

MA. Library & Information Studies

(Loughborough, United Kingdom)

B.L.Sc. (UITM)



PSZ Management Team

MANAGEMENT TEAM



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ORGANISATIONAL CHART PERPUSTAKAAN SULTANAH ZANARIAH



ORGANISATION ADMINISTRATION

Library Senate Members

The management and administration of PSZ are under the supervision of the university comprising of the Library Senate. Members of the Library Senate for the year 2009 are as follows:

Prof. Ir. Dr. Mohd Azraai bin Kassim (Chairman)

- Deputy Vice Chancellor
(Academic and International)

Prof. Madya Dr. Ahmad Nazri bin Muhamad Ludin

- Dean, Faculty of Built Environment

Dato' Prof. Dr. Ahmad bin Darus

- Dean, Faculty of Electrical Engineering

Prof. Dr. Mohd. Salleh bin Abu

- Dean, Faculty of Education

Puan Kamariah binti Nor Mohd Desa

- Chief Librarian, Perpustakaan Sultanah Zanariah

Prof. Dr. Mohammad Ishak bin Desa

- Faculty of Computer Science and Information Engineering

Prof. Dr. Nor Alshah binti Saidina Amin

- Faculty of Chemical and Natural Resource Engineering

Prof. Dr. Azman bin Hasan

- Research Management Centre

Prof. Madya Dr. Ali bin Selamat

- School of Graduate Studies

Prof. Madya Dr. Khairul Anuar bin Abdullah

- School of Professional and Continuing Education

Prof. Madya Dr. Abdul Kadir bin Marsono

- Faculty of Civil Engineering

Prof. Madya Yahaya bin Ramli

- Faculty of Mechanical Engineering

Prof. Madya Dr. Nik Rumzi bin Nik Idris

- Faculty of Electrical Engineering

Prof. Madya Abd. Hamid bin Mar Iman

- Faculty of Geoinformation Science and Engineering

Prof. Madya Dr. Wan Aini binti Wan Ibrahim

- Faculty of Science

Prof. Madya Dr. Khairiyah binti Mohd Yusof

- Centre for Teaching and Learning

Prof. Madya Mazlan Mohammad Abdul Hamed

- College of Science and Technology



Prof. Madya Dr. Zaidah binti Zainal

- Faculty of Management and Human Resource Development

Prof. Madya Dr. Wahid bin Omar

- Office of Asset and Construction

Dr. Lokman bin Mohd Tahir

- Faculty of Education

Dr. Alice Sabrina binti Ismail

- Faculty of Built Environment

Hajjah Sharifah Alwiah binti Syed Alwi

- Bursar's Office

Tuan Hj. Samsudin bin Nyat

- Centre for Information and Communication Technology

Encik Anuar bin Talib

- Deputy Chief Librarian
(Planning and Development)

Puan Noraziah binti Sharuddin

- Secretary/Deputy Chief Librarian (Services)



PSZ Background & Direction



BACKGROUND

Perpustakaan Sultanah Zanariah (PSZ) is the centre for information and reference for students and staff of Universiti Teknologi Malaysia (UTM) and the local community. The library was officially opened on February 3, 1991 by the Chancellor of UTM, Her Royal Highness Sultanah Zanariah binti Almarhum Tunku Ahmad, the Sultanah of Johor.

The main library is in Skudai, Johor and it has three main branches which are at the UTM International Campus, Kuala Lumpur, UTM Razak School of Engineering and Technology Resource Centre and Chemical Engineering Pilot Plant Resource Centre. Besides these branches, beginning 2008, PSZ has expanded its services by establishing libraries in the faculties, centres for learning as well as centres of excellence.

Perpustakaan Sultanah Zanariah in Skudai is a four storey building covering an area of 18,370 square meters which can accommodate 3,422 seats. As of December 2009, PSZ has a collection exceeding 2 million titles inclusive of printed materials, journals and electronic books (e-journals & e-books), online databases, online data, electronic media, cartographic materials such as maps, aerial photographs as well as audiovisual resources such as CDs, microfilms, collection of photographs etc. Currently, there is 198 staff working in PSZ and its branches.



PSZ is known as the pioneer of Quality Management System in UTM. The library has received recognition for its quality culture when it was honoured with the 2008 Vice Chancellor's Quality Award on May 12, 2009. The award received is the second time that such an honour is given to PSZ since it was introduced in 1999. In its effort to deliver excellent services to its customers, PSZ has won many awards for excellent service such as the runner-up for the Focus Learning Service Challenge Award in 2007 and the Best Counter Service Provider Award during the 2008 UTM Quality Week. The awards serve as recognitions of PSZ's excellence as an academic library that strives to provide the best service besides being active in educating its users and providing social services.



As one of the efforts to promote UTM to be a world class university, PSZ launched the Open Access Policy through the UTM-Institutional Repository (UTM-IR) introduced in the year 2007. To date, UTM is the first university in the country to use the Open Access System in the production of academic work by its community. As a matter of fact, UTM is one of the 400 International Repositories listed in the Ranking Web of World Repositories (<http://repositories.webometrics.info>). The placement of UTM-IR in the Webometrics Ranking of World Universities has given UTM international recognition.



Perpustakaan Sultanah Zanariah (PSZ) UTM continues to play its role as the mine of information and continues to increase its effort to transform the library as a centre of learning and knowledge culture. This has been carried out through the establishment of UTM Reading Stations or UTMRS. These stations launched on May 4, 2009 were initiated by the Vice-Chancellor as a way to create a culture of knowledge among the UTM community. As of December 2009, there are more than 6,500 copies of reading materials contributed by the campus community through the book donation drive, which is continuously held throughout the campus. These reading materials can be found in 48 locations around the Skudai Campus and 10 in the UTM International Campus, Kuala Lumpur.

The role of PSZ is no longer limited to be the centre for information services but acts as the impetus to develop the culture of reading and knowledge sharing. The year 2009 created history for the library when it organised knowledge sharing sessions given by renowned academics and corporate figures. These sessions known as Engaging Knowledge Culture Programme has managed to attract well-known figures from all over Malaysia to discuss and share information based on a book title or current issues. The session conducted as a forum is meant to propagate academic information among the community in UTM.



As PSZ role increases in its importance in the development of education and research as well as fulfilling the needs of research in the university, the library is also involved in the effort to assist UTM obtain its accreditation to be recognised as a research university. PSZ gives it full support to ensure that the facilities and services provided are in tandem with the mission and vision of UTM.





DIRECTION

PSZ Vision

To Be the Knowledge Centre of Excellence in Science and Technology.

PSZ Mission

To Contribute towards the Enhancement of Knowledge through Easy Access, Dissemination and Sharing of Resources in Science and Technology.

PSZ Objectives

- To Provide Information-Based Services for Its Users.
- To Manage Information Required for Education, Research, Consultancy and Publication in UTM.
- To Promote Information Services Within and Outside UTM.
- To Nurture Knowledge-Based Culture and Excellence Mindset Within and Outside UTM.

PSZ Motto

Information Excellence



Client's Charter

The realisation that the users of PSZ require efficient and quality services in their search for information, the staff of the library is committed in their effort to provide continuous improved quality service to meet their needs. We pledge to deliver excellent service and execute the responsibilities entrusted in the following manner:

- Provide quality service that meets the needs and satisfaction of our clients by:
 - a) Ensure that requests for purchase of materials are processed before mid September of each year.
 - b) Ensure that all materials are processed immediately with no backlog.
 - c) Provide the latest and complete information services within the specified time.
 - d) Ensure that all the databases in the library are accessible to library users.
 - e) Ensure that library patrons who are returning materials are tended to within 2.5 minute under normal circumstances.
- Incorporate ethical and positive values in their services.
- Initiate continuous changes to improve their services.
- Upgrade skills and credibility of staff through training.
- Ensure that the PSZ environment is safe and conducive.

Quality Policy

Perpustakaan Sultanah Zanariah (PSZ) provides services to clients based on **customer satisfaction** and **continuous improvements** that can be achieved by having the following:

- i) Ethical, skilled and professional PSZ staff.
- ii) Adequate allocation and provision of sources.
- iii) Security for the protected resources.
- iv) Efficient and effective work process.
- v) Intensive use of technology.

