RESPONSES TO USERS’ COMMENTS : FROM THE CHIEF LIBRARIAN’S OFFICE

AIR-CONDITIONING
The temperature of the Library has to be kept at 23 degrees Centigrade in order to preserve and maintain all our collection. Do bring jackets and shawls to keep yourself warm.

BAG CHECKS
The security guard has to check your bags to ensure that food and drinks are not taken into the Library.

BUILT ENVIRONMENT LIBRARY
All books, except for those from the branch libraries are centrally processed but we will try to speed up the process. We assign subject headings to the items in our collection using the Library of Congress Subject Headings. The library catalogue (Pendeta WebPAC) has an index of the bibliographic data catalogued in the system which offers a variety of search capabilities. Instead of using “Subject”, users may also use the “Title” or “Title keyword” search options for retrieval.

COMPUTERS & INTERNET CONNECTIVITY
We receive comments that our PCs are weak, need to be upgraded, slow, require maintenance, infected with virus, do not have Microsoft Office and the Internet is slow. We have installed new PCs and replaced old ones as well as maintain all our PCs regularly. Access to the Internet has also been upgraded. If you encounter problems when using any of our PCs, please seek assistance from the Reference Desk.

CONDITION OF BOOKS
If there are books that are badly damaged on the shelves, users can hand them over to the Reference Desk for rebinding and repairs. We hope that everyone use the books in our collection with care and do not tear, scribble or damage the books in any way.

CONSTRUCTION
In our effort to upgrade facilities in the Library, we need to do renovation and maintenace. We will try to do this during the semester break but at times, we cannot do this but we will try to minimize this as much as possible.

DRESS CODE
Students of the University of Malaya has to abide to an approved dress code when entering the Library. Other users need to dress appropriately.

DISCUSSION ROOM
The Library only has a limited number of discussion rooms but we do allow students to discuss at an acceptable noise level within the Green Zone.

EMAILS AND QUERIES
All emails to the Chief Librarian and to Query will be replied. However, some queries require some form of investigation before they can be answered. Another alternative is for users to post the queries on the wall of the Library’s facebook.
EXAMINATION PAPERS
We have scanned and uploaded all the examination papers which we received from UM’s Examination Department. However, please be reminded that the Examination Department only sends papers that can be viewed by all students. Some papers, eg. MCQs, papers from Faculty of Medicine and Faculty of Dentistry, cannot be viewed by students.

FACILITIES
We will continue upgrading the facilities within the Library network. The following facilities have been commented upon:

a. Carrels – we will make sure the carrels are kept clean.
b. Informal study areas inside the Library – we will try to create areas where users can read leisurely.
c. Informal study areas outside the Library – we will look into this.
d. Tables and chairs - From time to time, the Library will be replacing wornout table and chairs.

FOOD & DRINKS
We only allow users to bring plain water in clear bottles into the Library. No other drink and food can be taken into the Library because we do not want our Library to be overrun with ants, cockroaches and rats which will ultimately damage our collection. There are two (2) food kiosk operating outside the Library and we have installed vending machines in the Locker Room.

INFORMATION ON NEW BOOKS
We post a listing of new books that the Library receives on our website under New Books at the Library. Just click on this and you will be taken to the list which is updated every quarterly – January, April, July and October. If a review of a book is available via Google Preview, we will link it and if you click on it, you will be taken to the front cover of the book, sample pages as well as table of contents.

INTER-LIBRARY LOAN (ILL) & DOCUMENT DELIVERY SERVICES (DDS)
We have clear policies and guidelines for ILL and DDS. We will be distributing brochures explaining the process and procedures involved. Requests for ILL and DDS must be done online via our Interaktif Portal. Please go to our website (http://www.umlib.um.edu.my), click on Interaktif Portal and login using your matric card bar code number. Then click on Online Publications and you will be taken to an online application form. Fill-in the form and wait. Once we receive the items you had requested for, we will send you a text message via your handphone.