The effort to meet the needs of the clients and continuous improvements is translated into an objective of quality which is reviewed from time to time based on the following:

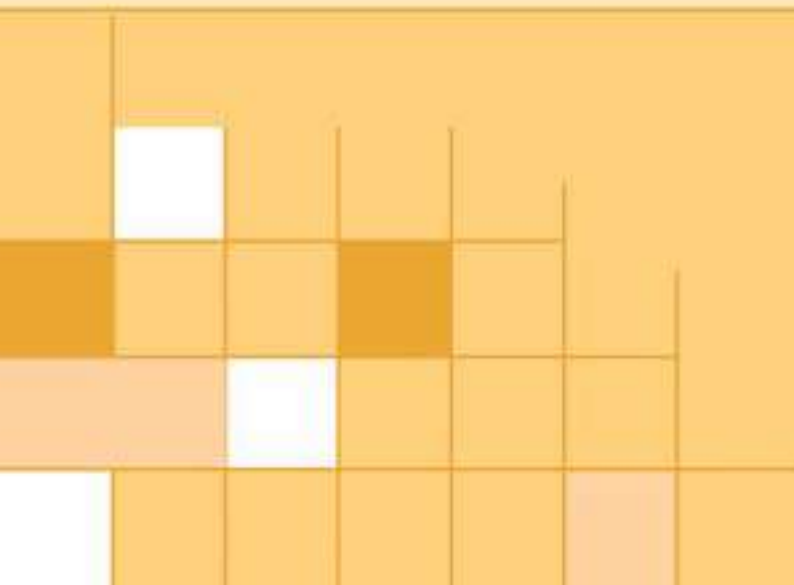
- Upgrading the management knowledge sources gradually by completing the Special Collection and *UTM Institutional Repository (UTM-IR)* until the current year.
- Indexing all UTM publications towards achieving a zero backlog.
- Increasing the deposit of digital documents by 5% at the *UTM Institutional Repository (UTM-IR)* for the current year.
- Monitoring and analysing the use of electronic sources twice a year.
- Monitoring and analysing the implementation of digital library components.
- Achieving an 80% customer satisfaction for services and facilities through the Customer Satisfaction Survey.
- Achieving an 80% customer satisfaction for the User Education Programme.
- Increasing the activities for disseminating and sharing of knowledge and
- Auditing the implementation of Standard People Practices at least once a year.

Systematic planning and analysis will enable PSZ to provide services beyond the expectation of its patrons and other interested parties of importance to the library. Thus, it is crucial that the staff understand, execute and prioritise the Quality Policy of PSZ.





**Achievements
of 2009**





PSZ staff celebrating the victory of winning the Vice Chancellor's Quality Award for the second time.

ACHIEVEMENTS OF 2009

Vice Chancellor's Quality Award 2008

History repeated itself when PSZ was awarded the Vice Chancellor's Quality Award for the year 2008 during the Citra Karisma Ceremony held on May 12, 2009. It was the second time that PSZ has won the award since it was first introduced in 1998.

The Vice Chancellor's Quality Award is the most prestigious award given at the University level. The award is given as recognition to faculties/division that practises quality culture in the management of their services. Every faculty/division is evaluated based on the commitment of its top management, output achievements, management process of output results and management of resources as well as innovations.

During the ceremony, Perpustakaan Sultanah Zanariah received a Challenge Trophy, a cash prize of RM20,000, a commemorative plaque and a certificate, which was presented by the Pro-Chancellor of UTM, Her Royal Highness Raja Zarith Sofiah Almarhum Sultan Idris Shah.

Establishment of Faculty Libraries to Expand Customer Service

Beginning January 5, 2009, Perpustakaan Sultanah Zanariah has taken the initiative of managing the Resource Centre of faculties which is now known as the Faculty Library. Within a year of its operation, the faculty library has undergone many changes especially in terms of management of materials and having a more consistent service.

The services provided by the Faculty Libraries include reference consultation, material search using INFOLAN2, use of database, reference materials as well as borrowing and returning books (some Faculty Libraries).

Customer Satisfaction Index Survey

As a means to gauge the satisfaction of users towards the facilities and services provided by PSZ in 2009, a Customer Satisfaction Index Survey was conducted. Performance was measured according to the main categories which are Staff Index, Service Index, Library Information Index, Product Index and Environment Index.

The Library Information Index and Product Index showed an improvement of 3.0% and 2.6% respectively with the exception of the Staff Index and Environment Index which declined by 3.0% for the year 2009. However, the Service Index for both years was the same.



The overall findings for the PSZ Customer index for 2009 increased to 73.56%, in comparison with 73.24% in the year 2008.

*Participants of the
'Understanding and
Execution of
MS ISO 9001:2008
Course'*



Reinforcing Quality Culture

The quality culture in PSZ is the norm in the library and in 2009, an 'audit surveillance' by SIRIM QAS International Sdn. Bhd. headed by Hajjah Aine Jamaliah Mohamad Zain was conducted from 29 to 30 July 2009.

The results of the findings from the audit exercise have proven that PSZ has managed to maintain a good Quality Management System. Although there were no major problems, but there were three suggested improvements that were recorded which were evaluation on the effectiveness of staff who have attended training, monitoring actions on remedial actions taken inclusive of process control involving maintenance, inventory control and the recording of services at the media room/equipment.



Participants of the 'Internal Audit MS ISO 9001:2008 Course'

In this year, PSZ has organised a series of courses in relation to MS ISO 9001: 2008 as its preparation to further improve the quality culture among the staff and to be certified again in the year 2010. The courses required the involvement of all the librarians and were conducted by facilitators from the SIRIM Service Quality Department. Some of the courses offered in 2009 were: 'Understanding and Executing MS ISO 9001:2008' and 'Internal Auditing MS ISO 9001:2008'.

Besides that the Quality Committee at PSZ has also taken the initiative to conduct a Document Check Workshop for MS ISO 9001:2008. The workshop was a success because it served as a guide for the process owners on how to manage the old and new process of managing and updating procedural documents meant for the MS ISO 9001:2008.

UTM-IR Promotes The Name Of UTM

As one of the efforts to promote UTM to be a world class university, PSZ launched the Open Access Policy through the UTM-Institutional Repository (UTM-IR) introduced in the year 2007. To date, UTM is the first university in the country to use the Open Access System in the production of academic work by its community. As a matter of fact, UTM is one of the 400 International Repositories listed in the Ranking Web of World Repositories (<http://repositories.webometrics.info>).

In July 2009, UTM-IR was placed 58th in the list of the Top 400 Repositories whereas it was initially placed at 85 in January for the same year. Besides that, for the Top 400 Institutional, UTM-IR was number 48 as compared to 72 in January 2009. The achievements by the UTM-IR have promoted the status of UTM globally in the Webometrics Ranking of World Universities.

UTM-IR's position based on the Ranking Web of World Repositories

Year	Category	Month	
		January	July
2009	Top 400	85	58
	Top 400 Institutional	72	48
2008	Top 400	159	82

Setting up of UTM Reading Stations (UTMRS)

The setting up of UTMRS, an idea of the Vice Chancellor of UTM, Professor Dato' Ir. Dr. Zaini bin Ujang is aimed at creating a culture of reading and knowledge among the community in UTM. These UTMRS are meant to support the intellectual ecosystem of the campus community and its surroundings by providing reading materials that can be shared.

UTMRS was formed in May 4, 2009 and initially began with 16 locations all over UTM and by July 2, 2009, the number has increased to 45. As of December 2009, there are 45 UTMRS in UTM, Skudai and 10 in UTM International Campus, Kuala Lumpur which makes it a total of 55 UTM Reading Stations. They are found in various locations of common meeting venues for the UTM community.

It is interesting to note that the UTMRS collection is compiled through the donations given by the UTM community itself. This step indirectly strengthens the spirit that UTMRS is mutually owned by the UTM community. Special boxes for donating books and magazines are provided at the faculties, departments, centres of excellence, residential colleges and other strategic locations around the campus. As of December 2009, UTMRS collection has managed to collect a total of 11,419 copies.

The reception given by the UTM community on the collection has been very encouraging. Updated information about the development as well as pictures of UTMRS locations can be viewed at <http://portal.psz.utm.my/readingstation/>.

UTMRS Locations in PSZ International Campus Kuala Lumpur

UTMKLRS1	Chancellory Lobby
UTMKLRS2	Lobby at the Registrar's Office
UTMKLRS3	Executive Room, Public Relations Office
UTMKLRS4	Students Lounge
UTMKLRS5	Lecturers Lounge
UTMKLRS6	Tajuan Selangor Enquiry Counter
UTMKLRS7	Siswa Semarak Residence : Front First Shop
UTMKLRS8	Foyer A, Siswa Jaya Residence
UTMKLRS9	Foyer B, Siswa Jaya Residence
UTMKLRS10	Foyer C, Siswa Jaya Residence



The Vice Chancellor during his visit to UTMRS



Students relaxing at a UTMRS in UTM International Campus, Kuala Lumpur

RS1 - VC office	RS16 - Rahman Putra College	RS31 - PHB
RS2 - DVC (PI) office	RS17 - Tun Fatimah College	RS32 - FKA
RS3 - DVC (A) office	RS18 - Tun Razak College	RS33 - FAB
RS4 - DVC (HEP) office	RS19 - Tun Hussein Onn College	RS34 - FKE
RS5 - Registrar	RS20 - Tun. Dr. Ismail College	RS35 - FKM
RS6 - Bursar	RS21 - Tunku Canselor College	RS36 - FKKKSA
RS7 - Medical Centre	RS22 - Perdana College	RS37 - FS
RS8 - Co-Curriculum Centre	RS23 - College 9	RS38 - FKSG
RS9 - Sports Centre	RS24 - College 10	RS39 - FPPSM
RS10 - College12	RS25 - College 11	RS40 - FP
RS11 - MSI	RS26 - College 13	RS41 - PPIPS
RS12 - ISC	RS27 - College 14	RS42 - FBB
RS13 - SUB	RS28 - College 15	RS43 - FKBSK
RS14 - CICT	RS29 - College 16	RS44 - SPACE
RS15 - ALUMNI	RS30 - College 17	RS45 - CAFÉ TROPiKA

Location of UTMRS in UTM, Skudai



PSZ staff at the Bina Insan and Team Building Programmes held at Kampung Teroi, Yan, Kedah with their facilitator Y.Bhg. Prof. Syed Mohd Famy bin Syed Mansor

Increasing Staff Motivation through Teambuilding Programmes

Perpustakaan Sultanah Zanariah organised Bina Insan and Team Building Programmes in Kampung Teroi, Yan, Kedah twice which were on 19-23 June 2009 and 4-8 July 2009. These programmes were conducted by S.M Famy Management and Services under the supervision of Y.Bhg. Prof. Syed Famy bin Syed Mansor (former Deputy Vice Chancellor, Student Affairs and Alumni, UTM).



68 support staff from PSZ participated in the programme as an initiative to strengthen the value of working cooperatively towards achieving the vision of PSZ and UTM as well as a way for the staff to bond among themselves. Besides that, the participants were also instilled with work ethics and Islamic management skill meant to improve the quality of the services. The programmes had received full support from the Chief Librarian and had received positive feedbacks from the participants.

Besides these programmes, another programme, Walk Through The Campus was held on July 24, 2009. This programme was an extension of the Bina Insan Programme and Team Building that were held previously. In this programme, the participants were brought around the campus on foot while learning about the history of UTM building structures and their design. The programme started at the main gateway of UTM and ended at the Faculty of Chemical and Natural Resource Engineering.

Perpustakaan Sultanah Zanariah hopes that such programmes will inspire and create a realisation for the need to improve teamwork and quality services.



'Walk Through the Campus' participants listening to an explanation by Prof. Syed Mohd. Famy bin Syed Mansor during a visit to UTM Safety Office



Participants of the programme

Knowledge Generating Session through Engaging Knowledge Culture Programme and Program *Bicara Karya*

One of the efforts by PSZ to disseminate academic knowledge in UTM is by organising intellectual discussions and sharing of knowledge based on a book title as well as current issues. In 2009, PSZ had invited well-known corporate figures and academics from all over Malaysia to interact with the UTM community through the forums known as the Engaging Knowledge Culture Programme.

In addition to that, the *Bicara Karya* programme - a programme meant to review a book by inviting the author of the book or a UTM academic staff as a reviewer is also an effort by PSZ to develop appreciation for original literature.



Prof. Madya Dr. Meketab Mohamed reviewing the book entitled *Dreams from My Father: A Story of Race and Inheritance*.



The Vice-Chancellor presenting the souvenir to Prof. Dr. Rose Alinda Alias in honour of the *Bicara Karya* Programme on July 8, 2009

Date	Reviewer	Book Title
5 May 2009	Prof. Dato' Ir. Dr. Zaini Ujang	<i>Mengangkasa Pengajian Tinggi</i>
22 May 2009	Prof. Dr. Wan Mohd. Nor Wan Daud	<i>Budaya Ilmu: Satu Penjelasan</i>
8 July 2009	Prof. Dr. Rose Alinda Alias	<i>The Last Lecture</i>
12 August 2009	Associate Prof. Dr. Meketab Mohamed	<i>Dreams from My Father: A Story of Race and Inheritance</i>



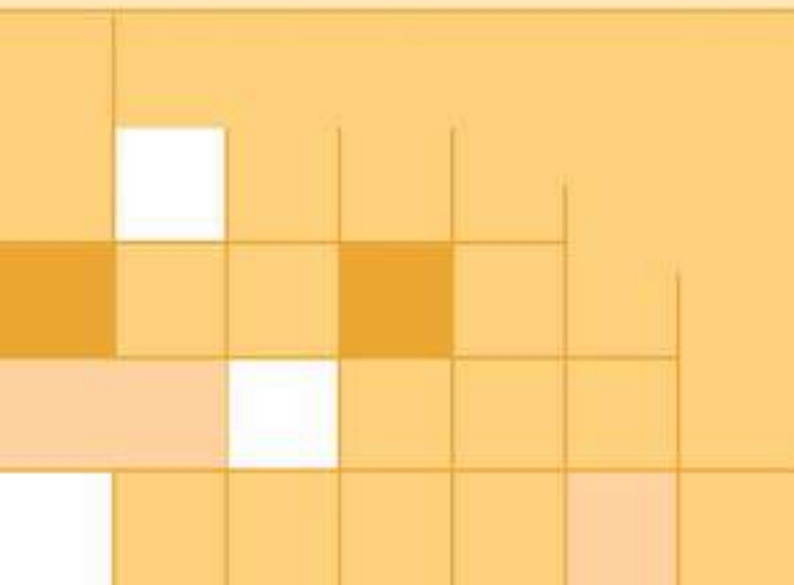
UTM's Vice Chancellor with Tan Sri Abdul Halim and Dato' Abdul Halim Harun in the Engaging Knowledge Culture Programme 2009

Engaging Knowledge Culture Programme 2009

Date	Panel	Book Title
22 January	<p>Chairman: Prof. Datuk Ishak Ismail (Chairman of UTM Council of Professor)</p> <p>Panelists: 1. Prof. Emeritus Datuk Dr. Osman Bakar (International Institute of Advanced Islamic Studies) 2. Tuan Hj. Azmi Shah Suratman (PPIPS, UTM)</p>	<p><i>Tawhid & Science: Islamic Perspectives on Religion and Science</i></p> <p>Author: Prof. Emeritus Datuk Dr. Osman Bakar</p>
13 March	<p>Chairman: Prof. Dr. Merzuki Khalid (Deputy Vice Chancellor (Research & Innovation))</p> <p>Panelists: 1. Prof. Datuk Dr. Sheikh Omar Abdul Rahman (UPM) 2. Prof. Vijay Kumar Arora (California University/ Visiting Professor UTM)</p>	<p><i>The Research Game in Academic Life</i></p> <p>Author: Lisa Lucas</p>
15 July	<p>Chairman: Prof. Dato' Ir. Dr. Zaini Ujang (Vice-Chancellor, UTM)</p> <p>Panelists: 1. Tan Sri Abdul Halim Ali (Chairman, UTM Board of Directors) 2. Dato' Abdul Halim Harun (Presiden & CEO UMW Holdings Berhad)</p>	<p><i>Turning Points: The UMW Story</i></p> <p>Author: Zuraidah Omar</p>



Human Resource Development



HUMAN RESOURCE DEVELOPMENT

Strengthening the Organisation through Human Resource Management

The year 2009 recorded an increase in the number of new appointments of staff which was 29 compared to 7 in the year 2008. With this addition, the total number of PSZ staff is 194 people as compared to 170 in the year 2008, which was an increase of 14%. This increase reflects PSZ effort to boost productivity and improve effectiveness in the service provided to the UTM community.