The number of articles which can be requested for free in a year, provided the title is not held by our Library, is as follows:

<table>
<thead>
<tr>
<th>Group</th>
<th>Articles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lecturers</td>
<td>30 articles</td>
</tr>
<tr>
<td>PhD students</td>
<td>20 articles</td>
</tr>
<tr>
<td>Master students</td>
<td>10 articles</td>
</tr>
<tr>
<td>Final year undergraduates</td>
<td>6 articles</td>
</tr>
</tbody>
</table>

Please take note that we send our requests for DDS to the British Lending Library and the National University of Singapore Library. Duration for delivery is dependent on the availability of the item. We relay our ILL requests to local academic libraries first before sending them overseas. We do not charge for books borrowed locally but we collect postal charges for books from Singapore (RM50.00) or Britain (RM100.00).
LIBRARY FEES
The increase in fees is comparable with the provision of improved learning facilities available such as computer labs, Wi-Fi, laptop use with free electricity, access to more electronic databases other than a conducive learning environment. This increase does play a major role in easing the Library’s financial burden arising from escalating cost to support growing and diverse needs of our users.

LIBRARY-RUN CLASSES AND SESSIONS
The Library runs regular classes and students can sign-up for these classes via our Interaktiv Portal. Our librarians also conduct classes information seeking classes at various faculties. For those who need assistance with our Pendeta WebPac and Interaktiv Portal, please feel free to seek help at our Reference Desk.

LOCATION OF FOUNDATION STUDIES COLLECTION
This collection is located on the 2nd Floor besides the Light Reading Collection.

LOCKERS
We do provide both coin-operated and unlocked lockers. For the coin-operated lockers, you need to insert coins amounting to RM1.00 and you can pull out and keep the key with you until you are ready to take your possessions out. The unlocked lockers are meant for storage of items which you do not wish to bring into the Library. You must not leave your valuables in these lockers.

NOISE
We are using the zoning system to control the noise level within the Library. The Red Zone demands total silence. If you are in the Blue Zone, you have to be silent. Within the Green Zone, you can discuss but at a tolerable level. We will monitor these areas regularly and if necessary, announcements will be made. However, we need our users’ assistance in helping us make the Library a quiet place for everyone. Please do not talk to each other or on your mobile whilst walking through the Library. Please use your headphones in the stairway only. Above all, please respect your colleagues’ need for silence.

OPENING & CLOSING HOURS
The Library observes the following hours during the semester:

<table>
<thead>
<tr>
<th>Days</th>
<th>Time</th>
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<tbody>
<tr>
<td>Monday to Friday</td>
<td>8.00 am to 10.00pm</td>
</tr>
<tr>
<td>Saturday to Sunday</td>
<td>9.00 am to 4.00 pm</td>
</tr>
<tr>
<td>Public holidays</td>
<td>Closed</td>
</tr>
</tbody>
</table>

During revision and examination weeks, the Library extends its opening hours:

<table>
<thead>
<tr>
<th>Days</th>
<th>Time</th>
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</thead>
<tbody>
<tr>
<td>Monday to Friday</td>
<td>8.00 am to 12.00 midnight</td>
</tr>
<tr>
<td>Saturday to Sunday</td>
<td>9.00 am to 4.00 pm</td>
</tr>
<tr>
<td>Public holidays</td>
<td>Closed</td>
</tr>
</tbody>
</table>

During the semester break, we operate as follows:

<table>
<thead>
<tr>
<th>Days</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday to Friday</td>
<td>8.00 am to 7.00pm</td>
</tr>
<tr>
<td>Saturday to Sunday</td>
<td>9.00 am to 4.00 pm</td>
</tr>
<tr>
<td>Public holidays</td>
<td>Closed</td>
</tr>
</tbody>
</table>

At this point in time, we feel that these hours will suffice.
OPENING & CLOSING HOURS OF FACULTY LIBRARIES
We noted numerous requests for the extension of opening hours of various faculty libraries which we cannot fulfill. We wish to inform our users that we are subscribing to a large number of online databases and e-books which are accessible via the Internet from within and outside campus. The Main Library also houses a considerable amount of titles for the various faculties. Therefore, please use the Main Library once the faculty libraries are closed. From Mondays to Thursdays, all faculty libraries are opened during the lunch break (1.00 to 2.00 pm). However, only the Built Environment Library is opened during the Friday lunch break.