PSZ Staff in 2009

Post	Grade	JB	KL	Faculty/ Dept.
Chief Librarian	VU07	1	-	-
Deputy Chief Librarian	S52	2	-	-
Head of Division	S48	4	1	-
Senior Librarian	S44	6	1	-
Librarian	S41	23	3	-
Assistant Registrar	N41	1	-	-
Information System Officer	F41	1	-	-
Assistant Administrative Officer	N32	1	-	-
Assistant Curator	S27	1	-	-
Assistant Librarian	S27	-	1	1
Senior Library Assistant (Super scale)	S26	1	1	-
Senior Library Assistant	S22	13	1	4
Library Assistant	17	64	14	8
Assistant for Restoration	S17	3	1	-
Photographer	B17	1	-	-
Senior Technician	J22	1	-	-
Technician	J17	3	-	-
Computer Technician	ET17	1	-	-
Secretary	N22	1	-	-
Administrative Assistant (Clerical & Operations)	N17	1	-	-
Publishing Assistant	N17	2	-	-
Administrative Assistant (Secretarial)	N17	1	-	-
Junior Administrative Assistant (Senior)	N11	1	-	-
Junior Administrative Assistant	N11	12	1	-
Office Assistant	N1	10	1	-
Driver	R3	1	-	-
TOTAL		156	25	13

New Appointments of Management and Professional Staff

No.	Name	Post/Grade
1.	Mohd Zaidi Othman	Librarian/ S41
2.	Norsyuhada Shafie	Librarian/ S41
3.	Nurrull Huda Abdul Wahid	Librarian/ S41

New Appointments of Support Staff

No.	Name	Post/Grade
1.	Mohd Faisal Che Mat Rashid	
2.	Mohamed Asyik Sanusi	
3.	Muhammad Atiff Mahussain	
4.	Nordiana Mohsin	
5.	Mohd Idham Sulong	
6.	Zul Hilmi Sulaiman	
7.	Safura Jema'in	
8.	Nor Shaliza Mohd Basarudin	
9.	Shaliza Aziwa Shaari	
10.	Aznurul Ain Abdul Shukur	
11.	Sofianie Tendot Salleh	Library Assistant / S17
12.	Mohd Zafrul Azra Mohamed Zakaria	
13.	Nurul Asyikin Mohd Anuar	
14.	Izatul Asma Abdul Rahman	
15.	Hairi Aziz	
16.	Fahrurrozi Mohd Sa'ban	
17.	Mohd Faezan Abdul Jalli	
18.	Saharuddin Hassan	
19.	Nur Aizat Atiqah Zainul Abidin	
20.	Amirah Abdul Rahman	
21.	Norfahana Dewi Md Akim	
22.	Mohd Kharistanuar Md Aros	Assistant for Restoration / S17
23.	Nor Atikah Ismail	
24.	Faizal Fadzil	Office Assistant / N1
25.	Mohd Firdaus Kusnin	
26.	Hasbullah Jalli	

Staff Resignation/ Transfer

Name	Date of Resignation	Transfer
Norhafizah Abdu Rahim	31 December 2009	Melaka Public Service Commission

Mandatory / Optional Retirement

No.	Name	Date of Retirement
1.	Nazruddin Sharif	31 December 2009
2.	Abdul Aziz Othman	31 December 2009



2008 Excellent Service Award



Fourteen PSZ staff received the Excellent Service Award (Anugerah Perkhidmatan Cemerlang) based on their performance in 2008. The awards were given during the Citra Karisma Ceremony held on May 12, 2009 at the Dewan Sultan Iskandar, Universiti Teknologi Malaysia. The recipients of the award received a certificate and RM1000 in cash. The Anugerah Jasa Bakti was also bestowed upon staff who have served the university for 30 years and the Anugerah Jasa Setia for staff who have been in service for 20 years.

Anugerah Jasa Bakti

No.	Name	Post/Grade
1.	Norizan Yunus	Library Assistant / S17

Anugerah Jasa Setia

No.	Name	Post/Grade
1.	Mohd Salleh Dollah	Library Assistant / S17
2.	Zainuddin Anudin	Library Assistant / S17

Recipients of the 2008 Excellent Service Awards

No.	Name	Post/Grade
1.	Haslina Othman	Senior Librarian / S44
2.	Mohd Fuad Mohamed Yusof	Librarian / S41
3.	Junaidah Abdullah	Librarian / S41
4.	Mohd Alias Tohiran	Executive Officer / N32
5.	Mat Isa Md Sahat	Senior Library Assistant / S22
6.	Rodzuan Mohd Yusof	Senior Library Assistant / S22
7.	Kellamah Anang	Library Assistant / S17
8.	Roziana Kamarudin	Library Assistant / S17
9.	Siti Zaleha Samad	Library Assistant / S17
10.	Syed Jameuddin Syed Mohamed	Library Assistant / S17
11.	Faridah Yusof	Junior Administrative Assistant (Senior) / N14
12.	Jamiah Hashim	Junior Administrative Assistant / N11
13.	Fahrurozi Mohd Sa'ban	Office Assistant / N1
14.	Esa Masbah	Office Assistant / N1

Sports and Social Activities

In the months of March and April 2009, the UTM Sports Unit organised inter-department sports tournaments whereby PSZ had participated in several events such as badminton, volley ball (men and women), netball and futsal (veterans). The volleyball team managed to be in the quarter finals whereas the other teams lost at the group level. Besides that, in June 2009, several PSZ staff were selected to represent UTM at the Malaysian Inter-University Staff Sports Competition held at Universiti Malaysia Terengganu. The selected staff were: Dzulhelmi Mohd. Razali (senior football), Norhafizah Hamdan (netball), Erwan Saman (senior futsal), Hairi Aziz (hockey) and Mohd. Yusoff Mat Yaman (track and field).



2009 Open House organised by the Club

The establishment of the Family and Staff Club of PSZ is used as a means to organise activities and visits throughout 2009 in the effort to strengthen the relationship among its staff. The activities included a trip to the East Coast and the participants were the PSZ staff and their family members. The club would also organise trips to attend weddings of PSZ staff and included social activities as well as shopping trips to Kuala Lumpur and Nilai.



'Gotong-royong' activity in conjunction with the 'Open House' of the Club

In October 2009, for the Hari Raya Aidilfitri Celebration, PSZ staff participated in the UTM Hari Raya Aidilfitri Celebrations at Dataran Agora, UTM Skudai and the Club organised an Open House at the Dewan Jamuan, UTM. Continuing with the tradition, a 'gotong-royong' activity by the PSZ community was held to prepare various dishes for the event. The event which was held that night included lucky draws for the guests.

The final activity by the Club in 2009 was an inter-department sports carnival known as the PSZ Inter-Department Sports Carnival. The Service Department was the champion of the sports carnival after defeating the Development Department. The carnival achieved its objective of instilling the spirit of unity through sports by getting the participation of staff from all levels. Some of the tournaments held were ping pong, badminton, volleyball, sepak takraw, futsal and netball.



Librarians with the facilitator of the English Course on March 25, 2009

In-house Training Programme

The Human Resource Management Unit is responsible for the various staff development training programmes for staff to upgrade their skills and professionalism as well as knowledge required for their departments, university and individual needs. In 2009, 29 development programmes were organised. The programmes included specific training in cataloguing, portal development, video editing and statistics preparation, database or latest software workshops, preparatory courses to upgrade to MS ISO 9001:2008, teambuilding programme for PSZ staff as well as a leadership seminar for librarians.

Benchmarking Through Working Visit

PSZ strives continuously to improve the quality of its services and facilities and one of the ways is to organise working visits to various countries. These visits are aimed at forming bilateral relationships as well as making the visited library the benchmark for PSZ to achieve in terms of the management aspect policy and innovations in library services.

The first overseas trip was a visit to the National University of Singapore (NUS) and Nanyang Technological University (NTU) in Singapore in January 2009. The participants included the two Deputy Chief Librarians, Heads of Divisions, Senior Librarians, Assistant Registrar, Executive Officer, and several Library Senate Members. The one-day visit focused on the library operations, IT facilities and collections as well as the development of the infrastructure.

From November 14th to the 17th, the Chief Librarian, Puan Kamariah Nor Mohd Desa and the Head of PSZKL, Cik Haslina Othman visited Hong Kong to participate in the IATUL eScience Seminar, organised by the Polytechnic University of Hong Kong Library and Nanyang Technology University, Singapore. The seminar served as a platform for academic librarians from South East Asia to discuss their problems and their requirements in order to create a university based on science and technology. Besides that, the participants had also visited several public libraries around Hong Kong and China such as the Shenzhen public library in Shenzhen University, Hong Kong Polytechnic University and Hong Kong University of Science and Technology.



Cik Haslina Othman and Puan Kamariah Nor Mohd. Desa with a participant of the eScience Seminar



Participants at the University Town Library, Shenzhen



En Anuar Talib listening to an explanation about a collection in a library in Hong Kong



With the Chief Librarian of Curtin University of Technology, Sarawak.

The development of technology for the library is the main agenda in every overseas working visit such as the ones attended by the Deputy Chief Librarian (Planning and Development), En. Anuar Talib and a librarian from the Automation Development Division, En. Md. Razib Karno when they visited top universities in Hong Kong and South Korea from November 30 until December 4, 2009. Among of the universities visited were the Seoul National University, Hong Kong Science and Technology University, The Chinese University of Hong Kong and Hong Kong University.

Besides the overseas visits, PSZ has also organised several visits to public and private Institutions of Higher Learning within Malaysia specifically Sabah and Sarawak. From June 21 to 25, 2009, four librarians visited University Malaysia Sabah, Universiti Malaysia Sarawak, Curtin University of Technology and Pustaka Miri. The visit was headed by the Head of Automation Development Division, Puan Norasikin Mohamed who was accompanied by librarians from the Information Service Division, Puan Zafarina Dol, Puan Muzaimah Mohd. Yunus and Puan Syahranah Ahmad Raqi.