PARKING
Apart from the parking area adjacent to the Library building, students can park in the parking area in front of Kompleks Perdanasiswa or the parking area beside Bangunan Peperiksaan.

PHOTOCOPYING, PRINTING AND SCANNING SERVICES
Students have the alternative of making their own copies with 3 additional self-service photocopy machines at the staircase on the Second Floor and one each on the Third and Fourth Floor. Cards can be purchased from the operators in the photocopy room. Past year exam papers have been digitized and are available in the portal. Students are also advised to download the papers prior to the study week to avoid library wifi congestion.

We are also expecting printing services to start operations in the coming session. With this service, students may download the exam papers and send the request to the dedicated printers.

POWER POINTS
We are planning to install a charging station for laptops where users can recharge their laptops without having to rely on power points available at their study tables. We hope to have this service ready for the coming 2011/2012 academic session.

PROMOTION OF LIBRARY SERVICE
The Library promotes all its services via its website as well as through the UM emailing system. We are now producing brochures and hand-outs on our services and will consider using posters as suggested by one of our users.

PLANTS
We need to green the environment by placing living plants in the Library. We will make sure that these plants are taken care off.

SHORTAGE OF BOOKS
We receive numerous comments on the shortage of books for the various subject such as:

- More titles in science
- More titles and more Arabic books for the Islamic Studies Library
- More titles related to creative multimedia, design, animation, new media
- More titles for education
- More titles for geology especially remote sensing (modelling/algorithmn)
- More titles for Center of Foundation Studies students.
- More titles for the Language & Linguistics Library.
• More titles for the Dentistry Library.
• More titles for the Built Environment Library especially for design, architecture and graphics.
• More titles for City Campus Library especially titles related to school/institution improvement and effectiveness; business, finance and likewise subjects; and public policy
• More copies of titles in Academic Core

We will write to the Deans/Directors of the various Academies/Centres/Faculties/Institutes to inform them of the need for more titles in the various areas, Please note that selection of books has to be approved by the Academy/Centre/Faculty/Institute to ensure suitability of titles to the programmes at these places.

STATUS OF BOOKS/JOURNALS IN PENDETA WEBPAC
All items listed in Pendeta WebPac should be on any one of the shelves within the Library network as stated in the catalogue unless it has been borrowed out or removed with reasons stated in the catalogue. However, items can be misshelved or lost. Please get help from the Reference Desk. The Library regularly updates the catalogue to make sure that items which are no longer available will not be listed in the catalogue.

STUDENTS’ INFORMATION
If there are changes to your personal information such as address, email or any other details, please inform us via the Reference Desk.

STUDENTS SUGGESTING TITLES TO THE LIBRARY
Students can now suggest titles they want the Library to purchase, but these titles have to be approved by the Dean/Director of your Academy/Centre/Faculty/Institute. Please download the form from: http://www.umlib.um.edu.my/fcontents.asp?tid=23&cid=111&p=1&vs=en

SURAU
We will be expanding and upgrading the Surau on Level 4.

TOILETS
The toilets in the newer part of the Library building has been upgraded and the toilets in the older building is being upgraded. We try to maintain the toilets as best we can but we do need our users’ help in making sure that they use the toilets properly. You can assist us by reporting directly to the Reference Desk about blocked as well as dirty toilets. And please spare a thought for our users with special needs – please do not use their toilets.

USER-FRIENDLY STAFF & SECURITY GUARD
Staff at the Library counter have been trained and instructed to be professional and user-friendly when dealing with users. However, the Library admits that sometimes this is not adhered to. As a corrective and preventive measure, the Library will conduct training courses related to the proper handling of reference enquiries and users at all service points.