The PSZ International Campus Kuala Lumpur had also organised a trip to the Malaysia National News Agency (BERNAMA) on December 9, 2009. The visit was headed by the Head Division of PSZ KL, Cik Haslina Othman who was accompanied by 20 staff and officers. The group visited the BERNAMA radio stations, Radio 24, BERNAMA TV studio and its resource centre BERNAMA Information Centre and Library (Infolib).

*Right Picture >>
Participants from the PSZ International Campus,
Kuala Lumpur at BERNAMA*



With Librarians from Universiti Malaysia Sabah



At the BERNAMA TV Studio



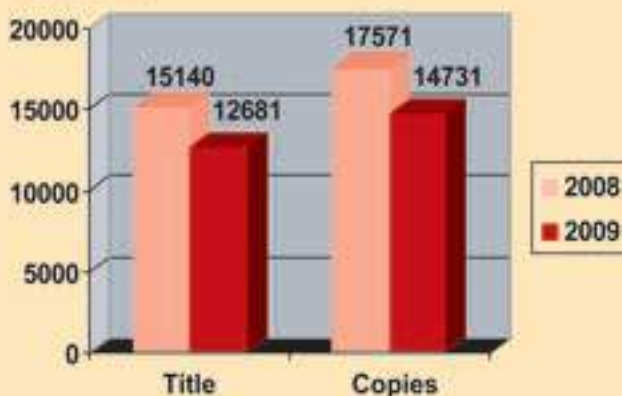
PSZ Collection Development

COLLECTION DEVELOPMENT

Acquisitions of Books and Monographs

The total acquisition of materials for the year 2009 was 12,681 titles (14,731 copies) compared to 15,140 titles (17,571 copies) in the year 2008.

Total number of material acquisitions in 2008 & 2009



Purchase of Library Materials

Allocation of funds for the purchase of monographs, audio-visual materials, maps, and aerial photographs for 2009 decreased by 2.4% from RM4,608,500 in 2008 to RM4,500,000. These funds were insufficient to fulfil the needs of the faculties in the acquisition of titles and additional copies that had been ordered. Besides that, the exchange rates had also affected the purchase of materials. Despite these obstacles, there was a 0.8% increase from RM11,400,400 (2008) to RM11,500,000 (2009) for the purchase of journals and electronic media.

This increase was parallel to the increase in the users' interest and awareness of utilising online resources to obtain journals and databases.

Journals and Databases

In 2009, there was an increase of 11.3% of journal and database collections when compared to the previous year. This increase corresponded with the additional allocation given for electronic journals and media. It also showed that PSZ has been consistent in its effort to provide amenities and easy access in support of research and educational activities besides fulfilling the aspiration of the university to be a research university.

No.	Item	Total 2008 (Title)	Total 2009 (Title)
1.	Subscription/ Membership (active)	306	342
2.	Electronic Journals (CD)	1,796	1,796
3.	Electronic Journals (online)	58,171	207,013
4.	Electronic Books (online)	7,101	29,332
5.	Electronic Thesis (online)	1,721,235	1,752,737
TOTAL:		1,788,609	1,991,220

Comparison of Journal Titles and Database for 2008 & 2009

No.	Item	Total 2008 (Title)	Total 2009 (Title)
1.	CD	13	26
2.	Online	51	126
TOTAL:		64	152

The increase in database subscriptions has resulted in a significant increase to the number of online journal collections and electronic books. The latest number of journal titles available is 207,013 which was an increase of 255% as compared to 2008. The total number of electronic books has also increased by 313% which is 29,332 titles compared to 7,101 titles in the previous year. The increase of online database subscriptions included additions to the current available databases and the transformation of CD-ROMs to online format.

List of Additional Databases in 2009

Categories	Database Titles
E-Books	Books 24x7 ScienceDirect E-books Springer E-books 2008-2010 Referex
E-Journals	Annual Reviews JSTOR MathSciNet ScienceDirect Journal Backfiles SPORTdiscus Springer Online Journal Archive Zentralblatt Math Royal Society of Chemistry
Research Analysis Standards	Gartner
News Archive	SAE Digital Library Standards Bernama Library & Infolink Service (BLIS)



UTM Special Collection

The total number of Special Collection acquisitions for 2009 is 4,156 titles compared to 5,672 titles in 2008. An overall decrease of 26.7% was recorded because there were fewer Undergraduate Project Theses which had a decrease of 71.3%.

Comparison of Special Collections Acquisition for 2008 & 2009

Type of Material	2008		2009	
	Title	Copy/ Sheets	Title	Copy/ Sheets
General (KKA)	524	688	489	750
Undergraduate Thesis	2,558	2,558	734	734
Masters Thesis	276	276	879	879
PhD Thesis	26	26	99	99
Media Material	2,289	2,289	1,955	1,981
TOTAL	5,672	5,836	4,156	4,443

Gifts and Exchange

The development of the PSZ collection also involves the process of acquiring suitable materials as gifts from public and private universities, government and private agencies as well as individuals. The year 2009 recorded a decline in the acquisition of gifts and exchange which was only 989 as compared to 2,047 in the previous year. This decline of 51.6% was due to the reduction in the collection of magazines/series publication and examination papers.

Total No. of Gifts & Exchange for 2008 & 2009

No.	Material	Total 2008	Total 2009
1.	Books	438	289
2.	Magazine/Serial Publication	1486	474
3.	Exam Paper	56	54
4.	UTM Publication	67	112
5.	Audio Visual Material	-	60
GRAND TOTAL		2047	989



Digital Documents

PSZ also develops and manages documents in digital forms to support learning, teaching, research and consultation. Some of the materials involved in digitalisation include examination papers, postgraduate thesis and UTM journal articles. In 2009, 2,524 titles had been digitised compared to 1,337 in the previous year.

As of 2009, the record in the Digital Documents Management System is 8,109, which was an increase of 16.4% in comparison with the previous year. These digital documents include newspaper cuttings, UTM examination papers, thesis, undergraduate project thesis (PSM) and gallery materials. This increase was due to the increase in the acquisition of softcopy materials especially project papers and thesis.

Comparison of Digital Documents for 2008 & 2009

Material	2008		2009	
	Title	Pages	Title	Pages
UTM Exam Paper	814	6,581	1,974	15,825
Graduate Thesis	523	58,567	68	11,677
UTM Journal Articles	-	-	482	6,109
TOTAL	1,337	92,148	2,524	33,611

Comparison of materials recorded in the Digital Document Management System for 2008 & 2009

Material	2008	2009
Newspaper Cuttings	5973	5471
UTM Exam Paper	566	297
Thesis	426	273
Undergraduate Project Papers (PSM)	-	2064
Galleria Materials	-	4



Cataloguing Materials

The total number of materials catalogued in 2009 was 14,896 titles (16,600 copies). This total included collections from UTM Skudai, UTM International Campus Kuala Lumpur, PESISIR, and the Built Environment Faculty Library. There was a decline of 30% as 21,574 titles (25,209 copies) were catalogued in 2008.

Comparison of Materials Catalogued for 2008 and 2009.

Catalogued Materials (overall)	2008	2009	Percentage
Title	21,574	14,896	-30%
Copies	25,209	16,600	-33%

Total No. of Catalogued Material

Material	Title	Copies
Books	12,220	13,600
Compact Discs	1,536	1,794
Thesis	922	922
Microfilm	48	48
Research Reports	68	180
Miscellaneous	102	116
GRAND TOTAL	14,896	16,600



PSZ Services

SERVICES

Library Use

The total number of library users for 2009 had exceeded the one million mark which was 1,083,677, an increase of 13.5% compared to last year which was 954,619.

The significant increase is an indicative of the improved amenities in the library such as conducive environment, new additions to the book collection, information and communication technology facilities, increase in library promotional activities as well as user-friendly services.



Conducive environment of PSZ supports users' academic needs

Borrowing Materials

The borrowings of materials in 2009 was 387,804 which was an increase of 1.23% compared to 383,101 in 2008. The increase was due to the Faculty Libraries that have been in operation since January 2009 and the borrowing counter opened at every Vice Chancellor's Monthly Assembly. However there was a reduction in borrowing through the Self Check-Out System which was 155,373 compared to 164,561 in 2008. This was a decrease of 5.6%.

Borrowing and Materials Use by Membership Category

Borrowing by undergraduates as one of the membership categories remained had the highest figure with 215,200 borrowings in 2009. However, it was a decrease of 11.54% if compared to the previous year figure which was 243,265 borrowings. The next category was the Masters students which had 61,157 borrowings. There was a significant increase of 22.1% when compared to the borrowings in 2008 by the same category which was only 50,096. Borrowings by PhD Students also showed a marked increase by 30.7% with 16,916 borrowings compared to only 12,940 in the year. Borrowings by Academic Staff was 11,290 which was a decrease by 11.4% when compared to the previous year. The increase in borrowings by Masters and PhD Students is due to the initiative taken by PSZ to increase the number of borrowings from 15 to 20 titles a month.