WATER COOLERS
We will review the location and type of water dispenser.
WEBSITE
Pendeta WebPAC is not an ordinary website but a web version of the Library catalog system, which contains over 1.2 million records of library materials. Using this system requires the knowledge, skills and specific strategies to find related materials from the millions of records in it. First-time users will find it difficult to use and difficult to understand. However, the Library continues to educate users on how to effectively use this catalog, and various other functions made available, including online renewal. Information Skills Course (basic degree), and Information Skills Session (postgraduate) are two approaches. In addition, the complete illustrated guide to the online renewal has been made available in the Library's website at the following address and link entitled "Tutorial: Materials Online Renewal ...":

It has been known that the Library has 3 websites each differ in content and functionality. a) Library website http://www.umlib.um.edu.my/ contains general information about the library; Pendeta WebPAC http://www.pendeta.um.edu.my/ - public access to the Web version of the UM library catalog; and 3) interaktif Library Portal http://www.diglib.um.edu.my/interaktif/ (registered users) - a gateway to a licensed digital resources and on-line services. These web sites can be accessed from the Library's website. Links not only on the main page, but also in the header of all pages.

Library is planning to furnish titles in Pendeta WebPAC with cover images and annotations; and also book excerpts, first chapters up to 20 pages in length, featured reviews, etc. Enhancement will require significant cost and is still at the discussion stage.

THANK YOU FOR SUPPORTING THE LIBRARY IN ALL OUR ENDEAVOURS TO MAKE IT A BETTER PLACE FOR EVERY ONE. WE WILL CONTINUE TO IMPROVE. THE FOLLOWING COMMENTS ARE HIGHLY APPRECIATED AND VALUED.

- I am impressed that our librarians are computer literate
- I think all facilities in this library are good
- I love the library. Thank You for the great management!
- Love UM library
- More improvement can make UM the best and best student
- Nice service
- On the whole I have found the library services satisfactory and the librarians must be given credit for they have always been very pleasant and helpful. I have experienced being a student, tutor and lecturer in UM since 1998 and I have very high respect for the librarians. They have always been very helpful and friendly.
- Overall is good
- So far so good accept the parking
- Thanks everything has improved compared to 2007, 2008 & 2009
- Thank you so much for this great job
- Thank you very much...overall UM library is the best...keep up the good work
- Thank you very much...overall UM library is the best...keep up the good work
- The library will improve in the future
- The overall facility is fine
- The services can be increased in the next time.
• The smile campaign is good movement - I support it! Hopefully the staffs (security guard included) keep this "smile habit"
• There will never be enough books - keep adding them
• We have an excellent library.
• Your facilities and services are at par with the world's leading universities. Congratulations!

TERIMA KASIH KERANA MENYOKONG PERPUSTAKAAN DALAM USAHA KAMI UNTUK MENJADIKAN PERPUSTAKAAN INI LEBIH BAIK UNTUK SEMUA PENGGUNA. KAMI AKAN MENERUSKAN USAHA KAMI UNTUK MEMPERBAIKI PERPUSTAKAAN. KOMEN-KOMEN SEBEGINI AMAT KAMI HARGAI.

• Berpuas hati dengan umlib online
• Secara keseluruhannya perkhidmatan perpustakaan adalah cemerlang
• Staf yang bertugas memberikan komitmen yang memberangsangkan dan mejawab pertanyaan dengan tepat dan cepat
• Tahniah kepada pihak pengurusan perpustakaan UM - Keseluruhan perkhidmatan baik
• Teruskan kecemerlangan
• Teruskan usaha
• Teruskan usaha baik dan penambahbaikan kualiti perkhidmatan perpustakaan.
• Tingkatkan usaha dalam mengatasi segala kelemahan yang wujud sekiranya ada.
• Tingkatkan prestasi... prestasi sekarang baik dan memuaskan serta boleh di pertingkatkan
• TQ sebab layan kerenah kami
• Ubahsuai perpustakaan amat cepat dan baik

NECN/Jun 2010