Borrowings/Material Use according to membership categories

Membership Category	2008	2009	% Difference
Senior Officers	420	316	-24.8
Academic Staff	12,749	11,290	-11.4
Tutors	1,140	1,279	+12.2
General Staff	4,710	4,300	-8.7
Diploma Students	9	9	0
Advanced Diploma Students	2,548	854	-6.5
Undergraduates	243,265	215,200	-11.5
Graduate Students	50,096	61,157	+20.1
PhD Students	12,940	16,916	+30.7
PJJ Certs. /Dip. Students	378	762	+101.6
PJJ Undergraduates	3,828	2,998	-21.7
PJJ Postgraduates	471	284	-38.7
Course Participants	77	65	-15.6
Assistant Research Officers	599	34	-94.3
Research Officers	814	474	-41.8
UTM Family Members	158	127	-19.7
Others	3,464	12,732	+70.8
TOTAL	337,666	327,797	-2.9



Borrowings and Materials Use - Materials Category

In 2009, there was a decrease in the Open Shelf Collection borrowings by 3.2% compared to the previous year. A decrease of 20.3% was also recorded in the borrowings of bound journals and current journals. The decrease was due to the increased subscription of e-book collection and digital journals in online databases by PSZ which were easily accessed and used by its patrons.

Total Borrowings by Materials Category

Materials Category	2008	2009	% Difference
Advanced Management Collection	183	293	+60.1
Research Room	3	0	-
Interlibrary Loan	104	121	+16.3
Journals	2,013	1,605	-20.3
Special Collection	1,061	677	-36.2
Special Collection -Thesis	6,210	6,534	+5.2
Media Counter	1,871	1,409	-24.7
Creative Collection	19,938	21,459	+7.6
Circulation Counter	3,693	2,995	-19.9
Open Shelf Collection	301,756	292,058	-3.2
Technical Drawings	0	1	-
Map Collection	159	195	+22.6
References	493	328	-33.5
Others	180	122	-32.2

PSZ External Membership

The number of external members registered at PSZ were 45 people in 2009. This was a decline by 25% because there were 60 external members in 2008. Based on the registered membership, 22 hold External Reference Membership while 23 are Borrowing Members.

Interlibrary Loan

Requests for Interlibrary Loan (ILL) from other institutions in 2009 were 437 which was an increase of 48% compared to 296 requests in 2008. Book requests were sent to Malaysian public universities while most journal articles requests were forwarded to the British Library Document Supply Centre (BLDSC).

ILL requests from other institutions to UTM showed a decrease by 26% which were 684 requests in 2008 to 508 in 2009.

In 2009, postgraduates made the most requests with 287 requests followed by lecturers with 69 requests for interlibrary loans. There was a significant increase in ILL requests from postgraduates which was 44% (out of the total ILL) to 72.84%.

ILL Requests according to Membership Category

2009					
Category	BLDSC	Book	Article	Total	Percentage
Lecturer	24	38	7	69	17.51%
Post graduate	112	122	53	287	72.84%
Under graduate	1	13	4	18	4.57%
Staff	9	6	5	20	5.08%
TOTAL	146	179	69	394	100%

2008					
Category	BLDSC	Book	Article	Total	Percentage
Lecturer	24	38	7	69	17.51%
Post graduate	112	122	53	287	72.84%
Under graduate	1	13	4	18	4.57%
Staff	9	6	5	20	5.08%
TOTAL	146	179	69	394	100%

Referencing Advisory Desk

There were 7,152 queries in 2009 as compared to 7,684 queries in 2008 received at the advisory desk. This was a decrease of 7% as a comparison for the two years. This decrease was indicative of the positive development as users are becoming more aware of the services available in the library. In other words, users are now more self sufficient when they obtain information from the PSZ Portal, bulletins and library skills classes.

There was an increase of 8.5% reference requests in 2009 which were 1,138 as compared to 1,049 in 2008 and all these requests were successfully processed by PSZ.

Reference service at the advisory desk

Services	2008	2009	% Difference
Reference Advisory Desk	7,684	7,152	-7
Borrowing of Reference Materials (From PSZ)	369	174	-53
Request by PSZ users for Interlibrary References	89	50	-35
Request to use Referencing Facilities (by form) at MPP	1,971	2,081	+6
Feedback on Services (PSZ Form 72.1)	46	45	-2
Feedback on Library Services through e-mail for Complaints, Acknowledgements and Suggestions	6	30	+400
E-Mail Electronic Reference Enquiry for the General Category	362	672	+86

Feedback on Library Services

Feedback on the library services had a decrease of 2% whereby 45 feedback forms were received in 2009 as compared to 46 received in 2008. Overall, the number of complaints, suggestions and acknowledgements received through these forms was 53 in 2009 compared to 59 in 2008.



Feedback on Library Service through E-Mail and Online Reference Desk Module for Complaints, Acknowledgements and Suggestions

Thirty e-mails were received in 2009 compared to only six received in 2008. For this year, all the e-mails were related to services and facilities. Twenty-one of the e-mails received were acknowledgements whereas there were nine complaints and four suggestions for PSZ.

Reference Enquiry through E-mail for the General Category

The use of electronic reference enquiry through e-mail showed an increase of 672 enquiries in 2009 compared to 362 enquiries in 2008. 86% of the queries were about the services and facilities available in PSZ such as obtaining fulltext articles, updating patron records, renewing books etc.

Enquiries from E-Mail Electronic Reference for the General Categories

Queries	2008	2009	% Difference
Service and Facilities	345	578	+67.5
Collection	16	18	+12.5
Staff	0	0	0
Others	1	76	+7500
TOTAL	362	672	+85.6



Interest shown by participants during an Advanced Library Skills Class

Referencing by Other Users

PSZ received 165 requests from other users to use the library in 2009. This was a decrease of 34% compared to 250 requests made in 2008.

Other users of PSZ

Category	2008	2009	% Difference
Public Institutions of Higher Learning/ Colleges/ Teacher Training Institutes/ Polytechnics	117	93	-21
Private Institutions of Higher Learning	43	23	-47
School Students	11	0	-100
Government Departments /Agencies	36	27	-25
Private Sector	35	22	-37
Others	8	0	-100
TOTAL	250	165	-34

Information Searching Skills Through Library Skills Classes

196 information searching skills classes were held in 2009 which was the same as the previous year. The number of students who attended the classes had increased by 4% which was 4,955 undergraduates compared to 4,788 in the previous year. Details of the classes offered is shown in the next table.

Comparison of the Library Skills Classes for 2008 and 2009

Class Category	2008		2009	
	Class	Participants	Class	Participants
Basic Library Skills	117	3,595	101	3,068
Advanced Library Skills	71	1,005	89	1,742
UQP1211: Information Searching Skills	8	188	6	145
TOTAL	196	4,788	19	5,649

Basic Library Skills Classes comprised of UHB1412: English for Academic Communication which were held in collaboration with the Faculty of Management and Human Resource Development and the Basic Information Searching Skills Programme for new students from the School of Professional and Continuing Studies (SPACE) also held in collaboration with SPACE. In 2009, 101 classes were held which was a reduction of 14% as compared to 117 classes in 2008. The attendance of undergraduates had also decreased to 3,068 compared to 3,595 students in the previous year. The reason for this decline is due to the reduced number of student intake for every semester.

Advanced Library Skills Class involved final year students who were doing their Undergraduate Projects. In 2009, there was an increase of 25% of these classes and an increase by 73% in the number of students who attended the class compared to the previous year. This was a positive outcome from the promotions done through letters sent to Undergraduate Project coordinators in every faculty as well as individual requests from staff and students who contacted PSZ through emails, phone calls etc. In addition, it shows that the academic staff and students are aware of the classes conducted by PSZ which can help improve the quality of learning and research.

Co-Curriculum Subject

Six sessions which only admitted undergraduates were held in collaboration with the Co-Curriculum Centre in the year 2009. 145 students attended these classes as compared to 188 in 2008. All the students who attended the class had gone on a trip to *Perbadanan Perpustakaan Awam Johor* on March 4 and 11, 2009.

Student Workshop, Training and Briefing

Workshops, training and briefings for students were held for the purpose of having intensive promotions as well providing skills for researchers in using the databases to search for information. PSZ has set a goal of achieving an 80% satisfaction level among the participants attending the workshops. The workshops held included Research Methodology Workshop (ULP010), *Skim Latihan Akademik Bumiputera (SLAB)*, Endnote Workshop, Briefings for postgraduate and PESISIR students, Selected Databases Demonstration and PhD Thesis Writing Workshop. In 2009, there was an increase in the number of workshops held which were 52 compared to only 45 in the year 2008. The participants were 4,417 in 2009 compared to 2,617 in 2008. The significant increase showed that PSZ is always working towards improving its facilities and services as part of their effort to support and fulfil the academic needs of students and researchers.



A PSZ staff with visitors from secondary school

Visits

PSZ was visited by various organisations and schools from within and outside Johor Bahru, and local as well as foreign higher learning institutions in the year 2009.



The Chief Librarian with visitors from Universiti Malaysia Kelantan

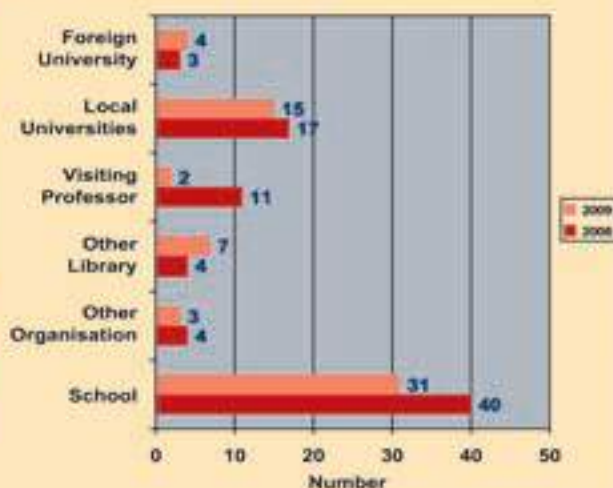


With visitors from UINIMAS Library



Briefing on the facilities available in PSZ given to Visiting Professors

Number of visitors at PSZ according to category in 2008 & 2009





Visitors of the exhibition taking the blood sugar level test

Quit Smoking and Diabetes Campaigns

The Quit Smoking and Diabetes Campaigns ran for a week from 5 to 11 February 2009 in partnership with CUEPACS Johor and Johor Diabetes Association. During the programme, several activities such as a Smoking and Diabetes Exhibition from 5 until 11 February 2009 were held at the PSZ Lobby. The exhibition showed posters on anti-smoking, diabetes and healthy eating habits.

Blood sugar level tests were also conducted on February 11, 2009 at the PSZ Foyer. Officers from the Johor Diabetes Association were also present to provide consultation on follow-up treatment. On the same day, a Quit Smoking presentation at the PSZ Seminar Room was given by Dr. Hj. Zuraidah Mokhtar, a Health Officer, from the Kulai Besar Medical Office. The audience consisted of students and UTM staff.

Dialogue - National Archives of Malaysia with Researchers/ Students from Institutions of Higher Learning

A dialogue was held between officers from the National Archives of Malaysia with researchers and students at the Dewan Senate on February 25, 2009. The session was attended by 250 people including UTM staff and students, UiTM Segamat students and Johor Bahru Polytechnic students. The panellists for the dialogue were the Director of National Archives of Malaysia, Encik Ismail Md. Yusof and Deputy Director II, Encik Norazam Zainal. The dialogue was held with the intention of highlighting the role of the National Archives of Malaysia as an institution that provides documents and primary information useful for students and researchers. In conjunction with the programme, an exhibition of collections from the archive was held at the PSZ Lobby.

PROMOTIONS



Dialogue session between National Archives of Malaysia and students

Theatre: Snow White - The Untold Tale

PSZ was informally involved with the theatre performance held on August 1, 2009 by Persatuan Seni & Drama (PERSEDA) and the fourth year TESL students. PSZ has always been positive in supporting such activities because these events would give students the opportunity to organise and conduct programmes. Besides that, it is hoped that the use of English in the theatre performance would promote the use of the language for communication and education.



Students who acted in Snow White - The Untold Tale

Meeting Users at their Faculties

PSZ organised a series of meetings with users at the faculties aimed at promoting and guiding users on how to use the databases especially the *Publications and Citations and High Impact Journals*. In 2009, PSZ had meetings with three faculties in UTM namely: February 18, 2009 - Mathematics Department, Science Faculty. July 8, 2009 - Faculty of Geoinformation Science and Engineering, and 19-20 November 2009 - Faculty of Electrical Engineering.

The faculties had given positive feedback about the usefulness of such a programme. Besides that, PSZ also took this opportunity to gain input and suggestions on how to improve further the quality of services for its users.



Students are briefed on service and facilities available in PSZ.

Publication

PSZ had published several printed and electronic materials to promote its facilities and services to users throughout 2009. The promotions included the Library Bulletin, Guidebook, Annual Report, brochures and articles about the facilities, services and library activities. PSZ is also involved in the publication of Skudal Post, UTM Online and the manual for New UTM Staff. The library also posts useful information as reference on the electronic board for its users. The information includes general information, current programmes, and information about closing time, facilities etc.



Persada Warisan Seni Exhibition



Water Colour Art: Appreciation of Art & Universe

Exhibitions

Seven exhibitions were held at the Lobby of PSZ throughout 2009.

Date	Title	Organizer
5-11 February	Smoking & Diabetes	PSZ, CUEPACS & Diabetes Association Johor
16-22 February	War Poems	First Year TESS Students Education Faculty
26 February - 6 March	National Archives Collections and Publications	PSZ & the Archives of Johor
16 March - 16 May	Water Colour Art: Appreciation of Art and the Universe	PSZ, Galeri Seni Johor Art Society dan Persatuan Seni Lukis & Rekaipita Johor (SERUPA)
28-29 March 2009	Persada Warisan Seni Exhibition	PSZ & Yayasan Warisan Johor
19-21 October	Environment Exhibition	Environmental Chemistry Students Science Faculty
19 Nov 2009 - 19 Jan 2010	Final Year Projects Exhibition	Undergraduates (Industrial Design) Faculty of Mechanical Engineering

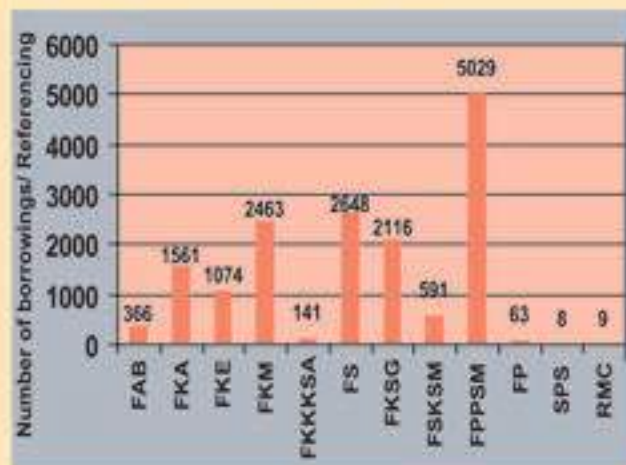


Faculty Library Collections include reference books, research reports and theses

Beginning January 5, 2009, PSZ as the main library has taken the initiative to takeover the management of faculty Resource Centres, now known as the Faculty Library (FL) as its branch library. After a year of operation, many of these FL has undergone changes especially from the aspects of material management and having a more reliable and consistent service for its users.

The Faculty Libraries are at the Faculty of Mechanical Engineering, Faculty of Electrical Engineering, Faculty of Natural Resource & Chemical Engineering, Faculty of Geoinformation Science and Engineering, Faculty of Science, Faculty of Computer Science and Information System, Research Management Centre (RMC), School of Graduate Studies as well as the Faculty of Built Environment which was taken over in 2006.

No. of Borrowers at the Faculty Libraries in 2009



LAUNCH OF FACULTY LIBRARIES AND RESOURCE CENTRES

Restructuring of Faculty Libraries (FL)

Faculty Libraries offer their services to users according to the set schedule. Services provided include referencing consultation, searching using INFOLAN2, use of database, material referencing, borrowing and returning materials.

Throughout 2009, the total number of borrowings from these libraries were 16,069 copies and the users were 37,452. The number of borrowings and users are closely related to the yearly schedule as these figures are dependent on the academic session and semester holidays of the faculty.

These faculty libraries are provided with IT facilities and infrastructure such as computers as work stations as well computers for the use of its users. The commitment of the staff and the various parties such as PSZ as well as the faculties themselves are crucial in order to ensure that these FL are performing and functioning at its best.



No. of visitors at the faculty libraries in 2009



Chemical Engineering Pilot Plant (CEPP) Resource Centre

No. of users and borrowings from the CEPP resource centre

Category	2008	2009	Percentage (%)
Total Users	5,349	6,319	+18%
Total Borrowings	243	135	-44%

The process of borrowing and returning of materials at the CEPP Resource Centre uses the Circulation Module (ADVANCE System). Borrowing is only allowed for staff, CEPP postgraduates and lecturers and for a limited time depending on the need of the users.

The category of users at the CEPP Resource Centre are postgraduates, research officers and assistants, and students undergoing practical training from other institutions of higher learning. Besides that, there are UTM students from the various faculties, MRSM students and individuals searching for reference materials and information.

Business Advanced Technology Centre (BATC) Resource Centre

The Business Advanced Technology Centre (BATC) Resource Centre is located on the 17th floor of Bangunan Yayasan Selangor. Besides being an information centre for postgraduate students of the International Campus Kuala Lumpur, it also provides the same service to other units such as the International Business School (IBS) and for lecturers and students of *Kolej Sains dan Teknologi (KST)*.

In addition, the BATC Resource Centre also emphasises on information service, increasing its collection, as well as being the Digital Resource Centre that provides online information network for academics and postgraduate students.

The BATC Resource Centre had organised eight series of Information Searching Workshops for postgraduates throughout 2009.





Database Services

As of December 2009, the total access for online database of 34 titles showed an increase of 50.17% as compared to the titles accumulated in 2008.

Comparison of access to online databases between 2008 and 2009



This increase was due to several factors such as:

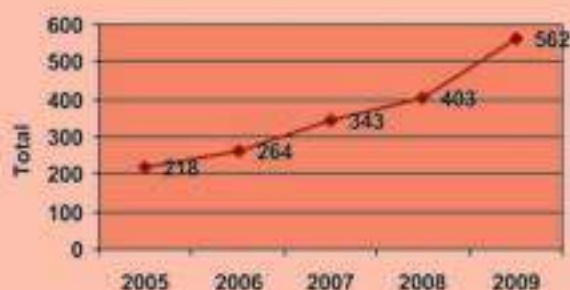
- A need to refer to high impact journals by lecturers and researchers in producing writings and publications of international standards.
- Easy access to the databases from outside the campus through the Virtual Private Network.

RESEARCH SUPPORT

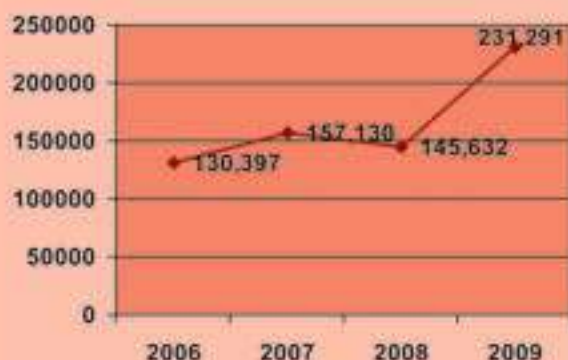
Information on Writings, Citations and High Impact Journals

PSZ has collected and prepared information on the writings of UTM staff and researchers including citations over a period of five years (2004-2008). This information is one of the data required by the Ministry of Higher Learning in order for UTM to apply for a Research University status. Besides that, PSZ also has collaborated with the management of UTM to evaluate the promotions of academic staff as well as helped meet the needs of the UTM Quality Unit and assist in the nominations for the PERSAMA Award 2009. PSZ has also listed the High Impact Journals in the PSZ website as reference for the university.

UTM Total Publications



Accumulation of High Impact Journals



LIBRARY AUTOMATION

Development of PSZ Portal

In February 2009, data from the PSZ Portal was transferred to a new server which uses the Linux Ubuntu 9.04 operating system. The new operating system allows faster access to information and provides better security for users.

The plan to upgrade the PSZ Portal was done in conjunction with the rebranding of UTM. The development of the PSZ Portal was carried out from May to June 2009 with the cooperation of five Portal committee members (Webteam) comprising of the librarians from each unit. The new portal was developed using Joomla, a Content Management System and MySQL Version 5.0 server.

PSZ had also developed a portal for each division as the medium to provide and share information. A series of training programmes on how to manage websites for each division were carried out on September 10 and 11, 2009 and they were facilitated by the PSZ Webteam. Each division was represented by one librarian and library assistant who were given training on how to design a website, upload and manage information for the website.



Computer access provided for PSZ users

Developing Animation in the Montage

Several montages for formal functions in UTM have been successfully produced with the use of multimedia animation applications such as Edius Conopus (High Definition), Macromedia Flash and the audio application, Sony Forge. Some of the montages produced include the Vice Chancellor's Quality Award Ceremony (February 2009), Launch of UTM Reading Stations (May 2009) and Academic Performance Audit (December 2009).

PSZ Computer Facilities

Currently, in 2009, the number of computers available specifically for users of PSZ are 187. 31 computers are meant for INFOLAN2, 28 computers are for work and 128 computers are for surfing the Internet. There is also a special area for using laptops with network access for those who want to work using their laptops.

PSZ Network Facilities

As one of the efforts to fulfill the need for a faster and more efficient Internet access, PSZ has upgraded its network by conducting a series of tests such as speed downloading on April 2009 and Multiple Spanning Tree Protocol Deployment on June 2009. Both tests were conducted with the cooperation of vendors and Centre of Information Communication Technology (CICT) UTM. The restructuring of the wireless network Wi-Fi according to centres was also done by CICT-WCC in April 2009.



2010 Challenges

2010 CHALLENGES

Development of PSZ Library Management System

The PSZ Library Management System began with the Berlian System in 1986 until 1990, followed by the Dynix System introduced in 1991. A decade later, it was replaced with Advance. To be in line with the advancement in technology and increasing user demands, the Library Management System has also evolved whereby in 2010, PSZ will obtain a new Library Management System called the Symphony Library Management System. Meticulous planning is required to ensure that the transfer from one system to the other is carried out smoothly and completely.

PSZ Library Management System Evolution



Customer Satisfaction

PSZ conducts a Customer Satisfaction Survey every year with an 80% target for customer satisfaction as instructed by UTM and this has been and will always be a challenge for the library. More attention and emphasis should be given to the mediocre services and products as well as the decreasing staff, information and environment indexes.



UTMRS 46 at the UTM Administration Building Foyer

Development of UTM Reading Stations (UTMRS)

To spread the reading culture in UTM, PSZ needs to identify locations that are hubs of the UTM community so they can be made reading stations or UTMRS. This move hopes to epitomise an environment of knowledge and help instill the reading culture among UTM community. Other than that, more promotions towards UTMRS need to be made to gain support and materials from UTM community. The UTMRS will also be broaden to selected schools in Johor Bahru.



Development of PSZ Collection

Another challenge for PSZ is to ascertain that its collection meets the needs of learning, teaching and research in UTM. With the addition of Faculties and Research Alliances, it is hoped that PSZ will collaborate with all the parties involved to ensure that the collection fulfil the needs of the users.



Development of Faculty Libraries

The increasing number of departments/ faculties/ centres means that PSZ needs to put in more effort in ensuring that all faculties are provided with a branch library in order to meet the needs of users. Some of the requirements that need to be met is having a learning area that is managed in accordance with the library guidebook. Managing the Faculty Libraries is similar to that of the Main Library by providing reference services suitable for the faculty/centre. In addition, these libraries also have to promote the sharing of information between the faculty/department and PSZ.

Continuous Improvement through Upgrading Quality Management System ISO 9001:2008

The library strives to achieve an efficient administration and be an organisation that puts the needs of its users as the priority besides improving its services to be continuously competitive. To achieve this, PSZ has to ensure that the quality of the service offered is in line with the standards set by the Quality Management System ISO 9001:2008 which emphasises on a few new aspects as compared with the previous version.

UTM Institutional Memory

PSZ has been meticulously planning the set up of the UTM Institutional Memory that is a digital archive for easy access of all the recorded memories since the university began. This would include historical pictures, UTM's history, previous administrators, UTM students and successful UTM Alumni. It is hoped that the portal would be utilised by the UTM community and UTM Alumni to store memories of their studies as students of UTM. More importantly, the portal would serve as a reference point for the younger generation.

Information Services for UTM Alumni

The role of PSZ as an institution of knowledge for the UTM community has now been extended to include information on the UTM Alumni which is available free of charge for all graduates of UTM. This was an idea proposed by the Vice-Chancellor who would like to see more cooperations among the UTM graduates and to attract users to maximise the use of UTM's collections. Efficient planning and work management are also in the pipeline so that more specialised packages such as specific information packages could be offered to UTM Alumni.

Knowledge Management Project

From October 29 to November 1, 2009, a Leadership for Librarians seminar was held in conjunction with the Annual Conference for PSZ Librarians. During this conference, the project known as Knowledge Management (KM) was developed and this was proposed by the facilitator, Prof. Syed Mohd. Famy bin Syed Mansor, former Deputy Vice Chancellor, Student Affairs and Alumni, UTM. The project would enable PSZ to obtain, manage and record tacit knowledge of the available expertise in UTM. This effort would allow the ease of disseminating, referencing and sharing of information meant for easy access so that it would be fully utilised by the UTM community. The ultimate goal of this project is to have a unique Knowledge Management framework for UTM as well as a portal specially dedicated to store this information.



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